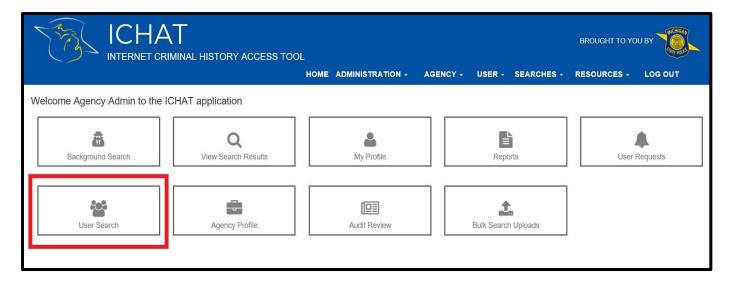## How to Edit Agency User Information: Agency Admin
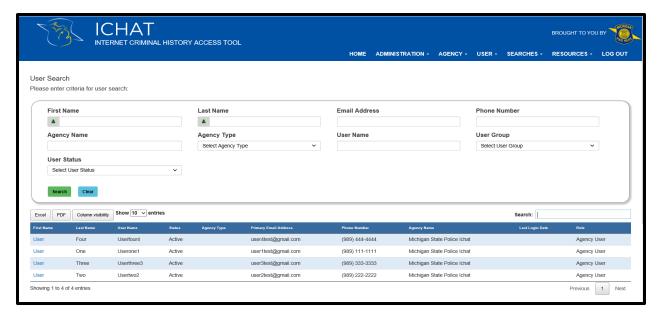
As the ICHAT **Agency Administrator,** you have the capability to add additional **Agency User's.** Additionally, once you have successfully added the user to your agency, you have the capability to view and edit Agency User information.
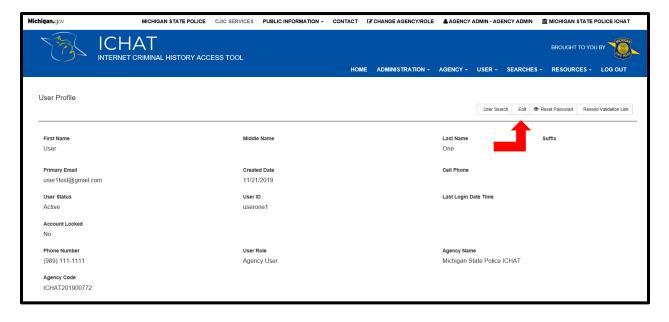
Removing an Agency User

- After successfully logging in to the ICHAT application and selecting your "Agency Admin" role you will be taken to the Main Menu, displaying all the options shown above.

- To remove a user from your agency you will first want to select the "User Search" option as highlighted in the image shown above.
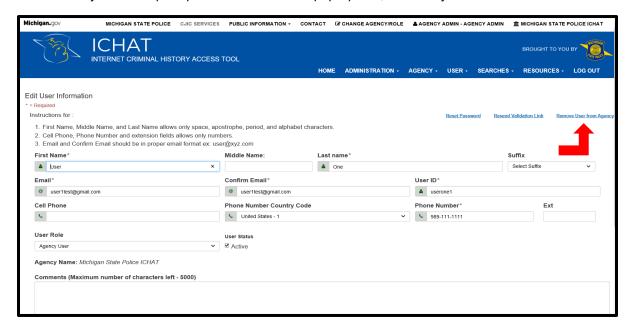
- Without typing anything in the search fields provided you will press the green "Search" button. Doing so will subsequently display an overall list of users associated with your ICHAT Agency.

  o The list that is displayed will default to sort the users alphabetically by last name

    ▪ Note: Should you not want to view your entire list of Agency Users' you can also enter a specific users' information in the search fields followed by pressing the green "Search" button to only display that users' account.

- From the list, select the user account that you wish to remove from your agency to view the User Profile.
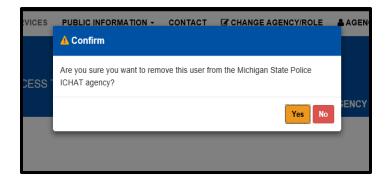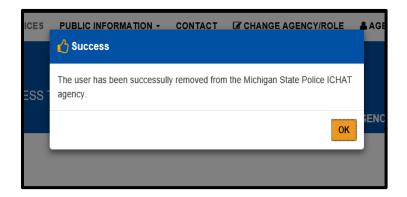

- On the User Profile screen, click the "Edit" button located in the upper right-hand corner of the profile. Doing so will take you to the "Edit User Information" screen.

- To remove the desired user, click on the "Remove User From Agency" option. Once you have done so you will be prompted with a "Confirm" pop-up box, to which you will click "Yes".

Editing other Agency User Information

Once you have gotten to the "Edit User Information" screen you are able to:

- Update a users' email address, phone number, and name
    - Deactivate the users' account
    - Reset the users' password
- Leave a comment on the users' account

After making the desired edits to a users' account be sure to click the "Save" option to ensure all changes made are saved.