



Account Manager - Site

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 which 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 and performs database management activities in e-ISuite Site. The Account Manager role is identified with the letters "ad." as a prefix in the user account.

Downloading and Installing Site

Refer to the Install QRC for more information on installing site.

Account Manager setup in Site

1. Double click the e-ISuite Site icon on the desktop.
2. Accept the warning that displays.
3. If this is the first time accessing the Site system, a **Create Account Manager User** window displays.

🔑 Create Account Manager User

Please create the initial database name, password, and the initial Site Account Manager user.

Database Name *	<input type="text"/>
Database Password *	<input type="password"/>
Confirm Database Password *	<input type="password"/>
User Name *	<input type="text" value="ad."/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Unit ID *	<input type="text"/>
Password *	<input type="password"/>
Confirm Password *	<input type="password"/>

4. Enter a name for the new database in the Database Name field.
5. Enter a password for the new database in the **Database Password** field.
6. Confirm the database password.
7. Enter the **User Name** for the account.

8. Enter **First Name, Last Name, Unit ID** and **Password** for the user account.
9. Confirm the Password.
10. Select the **Save** button.

Adding User Accounts in Site

1. On the Home Page, click the User Accounts button.
2. Click the Add User button.



3. Enter the user account information
4. Check the Enabled checkbox.
5. Enter the User Name (if a privileged user, use the "ad.name" format).
6. Enter the First Name, Last Name and Password for the user account.
7. Confirm the password.
8. Select the **Unit ID, Dispatch Center, Work Phone, Cell Phone** and **Email Address**.
9. Select the **Privileged** or **Non-Privileged** radio button.
10. Select one or more roles to assign to the user account.

Role Type	<input checked="" type="radio"/> Non-Privileged	<input type="radio"/> Privileged
Enabled	<input checked="" type="checkbox"/>	
User Name *	<input type="text"/>	Unit ID * <input type="text"/>
First Name *	<input type="text"/>	Work Phone <input type="text"/>
Last Name *	<input type="text"/>	Cell Phone <input type="text"/>
Password *	<input type="password"/>	Email <input type="text"/>
Confirm Password *	<input type="password"/>	
	<input type="button" value="Reset Password"/>	
Roles *	<input type="button" value="Select All"/> <input type="button" value="Un-Select All"/>	
	<input type="checkbox"/> Check-In / Demob <input type="checkbox"/> Cost <input type="checkbox"/> Data Steward <input type="checkbox"/> IAP <input type="checkbox"/> Time <input type="checkbox"/> Training Specialist	

11. Click the **Save** button.

Editing User Accounts in Site

1. Click the User Accounts button.
2. Select a user account to edit, and click the Edit User button.
3. Edit the user account's data.
4. Click the Save button.

Deleting User Accounts in Site

1. Click the **User Accounts** button.
2. Select a user account to delete, and click the **Delete User** button.
3. A confirmation message will display. Click **Yes** to remove the user account.

Account Manager Reset Password in Site

1. Login with a privileged user account.
2. Click the **User Accounts** button.
3. Select the User Account for which the password is being reset.
4. Click the **Reset Password** button.
5. Enter a new password.
6. Confirm the password a second time.
7. Click the **Save** button to save the password change.

Enable or Disable User Accounts in Site

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.

Export User Accounts in Site

1. Click the **User Accounts** button.
 2. Click the **Export/Import User Accounts** button.
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3. To exclude user accounts from the export, select the user and click the **Exclude User** button.
 4. To remove the exclusion of a user account, select the user and click the **Include User** button.
 5. Click the **Export Users** button to export the user accounts.
 6. A confirmation page will display. Click **Yes** to export the user accounts.
 7. Save the Export File to the local computer.

Import User Accounts

1. Click the **User Accounts** button.
2. Click the **Export/Import User Accounts** button.
3. Click the **Import Users** tab.
4. Click the browse icon next to the **File Path/Name** to navigate to the location where the file was saved.
5. Select the file to be imported.
6. Enter a **Default Password**.
7. Confirm the **Default Password**.
8. Click the **Import** button.
9. If any conflicts occurred during the import process, a list of the affected user accounts will display.
10. Select a user account and modify the data to resolve the conflict.
11. Once all conflicts have been fixed, click the **Save All Conflict Resolutions** button.

Recover Account/Create new Account Manager in Site

Generate an Encrypted Code

1. On the Login page, click the **Recover Account** button.
2. Select the appropriate database.
3. Click the **Copy Code to Clipboard** button.
4. Send the copied code to the Help Desk. The Help Desk will reply with an Access Key.

Create New Account Manager Account

1. On the Login page, click the **Recover Account** button.
2. Select the appropriate database.
3. Enter or paste the **Access Key** received from the Help Desk in the **Access Key** field.
4. Select the **Authenticate** button. The system will authenticate the access key.
5. Enter the **User Name, First Name, Last Name, Unit ID** and **Password**.
6. Confirm the password a second time.
7. Click the **Save** button.

Create Account Manager User

To create a new Account Manager user account:

NOTE: The Account Manager is unique for each database. If there are multiple databases, you will need to perform this process for each database.

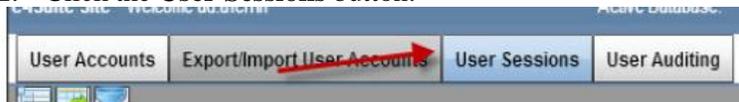
1. Select a Database:
2. Call the Help Desk and provide them with the following code:
3. Enter the access key the Help Desk provided and click the Authenticate button:
4. After authenticating the access key, enter the account data and click save to create the new account.

e-ISuite Site

User Name:
 First Name:
 Last Name:
 Unit ID:
 Password:
 Confirm Password:

Disconnect User Sessions in Site

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



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



User Auditing in Site

1. Select **User Accounts** button.
2. Select the **User Auditing** tab.
3. Select the **Login History** tab to view the login history.
4. Select the **User Accounts History** tab to view a history of the changes made to the user accounts.
5. Select the **Password Reset History** tab to view the password reset history.
6. Select the **Rules of Behavior** tab to view a history of Rules of Behavior Acceptance.
7. Select the **Backup History** tab to view a history of Backup's for the system.

Create a new Database in Site

1. Login as an **Account Manager**.
2. Select the **Database Management** button.
3. Select the **Create New DB** button.
4. Enter a **Database Name**.
5. Enter a **Database Password**.
6. Confirm the password.
7. Select the **Backup** type desired.
8. If the **Automatic Backup** option is selected, identify the **Intervals** for the automatic backup.
9. Enter an additional destination for the backup file, if desired.
10. Click **Save** to save the new database.

Create New Database

Database Information

Automatic Backup

Database Name * (Database Name MUST begin

Database Password *

Verify Password *

Autobackup Information

Intervals *

Default Destination

Copy Database in Site

1. Select the **Database Management** button.
2. Select the **Copy DB** button.
3. Select the database to copy from the drop-down menu.
4. Enter the **Database Password**.
5. Enter the new **Database Name**.
6. Enter the new **Database Password**.
7. Confirm the password
8. Select the **Backup** type desired.
9. If the **Automatic Backup** option is selected, identify the **Intervals** for the automatic backup.
10. Click **Save** to save the new database.

Copy Database

Database To Copy

Database Password *

New Database

Database Name *

Database Password *

Verify Password *

Automatic Backup

Autobackup Information

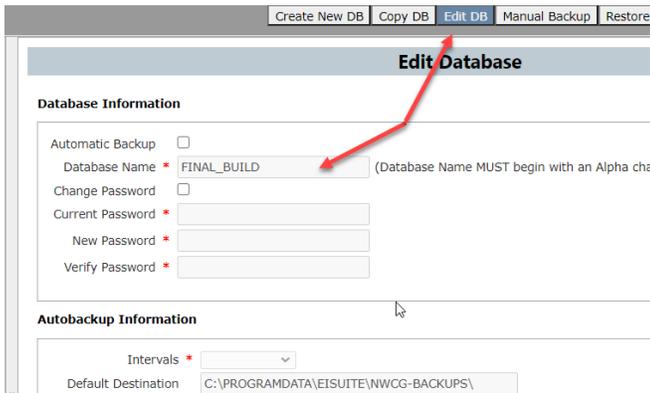
Intervals

Changing from one Database to another in Site

1. There can be multiple databases in Site, however a user can only log into one database at a time.
2. Click the **Log Out** button in the upper right hand corner.
3. Click **Accept** to accept the warning message.
4. On the **Login** page, select the database to log into.
5. Enter the **Database User Name** and **Password**.
6. Click the **Login** button to log into the database.

Editing a Database in Site

1. Select the **Database Management** button.
2. Select an existing database
3. Click the **Edit DB** button.
4. Edit the information, as desired.
5. If the **Automatic Backup** checkbox is checked, select the **Intervals** for the automatic backup.
6. Click **Save** to save the changes to the database.



Editing the backup type for an existing database in Site

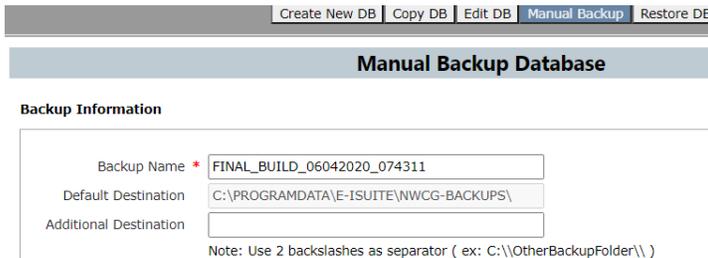
1. Log into the system as an **Account Manager**.
2. Select the **Database Management** option.
3. Select an existing database and the **Edit DB** button.
4. Select the type of backup desired.
5. If the **Automatic Backup** is selected, identify the **Intervals** for the backup.
6. Select the **Additional Destination** for the backup file, if desired.

Restore a Site Database Backup

1. Select the **Database Management** button.
2. Click the **Restore DB** button.
3. In the **Restore From** field, browse to the folder where the backup database file is located.
4. Select the appropriate file.
5. Enter the name to assign to the restored file in the **Restore as Database** field.
6. Enter the **Database Password**.
7. Click the **Restore** button to restore the database.

Manually Backup a Site Database

1. Select the **Database Management** button.
2. Select the **Manual Backup** button.
3. Change the backup name for the file.
4. Enter an **Additional Destination** for the backup file, if desired.
5. Click the **Backup** button to backup the database.



Remove Database from Site

1. Select the **Database Management** button.
2. Select the existing database to be removed.
3. Click the **Remove DB** button.
4. Enter the **Database Password** for the database to be removed.
5. Click the **Remove** button.

Recover Database Password in Site

1. Select the **Database Management** button.
2. Select the **Browse** button and navigate to the **Backup Database** file.
3. Click the **Recover Password** button.
4. Click the **Copy Code** button.
5. Communicate the password code to the e-ISuite Help Desk for support.

Automatically backup a Site Database

1. During installation of the system check the **Automatic Backup** checkbox, if desired.
2. Select the **Intervals** for the automatic backup.
3. Enter an **Additional Destination** for the backup file, if desired.

Creating a new database in Site

1. Log into the system as an **Account Manager**.
2. Select the **Database Management** option.
3. Select either **Create New DB**, **Copy DB** or **Edit DB** options.
4. Check the **Automatic Backup** checkbox.
5. Select the **Intervals** for backup.
6. Enter **Additional Destination** for the backup file if desired.