eICS™ Quick Reference Guide

Add a Contact

Overview

You can quickly add contacts to a facility in Electronic ICS (eICS). However, we recommend you search for contacts in the system first to prevent creating duplicates. Then, if you find the contact is already in eICS, you only need to assign a facility access level when you add them to the new facility. If the contact is not found, simply cancel the search and create the new contact.

To create a contact, you must enter information for all fields with asterisks (*), including the contact's name, organization, and **Resource Type**. Accurately identifying a contact's **Resource Type** helps administrators locate contacts to fill a specific role or function. This information is especially helpful for new contacts, who administrators may not know.

If the contact needs access to eICS, to plan, respond to, or recover from incidents, you are required to provide a phone number and email address, as well as enable the account and enter a username. Similarly, the Facility Access level determines what the contact can see and do in eICS. All access levels except the External Contact must have enabled user accounts. External Contacts, on the other hand, do not necessarily access eICS, but they do receive incident notifications.

After creating a new contact, you can add more information. For example, you may want to specify multiple phone numbers or add pager, fax, or radio numbers to the user account. If a contact has multiple phone numbers, you can indicate the order in which the system should notify them.

To Search for a Contact

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.

3. Below the list of contacts, click **Add New Contact**. The *Add New Contact*, *Details* section opens on the right.

4. In the upper right, in the **Search** box, type all or part of the contact's first or last name, organization name, or phone number.

5. Press **Enter** or click the search icon. The search results appear on the right.

To Search for a Contact (continued)

6. Do one of the following:

    -   If the contact is in your results, go to the procedure <u>Add an Existing Contact</u>.

    -   If the contact is not in your results, go to the procedure <u>Add a New Contact</u>.

To Add an Existing Contact

1. On the *Planning: Contacts* page, in your search results on the right, click the contact's name.

2. Click **Select Contact**. The *Add a Facility Contact* form opens.

3. In the *Facility Access* list, click the access level you want to grant this contact.

4. Click **Create**. The contact is added to the facility.

5. If necessary, you can add or edit contact details and click **Save**.

To Add a New Contact

1. On the *Planning: Contacts* page, in your search results on the right, click **Cancel**.

2. On the right, enter the contact's **Name**, **Organization**, **Resource Type**, **Phone**, **Email**, and **Facility Access**.

3. If necessary, select the **Enable user account** check box.

4. If enabled, for **Username**, type a unique identifier with which the user can log in.

5. Click **Create**.

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