

Manage User Accounts

Overview

User accounts in Electronic ICS (eICS) contain basic information about contacts, including personal, employment, and contact method details, and specifics about the contact's ICS positions and facility access levels.

There are four facility access levels in eICS, which include *Facility Admin*, *Facility Staff*, *Facility Staff Limited*, and *External Contact*. External contacts do not normally need access to eICS, but an account must be created for them to receive notifications. At a minimum, this requires specification of their facility access level and contact details.

User accounts are automatically created and activated when a contact is added to the system. However, an account must be manually enabled by assigning a username in order for the contact to have access to eICS.

Deactivating an account removes associated ICS positions and facility access levels, and the user will no longer receive notifications or be able to access eICS. Deactivated accounts can be reactivated, but the account information should be reviewed to make sure it is still valid.

Important: As an administrator, you can manually reset a contact's password. However, you must share the new password with the user and then, they will be prompted to change it the next time they log in.

To View a Contact's Facility Access

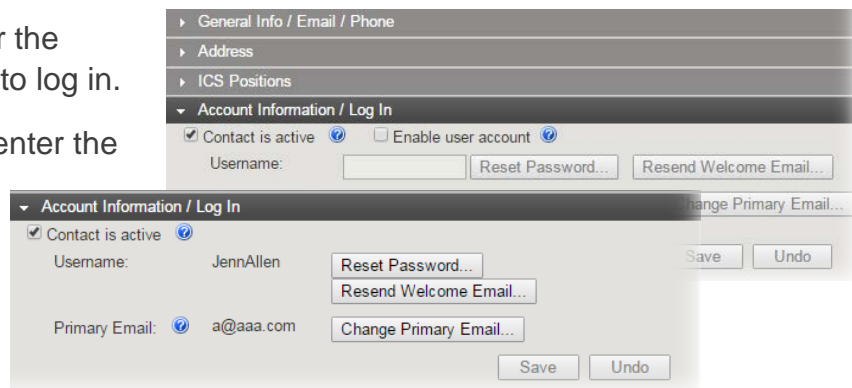
1. On the *Home* page, point to the **Planning** menu and click **Contacts**.
2. In the **Contacts for** list, click the name of the facility to which the contact belongs.
3. In the list of contacts, locate the contact and click their name. If necessary, use the contact list search option at the bottom of the list. The contact's profile appears on the right.
4. Click the **Account Information / Log In** drawer. The drawer opens to reveal their account status and facility access details.



To Enable a User Account

Note: If the *Enable user account* check box is not visible and a username is displayed, the account has already been enabled.

1. In the **Account Information / Log In** drawer, select the checkbox for **Enable user account**. The *Username* and *Primary Email* boxes become active.
2. In the **Username** box, enter the name that the user will use to log in.
3. In the **Primary Email** box, enter the user's email address.
4. Click **Save**.



To Reset a User Account Password

Note: The user account must be enabled for the password reset option to be active.

1. In the **Account Information / Log In** drawer, click **Reset Password**. The *Reset Password* window opens.
2. In the **New Password** box, enter a password.
3. In the **Verify Password** box, enter the password again.
4. Click **Submit**. A confirmation message appears.
5. Securely share the new password with the user.

To Change a Contact's Active Status

1. In the **Account Information / Log In** drawer, locate the *Contact is active* check box.
2. To deactivate the user, clear the **Contact is active** check box.
3. To reactivate the user, select the **Contact is active** check box.
4. Click **Save**.

Tips:

- You cannot deactivate a user who is currently assigned to an ICS position.
- When reactivating a contact, it is recommended that you reset their password.

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.