JUVARE

eICS™ Quick Reference Guide

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.
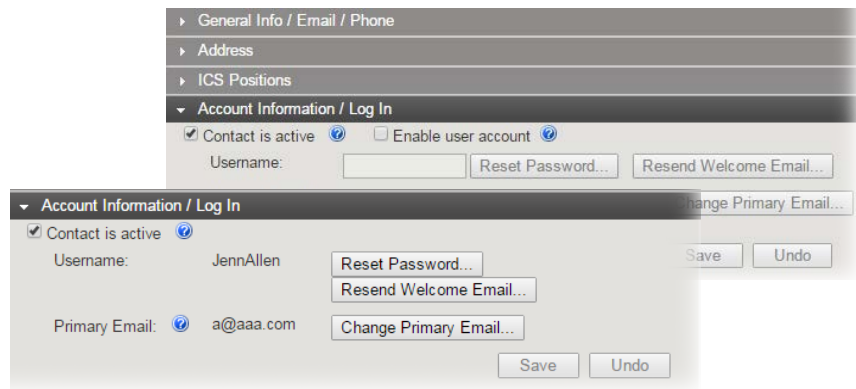
To View a Contact's Facility Access

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.
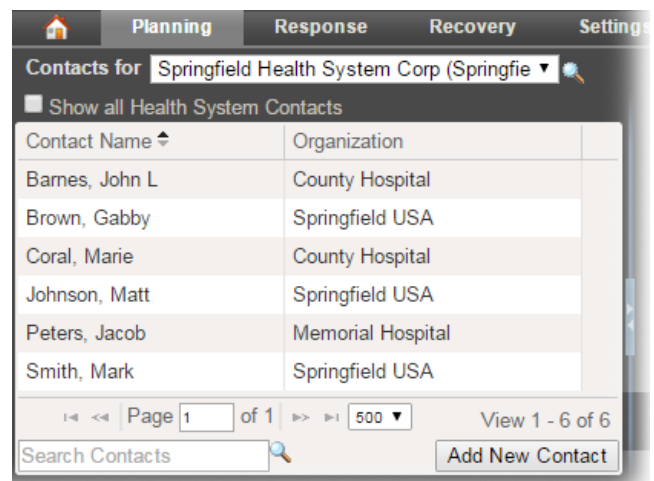
To Enable a User Account

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.*

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.