



GETTING STARTED USER'S GUIDE

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Table of Contents

Table of Contents	2
Introduction	3
Getting Started Overview	4
Before You Begin	5
System Requirements	6
Site Installation and Setup	7
Changing a User Account Password in e-ISuite Site	8
Password Change from Login Page.....	8
Password Change from the Home Page.....	8
Expired User Password Change.....	9
Logging into e-ISuite	11
Logging into Site - Account Manager.....	11
Logging into Site - Initial User Login.....	12
Logging into e-ISuite	15
Logging into Enterprise.....	15
Home Page	17
User Preferences.....	18
Filters and Icons	20
Filters.....	21
Category Filters.....	21
Exclude Filled/Exclude Demobed/Exclude Reassigned resources.....	22
Resource Selected in Grid Filter (Demob/Cost).....	22
Time.....	23
Grid Filters.....	23
Manage as Group.....	25
Icons.....	26
Customize Grid Columns.....	26
Refresh Grid Data.....	26
Clear Grid Filters.....	27
Expand/Collapse Grid.....	27
Customize Data View.....	27
Search Incidents.....	28
Resize Bars.....	30
Logging out of e-ISuite	31
Multiple Session Management	32
User Session Time Out	33
Index	34



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.

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 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](#)



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 (i.e. Windows 7, Windows 8, etc.)
- Logging into and out of the computer



System Requirements

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

- Internet Browser; preferably Internet Explorer
- Adobe Flash Player
- Appropriate Internet address for the e-ISuite system you are attempting to access.
- Javascript must be enabled in the browser



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 is installed on 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.

NOTE: For easy user access to e-ISuite, users can create a desktop icon by clicking on and dragging the icon in the address bar to their desktop. The icon will actually be that of the default web browser, but when the user double clicks on it, it will open the browser and take the user to e-ISuite Enterprise or Site, respectively.



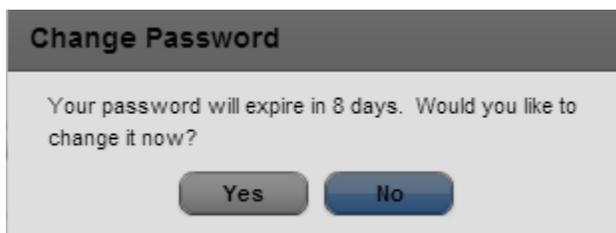
Changing a User Account Password in e-ISuite Site

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:

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



USER INFORMATION

Last Login: 08/29/2014
Password Expiration: 11/01/2014



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.

Change Password

Enabled

User Name * Unit ID *
First Name * Dispatch Center *
Last Name * Work Phone
Current Password * Cell Phone
New Password * Email
Confirm Password *

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 New Password * <input type="password"/></p>
--	--



Logging into e-ISuite

Logging into Site - Account Manager

1. Enter the web address for e-ISuite Site (received from the ITSS).
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.



Create Account Manager User

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

Database Name

Database Password

Confirm Database Password

e-ISuite Site

User Name

First Name

Last Name

Unit ID

Password

Confirm Password

Save

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 installed on the computer's desktop.
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**.



The screenshot shows a 'Login' window with the e-ISuite logo on the left. On the right, there are three input fields: 'Select Database' with a dropdown menu showing 'DOCUMENTATION', 'User Name' with the text 'MSHERBET', and 'Password' with masked characters. At the bottom, there are three buttons: 'Login', 'Cancel', and 'Recover Account'.

5. Click the **Login** button. A Change Password page displays.

The screenshot shows a 'Change Password' window. At the top, it says 'You are logging in for the first time. You must change your Password before you can access the system.' Below this, on the left, is a list of password requirements: 'Password must have:' followed by '- at least 12 characters', '- at least 1 upper case letter', '- at least 1 lower case letter', '- at least 1 number', and '- at least 1 special character !#%&^_.'. On the right, there are three input fields: 'Current Password' (masked), 'New Password', and 'Confirm New Password'. At the bottom, there are two buttons: 'Change Password' and 'Cancel'.

6. 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 **Change Password** button.



-
9. When the Rules of Behavior page displays, click **Forest Service** for Forest Service employee. Click **Non-Forest Service** for non-Forest Service employee.
 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.



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.

1. Access an Internet 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**.

A screenshot of the e-ISuite Enterprise login page. The page has a grey header with a yellow key icon and the word "Login". Below the header is the e-ISuite Enterprise logo on the left. To the right of the logo are two input fields: "User Name" and "Password", each with a red asterisk to its left. At the bottom of the form are two buttons: "Login" and "Cancel".

4. Click the **Login** button.

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

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.





Home Page

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

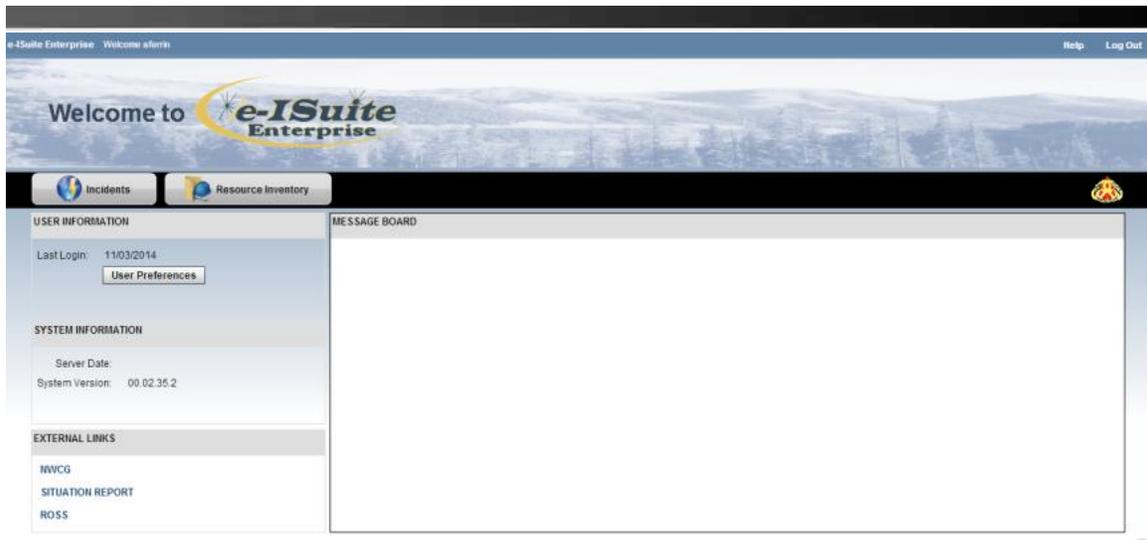
- The Username of the currently logged in user displays in the top left hand corner.
- The available areas to which the user has access display on the black bar.
- User Information displays:

Site:

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

Enterprise:

- Date of the user's last login
- An option to set the User Preferences
- **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.



User Preferences

Follow the steps in this section to manage the User Preferences for User Accounts in the e-ISuite System:

1. From the Home Page select the **User Preferences** option.



2. Check the **Show Data Saved Message Box** checkbox to display the Data Saved Message. This message displays when the user attempts to move away from a screen before saving the data that was just entered or edited.



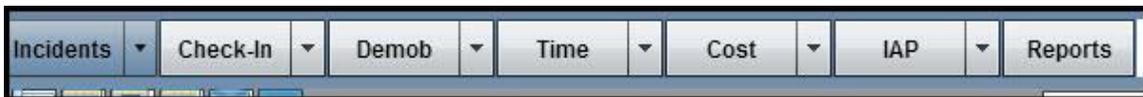
3. Uncheck the **Show Data Saved Message Box** checkbox to not display the Data Saved Message.
4. Click **Save** to save the user preference.

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 data views and searches.

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

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

▼ C-8	CREW S/T - T1 - 9175 G	CREW, STRIKE TEA	F
C-8.1	CREW - T1 - BEN LOMOND	CREW, TYPE 1	F
C-8.2	CREW - T1 - BEN LOMOND	CREW, TYPE 1	F
C-8.3	HESS, JACOB J	STRIKE TEAM LEA	F
▶ C-9	CREW S/T - T1 - 9141G	CREW, STRIKE TEA	F

- Icons
 - Customize Grid Columns - choose columns and order
 - 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.



- 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.

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.



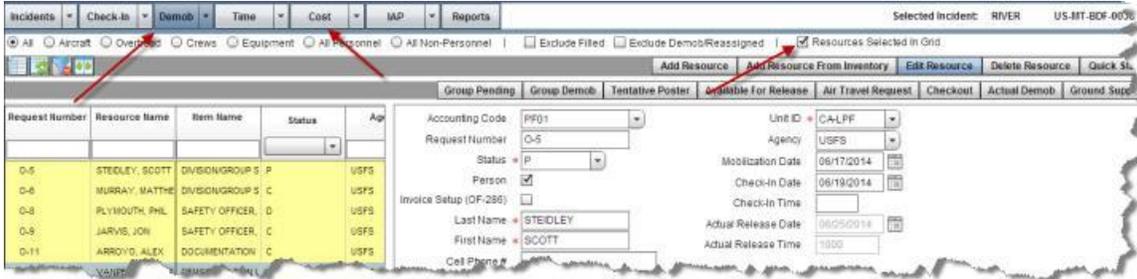
- Exclude Filled - removes resources with a Status of Filled (F) from the grid.
- Exclude Demob/Reassigned - removes resources with a Status Demob (D) or Reassigned (R) from the grid.

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).



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.



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.





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

Aircraft Overhead Crews Equipment

Number	Resource Name	Status	Age
	HELICOPTER - T2S	F	CA
	FIXED WING - AIR 1	C	CA
	HELICOPTER - T2S	P	CA
	HELICOPTER - T2S	D	PVT
	HELICOPTER - T2S	R	PVT
	FIXED WING - AIR 1	F	PVT

- For Date columns, either enter the date or select the date using the auto-calendar that is available.

Add Resource Add Resource Fr

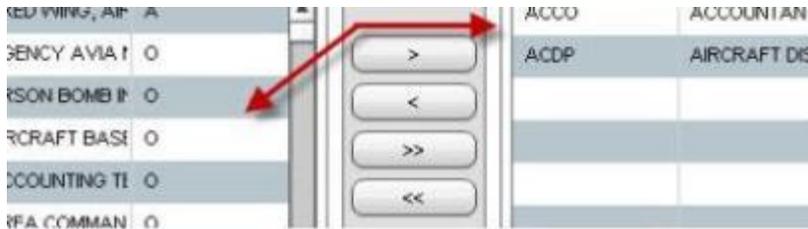
Item ID	Check-In Date
	<input type="text"/> <input type="button" value="Calendar"/>
	HEL2
	07/22/2014 AA

- Multiple column filters can be used at the same time.
- Hovering over the right side of the filter will display an "X" which, when clicked, will clear only that column filter. Use the Clear Filters button to clear all column filters at the same time.

Request Number	Resource Name	Item Name
	CR	
▶ C-21	CREW - T1 - BLACI	CREW, TYPE 1
▶ C-22	NMCIF	CREW, TYPE 1
▶ C-23	CREW - CAMP - NI	CREW - CAMP



- When shuttle buttons (><) are available, data can be dragged and dropped from one grid to another.



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

▼ C-8	CREW S/T - T1 - 9175 G	CREW, STRIKE TEA	F
C-8.1	CREW - T1 - BEN LOMOND	CREW, TYPE 1	F
C-8.2	CREW - T1 - BEN LOMOND	CREW, TYPE 1	F
C-8.3	HESS, JACOB J	STRIKE TEAM LEA	F
▶ C-9	CREW S/T - T1 - 9141G	CREW, STRIKE TEA	F

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

Incident/Incident Group Name	Incident #	Event Type	Start Date	Jurisdiction	Default Accounting	Default Accounting Cost Agency
POND COMPLEX						
RIVER	US-MT-BDF-003810	FIRE - WILDFIRE	05/18/2014	USFS	PF01	FED
FROG	US-MT-BRF-000000	FIRE - WILDFIRE	05/18/2014	USFS	ABCD	FED

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.

- Check each checkbox for the columns to include in the Resource Grid.

NOTE: The order in which the columns display in the grid is the same order in which they display in the Customize Columns window.

- 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 ROSS 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.

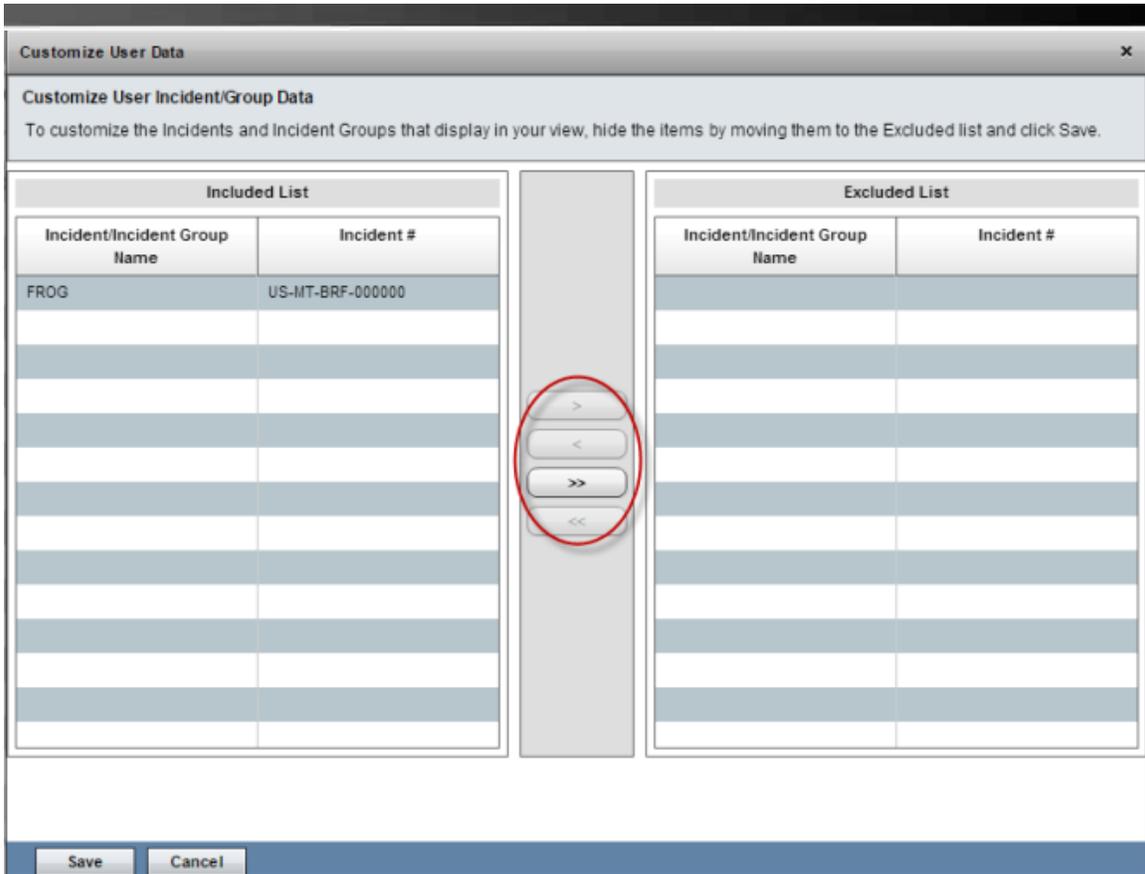


Customize Data View

Enterprise and Site Versions 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.





Search Incidents

Enterprise version with user having Data Steward Role:

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

Site version:

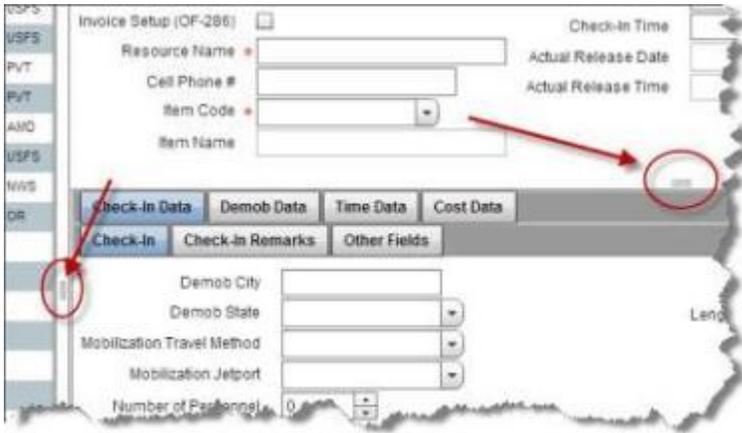
Click the arrow next to the Site Group to display the incidents in a tree view.

Enterprise version:

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 search results will display. Click the **Search Incidents** icon and highlight the incident in the pop up window that displays. Click the **OK** button in the pop-up window to select that incident.

Resize Bars

Using the cursor, grab the three bars on the edges of the data entry screen and pull back and forth or up and down to expand and contract the data entry screen areas.





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.



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 15 minutes, 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 15 minute clock.



Index

B

Before you begin, 5

E

Exclude demob/reassigned, 21

F

Filters and Icons, 19
 category filters, 20
 clear grid filters, 25
 customize data view, 26
 customize grid columns, 25
 expand/collapse grid, 26
 grid filters, 22
 icons, 24
 refresh grid data, 25
 resize bars, 29
 resource selected in grid, 21
 search incidents, 27
 treat enter as tab, 22

G

Getting Started, 4
 log into e-ISuite, 11, 15
 site installation and setup, 7
 system requirements, 6

I

Introduction, 3

L

Log into e-ISuite, 11, 15
Logging In
 Enterprise, 15
 site, 11
 new user, 12
Logging out of e-ISuite, 30

M

Manage as group, 24

S

System Requirements, 6

U

User Accounts
 change password, 8
User Preferences, 17
User Session Time Out, 32