NERIS Onboarding Guide

Version 1.1

January 2025

Contents

About NERIS

NERIS is the National Emergency Response Information System. NERIS empowers the fire and emergency services community by equipping them with an empirical basis for decision-making. It also provides the community with reliable predictive analytics to support enhanced preparedness and response to all-hazard incidents, wildland urban interface events, community risk reduction efforts, climate change threats and associated resilience and mitigation efforts, and future pandemic emergency response resource preparedness.

Data Gathering Capabilities

NERIS is designed for easy data entry with a focus on a clean, intuitive, and mobile-friendly user experience. The NERIS data capture app will be accessible on mobile devices, tablets, laptops, and desktop computers. The NERIS website will be accessible on a web browser using any type of internet connection.

Further, to help minimize data entry by firefighters, NERIS will be able to consume data services from local Computer-Aided Dispatch (CAD) and Record Management System (RMS) providers. For departments without CAD or RMS, the NERIS-provided data capture app is available.

Data Analytics Capabilities

Authorized users can directly access data in NERIS via tailored views and dashboards for their department. This allows you to perform advanced queries more easily. Our API enables easy integration with other software and systems you may use for analysis and reporting. The goal is a user-friendly and efficient data access experience.

User Management

User Management includes the following tasks:

- Invite Users to Join (Admin Only)
- Sign into NERIS for the First Time
- Update Your Account Information
- Sign in with Multi-factor Authentication (MFA)
- Activating and Deactivating Users (Admin Only)
- Remove Membership (Admin Only)
- Set Roles (Admin Only)
- Filtering Users Based on User Type (Admin Only)

User Types and Permission Levels

The following user types and permissions are available in NERIS:

- User
- Superuser
- Admin

User

Users can:

- View their entity/organization's incident data
- View and modify their user attributes (email, phone number, username, etc)
- Submit an incident

Superuser

Superusers can do everything a User does, plus:

- Update incident data that has not been finalized

Admin

Admins can do everything a Superuser does, plus:

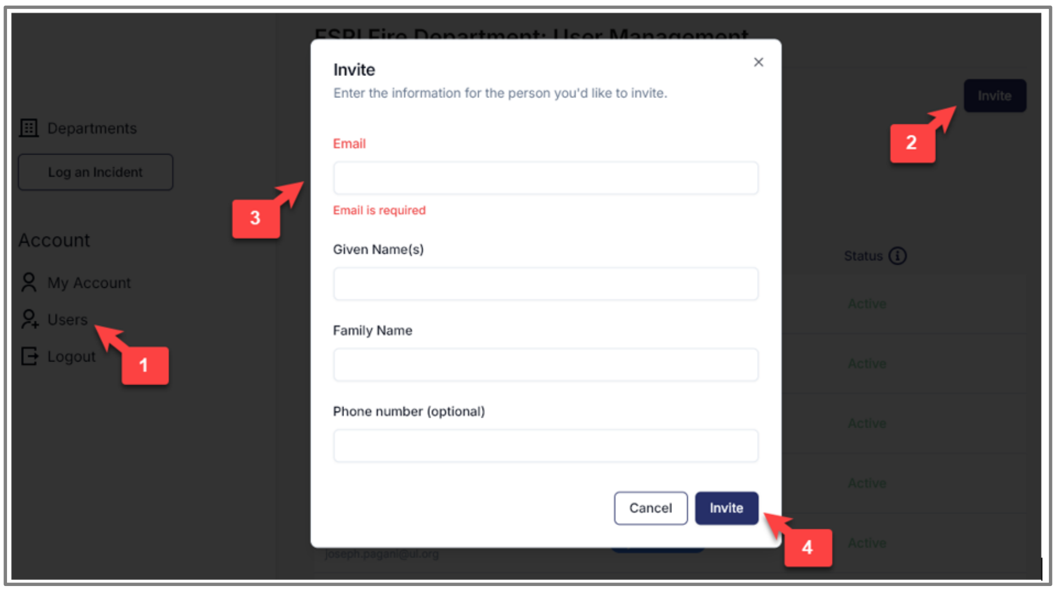
- View their entity/organization's members
- Invite users who are not a part of NERIS to join their entity/organization
- Deactivate a user's membership in their entity/organization

- Modify the attributes of their entity/organization (name, location, station, staffing, units, etc)

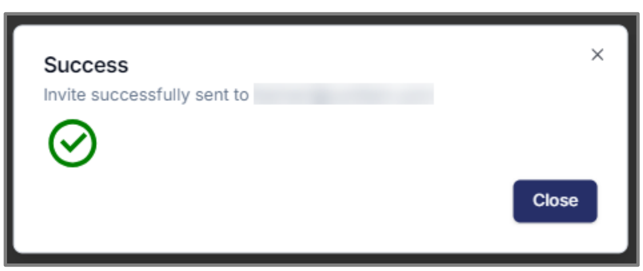
Invite Users to Join (Admin Only)

To invite users into your entity/organization in NERIS:

1. Click **Users** on the left-side panel.
2. Click **Invite** on the top-right of the screen.
3. When the Invite window appears, fill in the email and first and last name of the user. You can optionally enter their phone number.
4. Click **Invite** to send an email to the user so that they can begin to sign into NERIS for the first time.



NERIS displays a Success message upon successful completion of the invite. Click **Close** when you are finished.

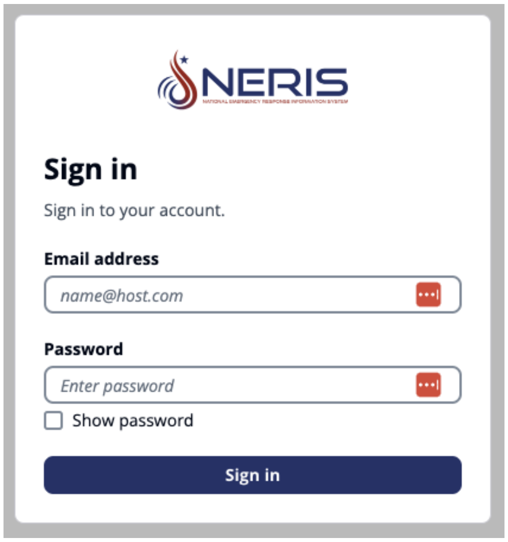


Sign into NERIS for the First Time

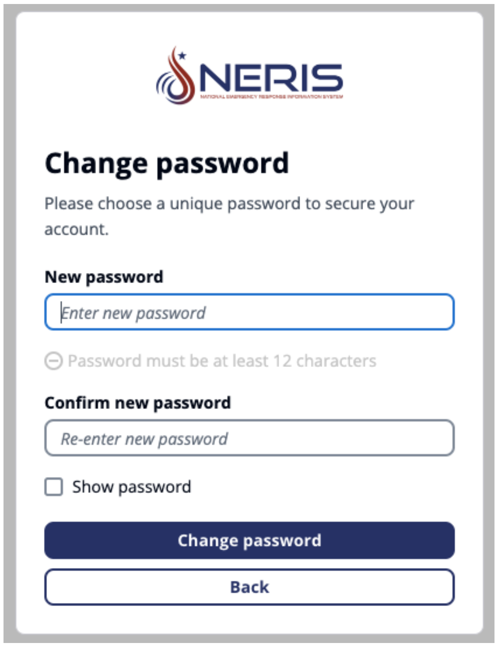
When you have been invited to join NERIS, you will receive an email from NERIS Registration.

To sign in for the first time:

1. Click the **sign in here** link provided in the email.
2. Click **Log in** on the screen that launches.
3. Enter your email address and the temporary password that was included in the invite email and click **Sign in**.

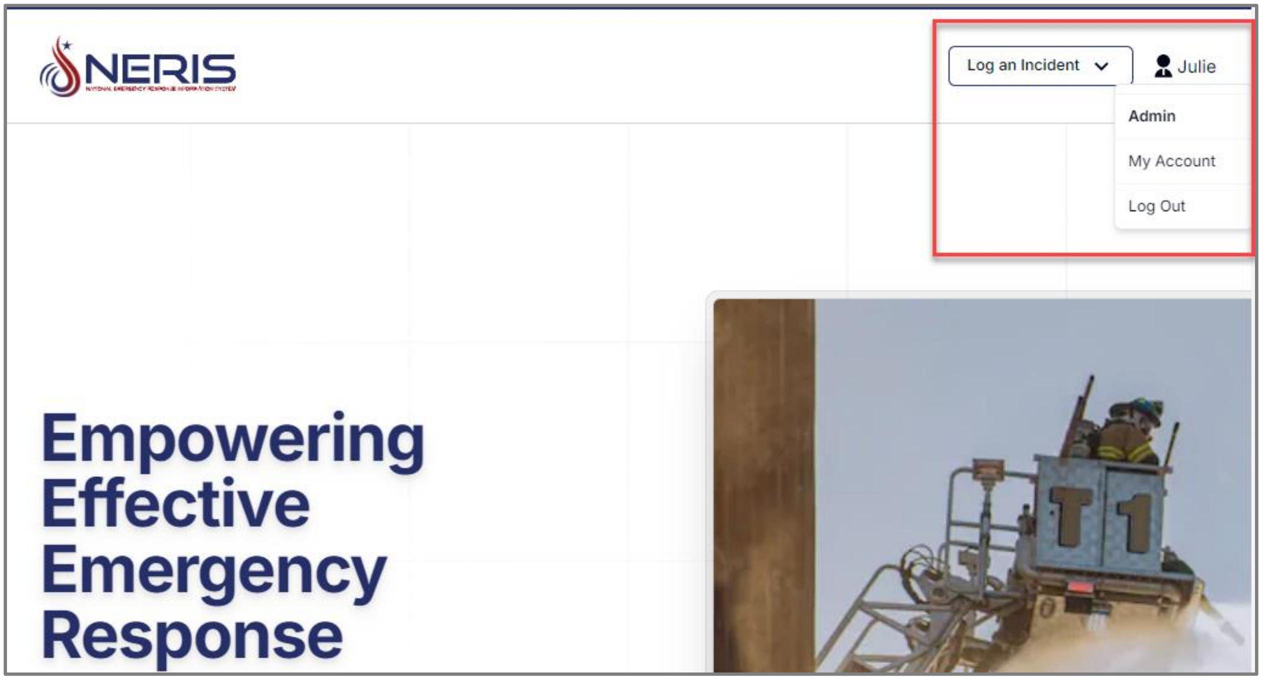


4. When the Change Password screen appears, change your temporary password to a password of your choosing. Enter your new password in the two password fields. Password must be at least 12 characters.
5. Click **Send**.



6. You can begin to view your department and account information immediately by clicking your name on the top-right of the home screen.

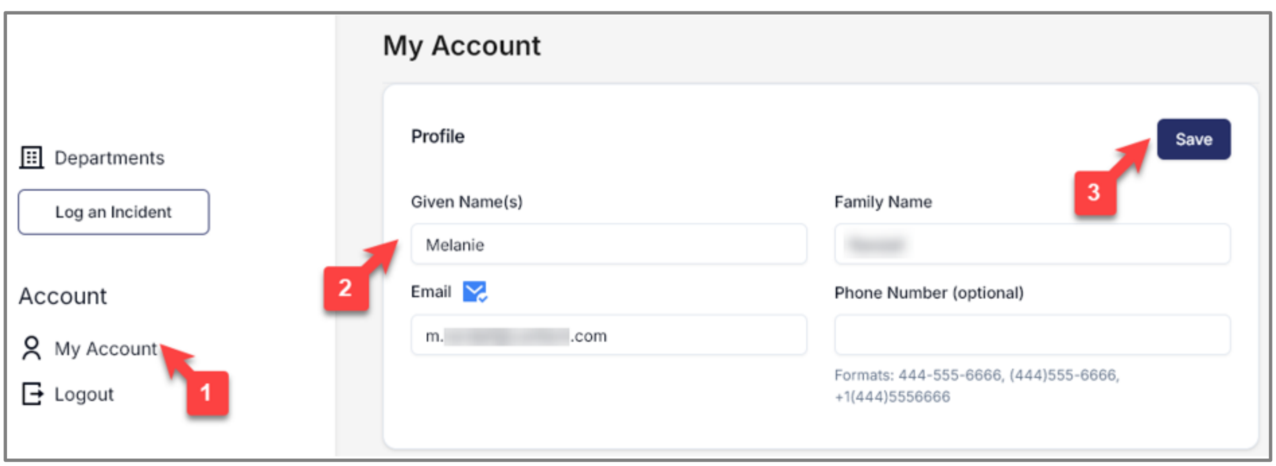
IMPORTANT: Every time you log into NERIS after this initial login, you will be using Multi-factor Authentication. See *Sign in with Multi-factor Authentication (MFA)* for more information.



Update Your Account Information

To update your account name and contact information:

1. Click **My Account** from the left-side panel.
2. From the My Account screen, update your name, email, and phone number as needed.
3. Click **Save** when you are finished.



Sign in with Multi-factor Authentication (MFA)

MFA is a more secure way of logging into your account. This log in method helps to prevent unauthorized access to your account, even if a password has been compromised. It requires you to provide information from more than one source to verify your identity. For example, providing a secure code sent to your email that you must enter along with your userid and password when logging in. This log in method is required to log into NERIS.

To log into NERIS using MFA:

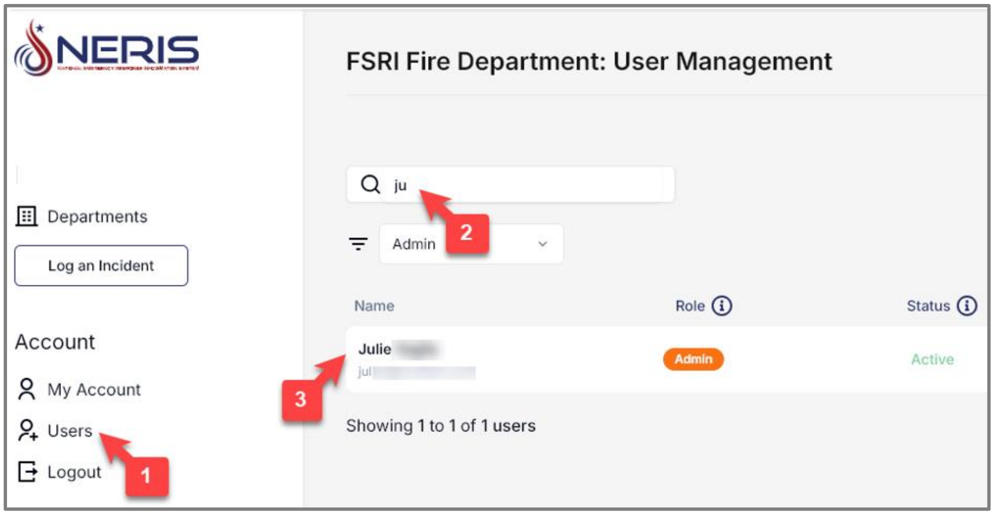
1. Enter your log in credentials and click **Sign in**. A numerical code is sent to your email address. For security purposes, the MFA code will expire within 3 minutes.

2. Enter the code that was sent to your email and click **Sign in** to finish logging in.

Search for Users (Admin Only)

To locate a user in NERIS:

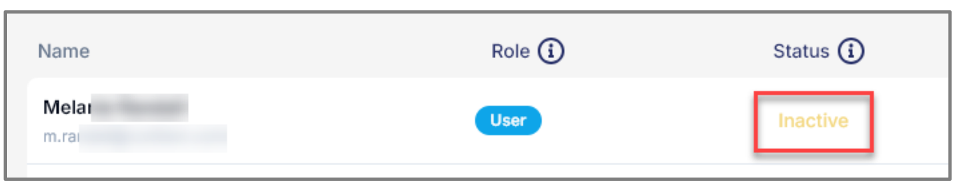
1. Click **Users**.
2. Start typing the name of the user in the Search field. A list of potential matches appears as you type.
3. Select the name of the user when it appears in the list.



Activating and Deactivating Users (Admin Only)

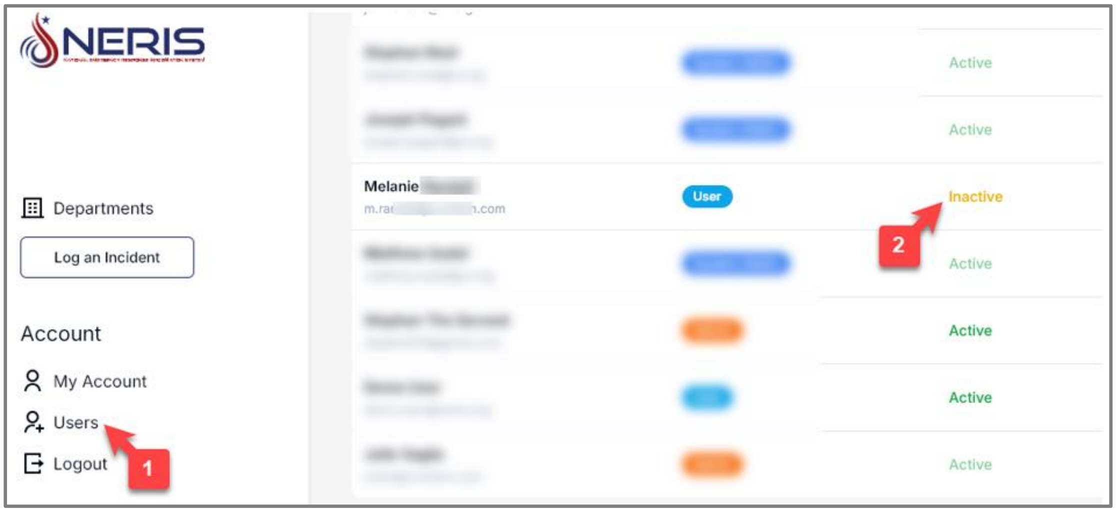
Activate a User

Users in the system are **Inactive** until a system Admin activates them.

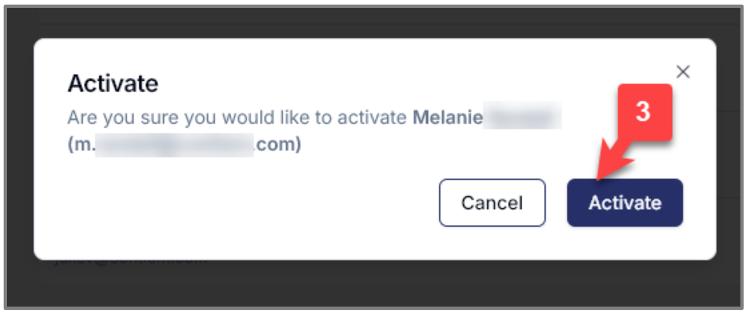


To activate a user:

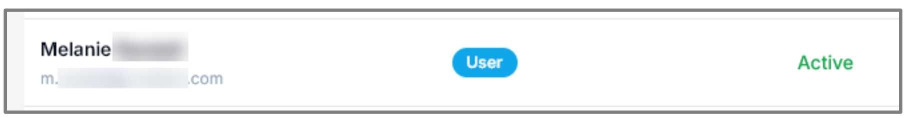
1. Click **Users** and locate the user you want to activate. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click **Inactive** next to the user's name.



3. Click **Activate**.



The user’s status is now set to Active.

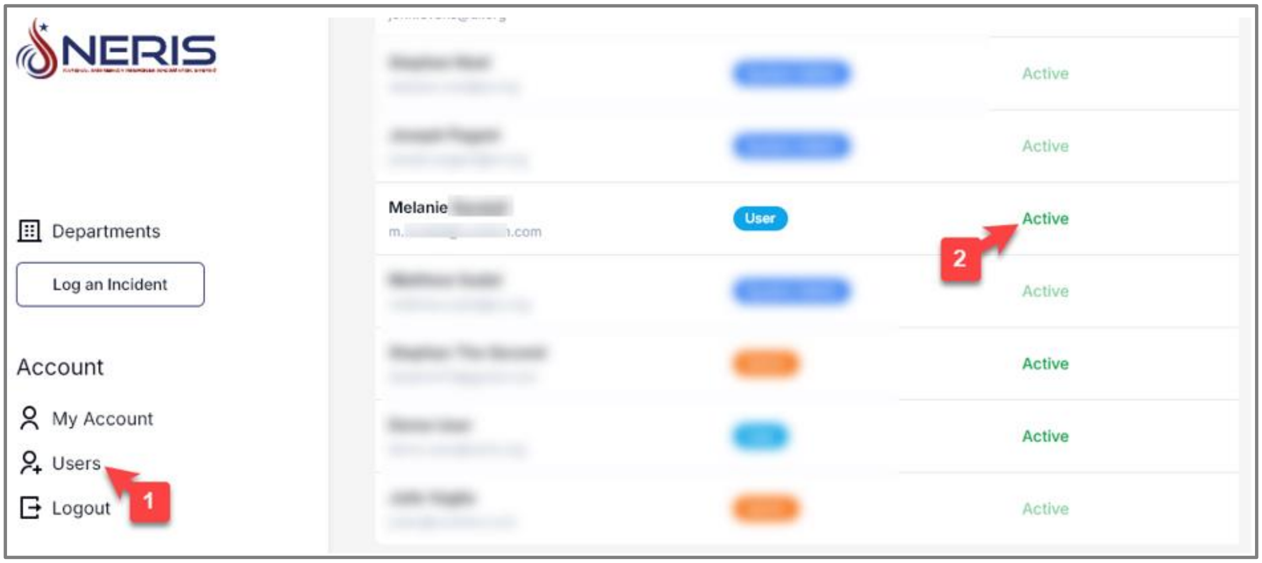


Deactivate a User

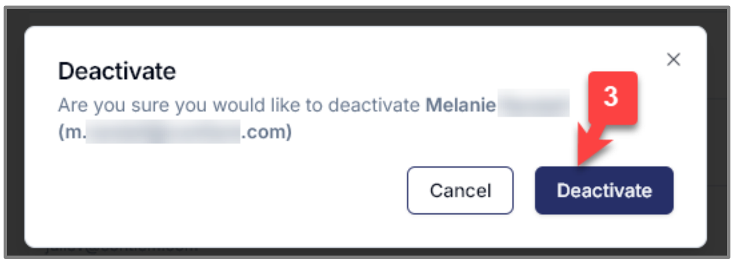
Deactivating a user means they remain in the system but are unable to perform any operations for a department while inactive for that department.

To deactivate a user:

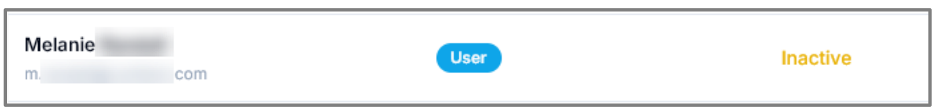
1. Click **Users** and locate the user you want to activate. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click **Active** next to their name.



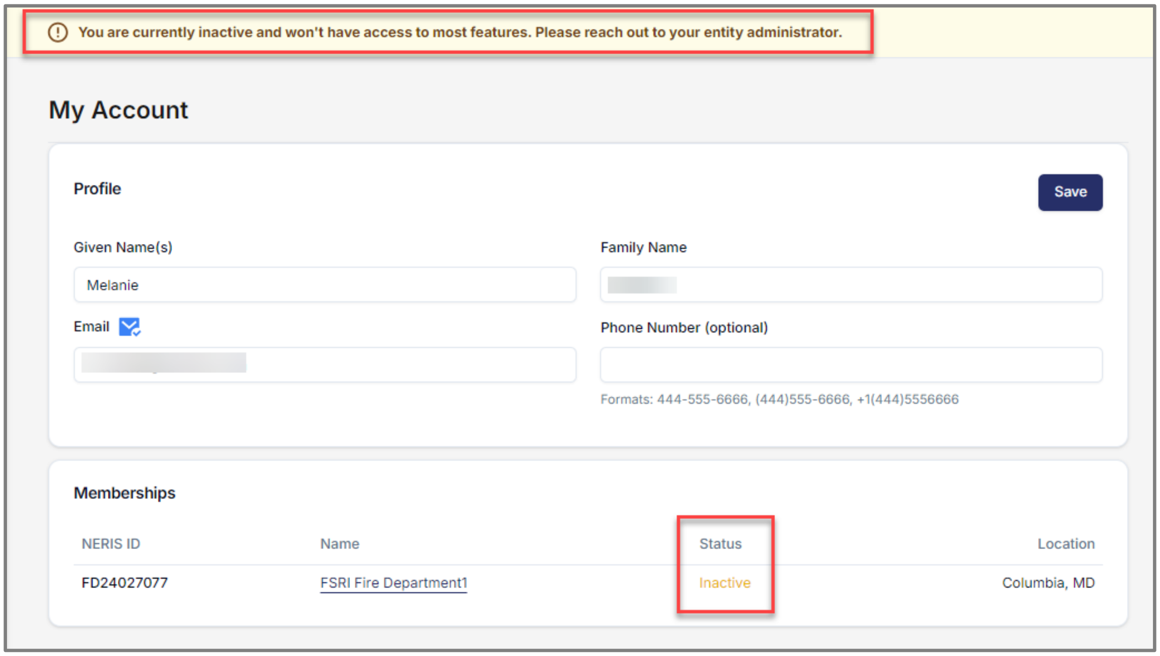
3. Click **Deactivate**.



The user's status is set to Inactive. They can log into NERIS but are no longer able to access any non-public spaces for that department.



When the user does log in, they see a banner at the top of the screen indicating their inactive status:



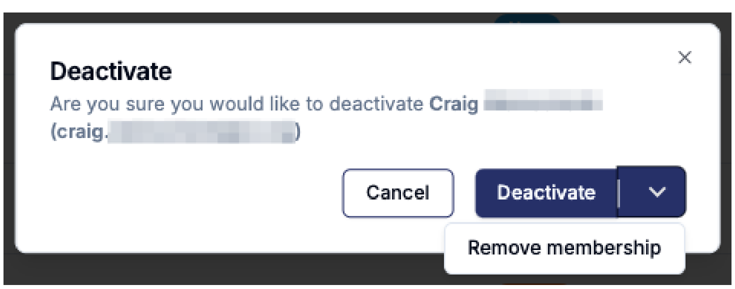
Remove Membership

Removing membership means the user is no longer a part of your entity. If you remove membership for a user that user will no longer have any access to your entity.

Note: That user will still retain their credentials to NERIS. This is particularly important if a user is in multiple entities. Additionally, if removal was unintentional, you can re-invite the user, and the user will not need to create a new account.

To remove membership of a user:

1. Click **Users** and locate the user you want to activate. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click **Active** next to their name.
3. Click the arrow next to **Deactivate** and select **Remove membership**

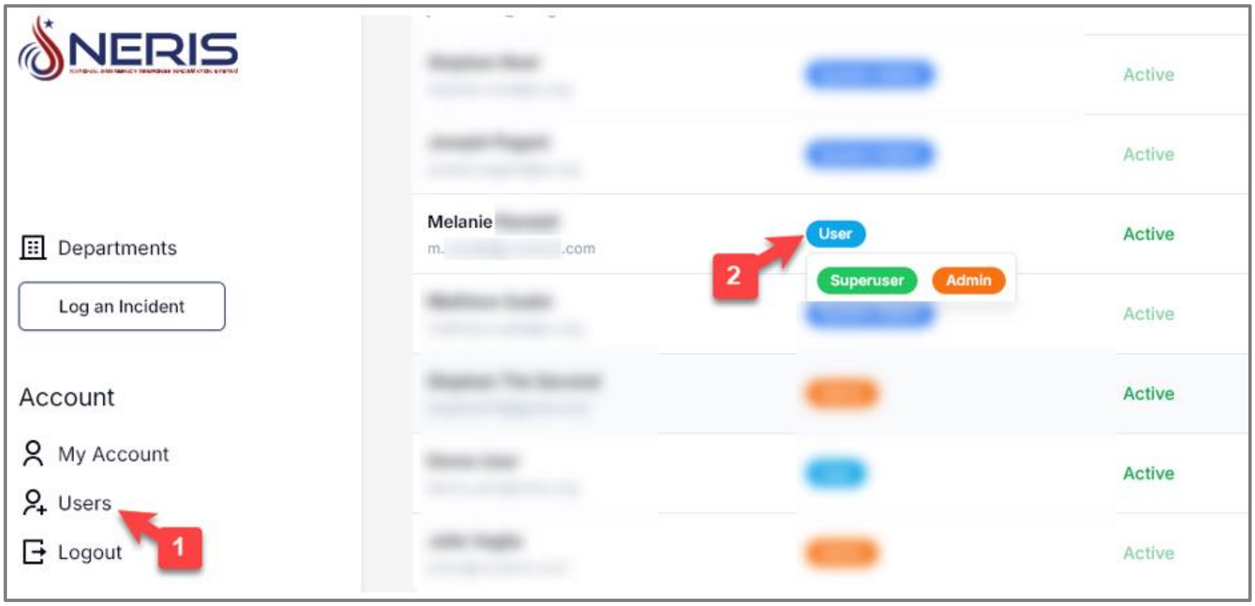


Set Roles (Admin Only)

The three available roles (access levels) are User, Superuser, and Admin. See *User Types and Permission Levels* for a list of permissions based on your level of access.

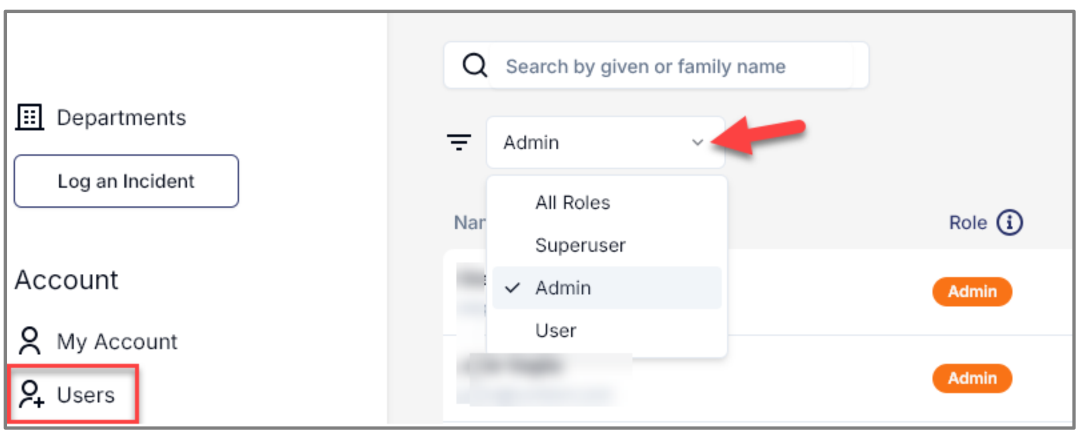
To set the access level for a specific user:

1. Click **Users** and locate the user you want to set another role for. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click on the user's currently set role and select from the three options that appear (User, Superuser, or Admin).

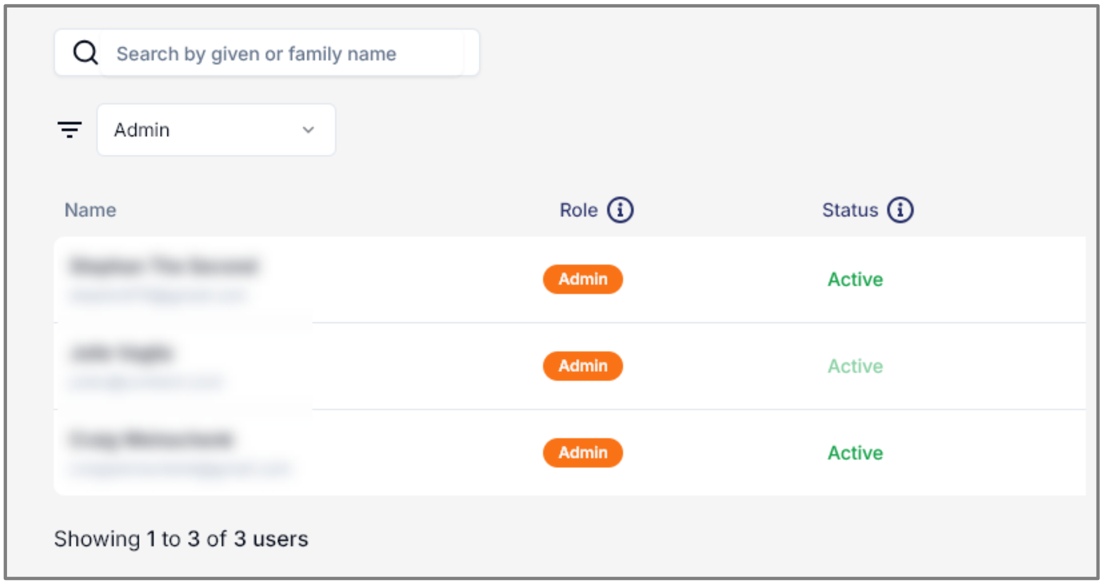


Filtering Users Based on User Type (Admin Only)

You can list all Users, Superusers, or Admins within your entity/organization from the Users screen by clicking the **All Roles** dropdown.

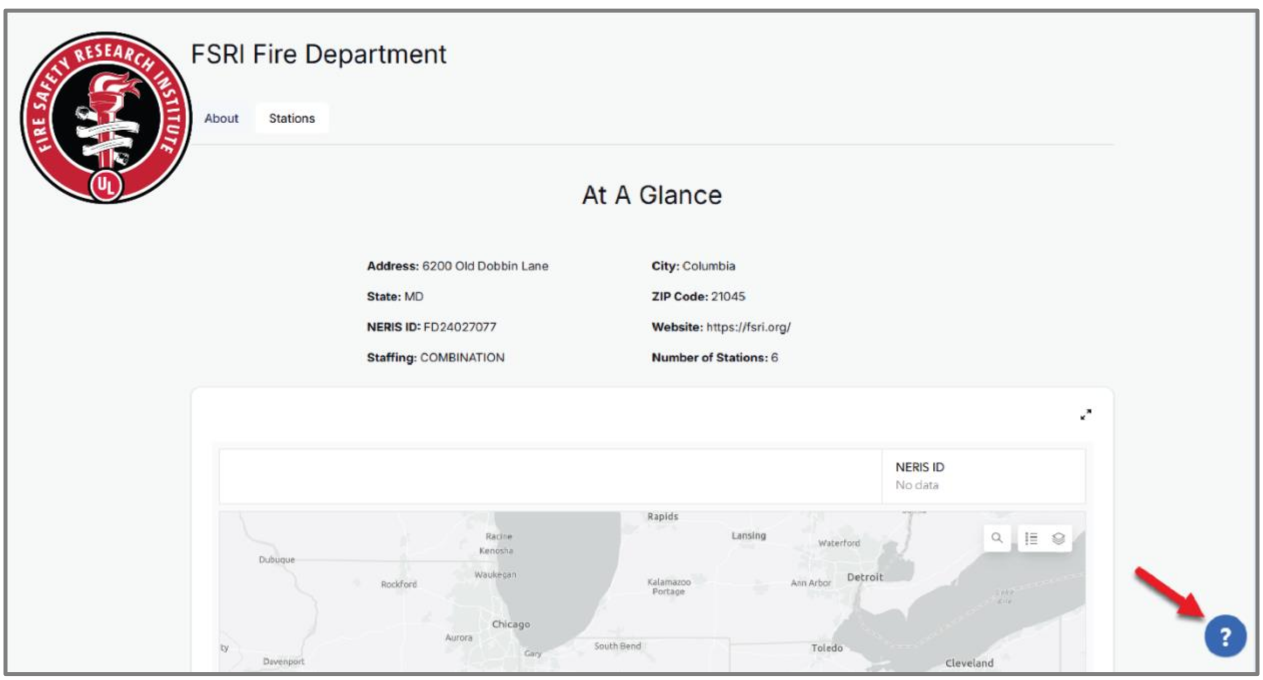


All users for the specified role type are displayed. This example shows all Admin users within the entity/organization:

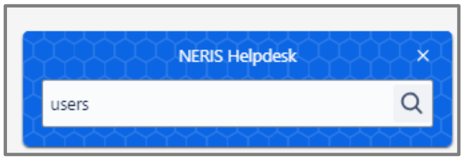


Using the Help Widget

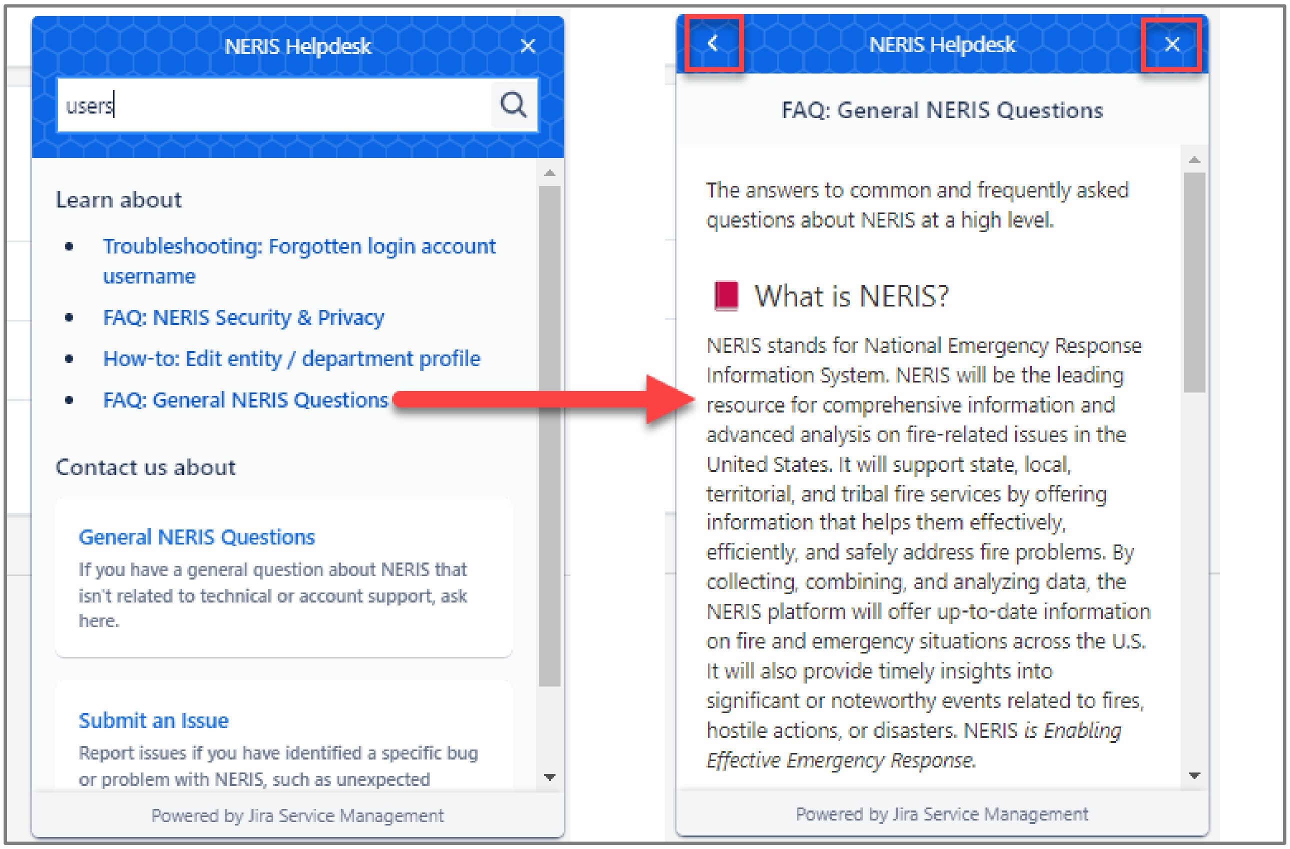
If you are ever uncertain about how to accomplish a task within NERIS or need more information or guidance, the Help widget is accessible at any time on the bottom-right corner of every screen in the NERIS system. You can also use the Help widget to submit any issues you are experiencing while using NERIS. See *Submit an Issue* for more information.



When you click the Help widget icon, the NERIS Helpdesk field appears. Type in your search criteria and press **Return**.



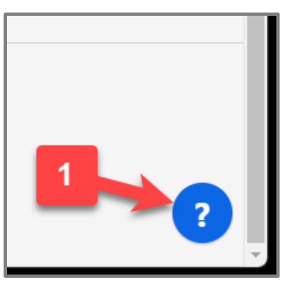
A list of potential results appears. Click on any of the results to learn more. Click the arrowhead (**<**) to return to the previous window or click the **X** icon to close the Help widget.



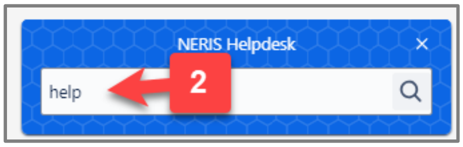
Submit an Issue

To report any issues that you are experiencing:

1. Click the **Help widget** icon in the bottom right of any screen in NERIS.



2. Enter a brief description of your issue and press **Return**.



3. Click **Submit an Issue** when the NERIS Helpdesk window appears.

4. Fill out the relevant information and click **Send** to submit your issue.