

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 **Create an Incident**.

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

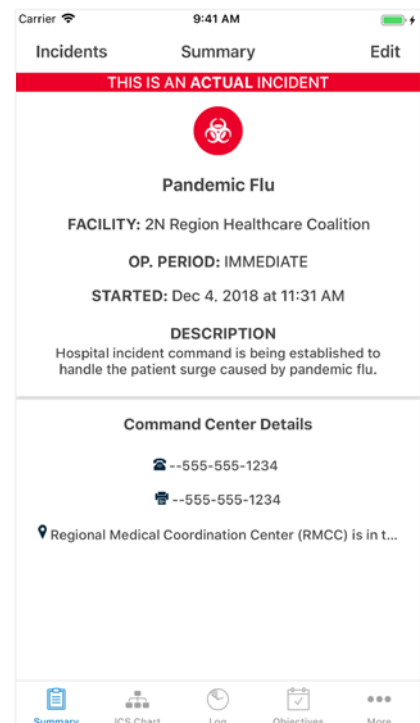
On the *Summary* and all subsequent screens, the navigation bar at the bottom (iOS) or top (Android) of the screen provides access to the *ICS Chart*, *Event Log*, *Objectives*, *Messages*, and *More*, which includes access to the *Status* and *Summary* screens.

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.

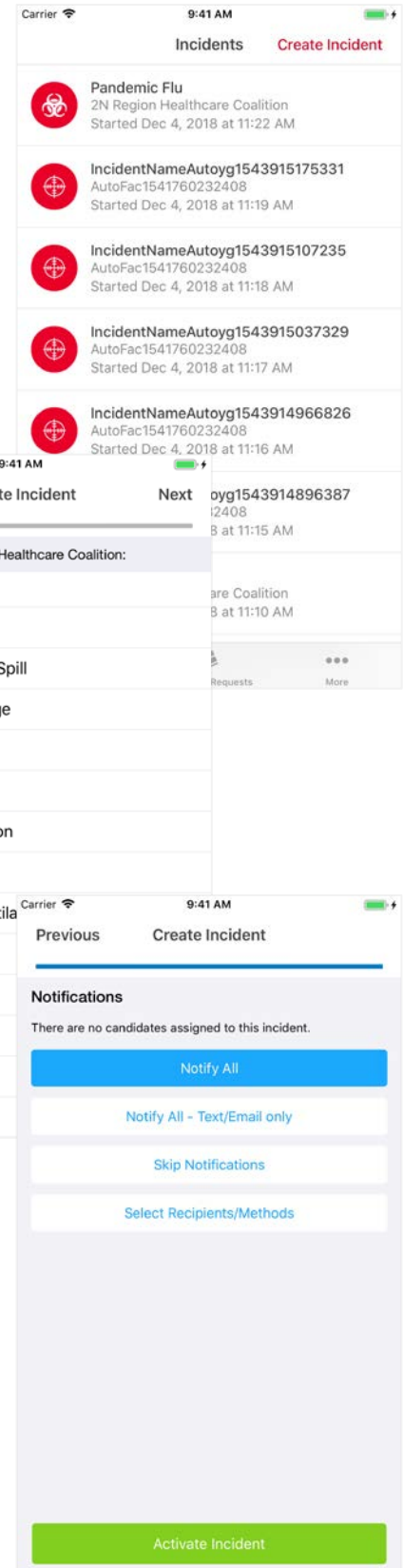
When creating an incident, it is helpful to remember the significance of these fields:

- **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

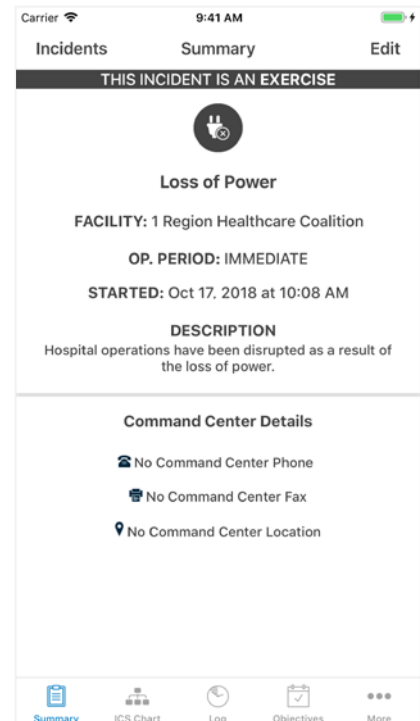
1. On the *Incidents* screen, tap **Create Incident**.
2. Tap the type of incident: **Actual** or **Exercise**.
3. Tap the name of the facility.
4. Tap **Next**.
5. Tap the appropriate IRG.
6. Indicate whether the incident should be **Visible by State/Region**.
7. Tap **Next**.
8. Tap **Name** and if 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.



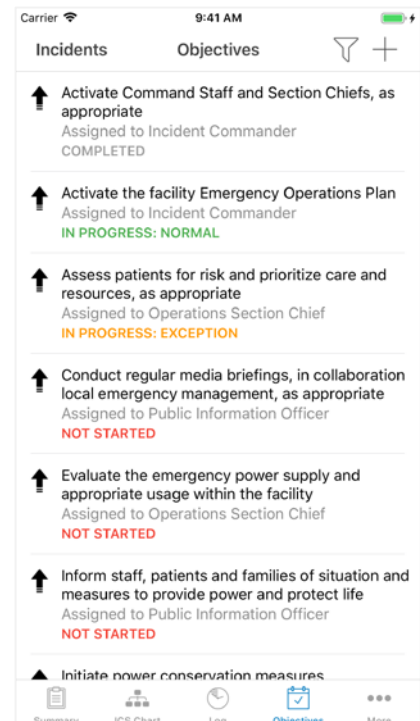
To View and Filter the Event Log

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



Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant, and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.