

About Notifications

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A key component of the eICS system is its notification feature. The system automatically sends certain types of notifications when specific actions or events occur. For example:

- During *Planning*, the system automatically notifies new internal contacts when they are added to a facility.
- During *Response*, the system automatically notifies contacts that an incident has been activated, escalated, and ended, as well as when contacts are assigned to a position.
- During *Recovery*, the system automatically notifies contacts when an action item in the improvement plan is assigned to them.

[Automatic notifications](#) are sent to the voice, email, and pager numbers and addresses set up for the contact in their profile.

Incident participants can also manually generate and send messages to other participants via the **Messa**ges tab of the Incident Dashboard. The message pops up within the recipient's instance of eICS, and the recipient has the option to respond immediately in the same fashion.

Administrators can test the notification system. Refer to [System Test](#).

Domain administrators can manage the content of system-generated notifications. Refer to [Domain Notifications](#).

Helpful Links

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