

Automatic Notifications

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eICS automatically sends certain notifications to contacts. Notifications can be sent via voice and/or email, and some notifications are delivered within the eICS system as well. Automatic notifications range from welcome messages to availability requests, and they are meant to ensure the communication of critical information during an incident.

In the case of incident-related notifications, if you want to include contact information for the Command Center, this information must have been entered when [adding a facility](#), [editing a facility](#), or [creating the incident](#).

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Types of Notifications

The type of notification that eICS sends depends on the action or trigger. The following table lists automatic notifications sent via voice and/or email, the intended recipients, and a summary of the content of the notification.

Note: For incident-related notifications, the list of contacts to notify is comprised of people associated with the IRG for that type of incident. When starting or ending an incident, you are able to select which contacts receive voice and/or email notifications.

Type	Action	Recipients	Description
Welcome to Juvare!	A new contact is created with a login email or an existing contact's login email is changed.	New and existing account owners.	Notifies contacts by email that their account has been created or updated. Contact must activate the account if their organization does not have a Single Sign On integration with Juvare.
Availability Request	Start an incident or enlist a contact to an incident.	Contacts in active ICS Chart positions, Labor Pool, or any subgroup of the Labor Pool.	Notifies contacts that an incident has occurred and their assistance is requested.
Improvement Action Assigned	Contact is assigned to an improvement action.	Contact newly assigned to an improvement action.	Notifies contact that an improvement plan action item has been assigned to them.
Improvement Action Removed	Contact is removed from an improvement action.	Contact previously assigned to improvement action.	Notifies contact that an improvement plan action item has been unassigned from them.
Incident Alert	Incident start	Contacts of active incident, other contacts to notify group and any subgroup of other contacts to notify.	Notification that an incident has occurred. This notice does not request availability, but instead, asks members to acknowledge receipt of the message.
Incident Ended	End an incident.	Candidates of an incident and members of other contacts to notify group and any subgroups of other contacts to notify.	Notification that the contact is no longer needed as the incident has ended.
Incident Escalation Alert	Escalate an incident	Existing candidates of an incident and newly added contacts that are in the other contacts to notify group or any subgroups of other contacts to notify.	Notify that incident has been escalated with ability to acknowledge notification.
Incident Escalation Request	Escalate and Incident	Existing candidates of the incident and newly added candidates from positions activated during escalation.	Notify that incident has been escalated with request to provide availability.

Incident Message	Create new incident message or respond to existing incident message.	Contacts included as recipients in the message.	Notify message recipients on new message or response.
Incident Objective Assigned	Create new objective for incident position.	Contact assigned to incident position	Notification that new objective has been assigned to position contact is responsible for.
Position Assignment	Assign contact to an incident position	Contact assigned to a position	Sent to a candidate when they are assigned to a position for an active incident.
Resource Request Received	Send or forward resource request to a facility	Resource request managers of the receiving facility	Notification to facility resource request manager that new request was received.
System Test	Conduct a System Test	Any contact included into system test.	When a test of the notification system is conducted, this is sent to contacts associated with the affected facility.

Additional Information

When the voice notification system encounters voicemail or another recording device, it leaves a message that includes a toll-free number the contact can call to listen to the message. The system also provides a notification ID that the contact must enter to retrieve the message.

Once the contact responds with their availability through the voice notification, the system does not make further attempts to reach the contact. In some cases, you may still receive a voice notification if the call was already in the system's calling queue, however, they will stop after that.