Escalate an Incident

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While responding to an incident, use the eICS escalation feature to accommodate an additional event or situation. Escalating the incident involves specifying another incident response guide (IRG), and choosing the ICS positions, objectives, files, locations, and notifications related to the second IRG that you want to activate.

To escalate an incident

- 1. On the *Home* page, locate the incident and on that row, click **View**. The *Incident Dashboard* opens.
- 2. If the User Status window opens, enter your availability and close the window.

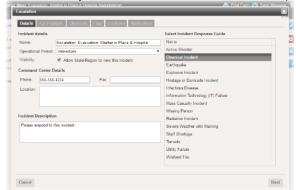
🏠 Cape Coral Hospital: Utility Failure	📇 Print Form 🕋 Send Message 🛛 🐘 Ac	dd Log Ent
Summary ICS Chart Event Log Files O	ectives Messages Contacts Facility Status Map Weather - EMTrack -	j
My Status - Michelle St. Claire Voda	o Status 🕜 Name - Utility Failure 🧹 Exit	Incident
Availability: No Response	Status: Active O End	Incident
Location: Unknown	Started: 18 Aug 2016 10:14	i calate
Preferred Contact Information	Started By: John Brown	
	Ended:	
555-555-5555 (phone) mstclaire@capecoral.com (Email)	Period: Immediate - started 18 Aug 2016 10:14	
4143644956@tmomail.net (Email)		

- Helpful Links
- Juvare.com
- Juvare Training Center

Announcements

Community Resources

3. On the Summary tab, click Escalate. The Escalation window opens with the Details tab active.



- 4. Add or edit incident details as needed, and select a secondary IRG.
- 5. Click Next. The ICS Positions tab opens.
- 6. For this and all subsequent tabs (ICS Positions, Objectives, Files, Locations, and Notifications) select or clear the check boxes to identify items you want to include with the escalation. Tip: On the Notifications tab, verify that the Voice and/or Email check boxes are selected to notify incident participants and candidates about the escalation.
- 7. Click Finish. The window closes.