

Create a New User

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Only Core Administrators can add users to Incident Management. Note that adding users is different from adding persons in the [Library](#) application. Persons are added to incidents and investigations and can include witnesses, suspects, and related parties. Persons cannot log into the application, whereas users can.



The Core Administrator can create users only. It is not to be confused with the [Administrator \(Incident Management\)](#), who can view incident objects and manage library objects.




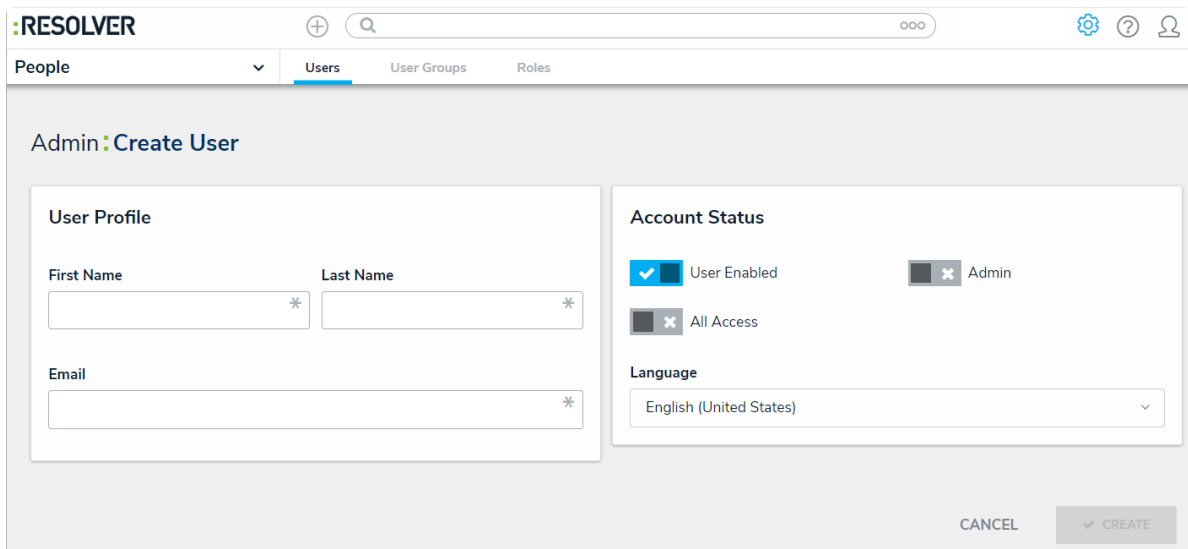
Only users with administrative rights can add users to Resolver Incident Management. Users with administrative rights enabled in their [profiles](#) can access the **Admin** page by clicking the gear icon in the [top bar](#) on any page. If you don't have administrative access enabled, this icon will not be visible.



Enabling Admin or All Access account status for new users is not recommended. **Admin** will give users [Administrative](#) privileges, including the ability to cause irreparable damage to your app. **All Access** will give users the ability to see all objects and object types in your app.

To create a new user:

1. Log into a user account that has access to **Administration**.
2. Click the  icon in the top bar > **Users** in the **People** section.
3. Click **Create User** to show the **Create User** page.



The screenshot shows the Resolver 'Create User' page. At the top, there's a navigation bar with 'People' and 'Users' tabs. The 'Users' tab is active. Below the navigation, there's a 'Create User' form. The form is divided into two main sections: 'User Profile' and 'Account Status'. The 'User Profile' section has three input fields: 'First Name', 'Last Name', and 'Email', each with an asterisk indicating it's required. The 'Account Status' section has three options: 'User Enabled' (checked), 'Admin' (unchecked), and 'All Access' (unchecked). Below these is a 'Language' dropdown menu set to 'English (United States)'. At the bottom right of the form, there are 'CANCEL' and 'CREATE' buttons.


The Create User page.

4. Enter the user's name in the **First Name** and **Last Name** fields.
5. Enter the user's email address in the **Email** field. This is the address that will receive the email with further instructions on creating a password to sign into Core. This email address

is also used to authenticate the user when he or she logs in and therefore must be unique.



Because the user's email address is used to authenticate the user when he or she logs in, ensure the email address is correct before clicking **Create** as you will be unable to modify the address later.

6. **Optional:** Click the  icon next to **User Enabled** to make this user account inactive. By default, the user account is active. **Enabling Admin and All Access privileges is not recommended.**
7. Click **Create**. The new user will receive an email at the email address entered in step 5 with instructions on creating a password and signing into Incident Management.



More information on supported translatable languages can be found here: [Languages Overview](#) article. If you wish to use a language settings that is not listed on the Supported Language Translations article, please reach out to your Customer Success Manager.