Ad-Hoc Notifications Plug-In

Normally, notifications in eICS are only sent in relation to incidents. For example, notifications are sent when an incident is started, escalated, or ended, as well as when positions are assigned, and tasks are updated.

With Ad-Hoc Notifications, you can send notifications any time you like. Whether the notification is related to an incident or not, you can send notifications to one person or a group of thousands of people by selecting contact groups from your facility.

Contact groups are set up in the ICS Chart by Facility Administrators. In addition to the candidates listed for a specific role, you can create other groups of contacts according to your notification needs. Contact groups can include internal and external contacts that are identified in your eICS facility. For more information about managing groups, please go to the procedure Manage Labor Pool and Other Groups.

With the correct permissions, you can choose to send voice, text, or email notifications, with or without custom response options. Response options open the door for bi-directional communication. You can include a response as simple as "received" or as complex as a series of options or directives.

On the Ad-hoc Notifications page, you see the New Notification button and three tabs: Sent, Drafts, and Templates. The button allows you to create new notifications from scratch or from a template. Meanwhile, the tabs list the corresponding messages in chronological order.

To create a notification

1. In the main navigation bar, click **Ad-hoc Notifications**. The page opens.
2. On the upper left, click **New Notification**. The *Create a New Notification* page opens.
3. Take one of these actions.
    a. Click **New Notification**.
    b. Click the name of a template.
4. Enter this information.

Field	Description	Valid Values
Sender	From whom the message will appear to originate.	Facilities to which you have access.
Subject	The name or title of your notification.	200 alphanumeric characters with special characters.
Recipients	To whom the message will be sent.	Groups of contacts as specified in the ICS Chart. For more information, go to the procedure: Manage Labor Pool and Other Groups.
Delivery Methods	Communication channels through which you wish to send the notification.	• Email • Text • Voice
Text/Voice Message	Content of the notification to be sent as text or voice message.	2500 alphanumeric characters with special characters.
Voice Repeat Options: Number of times to repeat call	Whether the call should be repeated or not; and if so, how many times to repeat the call.	• Do not repeat • 1 • 2 • 3
Voice Repeat Options: Time between each call	How many minutes to wait between calls.	• 1 minute • 2 minutes • 3 minutes • 5 minutes • 10 minutes • 15 minutes • 30 minutes

Email Body	Content of the notification to be sent as an email.	Unlimited
Responses	Whether you want to receive responses or not. If so, you will need to enter the response options.	• Don't allow responses • Allow responses
Send date & time	Whether you want to send the notification now or at a later date and time.	• Send immediately • Delay sending
Delivery order	Whether you wan to send the notification to all communication channels at the same time or one at a time.	• Send to all delivery methods at the same time • Send to one delivery method at a time, with specified delay between attempts

5. Click **Review and Send**. The notification preview page opens.
6. Click **Send**.