

## PRODUCT ANNOUNCEMENT

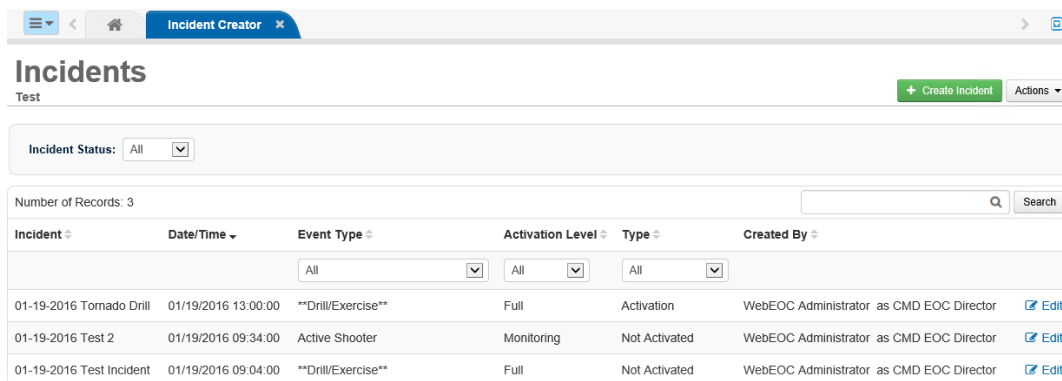
# WebEOC<sup>®</sup> Incident Creator

Version 2.0.0

*This document highlights important release changes to your system. If you have questions about changes not covered in this document, contact your Client Services Manager.*

## New Incident Creator

The Incident Creator, a new, free add on for WebEOC versions 8.0 and later, gives you the ability to quickly create and manage incidents without requiring Admin access. In just one window, you can enter all the necessary information regarding an incident, including its permissions, searchability, status, availability to users, activation details, agency details, and more.



The screenshot shows the 'Incidents' page in the Incident Creator application. It features a search bar, a table with columns for Incident, Date/Time, Event Type, Activation Level, Type, and Created By, and a '+ Create Incident' button.

Incident	Date/Time	Event Type	Activation Level	Type	Created By
01-19-2016 Tornado Drill	01/19/2016 13:00:00	**Drill/Exercise**	Full	Activation	WebEOC Administrator as CMD EOC Director
01-19-2016 Test 2	01/19/2016 09:34:00	Active Shooter	Monitoring	Not Activated	WebEOC Administrator as CMD EOC Director
01-19-2016 Test Incident	01/19/2016 09:04:00	**Drill/Exercise**	Full	Not Activated	WebEOC Administrator as CMD EOC Director

The Incident Creator also has a Contacts component to help you manage your contacts. With the Incident Creator, you can create, view, edit, and delete contacts as needed. You can even determine which contacts receive email notifications when incidents are created or updated.

## Customer Support Center Contact Information

If you have a problem or a question not covered in the documentation, please contact the Customer Support Center. The Customer Support Center is open Monday through Friday, 8:30 a.m. to 7 p.m. EST. Call toll free at 877-771-0911, or email [Support@esi911.com](mailto:Support@esi911.com).

You can also create a Support Ticket from the [Client Hub](#).