

Update a Contact's Status

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During an incident, you may need to update a contact's status. The contact methods appearing in the *User Status* window are the devices and numbers set up for the contact's position, the Command Center, and those specified in the contact's profile.

Tip: You can also update a contact's status from the **General Info** and **Response Tracker / Assign Contact** drawers of the **ICS Chart** tab.

To update a contact's status

1. On the *Incident Dashboard*, click the **Contacts** tab.
2. Locate the contact and on the left, click **change**. The *User Status* window opens.
3. Enter the contact's **Availability** and/or **Location**.
4. As appropriate, select or specify the contact's number (**Preferred Contact Method**) for each device:
 - Phone
 - Radio
 - Pager
 - Direct Connect
 - Fax

Note: For any of these contact methods, select **Other** if you want to manually enter new information.
5. Click **OK**. The window closes and the contact information is updated.

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