

Edit a Contact

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If you have the appropriate permissions, you can edit a contact by updating basic information such as their name, organization, and resource type, as well as contact details and notification preferences.

You can also assign an Incident command System (ICS) position, and add or remove assigned positions. In this way, you can build the *Depth Chart* for positions that are active on your plan. Additionally, you can add facilities and assign access levels (permissions) to those facilities for the contact. You can also completely deactivate a contact's account when needed.

The fields and options you edit through this procedure are described in-depth through the article [Contact Elements](#).

Tip: If you want the contact to have access to eICS, you must enable their account by providing a login email. Then, the person must activate their account. For more information, go to [Activate Your Account](#).

To edit a contact

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. If it is not already open, click the **General Info / Email / Phone** drawer.
5. Take one or more of these actions.

If you want to...	Then...
Edit their name or organization details,	a. Make your changes to the appropriate fields. b. In the lower right, click Save.
Add a phone number,	a. In the <i>Phone and Notification Order</i> section, click add. A new row appears. b. In the first field, enter the phone number. c. In the second field, select the type of phone number. d. In the third field, specify the position of this number in the notification call order. Or, to exclude this number from notifications, select Do not notify. e. In the lower right, click Save.
Edit or delete a phone number,	a. In the <i>Phone and Notification Order</i> section, locate the phone number. b. In that row, enter changes or click remove. c. In the lower right, click Save.
Add a text number, Notes: ○ After adding a mobile number for text messaging, Juvare sends a notification requesting consent for sending text messages. The status next to a number indicates if consent has been received to send text messages. ○ If your organization is responsible for collecting text message consent, the consent status next to the phone number may not always be displayed.	a. In the <i>Text</i> area, click add. A new row appears. b. Enter the number for your text-enabled device. c. On the lower right, click Save.
Edit or delete a text number,	a. In the <i>Text</i> area, locate the number. b. On that row, enter changes or click the delete icon [trashcan]. c. On the lower right, click Save.

Add an email, pager, or other contact option,	- In the <i>Email/Pager/Other</i> section, click add. A new row appears. - Enter the email address, pager number, or other contact method details. - In the lower right, click Save.
Edit or delete an email, pager, or other contact option,	- In the <i>Email/Pager/Other</i> section, locate the contact method. - On that row, enter changes or click remove. - In the lower right, click Save.
Disable push notifications,	- In the <i>Registered Mobile Devices</i> section, locate the device. - In the Notify column, clear the check box. - In the lower right, click Save.
Remove a mobile device,	- In the <i>Registered Mobile Devices</i> section, locate the device. - In that row, click remove. - In the lower right, click Save.

6. If it is not already open, click the **Address** drawer.

7. Take one or more of these actions.

If you want to...	Then...
Add an address,	- Click add. The address fields appear. - Enter the address. - On the right, select the type of address. - In the lower right, click Save.
Edit or delete an address,	- Locate the appropriate field and enter changes. Alternatively, click remove. - In the lower right, click Save.

8. If it is not already open, click the **ICS Positions** drawer.

9. Take one or more of these actions.

If you want to...	Then...
Add ICS positions for a new facility or plan,	- Click add depth chart position from another facility/plan. The <i>Select Contact Depth Chart</i> window opens. - Select the facility and plan. - For Positions, click Select All or Deselect All. Alternatively, in the position chart, select the check box for one or more positions. - Click OK. The window closes.
Add, edit, or remove ICS positions for an existing facility or plan,	- Click add/remove positions. The <i>Select Contact Depth Chart</i> window opens. - For the appropriate position, select or clear the check box. - Click OK. The window closes.

10. If it is not already open, click the **Account Information / Log In** drawer.

11. Take one or more of these actions.

If you want to...	Then...
Change the contact's login email, Note: To change the contact Login email , you must deactivate the current account and create a new account with a new Login Email .	- Clear the Contact is active checkbox to deactivate the contact. - Click Save.
Add access to a facility,	- In the <i>Facility Access</i> section, click Add. The <i>Add Facility Access</i> window opens. - Select the facility or domain. - Select the access level. - Click OK. The window closes.
Edit access to a facility,	- In the <i>Facility Access</i> section, locate and select the facility or domain. - Click Edit. The <i>Edit Facility Access</i> window opens. - Select or adjust the access level. - Click OK. The window closes.
Remove a facility,	- In the <i>Facility Access</i> section, locate and select the facility or domain. - Click Delete. A confirmation window opens. - Click Yes. The window closes.

12. If it is not already open, click the **Notes** drawer.

13. If you want to add notes, take these actions.

- a.** In the field, enter information about the contact and/or changes you made to the contact's account.
- b.** Click **Save**.