eICS™ 4.16 Release Notes

These notes describe highlights of the eICS 4.16 release scheduled for Thursday, February 17, 2022. More information is available through the help in your solution or by contacting the Juvare Support Center at 877-771-0911 or support@juvare.com.

Respond to Notifications

Users and contacts can now respond to eICS email and text notifications. Using a link or code provided in the notification, they can select from preconfigured response options to quickly respond to availability requests, incident alerts, and test notifications.

When a response is received, the person's status is updated in eICS and the response is logged and tracked on the incident's ICS Chart, through the Response Tracker. Also, repeat or follow-up notifications are automatically discontinued.

Targeted Response Options

On availability requests, response selection and the analysis of responses was simplified with six preconfigured options.

Domain Notification Variables

Domain Administrators can now configure domain notification templates to use three new variables. The {ResponseUrl}, {ApplicationUrl}, and {IncidentUrl} variables streamline the creation of notifications by automatically inserting the corresponding links in the messages you send.

Default templates have been adjusted to use the new variables. Custom templates must be updated to add the {ApplicationUrl} and {IncidentUrl} variables where appropriate; however, the {ResponseUrl} is automatically appended to all messages when a response is requested.

Enhancements and Resolutions

- When activating a position during an incident, contacts that do not have an eICS account are now listed in the Contacts to Notify list for that position.

- Now, you can quickly activate inactive users and contacts using the bulk upload feature on the facility contacts page in Planning.

- An issue related to syncing the Event Log priority for a selected incident has been resolved.