

## Getting Help

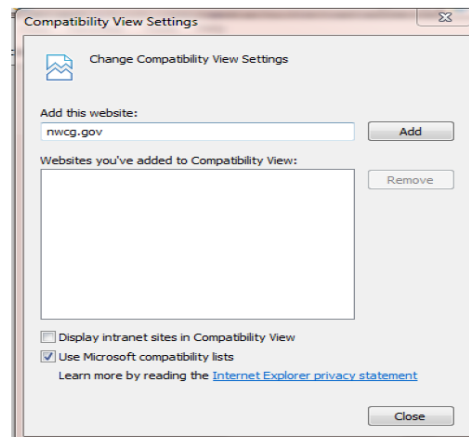
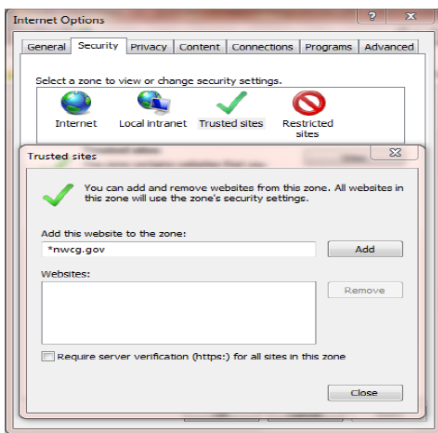
- Access the e-ISuite website at: <http://famit.nwcg.gov/applications/eISuite>
- Contact the Helpdesk at: (866) 224-7677

## IE 11 Settings

### Add #nwcg.gov to Trusted Sites and nwcg.gov to Compatibility Views

1. In Internet Explorer, select the **Tools** menu and **Internet Options**.
2. Click the **Security** tab and select the **Trusted sites** option.
3. Click the **Sites** button.
4. A Trusted Sites window will display.
5. In the Add this Website to the zone box, enter **http://\*.nwcg.gov** and click the **Add** button.
6. Click the **Close** button to close the window.
7. Go to the Gear Icon and select **Compatibility View Settings**; add nwcg.gov to Compatibility Views.
8. Click the **Close** button to close the window.

\* Note: Contact a System Administrator for assistance if needed.

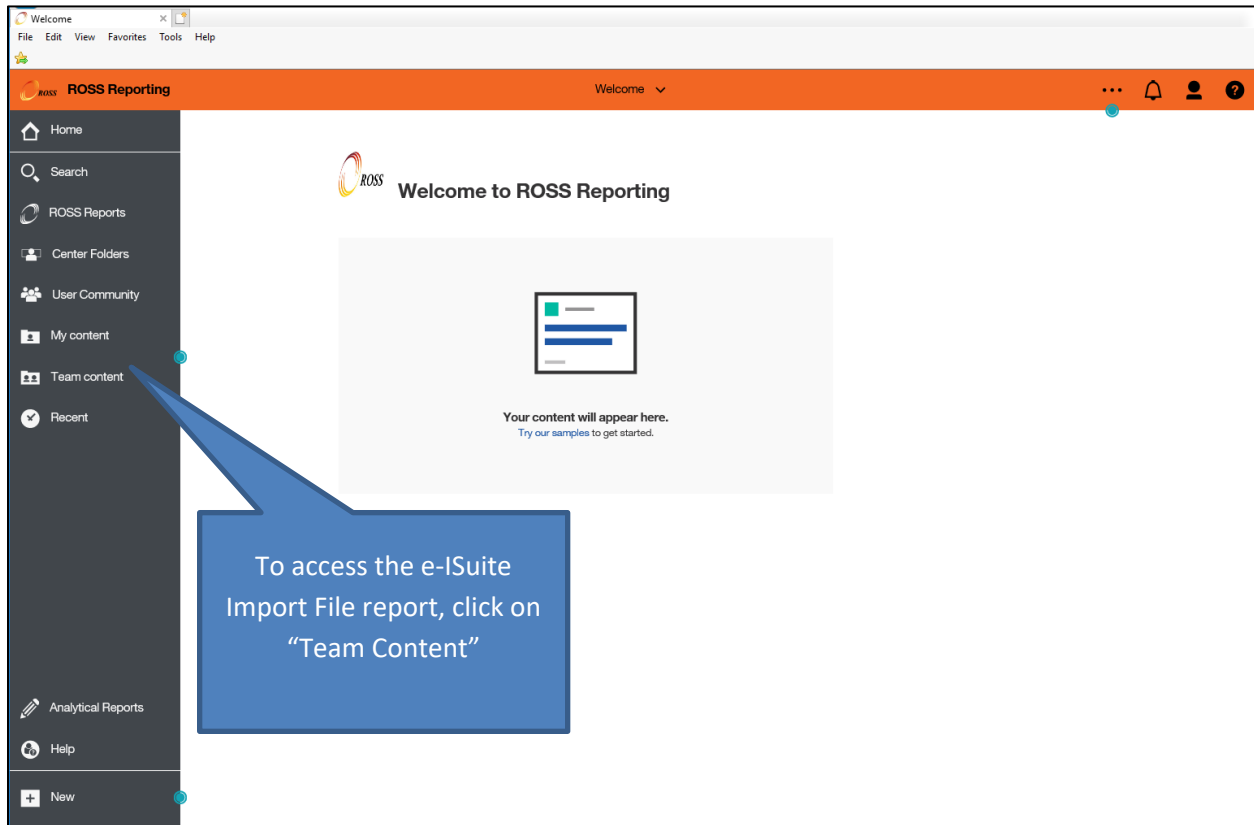


## Downloading a Data File

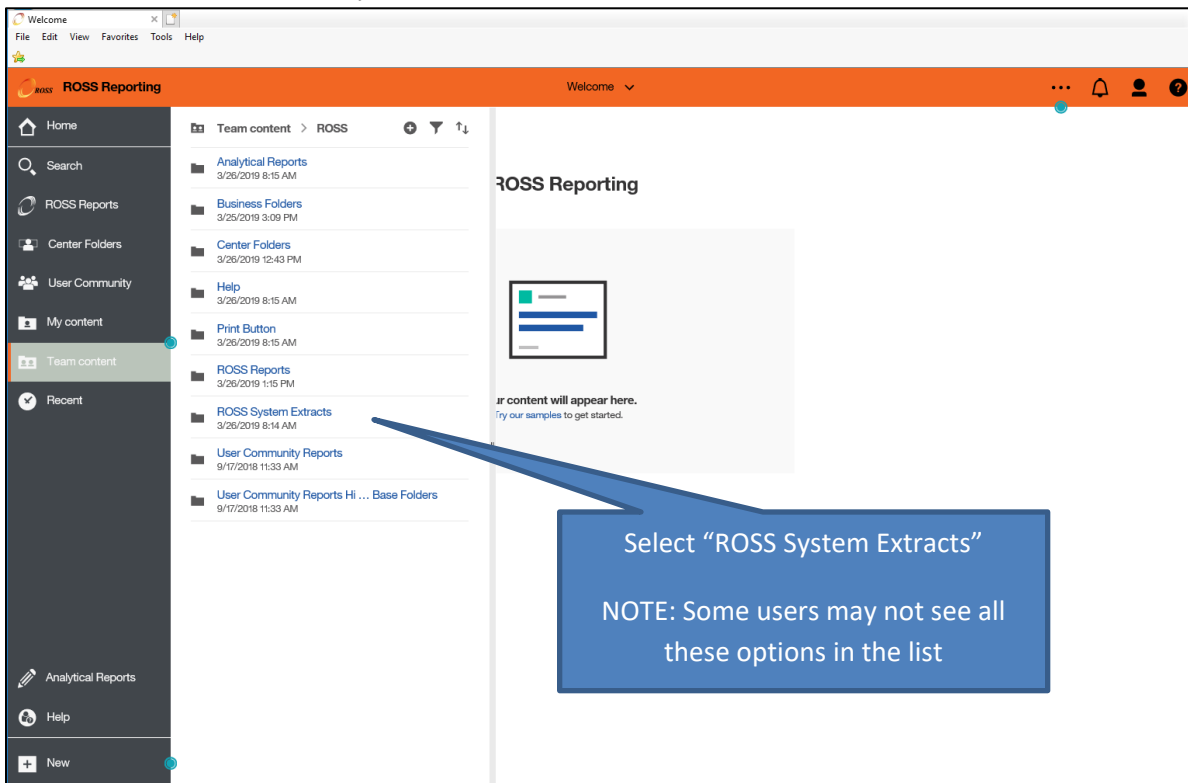
### To Download a ROSS Data File

1. Open Internet Explorer.
2. In the **Address** box, enter <http://famit.nwcg.gov/applications/eISuite>.
3. Under **General Information** select **ROSS Import**.
4. Enter a valid **ROSS User Name** and **Password**. This user account must have the 'Basic User' role at a minimum. Click **Sign in** to login to Cognos.
5. On the ROSS Reporting screen, click the **Team content** link.

## Downloading a Data File contin'd

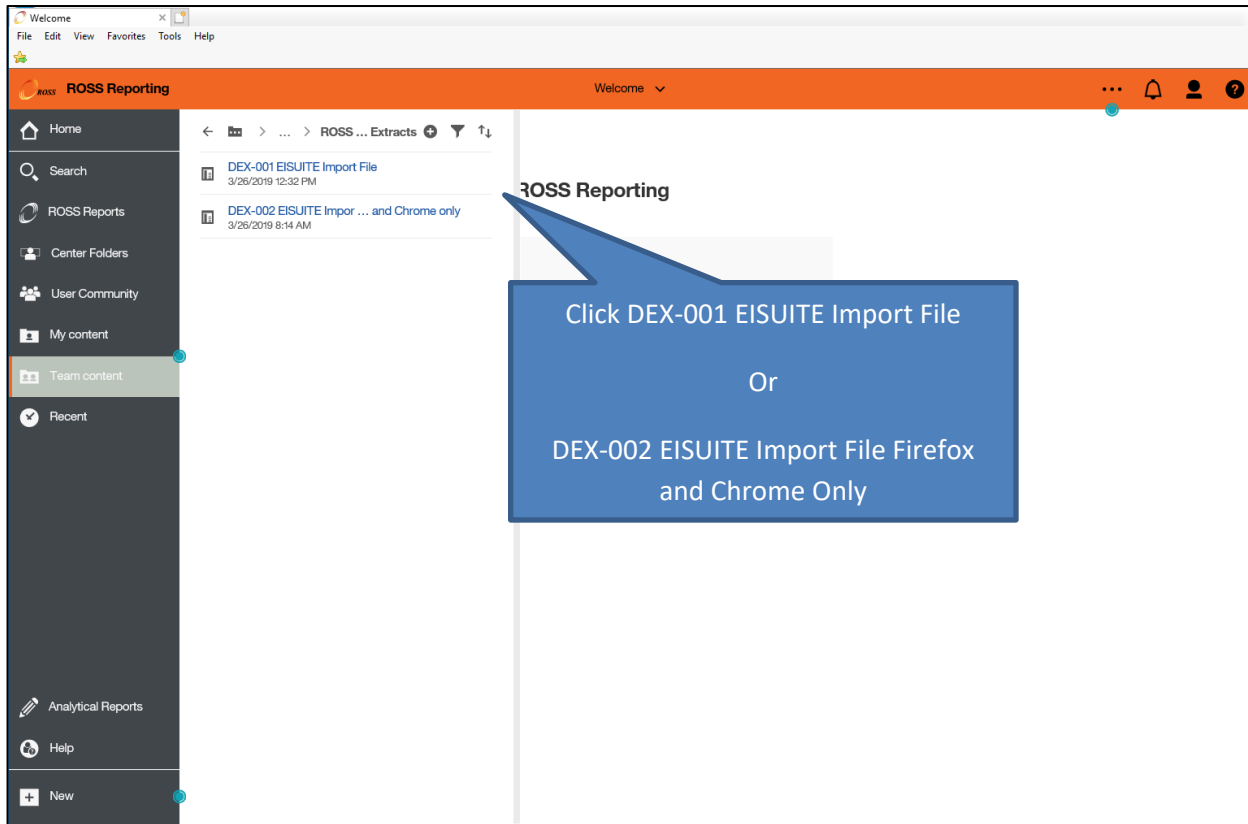


6. Under Team Content, click ROSS System Extracts.

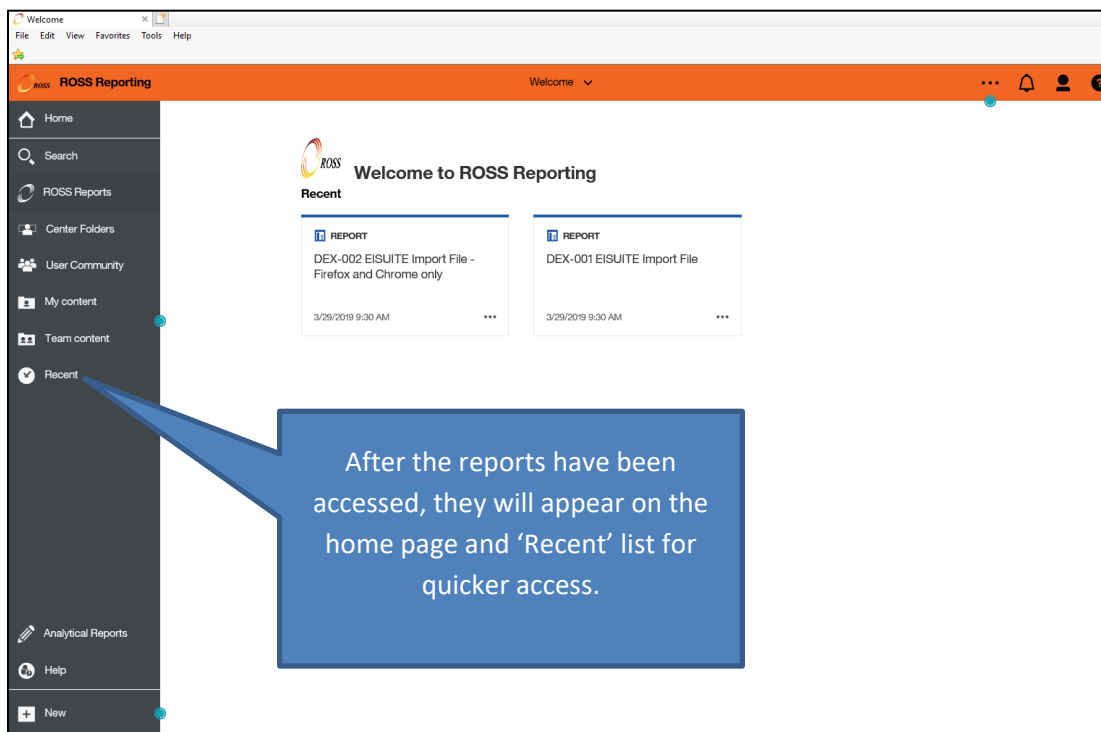


## Downloading a Data File contin'd

- Under ROSS Extracts, click DEX-001 EISUITE Import File or DEX-002 EISUITE Import File Firefox and Chrome Only.



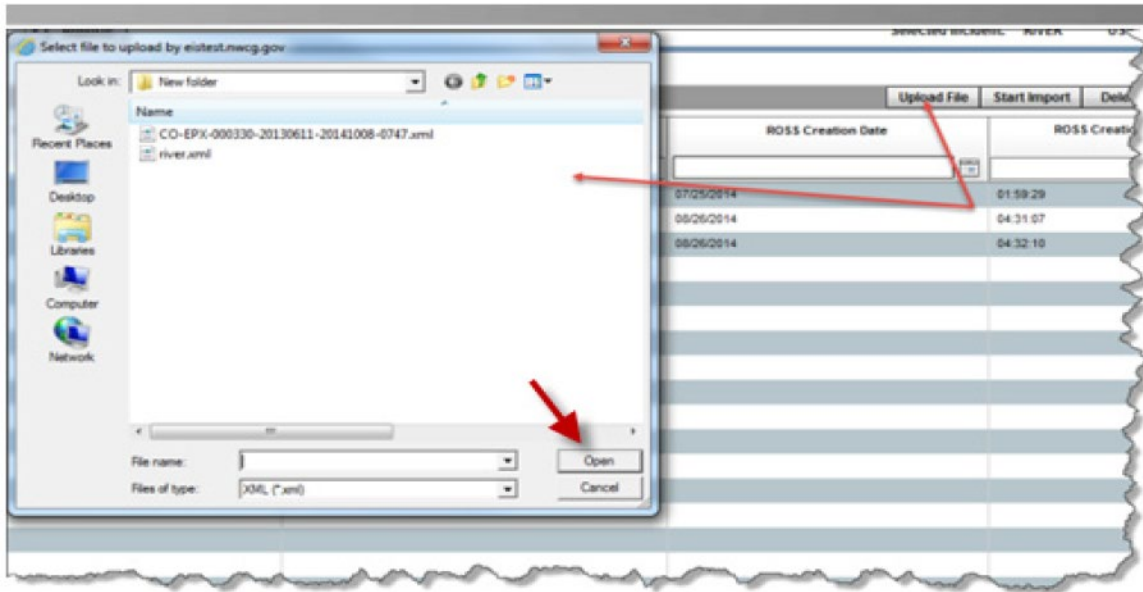
- After the reports were accessed, they will appear on the home page and Recent list for quicker access.



## Importing the Data File into e-ISuite

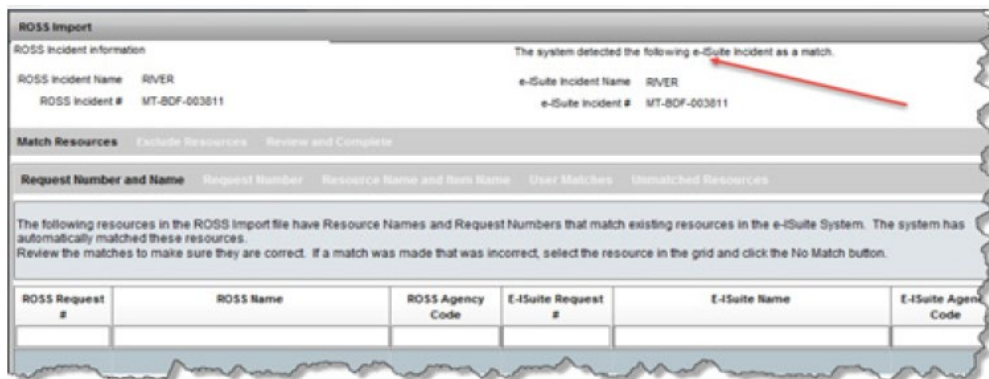
### To Import a ROSS Data File into e-ISuite

1. User must be logged in using an account with the Data Steward role.
2. Open the **e-ISuite** application and select the **Incidents** button.
3. Click the **ROSS Import** button.
4. Click the **ROSS Files** tab.
5. Click the **Upload File** button to browse to a ROSS file on the local computer.
6. Select a file and click on **Open** to upload that file into the e-ISuite staging area.



## Importing ROSS Incident Data

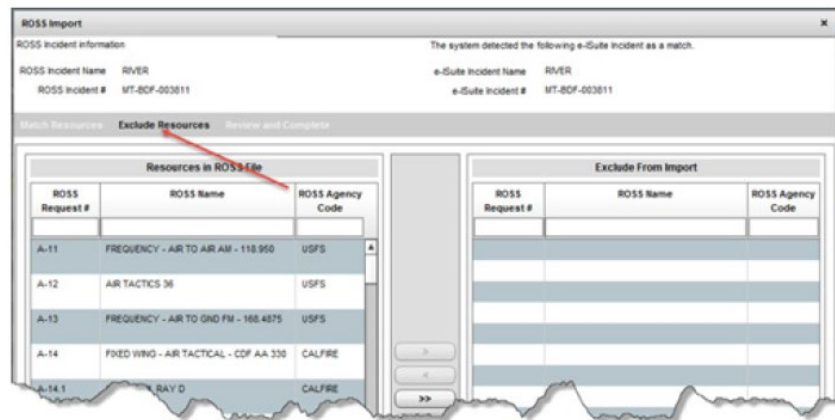
1. Select the ROSS file previously uploaded on the ROSS Files page and click the **Start Import** button
2. If the system detected a possible match between a ROSS Incident and a previously created e-ISuite Incident, the system will display a message indicating that a match was detected between the ROSS Incident and e-ISuite Incident.



3. If the system matches a ROSS Incident with an existing e-ISuite incident, follow the instructions in the next section '**To Match ROSS Resources** to e-ISuite Resources.

## Importing ROSS Incident Data Cont.

- To exclude resources from the ROSS Import process, click the **Exclude Resources** option. Select the resources to exclude from the **Resources in ROSS File** grid. Click the > button to move those resources to the **Exclude from Import** grid.

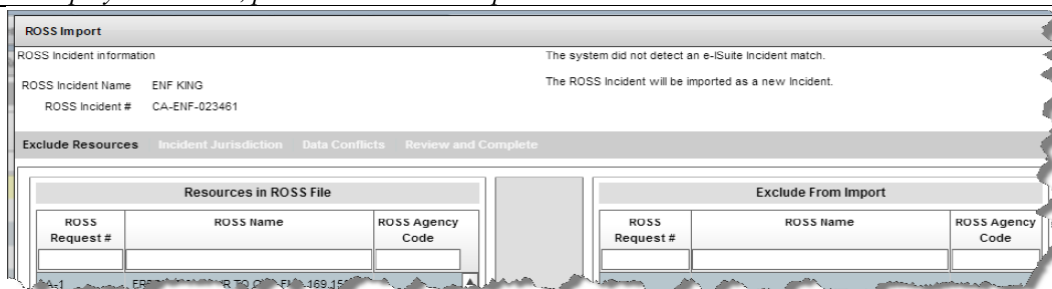


- To define an incident jurisdiction for the incident, select **Incident Jurisdiction**, then select the incident jurisdiction from the dropdown list.
- If there are any conflicts that are detected in the ROSS Import file, a **Data Conflicts** option displays. Select this option and resolve any conflicts by clicking a conflict and following the instructions on the screen.
- Click the **Review and Complete** option to review the import information. Click the **Complete** button to complete the ROSS Import process.
- Select **Incidents**. On the **Incidents** screen, click on the **Refresh Grid** icon to display the newly imported incident.

## Matching ROSS Resources

### To match ROSS Resources to e-ISuite Resources

*NOTE: If no resources display on the tabs, proceed to the next step.*



- If the system matches an e-ISuite Incident to the ROSS Import Incident, it may also detect matches in the Resource data. The system will attempt to match the ROSS Resources to the e-ISuite Resources. The first match is by **Request Number and Name**. A list of matches display on the **Request Number and Name** tab. Review the matches. If a match is not correct, select the match and click the **No Match** button.
- Select the **Request Number** option to view a list of matches by Request Number. If the match is not correct, select the match and click the **No Match** button.
- Select the **Resource Name and Item Name** option to view a list of matches by Resource Name and Item Name. If the match is not correct, select the match and click the **No Match** button.
- Select the **User Matches** option to view a list of matches that were made by a user. If the match is not correct, select the match and click the **No Match** button.
- Select the **Unmatched Resources** option to view a list of ROSS Resources and e-ISuite Resources that have not been matched. Any resources that are new that were not matched in the previous steps will display on the **Unmatched Resources** tab.

## Import Excluded Resources

### To Import Excluded Resources

1. Click the **Incidents** button on the Home page.
2. Click the **ROSS Import** button on the Incidents page.
3. Click the **Import Excluded Resources** tab.
4. Select an Incident listed in the **Incidents** grid.
5. The Resources that were excluded for that Incident will show in the **Excluded Resources** grid.
6. Select one or more excluded Resources to import in the **Excluded Resources** grid.
7. Click on **Import Resource** to begin the import process. The **ROSS Reimport Excluded Resources** screen will display.
8. Select **Unmatched**. This tab should include all of the resources selected to import. Verify the correct resources display.
9. Select **Review and Complete**. Review the import information and click the **Complete** button to complete the import process.

## Delete a ROSS Import File

### To Delete a ROSS Import File

1. Click the **Incidents** button on the Home page.
2. Click the **ROSS Import** button on the Incidents page.
3. Select the **ROSS Files** tab.
4. Select the ROSS Import file to delete.
5. Click the **Delete** button.
6. A confirmation message will display, click **Yes**.

