

Send or Respond to a Message

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From the *Incident Dashboard*, incident participants can send and respond to messages using the instant messaging service within eICS.

New messages can be created from anywhere on the *Incident Dashboard* using the **Send Message** link located on the upper right of the dashboard or through the **Send Message** button located on the [Messages](#) tab, below the list of messages. The *Send Message* window opens and allows you to quickly write and send new messages to all candidates, all assigned positions, or participants selected by name or position.

You can respond to messages from the **Messages** tab. With a new or response message, you can identify message recipients, indicate whether the message will be sent to recipients' email address as well, enter the message, and select whether the message is sent from you or an ICS Chart position.

Helpful Links

- [Juvare.com](#)
- [Juvare Training Center](#)
- [Announcements](#)
- [Community Resources](#)

To send a message

1. On the *Home* page, in the list of **Active Incidents**, locate the incident and on that row, click **View**. The *Incident Dashboard* opens.
2. On the upper right of the dashboard or below the list of messages on the *Incident Dashboard - Messages* tab, click **Send Message**. The *Send Message* window opens.

3. Enter this information.

Field	Description	Options
To	To whom the message will be sent.	<ul style="list-style-type: none">• All, which by default includes <i>All candidates</i>. Alternately, you can choose to send the message to All assigned positions.• Selected, which requires you to enter participants by name, ICS Chart position, or group.
Send Email to selected recipients	Identifies if you also want the message sent to recipients' email addresses.	<ul style="list-style-type: none">• Select to send emails• Clear to not send emails
Subject	Summary, overview or main purpose of the message.	NA
Message	Text describing the message or main body of communication.	NA

From	From whom the message will be sent.	By default, the user's name is selected; however, an ICS chart position can be selected.
Priority	Indicates the level of importance or urgency of the message.	<ul style="list-style-type: none"> • Normal • High • Low
Do not write entry in Event Log	Indicates whether the message will appear in the Event Log	<ul style="list-style-type: none"> • Select the check box to not add the message to the Event Log • Clear the check box to add the message to the Event Log

4. Click **Send**. The window closes and the message appears in the list of **Messages**.

To respond to a Message

1. On the *Home* page, in the list of **Active Incidents**, locate the incident and on that row, click **View**. The *Incident Dashboard* opens.
2. Click the **Messages** tab.
3. On the left, in the list of messages, click the message to which you want to respond. The message *Details* appear on the right.
4. Below the *Details*, click **Add Response**. The *Add Response* window opens.

5. Enter this information.

Field	Description	Options
Respond To	To whom the message will be sent.	<ul style="list-style-type: none"> • Name of the person who sent the original message. • All, which by default includes <i>All candidates</i>. Additionally, you can send the message as an email to All candidates or All assigned positions. • Selected, which requires you to enter participants by name, ICS Chart position or group. Additionally, you can send the message as an email to selected recipients.
Send Email to selected recipients	Identifies if you also want the message sent to recipients' email addresses.	<ul style="list-style-type: none"> • Select to send emails • Clear to not send emails
Message	Text describing the message or main body of communication.	NA
From	From whom the message will be sent.	By default, the user's name is selected; however, an ICS chart position can be selected.

6. Click **Send**. The window closes and the message appears in the list of **Messages**.

Note: If the original message was marked **Do not write entry in Event Log**, messages sent in response are likewise not added to the Event Log.