

# 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.

### Helpful Links

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## Conventions

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

The screenshot shows a web form for managing user contact information. At the top, there are dropdown menus for 'Resource Type' (set to 'Internal') and 'Infection Control'. Below this is a section titled 'Phone and Notification Order' with an 'add' link. It contains a text field with '414-555-0334 1234', a 'Business' dropdown, a 'Notify first' dropdown, and a 'remove' link. Another section titled 'Email/Pager/Other' also has an 'add' link. It contains two rows: the first with 'someemailaddress@mailinator.com' and an 'Email' dropdown; the second with '4145550443@mycarrier.com' and a 'Pager' dropdown. Each row has a 'remove' link. At the bottom, there is a table titled 'Registered Mobile Devices' with columns for 'Device type', 'Device name', 'Registered' (with an up/down arrow), and 'Subscribed'.

## Phone Number

- Phone numbers must be 10 numeric characters, with numbers grouped in elements of three-three-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](#)