

Activate or Deactivate a User Account

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Administrators can change a contact's ability to access eICS and respond to incidents by activating or deactivating their account. If you deactivate an account:

- Other eICS users cannot assign the contact to an ICS position,
- Other eICS users cannot deploy the contact to an incident, and
- The contact cannot access the eICS application.

The **Account Information / Log In** drawer for a user can contain the following options: **Contact is active** and **Enable user account**. If the contact has a username (that is, has been granted access to eICS), the drawer does not contain the **Enable user account** check box. In this case, activating and deactivating the contact is done solely through the **Contact is active** check box.

Selecting or clearing these check boxes changes a contact's access and availability as follows:

Contact is active	Enable user account	The contact...
Selected	Selected	Is available to be deployed to this facility's incidents. Has access to the application.
Selected	Cleared	Is available to be deployed to this facility's incidents. Does not have access to the application except when enlisted during an incident.
Cleared	Selected	Is not available to be deployed to this facility's incidents. Does not have access to the application.
Cleared	Cleared	Is not available to be deployed to this facility's incidents. Does not have access to the application.

Helpful Links

[Juvare.com](#)
[Juvare Training Center](#)
[Announcements](#)
[Community Resources](#)

To activate or deactivate a user account

Note: You cannot deactivate a contact who is currently assigned to an active ICS position. You must first remove the contact from the position before you can deactivate them.

1. Point to **Planning** and click **Contacts**. The *Contacts for (facility/domain)* page opens.
2. In the **Contacts for** list, select the domain or facility.
3. On the left, locate and select the contact. The contact's details appear on the right.
4. Click the **Account Information / Log In** drawer.
5. Take one of these actions.

If you want to...	Then...
Activate the contact, making them available to be assigned to positions and deployed to incidents,	On the right, select the Contact is active check box.
De-activate the contact, making them unavailable to be deployed to incidents,	On the right, clear the Contact is active check box.
Enable the contact's user account so they can log in to and use eICS,	On the right, select the Enable user account check box.
Disable the contact's account so they cannot access eICS,	On the right, clear the Enable user account check box.

6. Click **Save**.

Tip: In the *Planning: Contacts* area, you can easily spot the deactivated contact accounts. On the left, the contact's name has a strike through it, as in *Doe, Jane*.

