eICS User Guide

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How to Gain Access to the eICS Platform

Having access to EMResource and/or EMTrack now automatically gives users access to the eICS system. However, users still need to be granted access to specific incidents.

> **Note:** Users must have switched over to a unique log-in, including a unique email and password. The system is no longer able to support joint accounts among users.

The image below depicts what the upper left hand corner of any Juvare product should look like when users have full access to the Juvare platform. Users have the ability to toggle between the three Juvare products: eICS, EMResource, and EMTrack (each product will show the toggle option for the other two products).
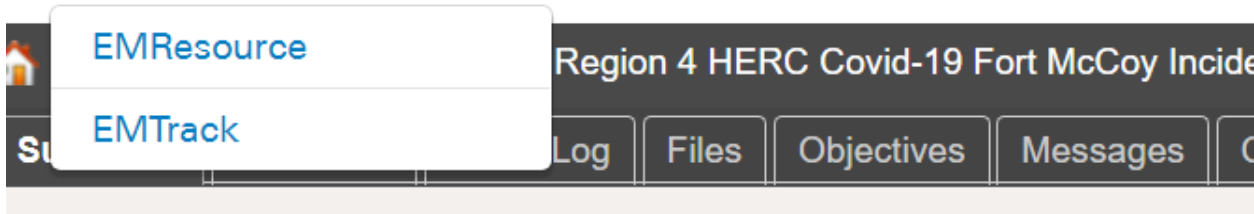
To gain access to eICS, notify your facility administrator who will make the request to the state administrator.

To set-up your eICS account, please go to: eICS ~ Login (juvare.com). Once there, enter your username and password. Go to Settings and update your profile.

For questions and concerns, email the DHS EMSystems.

How to Gain Access to an Incident in eICS

How to Join an Incident That You Have Been Given Access To

Events that you have access to will automatically appear on the home page of eICS, under "Home-Active Incidents."

Simply click "View" next to the event you wish to access in order to be taken to the event (see screenshot below).

	Type	Facility	Incident	Start Date
View	⚠️	Meriter Hospital	TJC Survey 9/14/2021	14 Sep 2
View	⚠️	RSS Warehouse Test	Warehouse Test	03 Sep 2
View	⚠️	WI Region 4 Western HERC	Region 4 HERC Covid-19 Fort McCoy Incident	25 Aug 2
View	🔴	Meriter Hospital	AHU and Chiller Failure 8/10/21	20 Aug 2
View	🔴	WI SEOC	Covid-19 3rd Spike (Beginning August 1, 2021)	09 Aug 2
View	🔴	Aspirus Medford Hospital	Phase 5 COVID 19/Variant	26 Jul 20

Home - Active Incidents

Additionally, Incidents can be viewed by choosing "Response" > "Incidents." This link goes to the same "Home – Active Incidents" page.

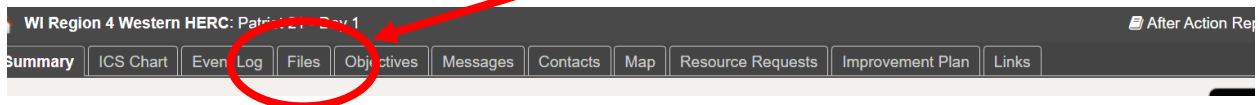**Planning**   **Response**   **Recovery**   **Settings**
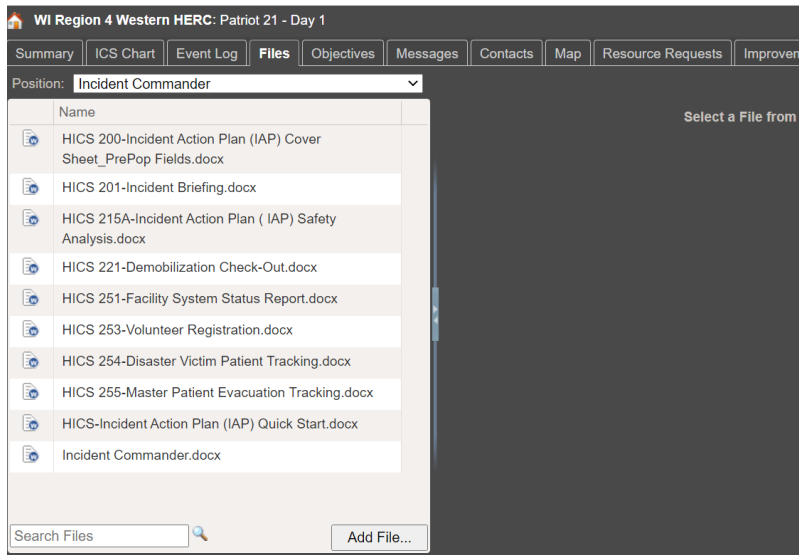
ctive Incidents

e | Facility | Incident

How to Access and Utilize Files in eICS

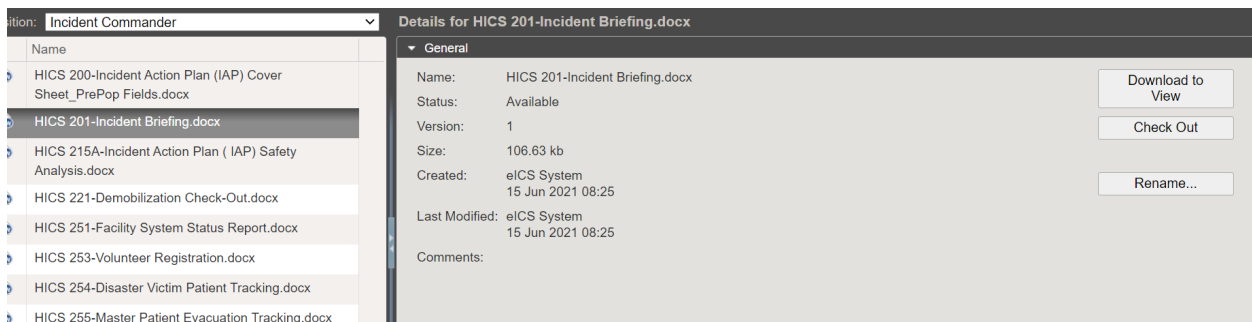## How to Navigate the Files Feature

1. While viewing the appropriate incident, click on the "Files" tab, as shown in the screenshot below.

Pre-loaded files for the event, the ICS positions activated, and custom files that have been added will all appear.

2. Click or highlight the file of your choice.

3. Make edits or download the file as needed:

   a. Click "Download to View" to view item.

   b. Click "Check Out" to make edits.

   c. Click "Check in" once updated.
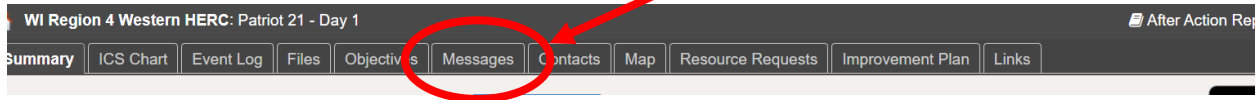
   d. Re-name the file if appropriate.

   Note: eICS automatically tracks and time-stamps all versions of the file, as well as any modifications that have been made.

# How to Send Messages Within an eICS Incident

How to Utilize the "Messages" Tab Functionality

Access Message History:

1. Click "Messages" on the Incidents homepage.

2. The history of messages will appear on the left (see screenshot below).

3. View messages by highlighting the message on the left. Details of that message and response options will appear on the right.

4. Respond to messages by clicking "Add Response" at the bottom of the message view.
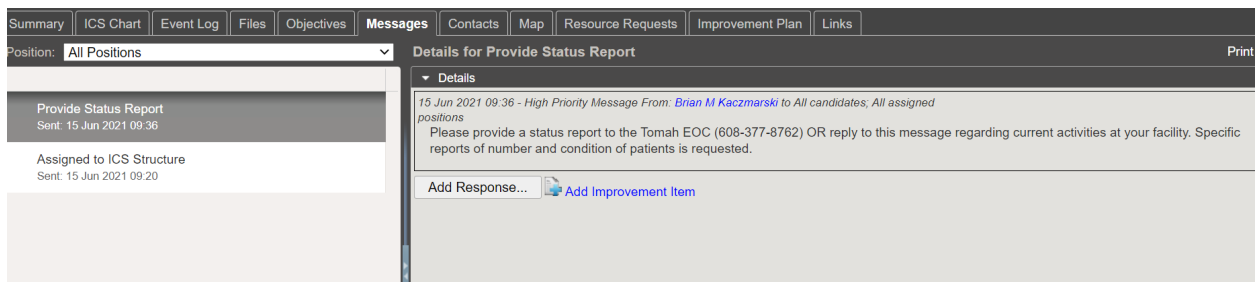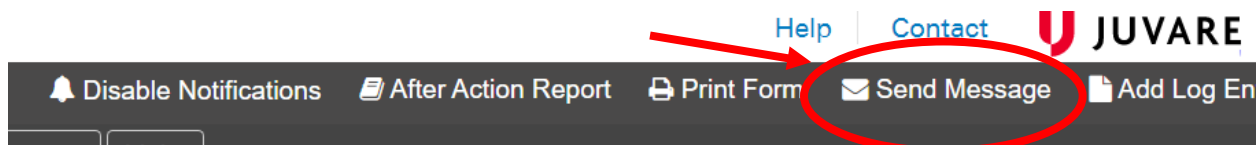

Create a New Message:

Click on the "New Message" button that appears in the lower right corner of the left column.
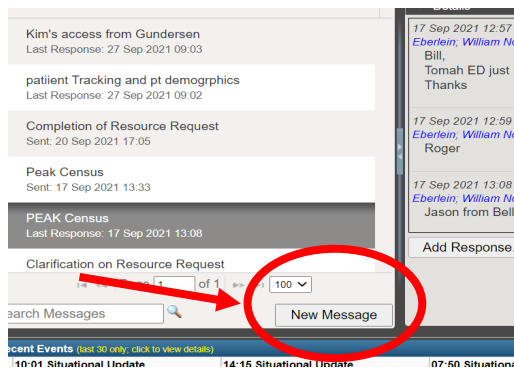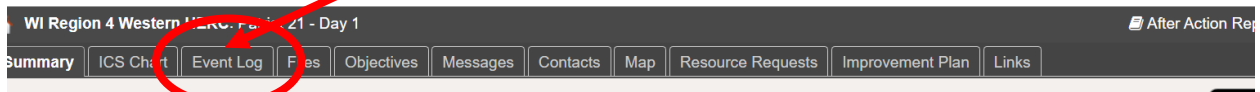

Users can also create a message from the "Send Message" tab in the upper right corner of the menu ribbon.
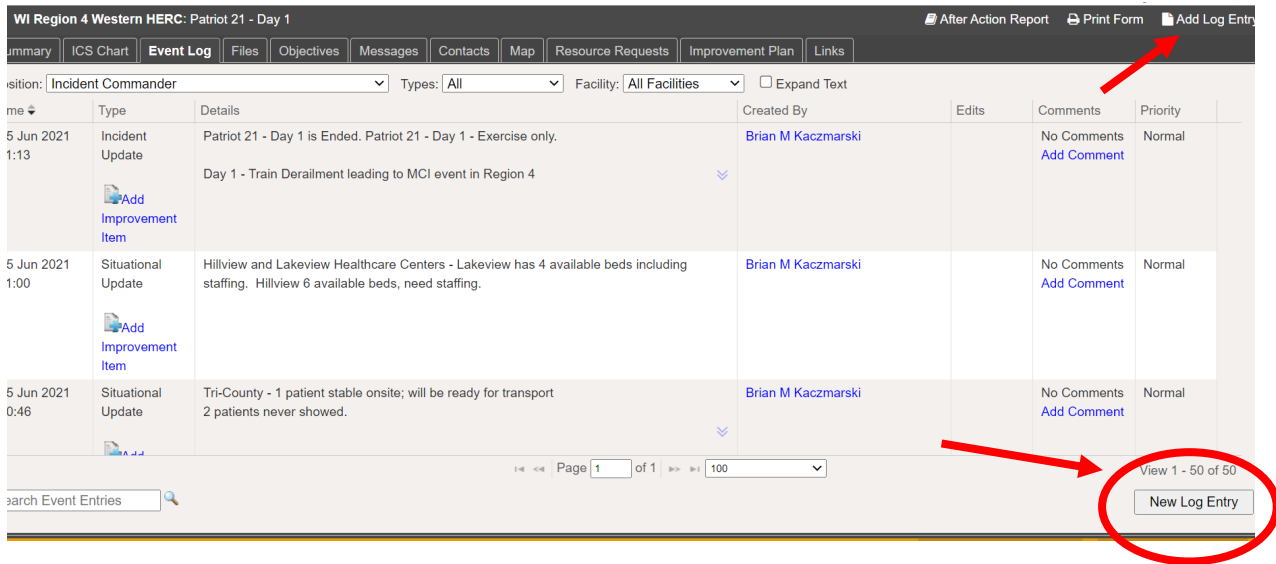
How to Utilize the Event Log in an eICS Event

How to Leverage the Documentation Ability of the Event Log in eICS (ICS 214 Form)

1. Click on the "Event Log" tab in the eICS Incident Home Page, as shown in the screenshot below.

2. On the Event Log page, note the two locations to "add" or make a "new" log entry. Choose one.

3. Follow the prompts to create the log entry. Data Categories are:
   - Type (drop-down options)
   - Time of Event (Note the ability to back-date)
   - Priority of Event Log Entry
   - General Description
   - Visibility (who to share with)