



## 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

Welcome Agency Admin to the ICHAT application

Background Search	View Search Results	My Profile	Reports	User Requests
<b>User Search</b>	Agency Profile	Audit Review	Bulk Search Uploads	

- 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.
  - 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.

User Search  
Please enter criteria for user search:

First Name:  Last Name:  Email Address:  Phone Number:

Agency Name:  Agency Type:  User Name:  User Group:

User Status:

First Name	Last Name	User Name	Status	Agency Type	Primary Email Address	Phone Number	Agency Name	Last Login Date	Role
User	Four	Userfour4	Active		user4test@gmail.com	(989) 444-4444	Michigan State Police Ichat		Agency User
User	One	Userone1	Active		user1test@gmail.com	(989) 111-1111	Michigan State Police Ichat		Agency User
User	Three	Userthree3	Active		user3test@gmail.com	(989) 333-3333	Michigan State Police Ichat		Agency User
User	Two	Usertwo2	Active		user2test@gmail.com	(989) 222-2222	Michigan State Police Ichat		Agency User

Showing 1 to 4 of 4 entries

- 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.

User Profile

User Search Edit Reset Password Resend Validation Link

First Name: User Middle Name: Last Name: One Suffix:

Primary Email: user1test@gmail.com Created Date: 11/21/2019 Cell Phone:

User Status: Active User ID: userone1 Last Login Date Time:

Account Locked: No

Phone Number: (989) 111-1111 User Role: Agency User Agency Name: Michigan State Police ICHAT

Agency Code: ICHAT201900772

- 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”.

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ICHAT  
INTERNET CRIMINAL HISTORY ACCESS TOOL

BROUGHT TO YOU BY

HOME ADMINISTRATION AGENCY USER SEARCHES RESOURCES LOG OUT

Edit User Information  
\* = Required

Instructions for : [Reset Password](#) [Resend Validation Link](#) [Remove User from Agency](#)

1. First Name, Middle Name, and Last Name allows only space, apostrophe, period, and alphabet characters.
2. Cell Phone, Phone Number and extension fields allows only numbers.
3. Email and Confirm Email should be in proper email format ex: user@xyz.com

First Name\* Middle Name: Last name\* Suffix

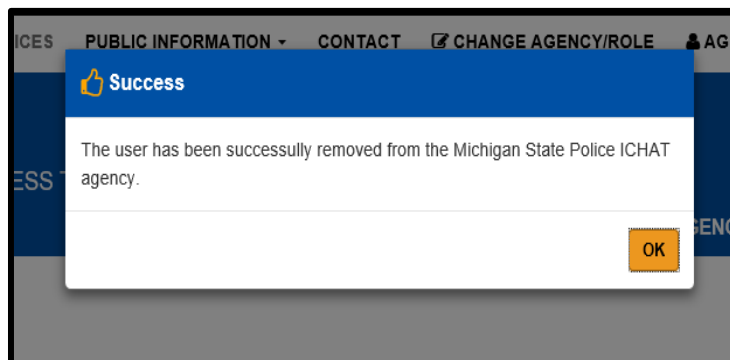
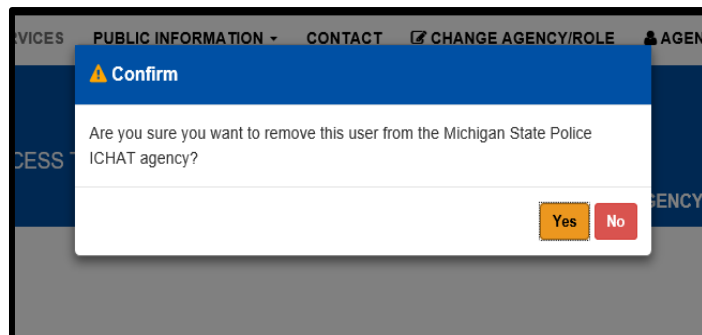
Email\* Confirm Email\* User ID\*

Cell Phone Phone Number Country Code Phone Number\* Ext

User Role User Status

Agency Name: Michigan State Police ICHAT

Comments (Maximum number of characters left - 5000)



## 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.

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# ICHAT

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**Edit User Information**

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Instructions for :

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[Reset Password](#)
[Resend Validation Link](#)
[Remove User from Agency](#)

<b>First Name*</b>	<b>Middle Name:</b>	<b>Last name*</b>	<b>Suffix</b>
<input type="text" value="User"/>	<input type="text"/>	<input type="text" value="One"/>	<input type="text" value="Select Suffix"/>
<b>Email*</b>	<b>Confirm Email*</b>	<b>User ID*</b>	
<input type="text" value="user1test@gmail.com"/>	<input type="text" value="user1test@gmail.com"/>	<input type="text" value="userone1"/>	
<b>Cell Phone</b>	<b>Phone Number Country Code</b>	<b>Phone Number*</b>	<b>Ext</b>
<input type="text"/>	<input type="text" value="United States - 1"/>	<input type="text" value="989-111-1111"/>	<input type="text"/>
<b>User Role</b>	<b>User Status</b>		
<input type="text" value="Agency User"/>	<input checked="" type="checkbox"/> Active		

Agency Name: Michigan State Police ICHAT

Comments (Maximum number of characters left - 5000)