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.

Helpful Links

Juvare.com

Juvare Training Center

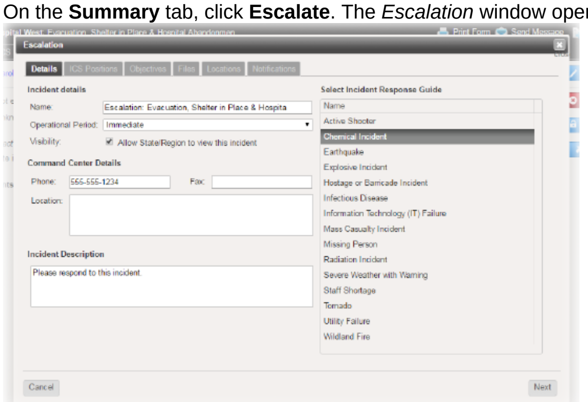
Announcements

Community Resources

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.

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.