Create an Incident

When an emergency or non-emergency event is deemed an incident, a Domain Admin, Facility Admin or Facility Staff member can create the incident in eICS. Creating the incident notifies contacts and initiates the response management process.

One of the most important steps in creating an incident is selecting the appropriate Incident Response Guide (IRG). When you choose an IRG, all information associated with it, such as the name, description, contacts, and library, appears on the new incident. However, if necessary, you can change this information.

Note: If you are only associated with one facility, by default that facility and its IRGs are selected on the Create Incident page.

If Juvare Exchange or incident sharing is enabled, you can choose to share information about the incident with other entities. If you share the incident, manually created log entries can also be shared.

To create an incident

1. On the *Home* page, click **Create Incident**. Alternatively, point to the **Response** menu and click **Create Incident**. The *Create Incident* window opens.
2. Take these actions.

On the page titled...	Complete these steps...
Select Incident Type and Facility	a. **Actual Incident** is selected by default; if necessary, click **Exercise/Drill**. b. Click the name of the facility where the incident is occurring. c. Click **Continue**.
Select Incident *Response Guide*	a. Click the incident response guide you want to use as the template for this incident. b. Click **Continue**.
Select Networks for Sharing **Note**: This page only displays if incident sharing or Juvare Exchange is enabled.	a. Click the level of sharing you want to allow (these options depend on your solution and sharing configuration). • **Do not allow sharing**. Information is only visible to contacts in your eICS solution with whom you share incidents. • **Allow sharing with health system incident**. Information is shared with authorized individuals in your state or region who use eICS. • **Allow sharing with health system, coalition, state and/or region incident**. Information is shared with authorized individuals in your state or region who use eICS or another connected Juvare solution. b. If you choose to share the incident with Juvare Exchange, select or clear the check box for JX networks with which you want to share incident information. c. Click **Continue**.
Enter Incident Details	a. For **Name**, enter the name you want to represent this incident. By default, the name of the IRG appears, but you can change it. b. For **Description**, enter details and supplemental information about the incident. By default, the description of the IRG appears, but you can change it. Be aware of the volume of information you provide here because this description is sent as the voice and email notification for contacts. c. Click **Continue**.
Enter Command Center Details	a. For **Phone**, enter the command center phone number. b. For **Fax**, enter the command center fax number. c. For **Location**, enter the street intersection, address, latitude and longitude, or other description. d. Click **Continue**.
Select Notification Options	a. For **Contacts to Notify**, click **All**, **Selected** (allows you to search for and select contacts), or **None**. b. For **Send**, click **Voice** and/or **Email and Mobile**. c. Click **Start Actual Incident** or **Start Exercise/Drill**. The *Incident Dashboard* opens, and the incident now appears on the *Home* page.