

Getting Help

- Access the e-ISuite website at: <http://famit.nwcg.gov/applications/eISuite>
- Contact the Helpdesk at: (866) 224-7677

Overview

There are two types of roles that can be assigned to Users: Non-Privileged and Privileged. Non-Privileged roles are assigned to users who will be managing incidents and the resources assigned to those incidents. Privileged roles are assigned to users who manage user account data and global reference data. Privileged roles vary from Account Managers, at least one in each office/incident, to national roles which are extremely limited.

The Account Manager role is a privileged role, meaning that a person with the Account Manager role manages User Accounts for other users of e-ISuite in Enterprise. The Account Manager role is identified with the letters "ad." as a prefix in the user account.

A person can only access Enterprise if they have a valid account in NAP. Access the NAP webpage and follow the instructions to request a new NAP user account, or to send a request for e-ISuite to be added to the user's current NAP user account. (<https://nap.nwcg.gov/NAP>).

Once a user's NAP Account is created with authorization for e-ISuite, an Account Manager can add that User Account to Enterprise and assign appropriate roles.

Changing User Account passwords can only be done by logging into the NAP web page and following the steps to change the password. The user must reset or change their own passwords.

3. Enter the search criteria to search for user accounts in NAP.

User Account Filter Criteria

Enter % in the name fields to use as a wild card.
Example b% will show all users whose names begin with a B.

User Name:

Last Name:

First Name:

4. Click the Search button to search for all resources that meet the search criteria.
5. Select one or more users to add to the Enterprise system.
6. Click the **Add to e-ISuite** button to add the user account to the Enterprise system.
7. Enter the users **Unit ID**.
8. Enter the user account's **work phone, cell phone and email address**.
9. Select one or more roles to assign to the user account.
10. Click **Save/Next** to add the User Account and move to the next record.

Enabled Unit ID * UT-UWF

User Name * Res Inv View * UT-NUC

First Name * Work Phone

Last Name * Cell Phone

Email

Roles

Non-Privileged Privileged

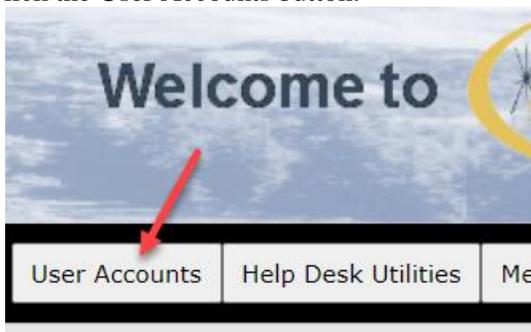
Available:

Selected:

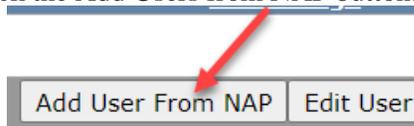
Check-In / Demob
Cost
Data Steward
IAP
Time

Adding User Accounts from NAP to Enterprise

1. Click the User Accounts button.



Click the **Add Users from NAP** button.



Editing User Accounts in Site

The user name, password and type of account (privileged/non-privileged) cannot be edited in Enterprise. The Unit ID, Resource Inventory View, work phone, cell phone and email address can be edited.

1. Click the **User Accounts** button.
2. Select a user account and click the **Edit User** button.



3. Edit the user account's data.
4. Click **Save** to save the changes.

Delete User Accounts Enterprise

The **Delete User Account** function removes the user account from Enterprise, but does not delete the user account from the NAP. The user account can be brought back into Enterprise if needed, following the steps in the **Adding User Accounts from NAP** section above.

1. Click the **User Accounts** button.
2. Select the User Account to be deleted.
3. Click the **Delete User** button.

Enable or Disable User Accounts in Enterprise

1. Click the **User Accounts** button.
2. Select a user account to enable/disable.
3. Click the **Enabled** checkbox to enable a user. Uncheck the **Enabled** checkbox to disable a user.
4. Click the **Save** button to save the changes.

Role Type Non-Privileged Privileged

Enabled

Unit ID *

User Name *

Work Phone

First Name *

User Auditing in Enterprise

1. Click the **User Accounts** button.
2. Select the **User Auditing** tab to view a history of changes made in e-ISuite to the user accounts.
3. If desired, enter a date range to identify history to include in the grid.

The screenshot shows the 'User Auditing' tab selected. Below the tabs is a 'User Accounts History' section with 'Beginning Date' and 'Ending Date' input fields, and 'Filter' and 'Clear' buttons. Below this is a table with columns 'User Name', 'First Name', and 'Last Name'. A red arrow points from the 'User Auditing' tab to the table.

User Name	First Name	Last Name
AFERRA	AMEE	FERRA
AFERRA	AMEE	FERRA
AFERRA	AMEE	FERRA

Manage User Sessions in Enterprise

1. Click the **User Accounts** button.
2. Click the **User Sessions** button.

User Accounts User Sessions User Auditing

3. Select the user session to disconnect.
4. Click the **Disconnect User** button.

Disconnect User