



Your eICS Training Journey

1. Getting Started – Kickoff Call

Launch your eICS implementation with a **clear roadmap, aligned expectations, and dedicated guidance**, supported by a **Requirements Gathering Session** that confirms configuration details and prepares your team for a successful deployment.

▶ Your eICS implementation starts with a **Kickoff Call**, where your Client Success Manager (CSM) and Professional Services Project Manager walk through the rollout plan, lock in training dates, and set expectations for a smooth onboarding process.

▶ During the **Kickoff Call**, your team reviews **project timelines**, confirms **training details**, and establishes clear communication paths, ensuring everyone is aligned, informed, and ready for the next phase of your eICS deployment.

▶ After the **kickoff call**, a **Requirements Gathering Session** will be held to review the **configuration document** and clarify requested information. During this call, any custom **Incident Response Guides (IRGs)** will be identified, and the client will provide copies as needed. This session finalizes **implementation details** and sets clear expectations for what will be configured in the solution.

2. Building Core Skills – Training

⚙️ Domain Administrators

Live Virtual – Implementation

Gain the skills to confidently manage your eICS domain, support facilities, and configure ICS elements, ensuring your organization is equipped with accurate roles, content, and notification settings for effective incident management.

Duration: 4 hours

Content: This course covers how to manage domain settings and facilities, configure user roles, and create or publish plans and Incident Response Guides. Participants also learn to maintain the domain and facility libraries, update email and voice notification templates, and make domain-level updates to incidents and dashboards. If applicable, Juvare Alerts functionality will be covered.

On-Demand – Annual Refresher

Strengthen your ability to plan for, respond to, and recover from incidents through refresher training that reinforces your proficiency with essential eICS workflows and system features.

Duration: Self-Paced (2 Hours)

Content: This refresher course provides performance-based training on key eICS functions used in planning, response, and recovery. Participants review how to create and manage plans, configure the ICS chart, update IRGs and objectives, maintain the facility library, manage contacts, and work through an incident from creation to closure. The course also covers adding improvement items, managing Improvement Plans, running After-Action Reports, and testing notification features. If applicable, Juvare Alerts functionality will be covered.

Post Course: Participants receive a certificate of completion demonstrating that they successfully completed the refresher training.

Facility Administrators

Live Virtual – Implementation

Build the expertise to manage your facility's configuration, users, plans, and libraries while confidently creating and overseeing incidents within eICS.

Duration: 3 hours

Content: This course teaches Facility Administrators how to manage facility roles and user accounts, customize facility settings, and maintain local plans, libraries, and contacts. Participants also learn how to create and manage incidents, assign positions, update the Incident Dashboard, and run reports, including closed or ended incidents. If applicable, Juvare Alerts functionality will be covered.

On-Demand – Annual Refresher

Maintain your readiness for incident planning, response, and recovery through annual refresher training that reinforces your mastery of eICS workflows and core system capabilities.

Duration: Self-Paced (2 Hours)

Content: This refresher course provides performance-based training on key eICS functions used in planning, response, and recovery. Participants review how to create and manage plans, configure the ICS chart, update IRGs and objectives, maintain the facility library, manage contacts, and work through an incident from creation to closure. The course also covers adding improvement items, managing Improvement Plans, running After-Action Reports, and testing notification features. If applicable, Juvare Alerts functionality will be covered.

Post Course: Participants receive a certificate of completion demonstrating that they successfully completed the refresher training.

Facility Staff

Live Virtual – Implementation

Build the expertise to manage your facility's configuration, users, plans, and libraries while confidently creating and overseeing incidents within eICS.

Duration: 3 hours

Content: This course teaches Facility Staff how to manage facility roles and user accounts, customize facility settings, and maintain local plans, libraries, and contacts. Participants also learn how to create and manage incidents, assign positions, update the Incident Dashboard, and run reports, including closed or ended incidents. If applicable, Juvare Alerts functionality will be covered.

On-Demand – Annual Refresher

Maintain your readiness for incident planning, response, and recovery through annual refresher training that reinforces your mastery of eICS workflows and core system capabilities.

Duration: Self-Paced (2 Hours)

Content: This refresher course provides performance-based training on key eICS functions used in planning, response, and recovery. Participants review how to create and manage plans, configure the ICS chart, update IRGs and objectives, maintain the facility library, manage contacts, and work through an incident from creation to closure. The course also covers adding improvement items, managing Improvement Plans, running After-Action Reports, and testing notification features. If applicable, Juvare Alerts functionality will be covered.

Post Course: Participants receive a certificate of completion demonstrating that they successfully completed the refresher training.

3. Ongoing Support – Expert Guidance & Resources

Get continuous access to experts, learning opportunities, and self-service resources that help you solve challenges quickly, strengthen your skills, and get the most value from eICS.

Ask-an-Expert (Office Hours):

- ▶ 1st Friday of each month - 2PM EST
- ▶ 3rd Friday of each month - 11AM EST
- ▶ Open Q&A with trainers, CSMs, and product experts
- ▶ [Register here](#)

Lunch & Learn Webinars

- ▶ Informal sessions to keep learning and share best practices.
- ▶ [Review the schedule here](#)
- ▶ [Register here](#)

Technical Support

Juvaré's [Support Portal Center](#) remains available for urgent or time-sensitive issues.

CSM Support

Your Client Success Manager (CSM) is your primary contact, serving as your advocate and advisor to support your success with eICS, and if you are unsure who your CSM is, technical support can provide that information.

[Help Center](#)

Keys to Success

- ▶ Commit to the yearly refresher training to remain current.
- ▶ Revisit instructor-led recordings for quick refresher.
- ▶ Participate in Ask-an-Expert and Lunch & Learn sessions to gain valuable knowledge.
- ▶ Leverage instructor-led training recordings as a quick reference tool for ongoing learning or onboarding new staff.
- ▶ Engage your CSM for additional training requests (if deeper organizational adoption is needed).