Incident Life Cycle

An incident or emergency has a natural life cycle—it begins, lasts for a time, and ends. Incidents in eICS follow this life cycle, as indicated by the following statuses:

- **Active** – Upon creation of the incident in eICS, the incident is active. Authorized users can view and maintain its detail.
- **Inactive: Ended** – When the incident is over, an authorized user ends the incident in eICS, making it inactive. Most contacts can still view the incident and change its details. External Contacts enlisted only for the duration of the incident do not have access to the inactive incident.
- **Inactive: Closed** – When your organization wants to lock down an inactive incident's details, a user closes the incident. Most contacts can still view the incident, but only the Facility Administrator can change its details.
- **Inactive: Archived** – When an incident no longer requires any action, you can archive it. Archiving removes the incident from incident lists, except when you specify that you want to include them in the list. Most contacts can still view the incident, but only the Facility Administrator can change its details.

Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

Dashboard Features

Availability of some features on the Incident Dashboard is related to the incident status. An "x" in the corresponding cell indicates the feature is available during that status.

Summary Tab

Feature	Active	Inactive
Contact availability and location	x	
Operational period	x	
Name and description	x	x
Visibility	x	x

ICS Chart Tab

Feature	Active	Inactive
View	x	x
Activate/Deactivate/Assign/Unassign	x	
Contact availability and location	x	

Event Log Tab

Feature	Active	Inactive
Search/View	x	x

Add/Edit/Delete	x	x

Files Tab

Feature	Active	Inactive
Search/View/View History	x	x
Add/Edit/Delete/Rename	x	x

Objectives Tab

Feature	Active	Inactive
Search/View	x	x
Add/Edit/Delete/Update Status	x	x

Messages Tab

Feature	Active	Inactive
Search/View	x	x
Send	x	
Respond	x	x

Contacts Tab

Feature	Active	Inactive
Search/View	x	x
Add/Edit/Delete	x	x
Contact availability and location	x	

Map Tab

Feature	Active	Inactive
View	x	x
Add/Edit/Delete Locations	x	x

Other Tabs

Tab	Active	Inactive

Facility Status	x	
Custom Tabs	x	