

Respond to Incident Notifications

Overview

When an incident occurs, notifications are sent to contacts associated with the facility through voice and email messages. Contacts are asked to respond as quickly as possible with information about their availability to participate in the incident response.

To Respond to a Phone Call

1. Listen to the notification and options.
2. Respond by pressing the number that reflects your availability.

To Respond to a Voice Message

1. Listen to the message.
2. If you want to listen to the entire notification, write down the phone number and notification ID; then hang up and dial the phone number.
3. Respond by pressing the number that reflects your availability.

To Respond to an Email

1. In the email, click the link to eICS. Your internet browser opens to the eICS *Verify Identity* page.
2. Enter your **Phone Number**.
3. Click **Submit**. The incident dashboard opens.
4. Go to step 2 in the procedure *To Update Your Status*.



Phone Availability Options

- 1 – Onsite and available immediately
- 2 – Can arrive in 15 minutes
- 3 – Can arrive in about 30 minutes
- 4 – Can arrive in about 45 minutes
- 5 – Can arrive in about an hour
- 6 – Will remain offsite for this incident
- 7 – Not available for this incident
- 0 – Repeat the message

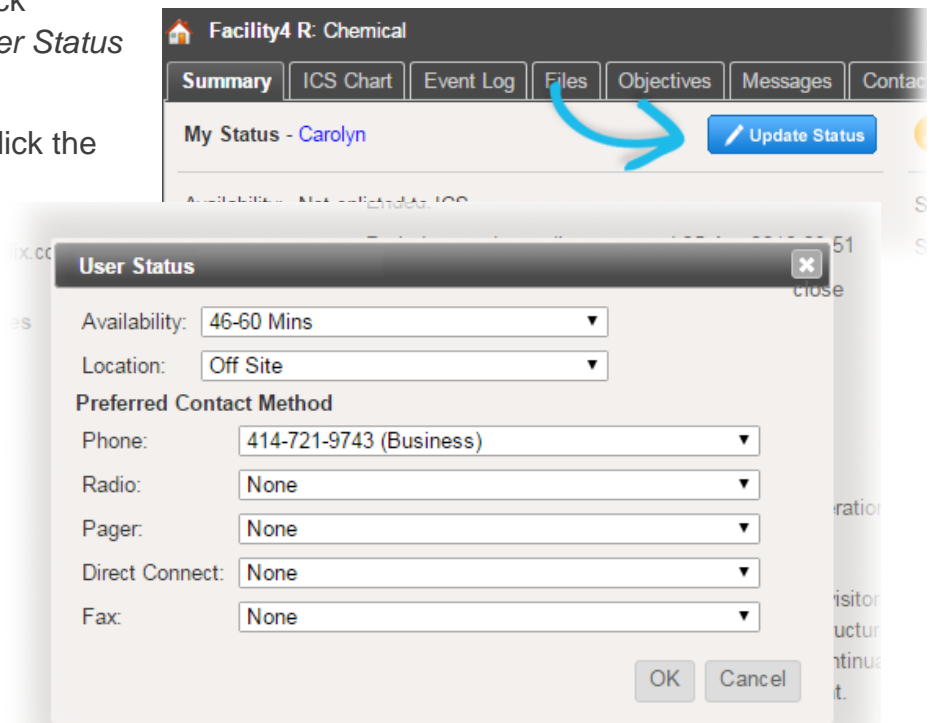
To Update Your Status

1. On the *Home* page, locate the incident and click **View**. The *Incident Dashboard* opens.

Tip: Incidents can also be located by pointing to the **Response** menu, clicking **Incidents**, and in the **Incidents for list**, selecting the facility.

Update Your Status (continued)

2. In the **Summary** tab, click **Update Status**. The *User Status* window opens.
3. In the **Availability** list, click the option that reflects your availability.
4. If you indicated you are available, in the **Location** list, click the option that reflects your current location.
5. If necessary, enter or update your **Preferred Contact Methods**.
6. Click **OK**. The window closes.



Note: We recommend that you or the incident commander update your status when you arrive at the incident site and any time your location or availability changes during the incident.

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 EMSsystems.