Conduct a Notification Test

Overview

In Electronic ICS (eICS), as an administrator, you can test the incident notification system using the *Conduct Test* feature, which allows you to select facility contacts and identify whether you want to test using voice and/or email messages.

Tip: We recommend you inform facility contacts about notification testing beforehand.

When you initiate the test, the system attempts to notify selected contacts using the information provided in their user account. An overview of notification receipt, by contact, and details about individual notification delivery statuses can be monitored from the test administration page, which is updated in real time.

On the *Test Incident Administration* page, contact names appear on the left with a color icon that indicates whether the contact has confirmed receipt of the notifications.

- Red –the contact has not yet confirmed receipt of the notifications.

- Yellow – the contact confirmed receipt of one notification type (voice or email).

- Green – the contact confirmed receipt of both notification types.

When you click a contact on the left, details of their notification delivery appear on the right. Also, you can click a contact's name to open their user account details in a window for editing. Changes to one or more contacts can be tested by sending the notification again.

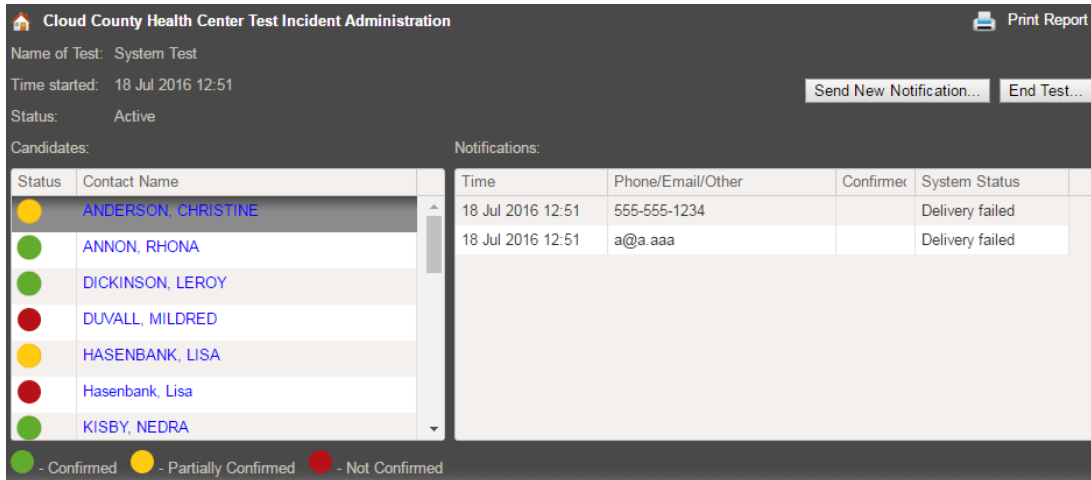## To Initiate a Notification Test

1. On the *Home* page, point to the **Response** list and click **Conduct Test**. The *Conduct Test* page opens.

2. In the **Facility** list, click the facility for which you want to conduct the test.

3. Optionally, for **Special Instructions**, type instructions or notes.

4. For **Candidates to notify**, clear or select the **By Voice** and **By Email** check boxes to identify the means by which you want to notify contacts.

Note: To exclude a contact completely, clear both the voice and email check boxes for that individual. Remember, at least one contact must be selected to perform the test.

5. Click **Initiate Test**. The *Test Incident Administration* page opens (to access this page from the *Home* page, find the System Test in the *Active Incidents* list and click **View**).

To Monitor Notification Test Results

1. On the *Test Incident Administration* page, on the left, monitor the **Status** icons.

2. To get notification delivery details for a contact, click their row. Information about their notification, including the **Time**, **Phone/Email/Other**, **Confirmed** and **System Status**, appears on the right.

3. To edit a contact's user account details, click their name. The *Edit Contact* window opens, and you can enter new information as needed. Remember to **Save** changes.

4. If changes were made to one or more contacts and you want to test the new information:

   a. Click **Send New Notification**. The *Send New Notification* window opens.

   b. Select the check boxes for the contacts you want to receive the new notification.

   c. If you want to edit the message that accompanies the new notification:

   d. In the **Message to send** box, enter your message.

   e. Click **OK**. The new notification is sent, and notification details for selected contacts are updated to reflect the most recent notification they received.

5. If you want to create a report with your test results, click **Print Report**. The report is generated and opens in another browser tab. The report can be downloaded or printed.

6. When testing is complete, click **End Test**. The *End Test* confirmation window opens.

7. Click **Yes**. The *Home* page opens.

For more information, please contact your Client Services Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.