Account Manager - Enterprise

Getting Help

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

Overview

There are two types of roles which can be assigned to users. Non-Privileged and Privileged. Non-Privileged roles are assigned to users who will be managing incidents and the resources assigned to those incidents. Privileged roles are assigned to users who manage user account data and global reference data. Privileged roles vary from Account Managers, at least one in each office/incident, to national roles which are extremely limited.

The Account Manager role is a privileged role, meaning that a person with the Account Manager role manages User Accounts for other users of e-ISuite in Enterprise. The Account Manager role is identified with the letters "ad." as a prefix in the user account.

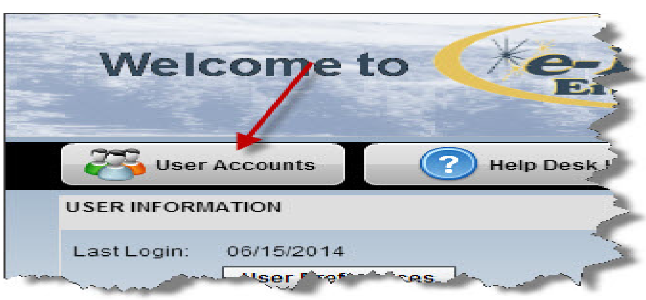
A person can only access Enterprise if they have a valid account in NAP. Access the NAP webpage and follow the instructions to request a new NAP user account, or to send a request for e-ISuite to be added to the user's current NAP user account. (https://nap.nwcg.gov/NAP).

Once a user's NAP Account is created with authorization for e-ISuite, an Account Manager can add that User Account to Enterprise and assign appropriate roles.

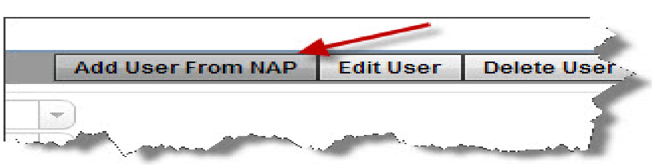
Changing User Account passwords can only be done by logging into the NAP wegpage and following the steps to change the password. The user must reset or change their own passwords.

Adding User Accounts from NAP to Enterprise

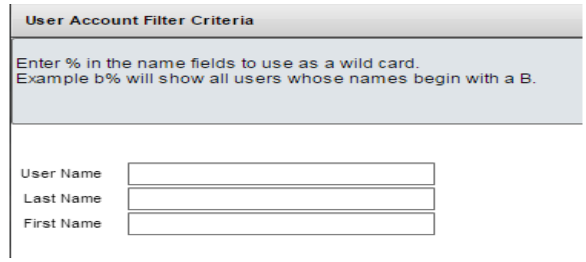
1. Click the **User Accounts** button.



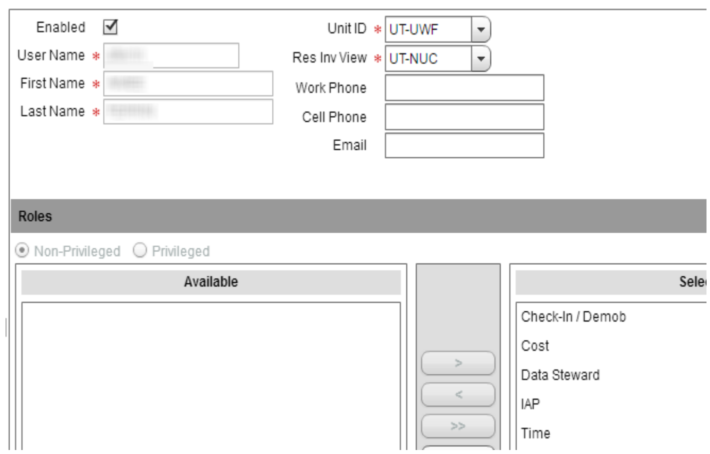
2. Click the **Add User from NAP** button.



3. Enter the search criteria to search for user accounts in NAP.



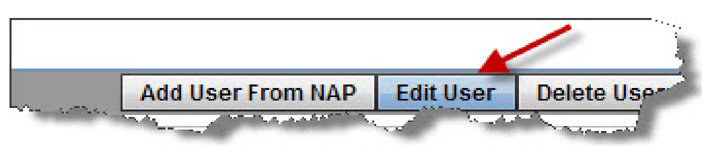
4. Click the **Search** button to search for all resources that meet the search criteria.
5. Select one or more users to add to the Enterprise system.
6. Click the **Add to e-ISuite** button to add the user account to the Enterprise system.
7. Enter the users **Unit ID**.
8. Select the **Resource Inventory View** for the user account.
9. Enter the user account's **work phone**, **cell phone** and **email address**.
10. Select one or more roles to assign to the user account.
11. Click **Save/Next** to add the User Account and move to the next record.



Editing User Accounts in Enterprise

The user name, password and type of account (privileged/ non-privileged) cannot be edited in Enterprise. The Unit ID, Resource Inventory View, work phone, cell phone and email address can be edited.

1. Click the **User Accounts** button.
2. Select a user account and click the **Edit User** button.



3. Edit the user account's data.
4. Click **Save** to save the changes.

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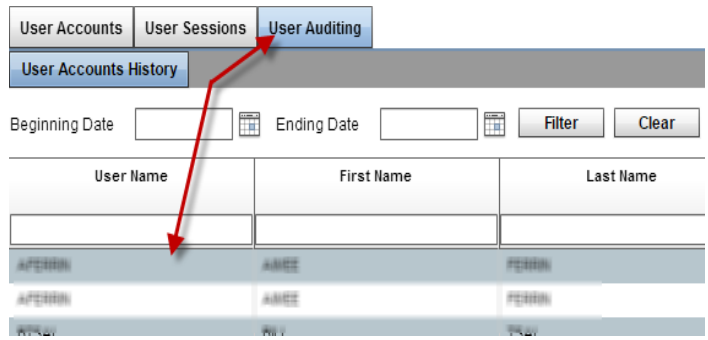
User Auditing in Enterprise

1. Click the **User Accounts** button.
2. Select the **User Auditing** tab to view a history of changes made in e-ISuite to the user accounts.
3. If desired, enter a date range to identify history to include in the grid.



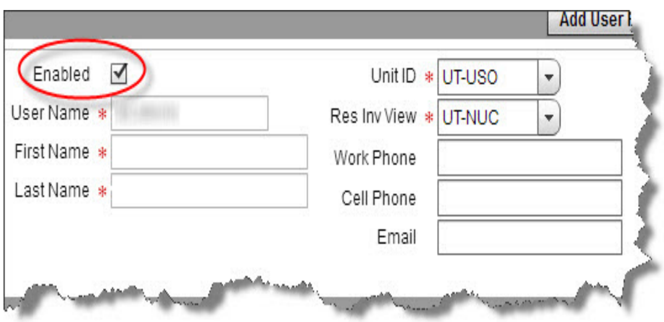
Delete User Accounts in Enterprise

The Delete User Account function removes the user account from Enterprise, but does not delete the user account from the NAP. The user account can be brought back into Enterprise if needed, following the steps in the ***Adding User Accounts from NAP*** *section above.*

1. Click the **User Accounts** button.
2. Select the User Account to be deleted.
3. Click on the **Delete User** button.

Enable or Disable User Accounts in Enterprise

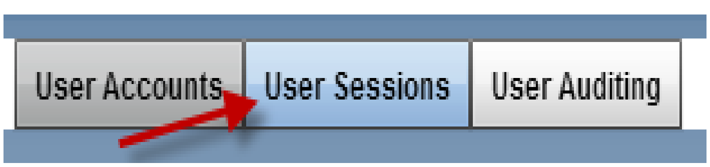
1. Click the **User Accounts** button.
2. Select a user account to enable/disable.
3. Click the **Enabled** checkbox to enable a user. Uncheck the **Enabled** checkbox to disable a user.



4. Click the **Save** button to save the changes.

Manage User Sessions in Enterprise

1. Click the **User Accounts** button.
2. Select the **User Sessions** button.



3. Select the user session to disconnect.
4. Click the **Disconnect User** button.