# SECTION 3

Incidents & Rooms

Creating an Incident

NICS is organized by named incidents. Within each incident, there are separate collaboration areas called Rooms. These rooms are meant to separate functionality to allow individual teams to collaborate on their part of a larger incident. Rooms can be open to anyone or restricted to certain users.

Once you have logged into NICS, you will either need to join an incident that is already in progress per your organization's standard operating procedures, or you will need to create a new incident.
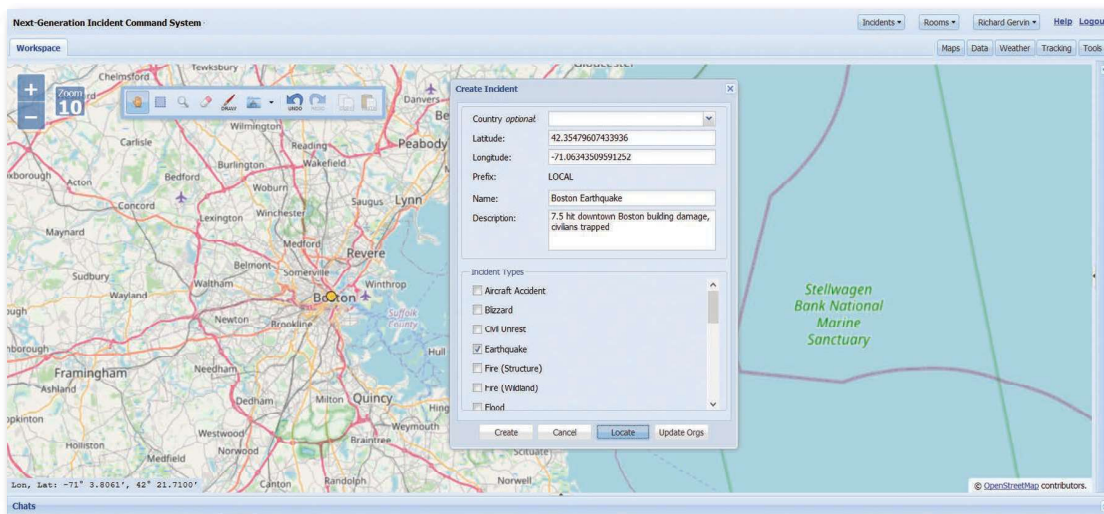
1. Select the Incident button on the upper right hand corner of your screen.

2. A dropdown menu will open with the list of all available incidents to join or you can create a new incident.

Right now we will focus on creating a new incident.

3. Once you click on Create New Incident a popup window will appear.

4. Find the center point of the incident on the map and select the Locate button at the bottom of the popup window. Then mouse over the center point of the incident and click.
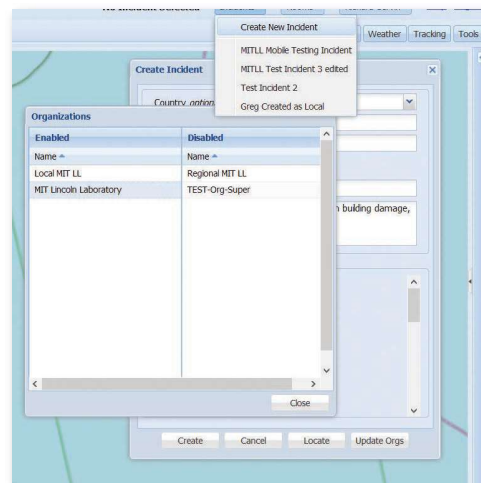
This will fill in the lat/long coordinates for you.

5. Name the incident and provide a detailed description of what's happening at the incident site.

6. Select one or multiple incident type(s) from the scrollable list.

If you would like to restrict access to an incident, click on the Update Orgs button at the bottom of the popup window.

(A) A second popup will open where you can drag and drop the organizations you want into the enabled box.

(B) Select Close when finished.

Otherwise, if you do not use the "Update Orgs" functionality, the incident will be visible to all NICS users. All new incidents are automatically restricted to the owning organization if the "Restrict Incident" checkbox is chosen in the Administration panel for the organization. (See the section about editing an incident)

1. Click the Create button at the bottom of the popup window to create the incident

Creating a Room

Once an incident has been created, persons with the proper permissions can create a room for their team or organization. This room will allow your organization/team to communicate with your own map and chat capabilities. Using the NICS mobile application, you can track your team in the field.
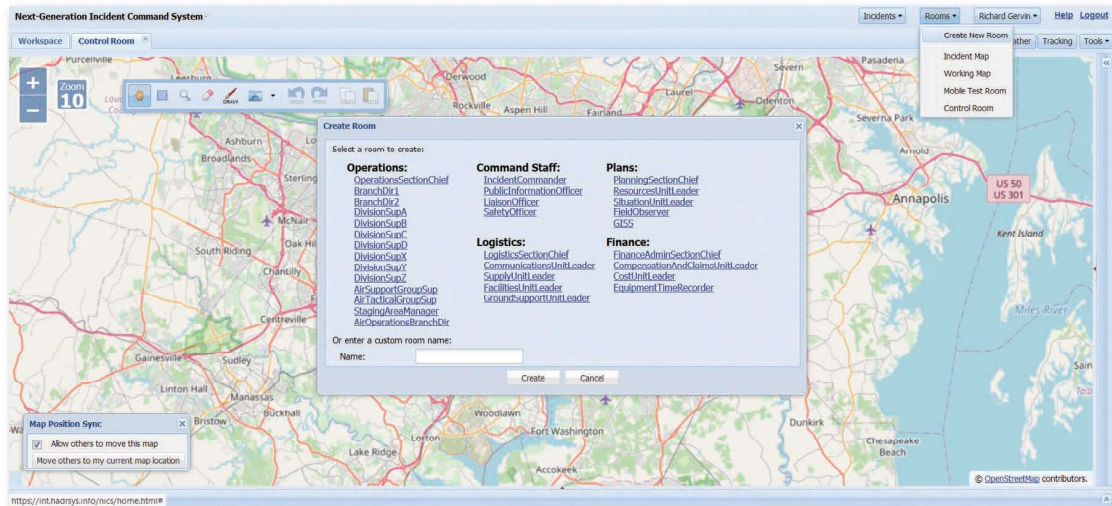
To create a room:

1. Select the Rooms button.

2. A drop down menu will open with a list of all available rooms.

3. At the top of the list, select the Create New Room button.

4. A popup window will open in the center of the screen with a list of room options to choose from, or you can name your room whatever you want by using the text box.

5. Once your room is named, click the **Create** button.

Your room is now created and open for all users to join.

Securing a Room

If you only want to have your organization or team have visibility into your room, you can secure it by selecting the Secure Room checkbox at the bottom of the Create New Room popup window before you create the room. A second popup window will open, allowing you to drag and drop usernames to allow specific permissions in this room. To multi-select rows, hold down the control key while selecting.

Select Apply to apply permissions. When modifying a room, the organization's administrator and system super users cannot be removed.

Managing Rooms

If you need to manage a user's permissions any time during an incident, you can select the Tools button to open the dropdown menu and select the Room Management button and Modify Room Permissions.
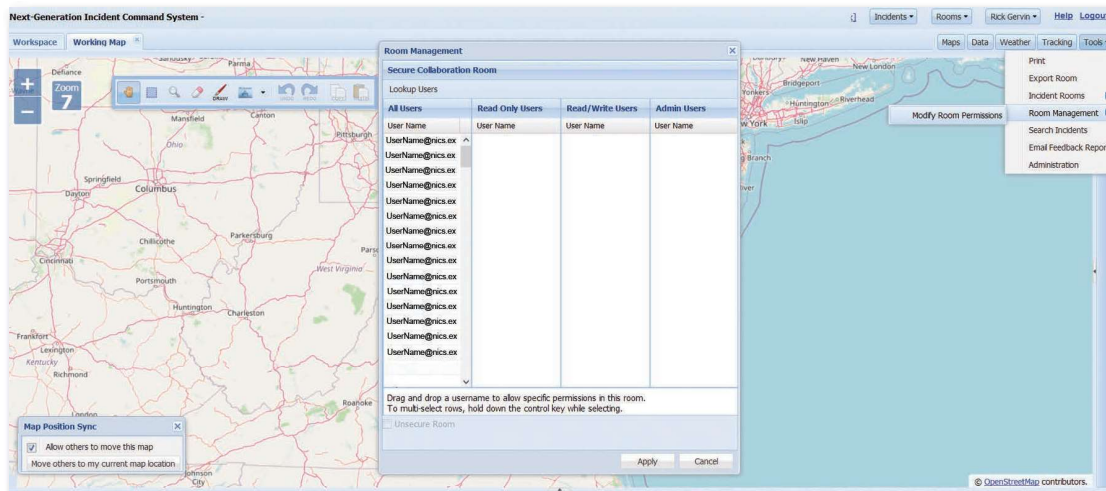
This will open the Room Management window, allowing you to add a user to the room, change a user's permissions, look up a user, and secure or unsecure a room.
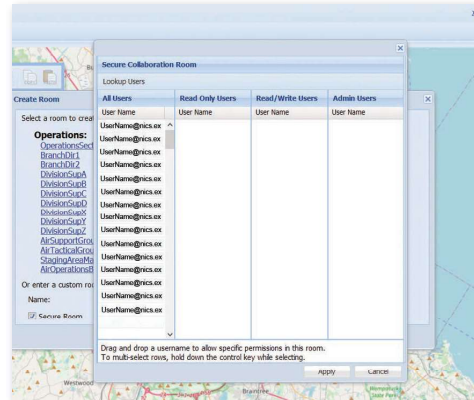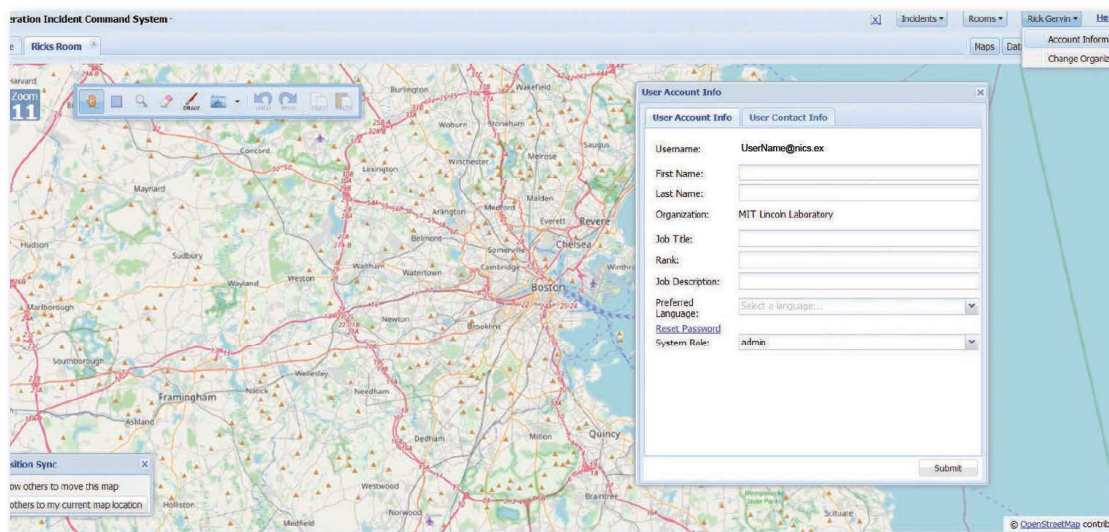

User/Organization Info

Once logged into NICS, you can review or change your user account information by selecting the button at the top right hand side of the screen with your name on it.

Once selected, a dropdown menu with the options Account Information and Change Organization will appear.

1. Select the Account Information.

2. A popup window will open providing the user with all their account information and contact information.

3. You can update this information as needed. If you can't update this information, contact your organization's administrator.

4. Once all your info is updated, click Submit at the bottom of the popup window.

Organizations/System Users

You can have one or more organizations within NICS. An organization is a grouping of system users by function, location, etc. There are five official system user types:

User Type	Description
NICS User	- Default user type – access is read/write - Can create incidents, draw on maps, chat, report, and upload data layers
GIS User	- NICS User plus rights to upload and manage data layers - Manages permissions and usage of maps, layers, geospatial data
Admin User	- Manages users, incidents, specific capabilities for an organization - Can be an admin in more than one organization - Can restrict permissions to rooms
Super User	- Organization administrator for every organization - Has full access to all organizations and users
Read-Only User	- View-only rights - Can only view rooms and chat - No edits

To access the NICS application, you must have a NICS account with a username and a password, which is obtained when you register and after the NICS administrator for your organization has approved your application online.

A user can belong to any organization and have a specific role in that organization, but it is important to note that user organizations and system roles do not extend across workspaces. In the case of workspaces, the user needs to be added and enabled in the organization in each workspace.