



GETTING STARTED USER'S GUIDE

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Getting Started

Introduction

The e-ISuite system is a web browser based application that can be used at either an Incident Command Post (ICP) or in an agency office to manage emergency incidents and planned events.

At an Agency office, the e-ISuite Enterprise system can be used to manage Initial Attack (IA), Type 3, 4, and 5 incidents, ABCD Miscellaneous fires and generate invoices for casual hires supporting activities like training, dispatch and cache work. Enterprise can also be used to manager larger incidents, such as Type 1 or Type 2 incidents, depending on agency preference.

e-ISuite Site will be run at the ICP and will be hosted on a server at the incident site. Data can be transferred from an e-ISuite Site database to the e-ISuite Enterprise system either via the Internet or a portable media device.



Getting Started

Getting Started Overview

The Getting Started section explains basic information for using the e-ISuite system.

- [Before you begin](#)
- [System Requirements](#)
- [Site Installation and Setup](#)
- Logging into e-ISuite
 - [Site - Account Manager](#)
 - [Logging into Site - Initial User Login](#)
 - [Enterprise](#)
- [Home Page/User Preferences](#)
- [Filters and Icons](#)
- [Multiple Session Management](#)
- [User Session Time out](#)
- [Password Change from Login page \(Site\)](#)
- [Password Change from Home page \(Site\)](#)
- [Expired Password Change \(Site\)](#)
- [Password Change \(Enterprise\)](#)
- [Logging out of e-ISuite](#)



Getting Started

Before You Begin

Before using e-ISuite, make sure you are familiar with the following:

- Basic Personal Computer Concepts
- Internet Navigation
- Function Keys
- Operating system (Windows 10, etc.)
- Logging into and out of the computer



Getting Started

System Requirements

In order to run e-ISuite, your personal computer must meet the following minimum system requirements:

- Internet Browser; Chrome is the standard browser
- Appropriate Internet address for the e-ISuite system you are attempting to access.
- Javascript must be enabled in the browser



Getting Started

Site Installation and Setup

Follow the steps in this section to install and setup e-ISuite Site onto the Site server:

NOTE: e-ISuite Site only needs to be installed on the Site server. There is no need to install it on every computer at the site. All other computers will access e-ISuite Site by entering the appropriate server URL into an Internet browser (provided by the site administrator or ITSS) or double clicking on the e-ISuite Site icon that can be setup the computer's desktop.

1. Go to the e-ISuite webpage.
2. Click on the link for the e-ISuite Site download.
3. Download the Site database.
4. Save the file to the desktop.
5. When the download is complete, install the software as an administrator, according to agency installation protocol.
6. Click the **Install** button.
7. When the installation is complete, click the **Next** button.
8. Click the **Finish** button when the message displays indicating that e-ISuite has been installed on the computer.

NOTE: Installation of e-ISuite requires the user to have Administrative privileges for the computer to which Site is being installed. If help is needed, contact the local agency Information Technology (IT) Specialist for further information on obtaining Administrative privileges. To run the e-ISuite installation, right click the e-ISuite-Site_setup.exe file and install as an administrator, according to agency installation protocol.



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Logging into e-ISuite

Logging into Site - Account Manager

1. After installing Site, double click the "Launch e-ISuite Site" icon that now appears on the desktop.
2. Accept the warning that displays. When the warning has been accepted a **Create Account Manager User** page displays.
3. Enter a name for the new database that will be created in the **Database Name** box.
4. Enter a password for the new database in the **Database Password** field.
5. Confirm the **Database Password**.
6. Enter the **User Name** for the account.

NOTE: The system will auto-populate "ad." at the beginning of the user name. The Account Manager account you are creating must contain the ad. prefix.

7. Enter the **First Name** for the user account.
8. Enter the **Last Name** for the user account.
9. Select the **Unit ID** for the user account.
10. Enter a **Password** for the user account.

NOTE: Passwords must be 12 or more characters in length and must include at least one uppercase alpha, one lowercase alpha, one numeric and one special character. Passwords cannot be a dictionary word and cannot match any of the previous 24 passwords that were used.

11. Enter the password a second time in the **Confirm Password** field.
12. Select the **Save** button.



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Create Account Manager User

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

(Database Name MUST begin with an Alpha character.)

Database Name * BEARLAKE

Database Password *

Confirm Database Password *

e-ISuite Site

User Name * ad.jdoe

First Name * JOHN

Last Name * DOE

Unit ID * ID-2BN ▼

Password *

Confirm Password *

Save Cancel

13. When the **Rules of Behavior** page displays, read the rules and click the **Accept** button to continue.
14. The system will automatically log the user into the system under the Account Manager account created.

NOTE: The Account Manager can then create additional user accounts and assign roles for the users needing access to Site. The Account Manager will provide the user and interim password to the users. See the Account Manager section of the User Guide for additional information.

Logging into Site - Initial User Login

When a user receives their user name and interim password from an Account Manager, they can log into Site using the following information:

1. Enter the web address for e-ISuite Site (received from the ITSS) or double click on the e-ISuite icon, if the ITSS creates one, on the computer's desktop.



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2. When the Warning page displays, read the warning and click the **Accept** button to continue.
3. Select the **Database** from the drop down menu.
4. Enter the **User Name** and **Password**.
5. Click the **Login** button.

Login



Database * HOPEVALLEY ▼

User Name * jdoe

Password *

Login Cancel Recover Account

6. On the Change Password window, enter a **New Password**.

NOTE: Passwords must be 12 or more characters in length and must include at least one uppercase alpha, one lowercase alpha, one numeric and one special character. Passwords cannot be a dictionary word and cannot match any of the previous 24 passwords that were used.

7. Enter the password a second time in the **Confirm New Password** field.
8. Click the **Save** button.



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Change Password

You are logging in for the first time. You must change your Password before you can access the system.

Password must have:

- at least 12 characters
- at least 1 upper case letter
- at least 1 lower case letter
- at least 1 number
- at least 1 special character !#%&^_*

Current Password: *

New Password: *

Confirm Password: *

9. When the Rules of Behavior page displays, select the appropriate employment radio button (i.e., Forest Service if the user is a US Forest Service employee; Non-forest Service if the user does not work for the US Forest Service).
10. Read the Rules of Behavior statement and click the **Accept** button to continue.

NOTE: The Rules of Behavior page will only display on the initial system login and once yearly after that.

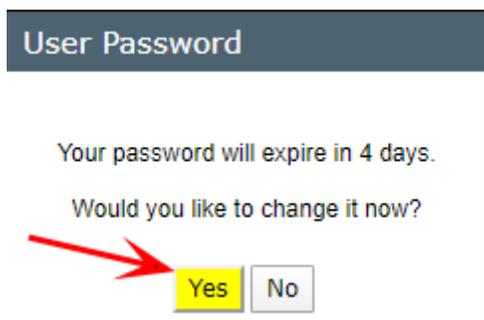
Changing a User Account Password in e-ISuite Site

Follow the steps in this section to change a user account password in an e-ISuite Site database:

Password Change from Login Page

If a user account password is about to expire when the user logs in, the system will display a message indicating that the password is about to expire and asking whether the user would like to change their password. Follow the steps in this section to change the password.

1. When the message displays indicating that the password will expire shortly, click **Yes** to change the password now.



2. Enter the **Current Password** for the User Account.
3. Enter the **New Password** for the User Account.
4. Enter the password a second time in the **Confirm Password** field to confirm that it is correct.
5. Click the **Save** button to save the password change.

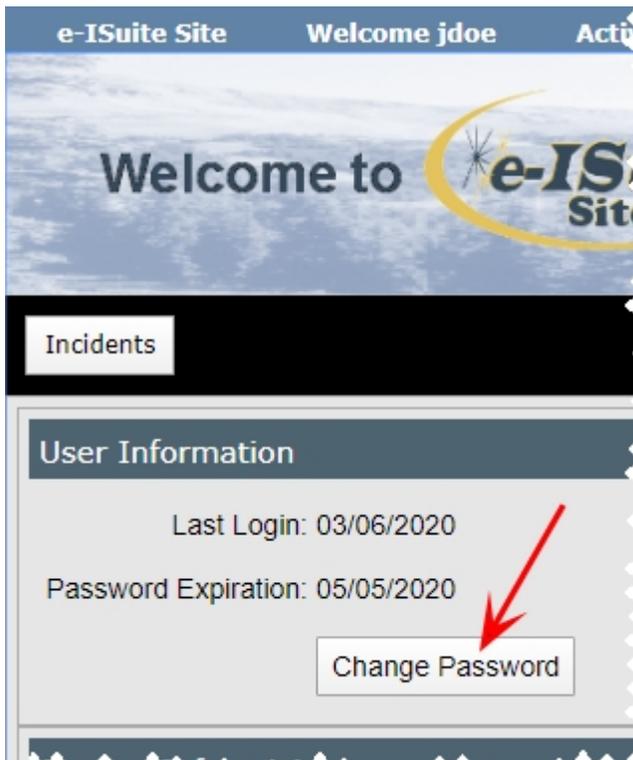
Password Change from the Home Page

Users can change their password to e-ISuite Site at any time by following these instructions:



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1. On the Home page, click the **Change Password** button.



2. Enter the **Current Password** for the User Account.
3. Enter the **New Password** for the User Account
4. Enter the password a second time in the **Confirm Password** field to confirm that it is correct.
5. Click the **Save** button to save the password change.

The screenshot shows the 'Change Password' form. It includes the following fields and controls:

- Enabled:
- User Name *: jdoe
- First Name *: JOHN
- Last Name *: DOE
- Current Password *: [masked]
- New Password *: [masked]
- Confirm Password *: [masked]
- Unit ID *: SC-ACR
- Work Phone: [empty]
- Cell Phone: [empty]
- Email: [empty]
- Save button
- Cancel button

Red arrows point from the 'Current Password', 'New Password', and 'Confirm Password' fields to the 'Save' button.

Expired User Password Change

If a user's password has expired, the system requires the user to change the password.

1. Enter the **Current Password** for the User Account.
2. Enter the **New Password** for the User Account
3. Enter the password a second time in the **Confirm Password** field to confirm that it is correct.
4. Click the **Save** button to save the password change.

Change Password

Your password has expired, you are required to change it at this time.

<p>Password must have:</p> <ul style="list-style-type: none">- at least 12 characters- at least 1 upper case letter- at least 1 lower case letter- at least 1 number- at least 1 special character !#%&^_*. 	<p>Current Password: * <input type="password" value="....."/></p> <p>New Password: * <input type="password"/></p> <p>Confirm Password: * <input type="password"/></p>
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Getting Started

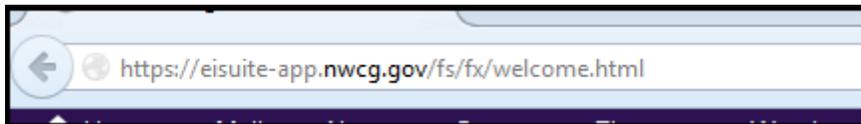
Logging into e-ISuite

Logging into Enterprise

To access e-ISuite Enterprise, a user must have a NAP User Account with authorization for e-ISuite. See the information on the e-ISuite website for further information on requesting a NAP User Account:

<http://famit.nwcg.gov/applications/eISuite>.

1. Access a browser with Internet access and type in the Enterprise URL.



2. When the Warning page displays, read the warning and click the **Accept** button to continue.
3. Enter the NAP **User name** and **Password**.

Login



User Name *

Password *

Login Cancel

4. Click the **Login** button.

NOTE: User name and password for Enterprise, including changing a password, are handled through the NAP web page.



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5. If the Rules of Behavior page displays, click **Forest Service** for Forest Service employee. Click **Non-Forest Service** for a non-Forest Service employee. Read the Rules of Behavior statement and click the **Accept** button to continue.

NOTE: The Rules of Behavior page will only display on the initial system login and once yearly after that.



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Home Page

The e-ISuite system includes a user friendly homepage with the following areas:

- The Username of the currently logged in user displays in the top left hand corner.
- **User Information** displays:

Site:

- Date of the user's last login
- The date the user's password will expire
- An option to change the password

Enterprise:

- Date of the user's last login
- **System Information** displays, including the date of the server and the version of e-ISuite being used.
- **External Links** display for navigation ease.
- Any important messages concerning system updates, unavailability periods or information on new releases will display in the **Message Board**.
- **Help** button displays in the top right hand corner. When it is selected, information on a requested topic is available to assist the user.
- **Log Out** button displays in the top right hand corner.



Getting Started

Filters and Icons

There are many features within e-ISuite that are common to most of the main menu items. Information in e-ISuite displays in grids. There are several ways to filter information in the grids. Icons provide additional options to view or search for data..

The following Main Menu buttons, based on user roles, are at the top of user screens:

- Incidents
- Check-In
- Demob
- Time
- Cost
- IAP
- Training
- Reports



Filter, Icon and Grid features include:

- General Grid Views
 - Resource Grid view with expanded and collapsed views of subordinate resources.
 - Drop down lists
 - Date buttons
 - Auto type
 - Column sorting

Request #	Resource Name
	ASDFA
A-1	AIR TANKER
> A-2	FIXED WING
> A-3	AIRCRAFT 3
▼ C-1	CREW 1
C-1.1	JONES, EDDIE
C-1.2	SMITH, BARNEY
C-1.3	ROGERS, NED
> C-2	CREW 2

- Icons
 - Customize Grid Columns - choose columns to display in the grid
 - Customize Data View - Enterprise only - choose incidents to view
 - Search Incidents - Enterprise only - search list of incidents
 - Refresh Grid Data
 - Clear Grid filters
 - Expand/Collapse Grid - see more or less grid on screen



- Resize Bar

Filters

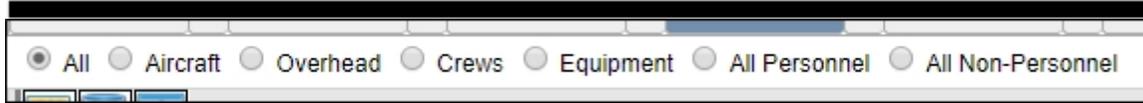
The following filter buttons display just under the main toolbar:

Category Filters

Filter resources in a selected incident by Categories: All, Aircraft, Overhead, Crews, Equipment, All Personnel and All Non-Personnel. Only one radio button can be selected at a time.



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- All:
 - Provides a grid listing of all resources assigned to the selected incident(s). Primary resources that have subordinates will show with an arrow symbol next to them. Click the arrow to display a list of subordinate resources. The arrow will point down when subordinate resources display.
 - The default grid sort is alphabetically by Category, then numerical by Request #.
- Aircraft (A), Overhead (O), Crews (C), Equipment (E):
 - When one of the Category radio buttons (Aircraft, Overhead, Crews, Equipment) is selected, the system will only display resources in that specific category in the grid.
 - When working in a specific Category, filtering for only that Category is helpful.
 - The default grid sort is numerical by Request #.
- All Personnel:
 - Shows a listing of all "people" resources assigned to the selected incident(s). This list includes all subordinate people resources such as crew members.
 - When searching for an individual resource who could be a crew member or single resource, this is a quick way to find the resource.
 - Default grid sort is alphabetical by Category, then numerical by Request #.
 - A Leader Column displays in the grid when this filter is selected. A checkmark in this column identifies the resource as a leader.
- All Non-Personnel:
 - Shows all non-person resources.
 - Resources with rostered personnel display without associated rostered personnel.



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Exclude Filled/Exclude Demobed/Exclude Reassigned resources

The Exclude Filled and the Exclude Demob/Reassigned checkboxes can be selected separately or at the same time.

Exclude Filled Exclude Demob/Reassigned

- Exclude Filled - removes resources with a Status of Filled (F) from the grid.
- Exclude Demob/Reassigned - removes resources with a Status Demob (D) or Reassigned (R) from the grid.

Resource Selected in Grid Filter (Demob/Cost)

The Resources Selected in Grid checkbox allows the user to select specific resources in the grid and perform actions on only those resources that are selected. If this checkbox is unchecked, then the actions will affect all resources. Hold the Ctrl key or Shift key down to select multiple resources in the Resource Grid. Click a menu item or button to take action on only the selected resource(s).

The screenshot shows the e-ISuite interface with the 'Demob' tab selected in the top navigation bar. A red circle highlights the 'Demob' tab, and a red arrow points to the 'Resources Selected in Grid' checkbox, which is checked. Below the grid, a resource card for 'ARMSTRONG, NEAL' is visible.

Time

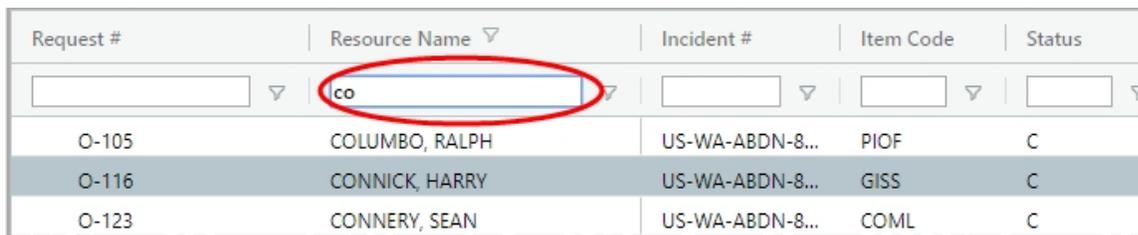
- Time - Treat Enter as Tab is a user preference and displays in the time posting area. It can be used for each data entry while working in this area. If a user account does not have the Time role assigned, this option will not be visible.

Treat Enter as Tab

Grid Filters

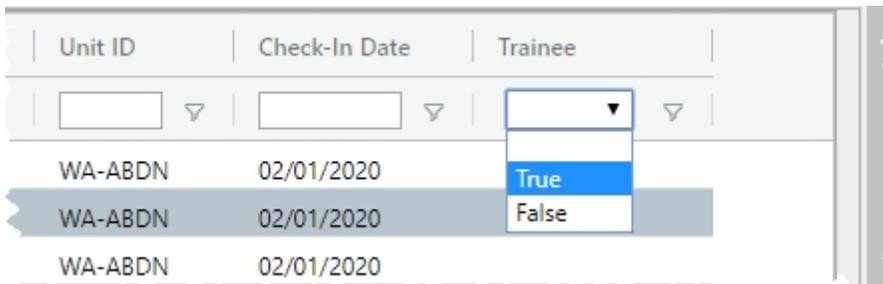
There are common grid filters in all Modules to search for resources.

- Click a column heading. The grid sorts the entries in either ascending or descending order. Click to order ascending, then click to order descending.
- Columns can be "grabbed" by clicking and holding on the column title box. It can then be moved to another location in the grid.
- Enter data into one of the filter fields at the top of a column to filter the grid. As the user types characters, the system automatically filters the grid based on the characters being entered.



Request #	Resource Name	Incident #	Item Code	Status
<input type="text"/>	<input type="text" value="co"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
O-105	COLUMBO, RALPH	US-WA-ABDN-8...	PIOF	C
O-116	CONNICK, HARRY	US-WA-ABDN-8...	GISS	C
O-123	CONNERY, SEAN	US-WA-ABDN-8...	COML	C

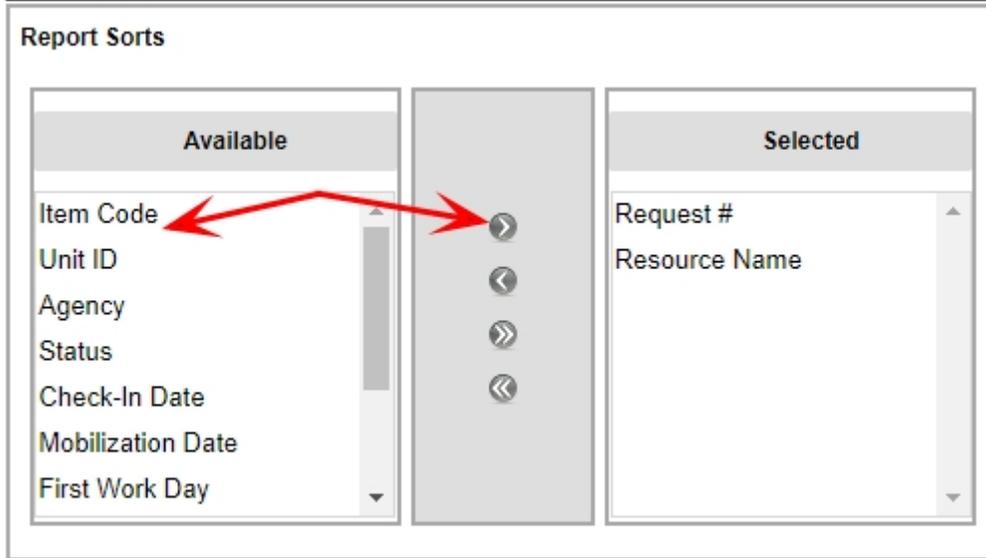
- Some columns have drop-down lists from which to choose the filter option.



Unit ID	Check-In Date	Trainee
<input type="text"/>	<input type="text"/>	<input type="text"/>
WA-ABDN	02/01/2020	True
WA-ABDN	02/01/2020	False
WA-ABDN	02/01/2020	

- Multiple column filters can be used at the same time.
- To clear individual columns, delete the characters in the filter box by either backspacing or using the Delete key.
- When shuttle boxes are available, use the arrow buttons to move data from Available to Selected or Selected to Available.

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- When there is an arrow to the right of a primary resource, its subordinate resources can be viewed by clicking on the triangle.

Request #	Resource Name
	ASDFA
A-1	AIR TANKER
> A-2	FIXED WING
> A-3	AIRCRAFT 3
∨ C-1	CREW 1
C-1.1	JONES, EDDIE
C-1.2	SMITH, BARNEY
C-1.3	ROGERS, NED
> C-2	CREW 2

Manage as Group

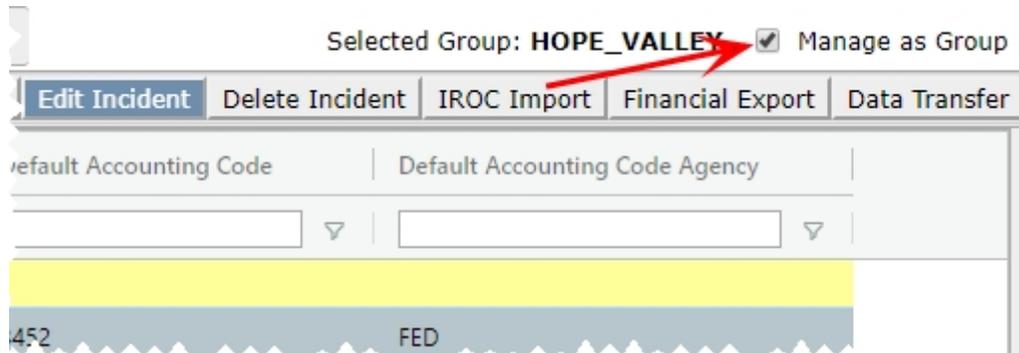
Users can manage incidents together as a group by checking the **Manage as Group** checkbox. The grid will contain all the data from all incidents in the group mixed together.

If the Manage as Group checkbox is not checked, a group of incidents can be managed separately by users. A drop down box is available that allows the user



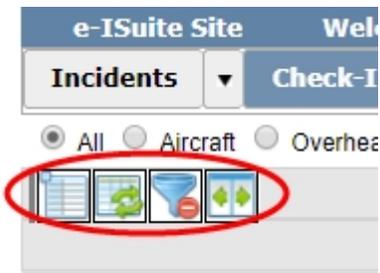
Getting Started

to select a specific incident. Choose the correct incident. Only data for that specific incident will display in the grid.



Icons

The following Icons display to the left on the first grey bar.



Customize Grid Columns

Click this icon  to select which grid columns will be seen in the personal grid view.

- Request # and Resource Name are static columns and will be the first two columns in all views.
- Check each checkbox for the columns to include in the Resource Grid.
- Limit the number of columns in the grid to only those which are needed. The columns in the Resource grid will be very narrow if too many columns are checked.
- Columns are pre-selected in the Incident view and cannot be edited. For all other grids, check or uncheck the columns to include in the grid.

Refresh Grid Data

If data does not display as expected, click the Refresh Grid Data icon . This will refresh data changes in the grid.

At times, it is necessary to click on the Refresh Grid Data icon in order to display data that was just entered or edited. For instance:

1. After a IROC Import, it is necessary to refresh the grid to display the incident that was just imported.
2. After entering a new resource in the resource grid, the new resource will display at the bottom of the grid. Click the Refresh Grid Data button to display the resource by Request Number. If there is no Request Number associated with a resource, that resource will display at the top of the grid.

Clear Grid Filters

- Click the Clear Grid Filters icon  to clear all filters for the grid columns.

Expand/Collapse Grid

- When the grid is collapsed, click the Expand/Collapse icon  to see the entire grid with all the columns.
- When the grid is expanded, click the Expand/Collapse icon  to see a partial resource grid and all of the data fields.

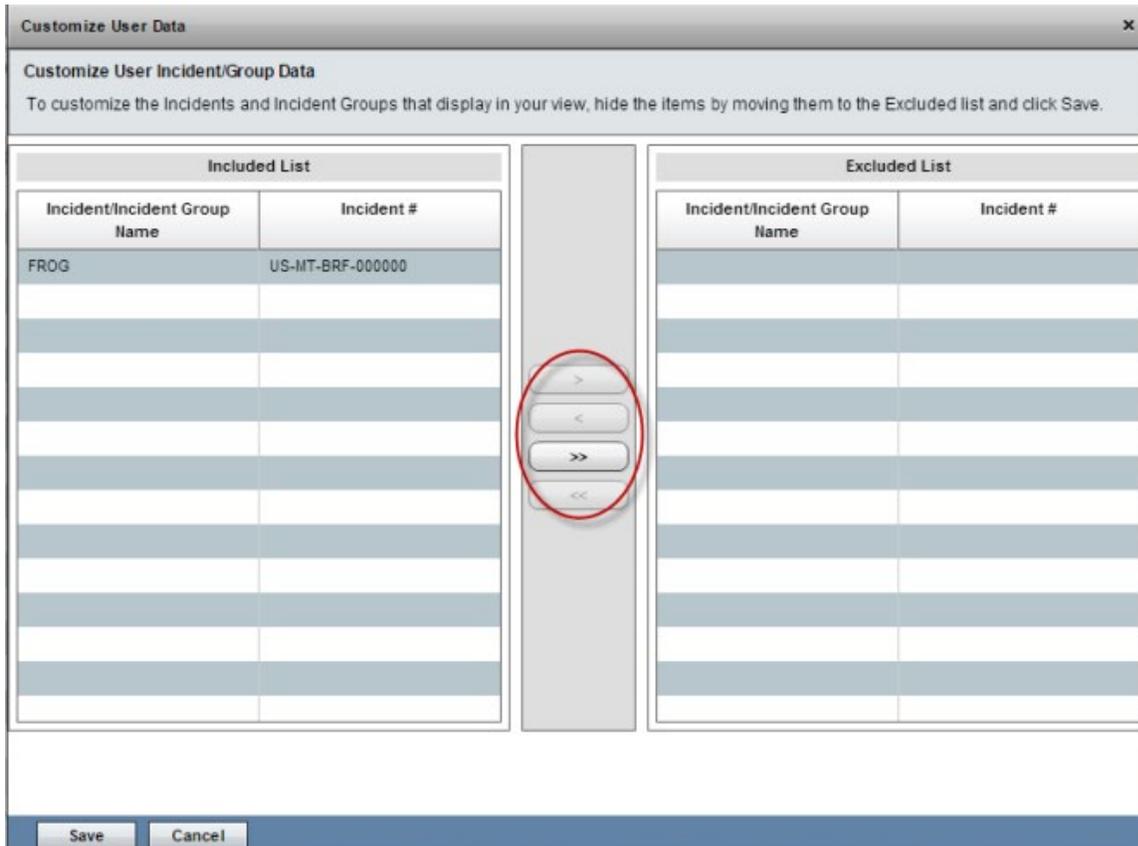
The Incident grid on the Incidents screen will default to display the entire grid (expanded). When the user clicks the Add or Edit Incident/Incident Group buttons, the grid will display on the left side of the screen with only a few columns visible. The data entry detail area will display on the right side of the screen. Click the Expand/Collapse Grid icon again to view the entire grid. Click on the icon again to view the data entry area on the right.

The resource grid on the other screens defaults to a collapsed view, with the resource grid on the left and the data entry fields on the right of the screen. Click the icon to expand the grid as needed.

Customize Data View

Enterprise with Data Steward Role:

- **Customize Data View**  will customize the incidents that display in the Incident Grid. Incident(s) in the Incidents grid can be hidden by moving the incident(s) to the Excluded List using the > or >> buttons. To display incidents that were hidden in the grid, click the < or << buttons to move the hidden incidents to the Included List.



Included List		Excluded List	
Incident/Incident Group Name	Incident #	Incident/Incident Group Name	Incident #
FROG	US-MT-BRF-000000		

Search Incidents

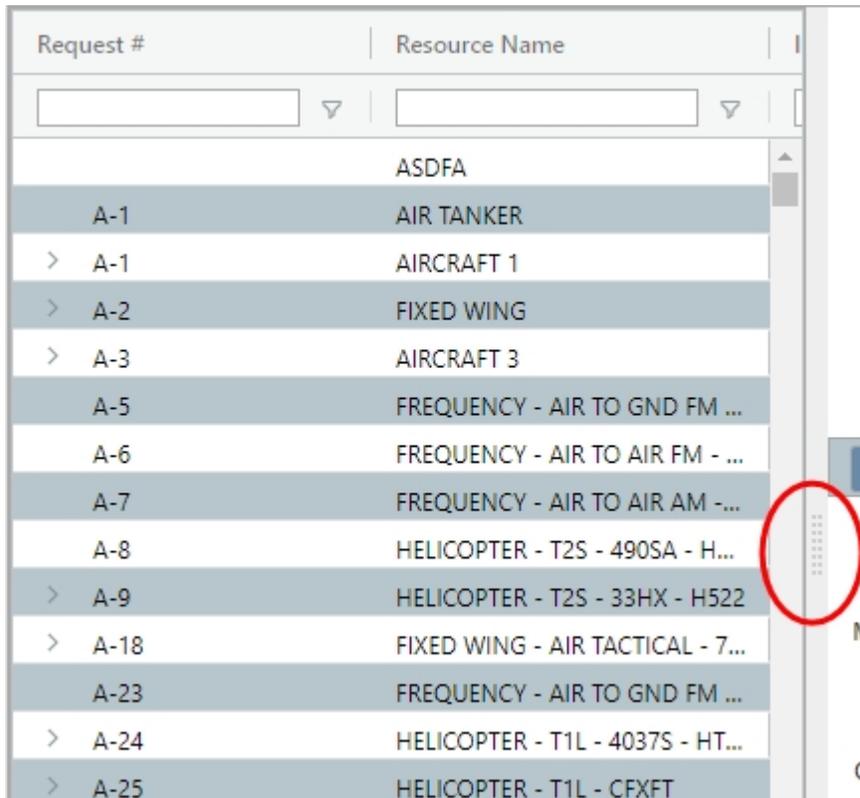
Click the arrow next to the Site Group to display the incidents in a tree view.

Search for Incidents provides a filtering option to search by an incident name, number, or group name.

Click the **Search Incidents** icon on the Incident screen to search for a particular incident in the Incidents grid. If the user does not have access to the incident, no

Resize Bars

Using the cursor, grab the resize bar on the edges of the data entry screen and pull back and forth to expand and contract the data entry screen areas.

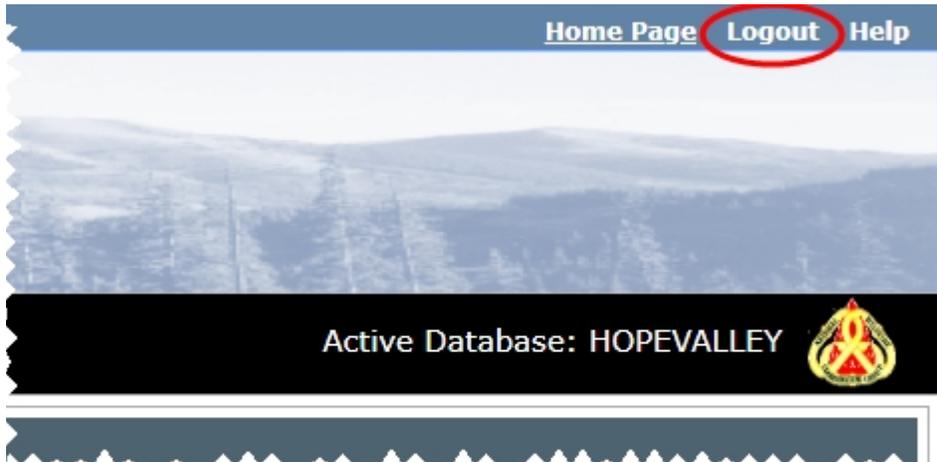


Request #	Resource Name
	ASDFA
A-1	AIR TANKER
> A-1	AIRCRAFT 1
> A-2	FIXED WING
> A-3	AIRCRAFT 3
A-5	FREQUENCY - AIR TO GND FM ...
A-6	FREQUENCY - AIR TO AIR FM - ...
A-7	FREQUENCY - AIR TO AIR AM - ...
A-8	HELICOPTER - T2S - 490SA - H...
> A-9	HELICOPTER - T2S - 33HX - H522
> A-18	FIXED WING - AIR TACTICAL - 7...
A-23	FREQUENCY - AIR TO GND FM ...
> A-24	HELICOPTER - T1L - 4037S - HT...
> A-25	HELICOPTER - T1L - CFXFT

Logging out of e-ISuite

Follow the instructions in this section to log out of the e-ISuite system:

1. Click the **Logout** button.



2. When the confirmation message displays asking the user to log out of the system, select **Yes** to continue logging out.



3. The system will return to the Warning page after logging the user out of the system.



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Multiple Session Management

This section explains what happens if the user attempts to log in multiple times into the e-ISuite system.

1. If a user logs into the e-ISuite system without logging out of a previous session, the system will indicate that the user is already logged into the system and ask whether they would like to disconnect the previous session and log into a new one.
2. Select **Yes** to log out of the previous session and log into a new one.
Select **No** to remain logged in to the current session.



User Session Time Out

1. Every 30 seconds the system will look for activity on open user sessions.
2. If non activity has been detected for 2 hours, the system will automatically disconnect the session.
3. Three minutes before session time out, a dialogue box will display alerting the user of the time out.
4. If the user takes no action on the dialogue box, the session will time out.
5. If the user closes the dialogue box or selects "OK" the session will refresh and restart the 2 hour clock.



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