Electronic ICS™

Product Announcement

Web 3.3 and Mobile 1.4

This document highlights important changes related to the Web 3.3 and Mobile 1.4 for iOS and Android releases. More information about these and other Electronic ICS (eICS) features is available in your system, through **Help**. If you have questions about changes not covered in this document, contact your Client Services Manager.

Mobile

New Mobile Messaging

Mobile messaging allows you to send and receive messages about incidents, as well as filter messages, attach photographs, and receive communications on your mobile device.

Received Messages

On your device, access to messages is available within an incident, through the new *Messages* option on the navigation bar. Received messages are listed in chronological order, with the most recent message on top, and messages can be filtered by those sent to you personally, to all ICS Chart positions, or to a specific ICS Chart position.

Opening a message displays its details and any responses, if you were included on the response. From within the message, you can also send a response.

Responding to and Sending Messages

Responding to and sending messages are essentially the same, except that responses are generated from within the original message and new messages are created from the *Messages* screen.

When you create a message you can select who the message is from – you personally, your position or another person if you have adequate permissions. You can also specify who it is being sent to, the message priority, and whether to send the message as an email. Other options include adding the message as an event log entry, and/or adding a photographic attachment.
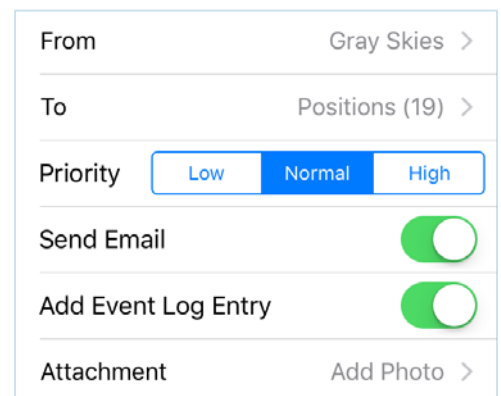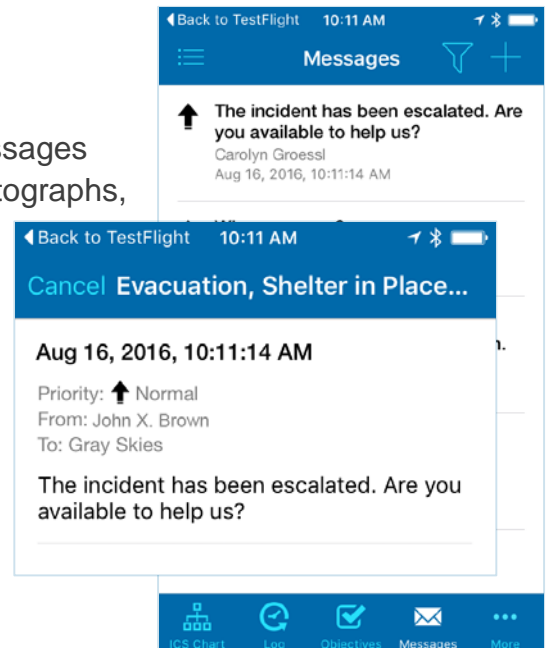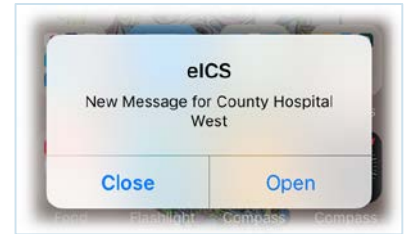
Photograph Attachments

With your mobile device, you can take photographs and attach them to messages you send. Photographs are stored with the message, and can be accessed by message recipients in eICS Mobile or Web.
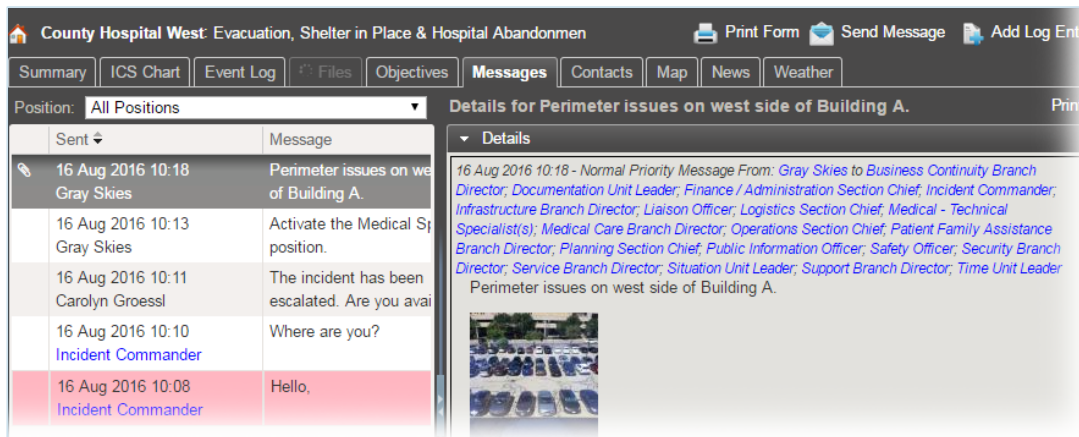
Push Notifications

If turned on through device settings, notifications about received messages appear even when you do not have the application open. These notifications provide basic information about and quick access to new messages. Alternately, notifications can easily be dismissed.

Web

Photographic Attachments on Messages

Messages can include photographs taken with your mobile device and added as attachments. In the Web solution, messages with attachments are identified with a paperclip icon ( ) and the message includes a preview of the photograph, which you can click to open in another browser tab.

Online Help Through the Client Hub

From within the system or directly through the Internet, you can now access help on the eICS Client Hub. The Hub is a website that has been adapted to store and organize information about eICS so we can provide 24/7/365 access to technical documentation, product announcements, FAQs, and reference materials.
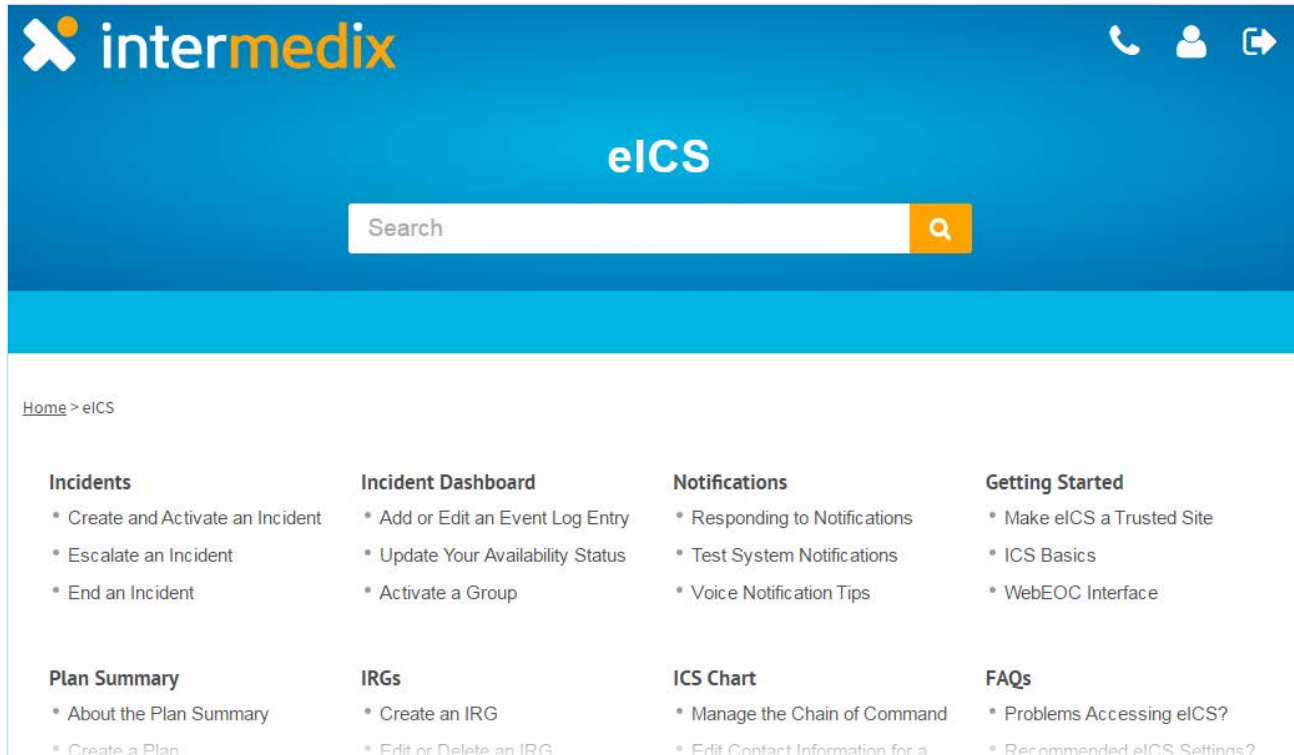
For more information, contact your Client Services Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.