

eICS® Interface 2.0 Administration




Overview

The *Electronic Incident Command System (eICS) Interface* is a software bridge that allows you to link to and view eICS incident information from WebEOC.

This solution comprises three board components—Events, Incidents, and Locations—along with additional eICS Incident Mapping and Administration components.

Compatibility

Versions 8.0 and later

Core		Not available
Professional		Available to add
Enterprise		Available to add

Install the WebEOC eICS Interface

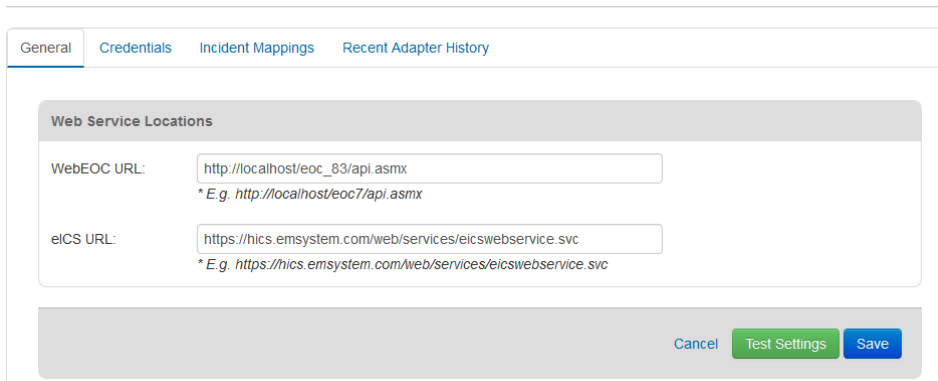
Setting up the interface between your instances of WebEOC and eICS begins with installing the plugin. To do so, open the *eICS Board Integration Installation Wizard* and follow the prompts.

Note: You will need your unique **Customer ID** and **License Number** to complete the installation process.

To Set Web Service Locations

1. Open the WebEOC *Admin* window and go to **Plugins: eICS**.
2. On the *Web Service Locations* page, enter the URLs for your instances of WebEOC and eICS in their appropriate fields.

eICS



General | Credentials | Incident Mappings | Recent Adapter History

Web Service Locations

WebEOC URL:
 * E.g. http://localhost/eoc7/api.asmx

eICS URL:
 * E.g. https://hics.emsystem.com/web/services/eicswebservice.svc

Cancel Test Settings Save

3. Click **Test Settings**.

Note: If entries are valid, two success messages appear in green at the top of the page.

4. Click **Save**.



Incident Mapping

Incident Mapping is used to manage the linking of incidents between WebEOC and eICS. Once incidents are mapped, information for the events and locations associated with the incident are automatically populated into the Events and Locations boards respectively.


The *Incidents Mapping* list contains both mapped and unmapped incidents. Use the filters at the top of the *Incident Mappings* page to sort the list by **Mapping status** or **eICS incident status**.








Filters

Mapping status: Show All ▼
eICS incident status: Show All ▼

The icons in the final columns of the table can also help you determine an incident's mapping status: if mapped, a Map icon  appears alongside an Unmap icon . You can use the Unmap icon to undo the mapping of an incident when appropriate.

To Map an Incident

1. From the *Admin* window, go to **Plugins: eICS** and click the **Incident Mapping** tab.
2. Locate the eICS incident you want to map and click its corresponding Map icon .

1-15 of 251	Filter...	Filter
<input type="checkbox"/> eICS Incident ▲	WebEOC Incident ⇅	Map Unmap
<input type="checkbox"/> Cape Coral Hospital - a Loss of Power	** Mobi Demo	 
<input type="checkbox"/> Cape Coral Hospital - Active Shooter Plan	2013-07-29-Yolo County-Demo	 
<input type="checkbox"/> Cape Coral Hospital - Active Shooter Plan	2013-07-29-Yolo County-Demo	 
<input type="checkbox"/> Cape Coral Hospital - Biological Attack		

The *Map Incident* window opens.

3. For **WebEOC Incident**, select the applicable WebEOC incident you want to map to the eICS incident.
4. Click **Map**.

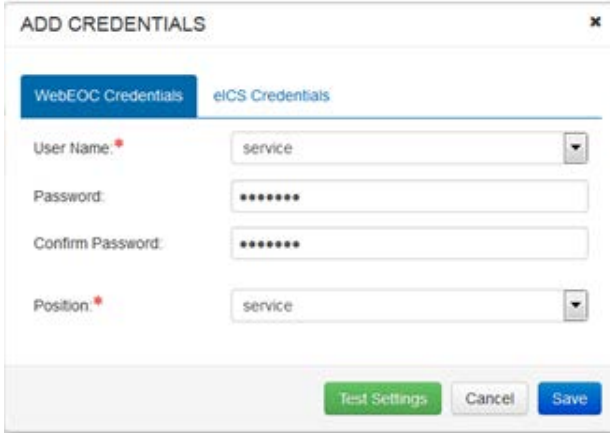
Note: If mapping was successful, a success message appears in green at the top of the page.

Board Mapping

Mapping between eICS datasets and WebEOC boards must be set up for the data to start flowing from eICS to WebEOC.

To Add Credentials

1. From the *Admin* window, go to **Plugins: eICS** and click the **Credentials** tab.
2. Click **Add Credentials**. The *Add Credentials* window opens.



3. In the **WebEOC Credentials** tab, enter information in the fields.
 - **User Name** – Name of the user.
 - **Password** – User's WebEOC password. Re-enter this password in **Confirm Password**.
 - **Position** – WebEOC position for this user.

Note: Options in this list depend on the **User Name** selected – only those positions which are assigned to the selected user are displayed.
4. Click the **eICS Credentials** tab and enter information in the fields.
 - **User Name** – User's eICS username.
 - **Password** – User's eICS password. Re-enter this password in **Confirm Password**.
5. Click **Test Settings**.


Note: If entries are valid, two success messages appear in green at the top of the page.

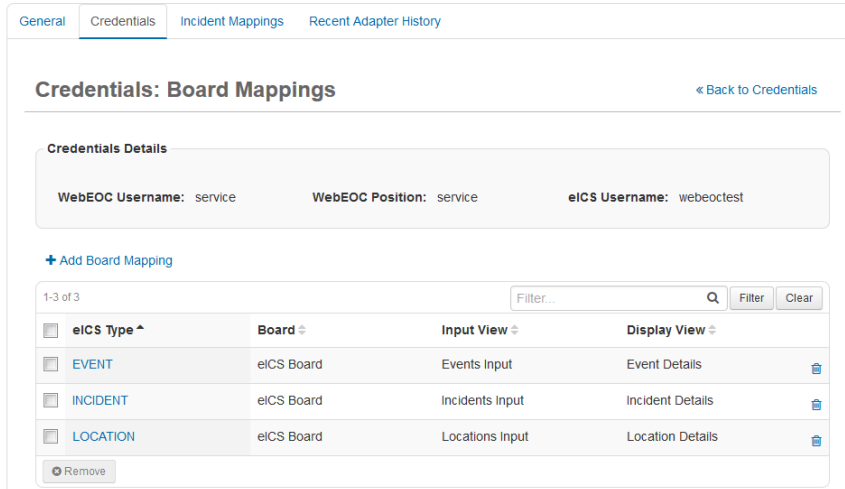
6. Click **Save**.

After you add credentials, you can view, edit, or delete them as needed. Edit credentials by clicking on the user name.

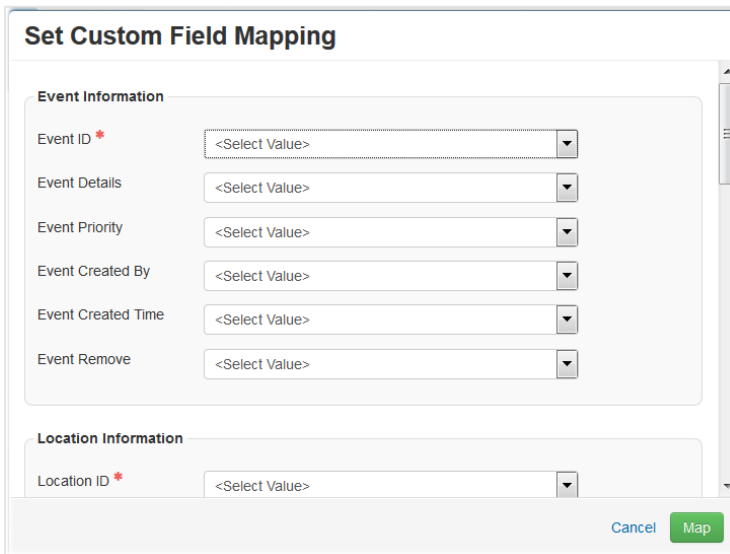
Note: Users configured for WebEOC credentials must have access to all the boards mapped for data exchange.

To Map a Board

1. From the *Admin* window, go to **Plugins: eICS** and click the **Credentials** tab.
2. Locate the credentials you want to map with the boards and click the View icon . The *Credentials: Board Mappings* page opens.



3. Click **Add Board Mapping**. A new page opens.
4. For **Board Name**, select the existing board you want to receive data from **eICS**.
5. For **Input View**, select an applicable view to be used to save data to the board.
6. For **Details View**, select an applicable view to be used to read data from the board.
7. For **eICS Type**, select a dataset to be pulled from eICS. The available values are **Event Log**, **Incident**, or **Location**.
8. Optionally, if you are using a board different from that provided with the add-on, select **Use Custom Mapping**. The **Set Mapping** button becomes available and, when clicked, opens the *Set Custom Field Mapping* window.



From this window you can set up mapping between eICS dataset fields and WebEOC board fields. Select the applicable WebEOC field for each eICS field before proceeding.

Note: Data for fields left unmapped are not stored in WebEOC.

Credentials: Board Mappings [← Back to Board Mappings](#)

Board Mappings: Mapping Information

WebEOC Username: service WebEOC Position: service eICS Username: [redacted]

Mapping Information

Board Name:

Input View:

Details View:

eICS Type:

Use Custom Mapping: ☒

- Click **Save**. Alternatively, to cancel and return to the previous view, click **Back to Board Mappings**.

Recent Adapter History

From the **Recent Adapter History** tab you can view recent activity and filter records by specific criteria, such as **Comment** or **Log Level**. Filterable log levels include **Information**, **Warning**, and **Error**.

eICS

General **Credentials** **Incident Mappings** **Recent Adapter History**

Filters

Records Count: Log Level:

Total Records: 20 Disable auto refresh: ☐

Comment	Date/Time	Log Level	Log Group
Data synchronization finished	2017-09-11 15:40:09	Information	
Finished Processing Credentials with ID: 1. eICS_User: [redacted] WebEOC_User: [redacted] WebEOC_Position: service	2017-09-11 15:40:09	Information	
eICS API returned 7 Location(s):	2017-09-11 15:40:06	Information	
eICS API returned 13 Event(s)	2017-09-11 15:40:06	Information	
eICS API returned 129 Incident(s)	2017-09-11 15:40:04	Information	

Configure User Access to the Board

Before configuring any settings within the plugin, *eICS Interface* includes a board that must be imported and configured with appropriate access permissions in order for the adapter to be able to read and write data.

Note: You can use other boards for data synchronization, but custom field mapping should be set up. Fields in the provided board for the add-on are mapped automatically.

Create an **eICS_Interface User**, **eICS_Interface Position**, and **eICS_Interface Group** and assign them to their supplementary positions, groups, and boards.

Note: You can create your own names for the user, position, and group; these are just examples. However, be sure to create easily identifiable and unique names for these entities. The created user and position should then be used while configuring WebEOC credentials for the *eICS Interface*.

Additional instructions for creating users, positions, or groups and setting board permissions can be found in the *WebEOC Administrator Guide*.

Enable User Access to Incident Mappings

Optionally, you can grant limited administrative permissions to users by allowing them access to the *Incident Mappings* page. This page, accessed from the **Incident Mappings** tab of the eICS subtab within the *Admin* window, gives users the ability to map or unmap incidents without administrative support.

Note: The additional administration tabs, **General**, **Credentials**, and **Recent Adapter History**, are not available to these users; they can only access the contents and functionalities within **Incident Mappings**.

1. In the *Admin* window, go to **Users: Groups**. Click the name of the applicable group.
2. On the *Groups: Edit Group* page, go to the **Settings** section and click the **Plugins** tab.
3. Click **Add Plugin**.
4. In the *Add Plugin* window, select **eICS** from the **Plugin** drop-down list, and then click **Save**.
5. In the *Add Board* window, click **Save**.

Users can now access the *Incident Mappings* page by opening the control panel menu and clicking **eICS**, found in the *Plugins* section.

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