

# Create an Incident

## Overview

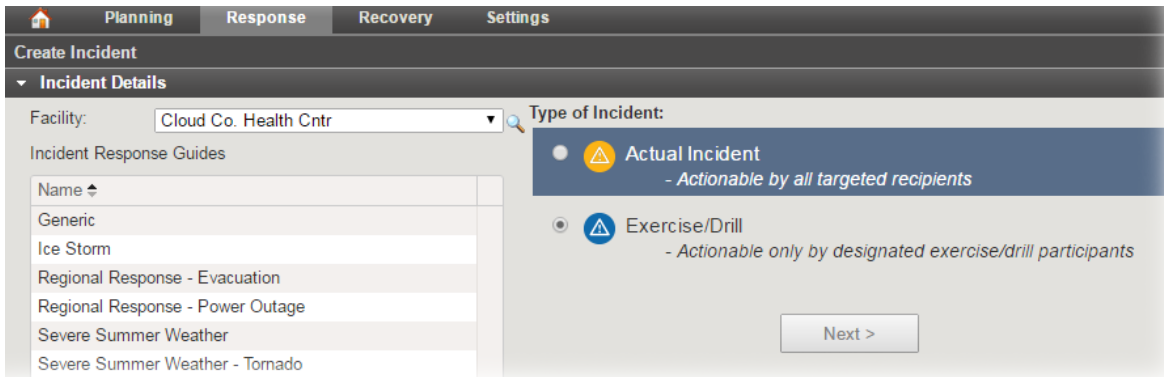
Users create incidents in Electronic ICS (eICS) to respond to disasters and disruptions as effectively and efficiently as possible.

Understanding the nature of an incident is essential because a key task in creating the incident is selecting the appropriate Incident Response Guide (IRG). IRGs are templates with predefined objectives, positions, and documents designed for a specific type of event.

The selected IRG provides the basic structure for an incident; however, incident details can be edited. For example, by default, contacts associated with active ICS positions are automatically notified by voice and email, but if appropriate, you can change these notification settings. Once created, the incident is easily accessed and managed on the incident dashboard.

## To Create an Incident

1. On the *Home* page, click **Create Incident**. Or, point to the **Response** menu and select **Create Incident**. The *Incident Details* page opens.

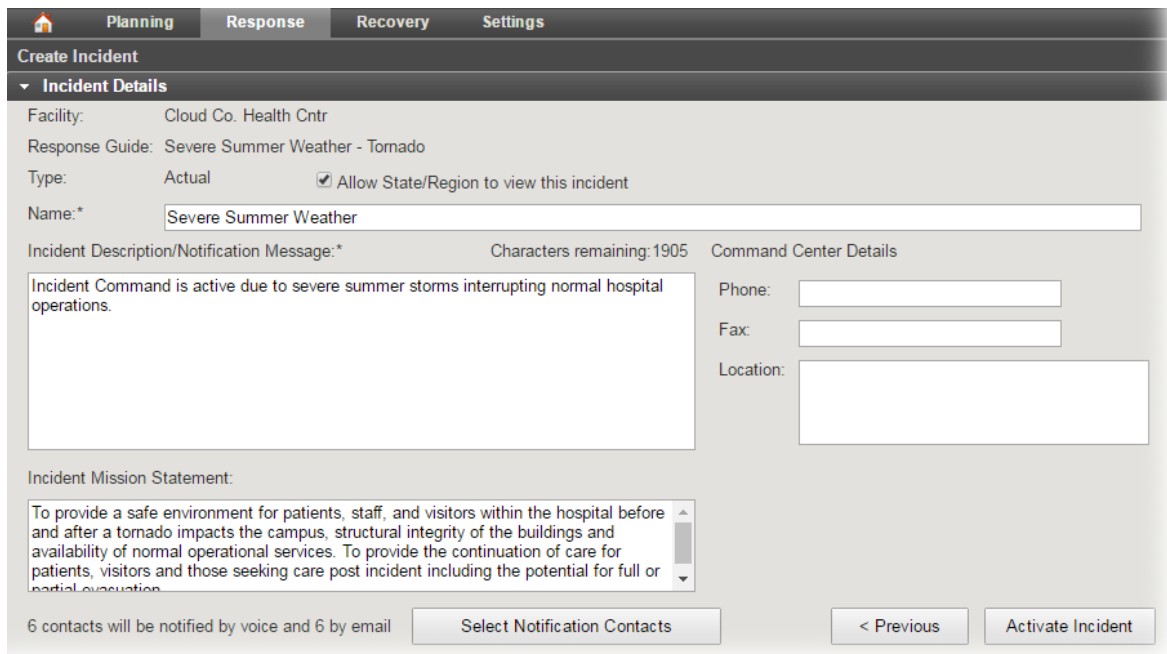


2. In the **Facility** list, click the facility for which you are creating the incident.
3. In the list of **Incident Response Guides**, click the name of the appropriate IRG.
4. On the right, click the **Type of Incident** (**Actual Incident** or **Exercise/Drill**).
5. Click **Next**. The second *Incident Details* page opens.
6. Select or clear the **Allow State/Region to view this incident** check box.

**Note:** Even if your system is set up to share information with EMResource and/or WebEOC, if you clear this check box the incident will not be shared.

7. Enter or edit this information:

- a. **Name**
- b. **Incident Description/Notification Message** (is sent to all contacts as part of the voice and email notification)
- c. **Command Center Details** (appears in EMResource and/or WebEOC)
- d. **Incident Mission Statement**



8. If you want to review the notification settings, take these actions:

- e. Click **Select Notification Contacts**. The *Select Notification Contacts* window opens.
- f. For **By Voice** and **By Email**, clear or select the check boxes to identify the contacts you want notified and the methods by which they are to be notified.
- g. Click **OK**. The window closes.

9. Click **Activate Incident** or **Start Exercise/Drill**. The incident dashboard opens.

For more information, please 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.