eICS™

# Quick Reference Guide

# Get Started with Mobile

## Overview

The Electronic ICS (eICS) Mobile app allows you to manage and create incidents from anywhere. After logging in to eICS Mobile, a list of active incidents helps you find the information you need quickly. The list also includes incidents that ended within the last 24 hours.

Incidents are represented with an icon, the color of which indicates whether it is an actual incident or an exercise. High-level information, such as the type of incident, facility, and start date and time, is also provided. From this screen, you can open an incident for more details, access **User Settings** to change your password or log out, or **Create an Incident**.

When you tap an incident, the incident *Summary* opens with details about the incident and the Command Center.

On the *Summary* and all subsequent screens, the navigation bar at the bottom (iOS) or top (Android) of the screen provides access to the *ICS Chart*, *Event Log*, *Objectives*, *Messages*, and *More*, which includes access to the *Status* and *Summary* screens.
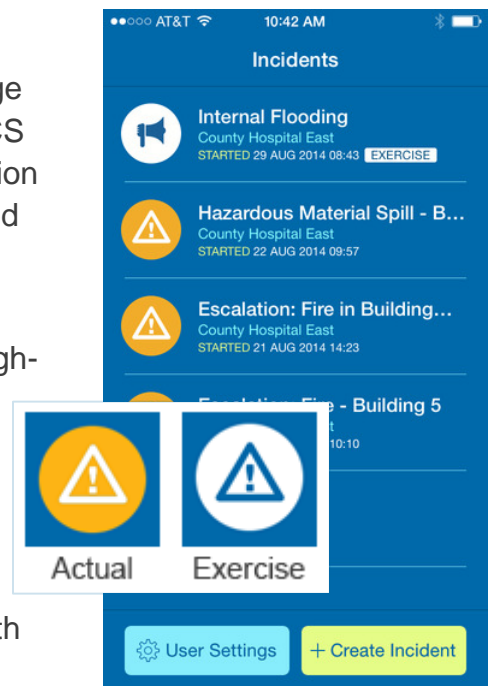
## Incident Details

The steps you take to create an incident on a mobile device are similar to those you perform on the Web, and throughout the process, your progress is visible at the top of the screen. When creating an incident, it is helpful to remember the significance of these fields:

- **Visible by State/Region?** –Shares information about the incident with individuals outside your region and if applicable, in EMResource and WebEOC.

- **Name** and **Description** – Includes this information in incident notifications.

- **Command Center Details** – Displays on the incident dashboard and if applicable, in EMResource and WebEOC.

- **Notifications** – Identifies whether all, some, or no contacts will be notified about the incident.

## To Create an Incident

1. On the *Incidents* screen, tap **Create Incident**.

2. Tap the type of incident: **Actual** or **Exercise**.

3. Tap the name of the facility.

4. Tap **Next**.

5. Tap the appropriate IRG.

6. Indicate whether the incident should be **Visible by State/Region**.

7. Tap **Next**.

8. Tap **Name** and if necessary, make any changes.

9. Tap **Description** and if necessary, make any changes.

10. Tap **Next**.

11. Enter or change the *Command Center Details*: **Phone**, **Fax**, and/or **Location**.

12. Tap **Next**.

13. Specify if and how you want to notify responders by selecting one of these options:

    - **Notify All** – Notify all contacts by email and voice.

    - **Notify All – Text/Email only** – Notify all contacts via text and email only.

    - **Skip Notifications** – Do not send any notifications.

    - **Select Recipients/Methods** – Open a screen to select contacts and notification methods.

14. If you chose **Select Recipients/Methods**, for each contact, choose to notify via phone and/or email by tapping each icon, then tap **Done**.

15. Tap **Activate Incident** or **Start Exercise/Drill**. The new incident's *Summary* page opens.
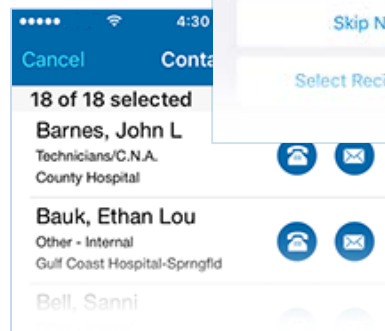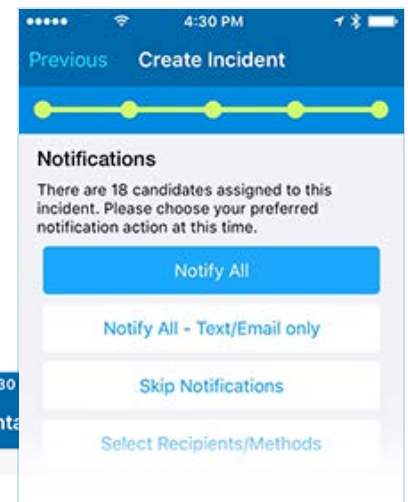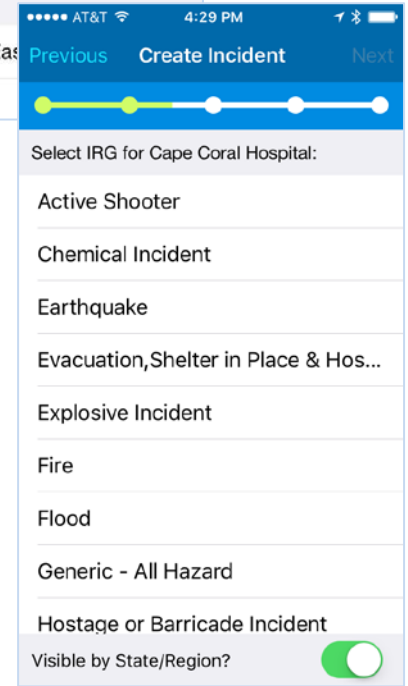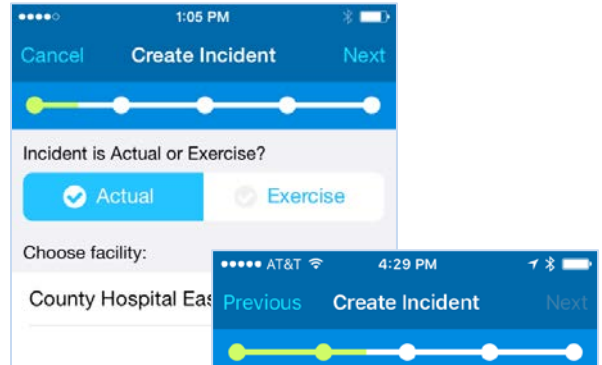
## To View the ICS Chart

**Note**: You cannot assign positions or change position assignments from the mobile app. These tasks must be done in eICS Web.
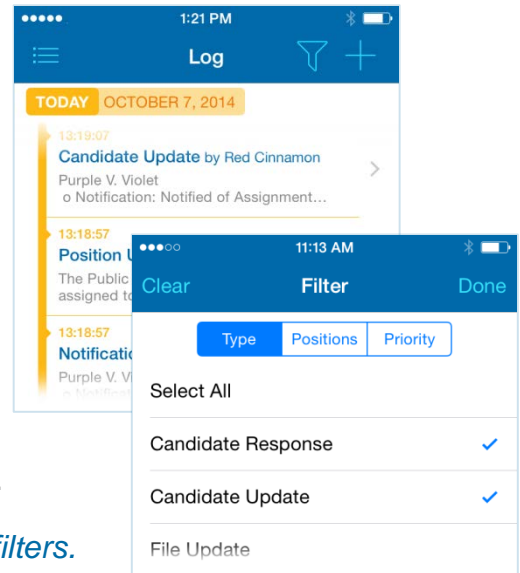
1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **ICS Chart**.

3. Tap a position to view its details.

4. If necessary, tap the phone or message icon to initiate a phone call or write a message to the contact associated with the position.
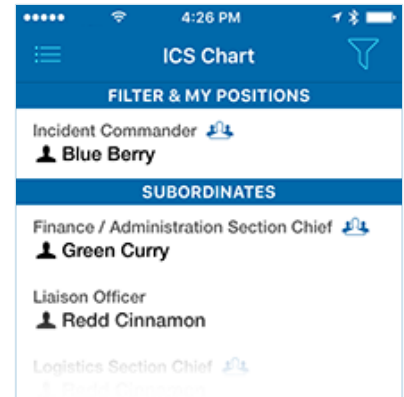
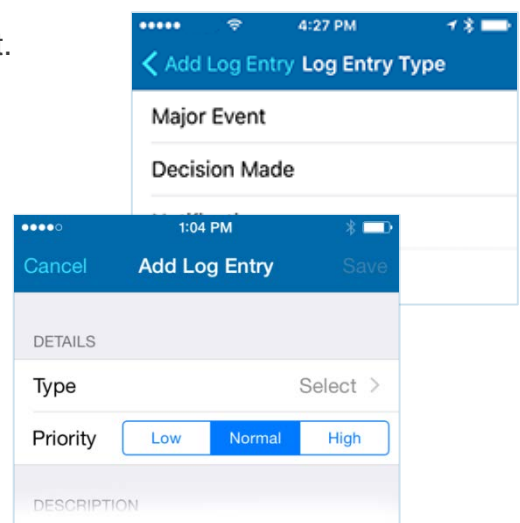## To View and Filter the Event Log

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Log**.

3. Tap the filter icon.

4. Tap a filter: **Type**, **Positions**, or **Priority**.

5. Tap the types, positions, or priority you want to view.

6. Tap **Done**. The *Log* screen shows only those events.

    *Tip: Re-open the* Filter *screen to change or remove filters.*

## To Add an Entry to the Log

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Log**.

3. Tap the plus icon.

4. Tap **Type** and in the *Log Entry Type* screen, tap the appropriate option.

5. Tap the appropriate **Priority**.

6. Enter a description.

7. Tap **Save**. The *Log* screen re-opens.

## To View and Filter Objectives

You can filter objectives by a position or choose to view objectives for all positions.
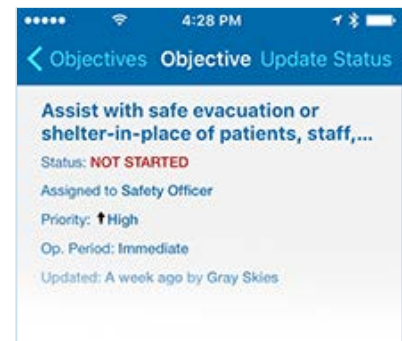
1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Objectives**.

3. To filter the list, tap the filter icon ▽.

4. Tap a filter.

5. Tap **Save**. The *Objectives* screen shows only those objectives.

   *Tip: Re-open the* Filter *screen to change or remove filters.*
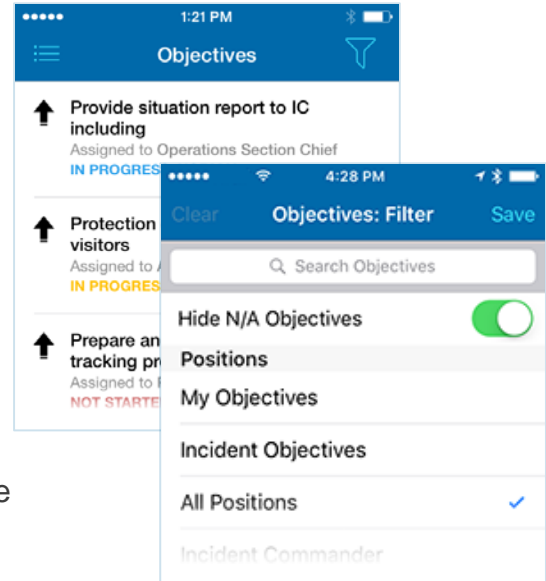
## To Update an Objective Status

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Objectives**.

3. Tap the objective.

4. Tap **Update Status**.

5. Tap the status. The *Objective* screen shows the updated status.

## To View and Filter Messages

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Messages**.

3. To filter the list, tap the filter icon ▽.

4. Tap a filter.

5. Tap **Save**. The *Messages* screen shows only those messages.

6. Locate the message you want to read and tap it.

**Note**: To take full advantage of mobile messaging, remember to allow eICS push notifications on your device.
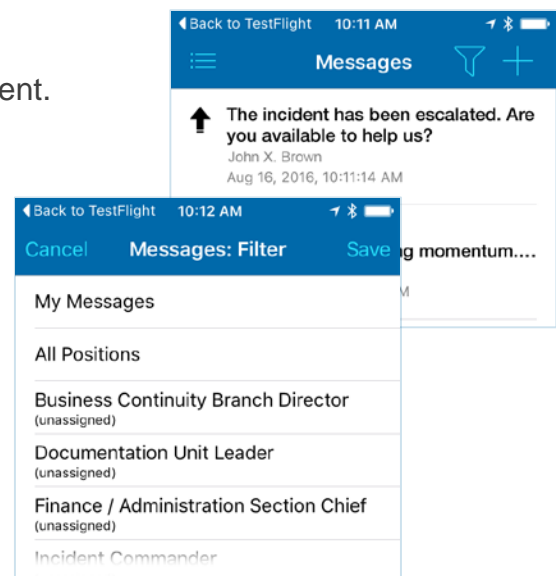
## To Send a Message

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **Messages**.

3. Tap the plus icon ➕.

4. Tap **From** and select who the message will be sent from.

5. Tap **To** and select message recipients.

6. Tap the appropriate **Priority**.

7. Tap **Send Email** to also send the message to contacts' email addresses.

8. Tap **Add Event Log Entry** to create a log entry for the sent message.

9. Tap **Attachment** to take and attach a photographic image.

10. For **Message Text**, enter your message.

11. On the upper right, tap **Send**.
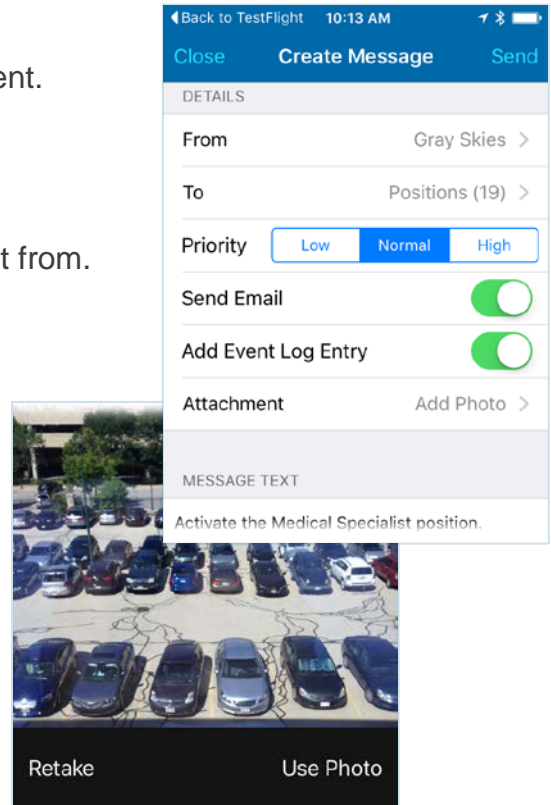
## To Update Your Status

It is important to let the Command Center know if you are available to respond and if you are, your location and approximate arrival time.

1. On the *Incidents* screen, tap the name of the incident.

2. In the navigation bar, tap **More** and then tap **Status**.

3. Tap **Availability** and select the appropriate option.

4. If you indicated you are available, tap **Location** and select the appropriate option.

5. To change your contact information, tap **Edit** in *Preferred Contact Methods* and make your changes.

6. On the *Status* screen, tap **Save Status Updates**.

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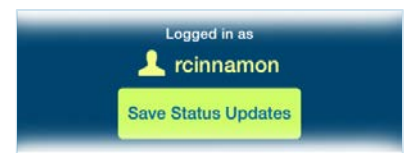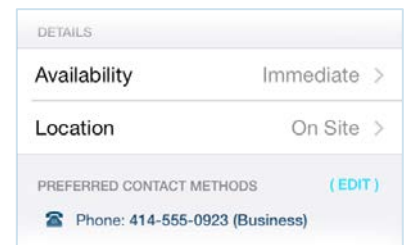
For more information, contact your Client Services Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.