eICS™ Quick Reference Guide

Add or Change Facility Access

Overview

In Electronic ICS (eICS), contacts are assigned access on a facility-by-facility basis to specify the information they can see and functions they can perform. eICS offers four facility access levels:

- **Facility Admin** - Manages the plan summary, library, contacts, and incident response guides; able to create, escalate, end, and close incidents; receives incident notifications.

- **Facility Staff** - Reviews documents and incident response guides for the ICS positions to which they are assigned; able to create, escalate, and end incidents; receives incident notifications.

- **Facility Staff Limited** – Reviews documents and incident response guides for the ICS positions to which they are assigned; receives incident notifications.

- **External Contact** –Receives incident notifications.

In general, external contacts are people who are peripherally associated with a facility, such as suppliers or vendors. These people usually have limited access to your facility and no access to eICS, but their interaction with the facility makes it relevant to notify them about incidents.

To assign access to a contact, they must have an active eICS account. This applies to external contacts as well. External contacts may not have access to eICS, but their account contains contact details so they can be notified about incidents. To assign Facility Admin or Facility Staff access, contact accounts must be enabled, which grants access to the eICS system.
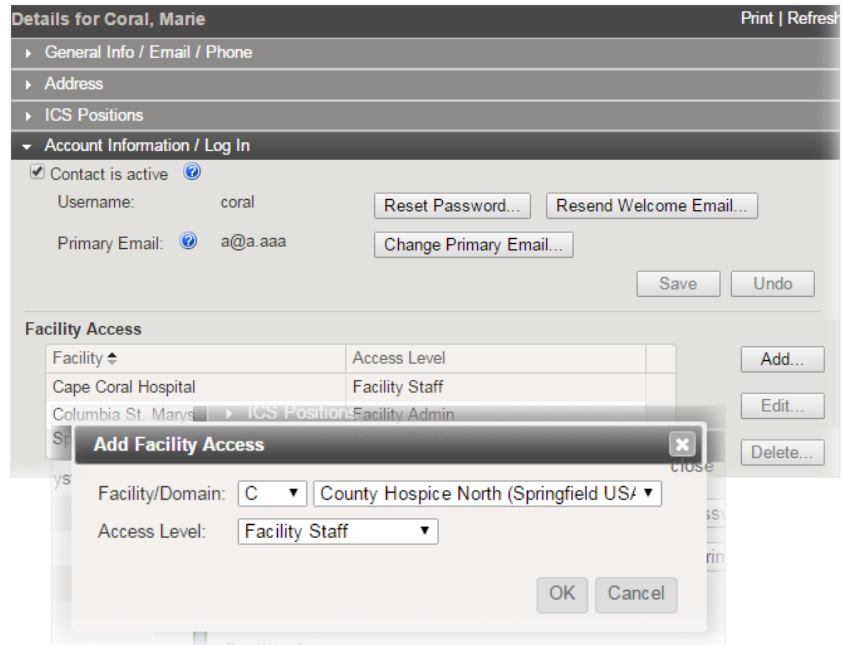
To View a Contact's Facility Access

1. On the *Home* page, point to the **Planning** menu and click **Contacts**. The *Contacts* page opens.

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 Add Access to a Facility

1. In the contact's **Account Information / Log In** drawer, in the *Facility Access* area, click **Add**. The *Add Facility Access* window opens.

2. For **Facility/Domain**, in the list on the left, click the number or letter with which the name of the facility begins. The list of facilities on the right is limited accordingly.

3. In the list on the right, click the name of the facility.

4. In the **Access Level** list, click the level that you want to give this contact.

5. Click **OK**. The new facility access appears in the *Facility Access* list.

To Edit Access to a Facility

1. In the contact's **Account Information / Log In** drawer, in the *Facility Access* area, locate the facility for which you want to edit access and click its name.

2. Click **Edit**. The *Edit Facility Access* window opens.

3. In the **Access Level** list, click the level that you want to give this contact.

4. Click **OK**. The access level change appears in the *Facility Access* list.

To Delete Access to a Facility

Note: If you delete access for a contact that only has access to one facility, the contact's eICS account will be disabled and they will no longer be able to access the system.

1. In the contact's **Account Information / Log In** drawer, in the *Facility Access* area, locate the facility for which you want to delete access.

2. Click the name of the facility.

3. Click **Delete**. A *Warning* window opens.

4. Click **Yes**. The facility is removed from the *Facility Access* list.

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