

Ad-hoc Notifications

Overview

Ad-hoc Notifications is a premium add-on that allows you to send voice and text messages to your facility contacts from within eICS at any time.

Before, during, or after an incident, you can send messages directly to your contact’s mobile devices and gather responses. Depending on the scenario, team responses provide insight into availability, safety, and/or next steps in an action plan. After the message has been sent, delivery and response statistics are available to help you digest critical information about your notification.

When the add-on is enabled, the Juvare Notifications tab appears along the top. On the tab, you see a listing of *Sent* and *Draft* messages. Messages are listed from most recent to oldest, and you can use the search tool to locate a specific message.

To send a notification

1. Click **Juvare Notifications**. The notifications page opens.
2. On the upper left, click **New Notification**. The *Message Contents* page opens.
3. Enter this information.

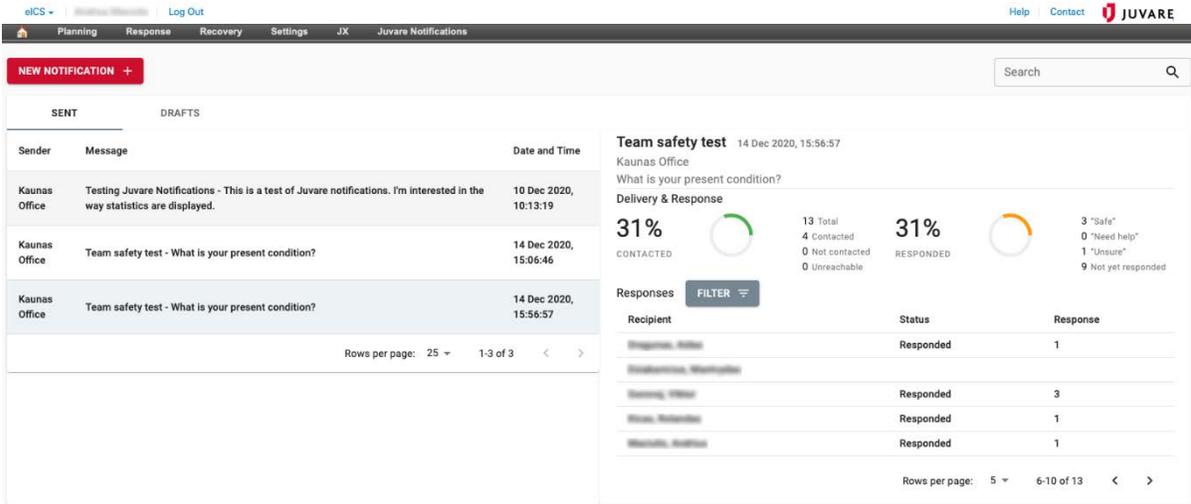
Field	Description	Valid Values
Sender	Person or group from whom the message will be sent.	List of Facility Administrators, Facility Staff, and ICS Chart contacts.
Subject	Message header or short description that acts as the preliminary voice announcement or title of the text message.	1 – 200 characters, including special characters
Message	Message body or complete description that acts as the main voice announcement or text message.	1 – 2000 characters, including special characters

4. For *Delivery Methods*, click **Voice** and/or **SMS**.
5. If you want to receive responses to your message, click **Allow responses** and enter the possible responses.
6. Click **Next**. The *Recipients* page opens.
7. Select or clear the checkbox to indicate which groups you want to include as recipients.
8. Take one of these actions.
 - a. To save the message as a draft, click **Save**.

b. To send the message, click **Send**.

To review sent notifications

1. Click **Juvare Notifications**. The notifications page opens showing sent messages.
2. Locate and click a message you want to review. Message details open on the right; the percentage of Contacted and Responded recipients are highlighted and detailed.



The screenshot shows the Juvare Notifications interface. At the top, there are navigation tabs: Planning, Response, Recovery, Settings, JX, and Juvare Notifications. A search bar is located in the top right corner. Below the navigation, there is a "NEW NOTIFICATION +" button and a search input field. The main content area is divided into two sections: "SENT" and "DRAFTS". The "SENT" section contains a table with columns for Sender, Message, and Date and Time. The table lists three messages from "Kaunas Office". The second message, "Team safety test - What is your present condition?", is selected. To the right of this message, detailed delivery and response statistics are shown. The "Delivery & Response" section displays a 31% CONTACTED rate (4 contacted, 0 not contacted, 0 unreachable) and a 31% RESPONDED rate (3 "Safe", 0 "Need help", 1 "Unsure", 9 Not yet responded). Below this, a "Responses" table lists individual recipients and their response status.

Sender	Message	Date and Time
Kaunas Office	Testing Juvare Notifications - This is a test of Juvare notifications. I'm interested in the way statistics are displayed.	10 Dec 2020, 10:13:19
Kaunas Office	Team safety test - What is your present condition?	14 Dec 2020, 15:06:46
Kaunas Office	Team safety test - What is your present condition?	14 Dec 2020, 15:56:57

Recipient	Status	Response
Emergency, Juvare	Responded	1
Emergency, Juvare	Responded	3
Emergency, Juvare	Responded	1
Emergency, Juvare	Responded	1

3. To help you locate specific recipients, click **Filter**. A window opens.
4. For *Delivery*, choose **Contacted**, **Not contacted**, or **Unreachable**.
5. If you choose **Contacted**, select the check box for one or more *Responses*.
6. Click **Apply**. The window closes and messages are filtered accordingly.