

Getting Help

- Access the e-ISuite website at: <http://famit.nwcg.gov/applications/eISuite>
- IIA Helpdesk: 866-224-7677
- Access e-ISuite Enterprise at: <https://eisuite-app.nwcg.gov/eisuite/ui/index.html>
- Access iNAP at: <https://nap.nwcg.gov/NAP/>

Overview

Enterprise can only be accessed if the user has a valid iNAP account with approved access to Enterprise. This document contains instructions on how to handle each of the following access scenarios:

1. User does not have an existing iNAP account.
2. User has an iNAP account but does not have approved access to Enterprise.
3. User has an iNAP account with access to Enterprise, but it has **not** been brought into Enterprise and roles assigned by an Account Manager.
4. User has an iNAP account with approved access to Enterprise and the account has been brought in from iNAP and roles assigned.

Note: The Account Manager is a privileged role, meaning that a person with this role manages user accounts for other users of Enterprise. The Account Manager role is identified with the “ad.” as a prefix in the username.

User Does Not Have iNAP Acct

If the user does not have an existing iNAP account, they will need to request a new account using the following instructions:

1. Log into iNAP at: <https://nap.nwcg.gov/NAP/>
2. Click on the Person Icon next to the Sign In button in the top right-hand corner.
3. Click on Request Account.
4. Enter the User Information and click Next.
5. In the Application Access drop-down menu, select EIS-e-ISuite Enterprise.
6. In the Instance drop-down menu, select PROD (Standard).
7. Enter the Verification Contact info and click Submit. **Note: You cannot validate yourself. Please enter a manager/supervisor name. The request will be rejected if you enter your own information as the verification contact.**

The request will go through an approval process and the user will receive an email notification when it has been approved (see sample below). A subsequent message will contain a username and temporary password. **The user must then log into iNAP using the temporary password and change it.**

☆ donotreply@mail.nwcg.gov
[EXTERNAL]Application Access for EIS-PROD Approved
To: Carla Lipsey,
Reply-To: donotreply@mail.nwcg.gov

Your access request for EIS-PROD is approved.

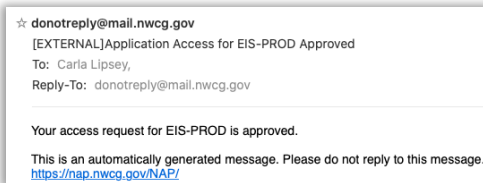
This is an automatically generated message. Please do not reply to this message.
<https://nap.nwcg.gov/NAP/>

iNAP Acct. Without Enterprise Access

In this scenario, the user will need to log into iNAP and follow these instructions for submitting a request for access to Enterprise:

1. Log into iNAP at: <https://nap.nwcg.gov/NAP/>
2. Click on the Welcome button in the top right-hand corner.
3. Click Request Application Access.
4. In the Application Access drop-down menu, select EIS-e-ISuite Enterprise.
5. In the Instance drop-down menu select, PROD (Standard).
6. Fill out the Verification Contact info and click Submit. **Note: You cannot validate yourself. Please enter a manager/supervisor name. The request will be rejected if you enter your own information as the verification contact.**

The request will go through an approval process and the user will receive an email notification from the Helpdesk when the request has been approved.



Important: *If users already have an iNAP account with access to another application, i.e. IROC, WFDSS, they will need to log in with their existing account when following the above steps. They do not need to request a brand new iNAP account.*

iNAP Acct. Not in Enterprise

In this scenario, the user will get an error message when logging in that says, “User Account Does Not Exist”. They have the appropriate access, but their account needs to be brought in and roles assigned. An Account Manager will need to follow these steps:

1. Log in to Enterprise with your Account Manager user account – “ad.” account.
2. Click on User Accounts.
3. Click on Add User from NAP.
4. Search for the user’s name in the User Account Filter Criteria.
5. Select the user’s name in the Users in NAP grid.
6. Click Add to e-ISuite.
7. Complete the required fields and click on Save/Next.

Note: *All users do not have an Account Manager user account. ITSS’s should have this role and other key personnel as determined by Agency.*

IMPORTANT: *If the user received a temporary password with their approval notification, they will need to log into iNAP with the temporary password and change it. If you are unable to find the user’s name on the search screen, have them check to make sure they have changed the temporary password in iNAP.*

iNAP Acct. w/Enterprise Access

In this scenario, the user can log into the application and can be added to an incident.