

Update Your Profile

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You can update information such as your [password](#), [security question](#), phone numbers, notification preferences, and other details on your profile as needed. The fields and options you edit through this procedure are described in-depth through the article [About Your Profile](#).

eICS notifies you when an emergency occurs. By default, notifications are sent through the contact methods specified on your profile, including phone, text, email, and pager. As a result, it is important that you enter at least one phone number and one email address.

When your account was set up, the administrator specified an email address for you. This is your primary email. You can update your profile by adding a login email and text number, as well as editing other details. If you do not have a login email address, eICS sends notifications such as the welcome, password change, and username request messages to your primary email.

You can also manage your **mobile devices**. The first time you log in to eICS from your mobile device, the device is automatically registered to your profile. You can manage some details for your registered devices.

Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

To edit your contact details

1. Point to **Settings** and click **My Profile**. Or, on the *Home* page, click **Update My Information**.
2. Open the **General Info / Email / Phone** drawer.
3. Take one or more of these actions.

| If you want to... | Then... |
|---|---|
| Add, edit, or delete a phone number, | <ol style="list-style-type: none">a. In the <i>Phone and Notification Order</i> section, click add. Three fields open.b. In the first field, enter the phone number.c. In the second field, use the menu to select the type of phone.d. In the third field, use the menu to select the order in which this number should be contacted with notifications. <p>Tip: Select Do not notify to exclude a number from notifications.</p> <ol style="list-style-type: none">e. To edit a number, click the field and make changes.f. To remove a number, click the delete icon. |
| Add, edit, or delete a text number, | <ol style="list-style-type: none">a. In the <i>Text</i> section, click add. A field opens.b. Enter the number of the mobile device on which you want to receive text notifications.c. To edit a number, click the field and make changes.d. To remove a number, click the delete icon. |
| Confirm your text number, | Through your mobile device, send a text message to 588273 with YES to confirm. |
| Add, edit, or delete an email or pager address, | <ol style="list-style-type: none">a. In the <i>Email/Pager/Other</i> section, click add. Two fields open.b. In the first field, enter the number.c. From the second field's drop-down menu, select the type of number.d. To edit an address, click the field and make the changes.e. To remove an address, click the delete icon. |

| | |
|------------------------------|--|
| Edit an email or pager, | <ul style="list-style-type: none"> a. Open the General Info / Email / Phone drawer. b. In the <i>Email/Pager/Other</i> section, click the field you want to change. c. Make the changes. <p>Tip: To remove a contact method added by mistake or that is no longer valid, click remove.</p> |
| Add an address, | <ul style="list-style-type: none"> a. Open the Address drawer. b. Click add. Address fields open in the drawer. c. In these fields, enter the appropriate address information. d. From the drop-down menu, select the address type. |
| Edit an address, | <ul style="list-style-type: none"> a. Open the Address drawer. b. Click the field you want to change. c. Make the changes. <p>Tip: to remove an address added by mistake or that is no longer valid, click remove.</p> |
| View an address you entered, | <ul style="list-style-type: none"> a. Open the Address drawer. b. For the address you want to view, click View on Map. A new browser window opens and displays the location. |

Note: Mobile devices automatically appear in the *Registered Mobile Devices* section after using your mobile device to access the eICS mobile app. To disable push notifications for a device, clear the **Notify** check box. To remove a device, click **remove**.

4. Click **Save**.

To edit your address

1. Point to **Settings** and click **My Profile**. Or, on the *Home* page, click **Update My Information**.
2. Open the **Address** drawer.
3. Take one or more of these actions.

| If you want to... | Then... |
|------------------------------|---|
| Add an address, | <ul style="list-style-type: none"> a. Click add. Address fields open in the drawer. b. In these fields, enter the appropriate address information. c. From the drop-down menu, select the address type. |
| Edit an address, | <ul style="list-style-type: none"> a. Click the field you want to change. b. Make the changes. <p>Tip: to remove an address added by mistake or that is no longer valid, click remove.</p> |
| View an address you entered, | For the address you want to view, click View on Map . A new browser window opens and displays the location. |