# **Formatting Contact Information?**

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## Question

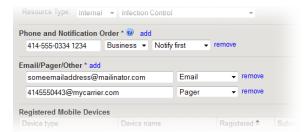
Is there specific formatting to use when adding contact information?

# **Answer**

Yes, contact information must be formatted using the following conventions in order for eICS to recognize and process the information correctly.

#### Conventions

These conventions apply to domain and facility records, as well as contact information for user accounts.



#### Phone Number

- Phone numbers must be 10 numeric characters, with numbers grouped in elements of threethree-four that are separated by hyphens. For example: 414-555-5555
- An additional 1-6 number phone extension can be included. Separate the main phone number from the extension with a space. For example: 414-555-5555 23 or 414-555-5559 123456

#### **Email**

Email addresses must follow the general email format, with two parts that represent the name of the mailbox and the domain. For example: firstname.lastname@company.com

### Text/Pager

Text and pager numbers must follow a standard that incorporates the 10 numeric characters of a phone number, without hyphens, and the domain portion of an email address. For example: 4143334444@serviceprovider.com

# Helpful Links

Juvare.com

**Juvare Training Center** 

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Community Resources