# 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**.