Manage Incident Contacts

During an incident, Facility Administrators, Facility Staff, and people that are already assigned to an incident position can easily add a new contact or edit an existing contact from the *Incident Dashboard* on the Contacts tab.

Tip: *If you want the contact to have access to eICS, you must specify a username, phone number, and email address. In order to access eICS, a new contact must activate their account. For more information, go to* Activate Your Account.

Helpful Links

Juvare.com

Juvare Training Center

Announcements

Community Resources

To add a contact

1. On the *Incident Dashboard*, click the **Contacts** tab.
2. On the bottom of the list, click **Add New Contact**. The *Add Contact* window opens.
3. Enter or select this information.

Field	Description
Name	Contact's first, middle, and last name.
Organization	Contact's organization, facility, or agency.
Resource Type	Classification of the contact's role in relation to your facility such as Internal - Administration or External - Ambulance / EMS.
Phone	Contact's primary phone number and the type: **Business**, **Home**, **Mobile**, or **Other**.
Email	Contact's email address.

4. If you want to enlist the contact in the incident immediately, select **Enlist in incident**.
5. If the contact should have access to eICS, select **Enable user account** and enter a **Username**.
6. In **Facility Access**, select the contact's role: **External Contact**, **Facility Admin**, **Facility Staff**, or **Facility Staff Limited**.
7. Click **OK**.
8. If you selected **Enlist in incident**, the *Enlist in Incident* window opens.
9. Select the contact's **Availability** and **Location**.
10. As appropriate, select or clear the **Send voice notification** check box.
11. Click **OK**.

To edit a contact

1. On the **Contacts** tab, click the contact's name. The *Contact Details* window opens.
2. Click **Edit**. The *Edit Contact* window opens.
3. Make your changes in all appropriate tabs:

    - General Info / Email / Phone
    - Address
    - ICS Positions
    - Account Information / Log In
    - Notes
4. Click **Save**.