

Getting Help

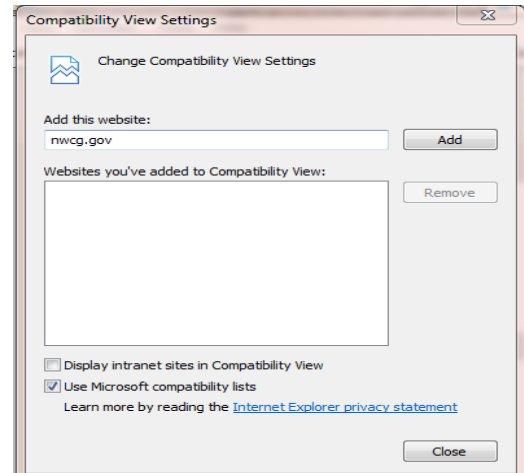
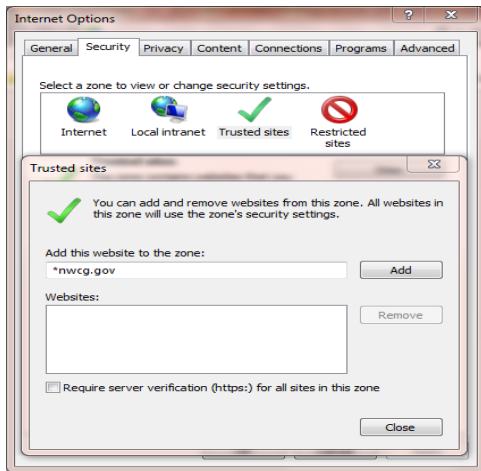
- Access the e-ISuite website at: <http://famit.nwcg.gov/applications/eISuite>
- Contact the Helpdesk at: (866) 224-7677

IE 11 Settings

Add *nwcg.gov to Trusted Sites and add 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.

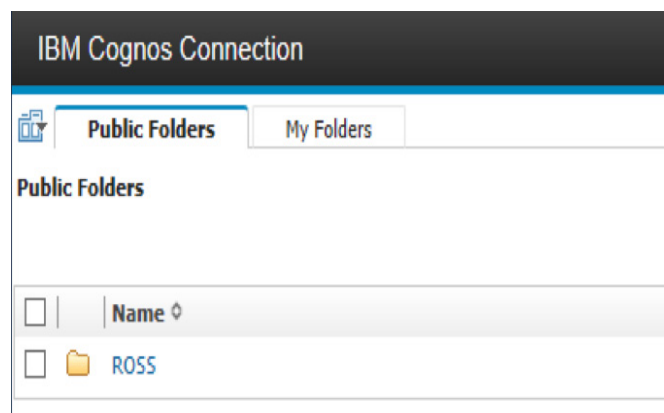
* Note: Contact a System Administrator for assistance if needed.



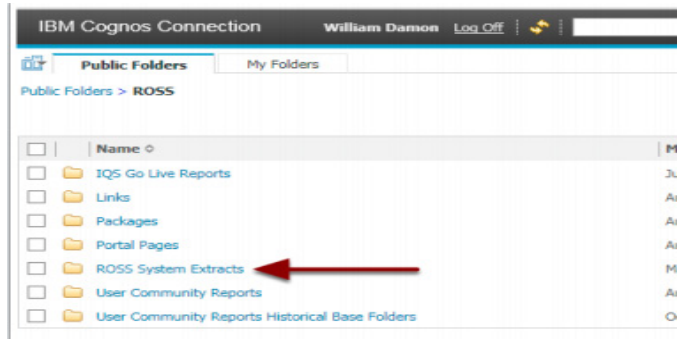
Downloading a data file

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 **ID** and **Password**. This user account must have the 'Basic User' role at a minimum. Click **OK** to login to Cognos.
5. Click on the **ROSS Folder** link in the Public Folders tab.



6. In the ROSS Folder, click on the **ROSS System Extracts** folder.

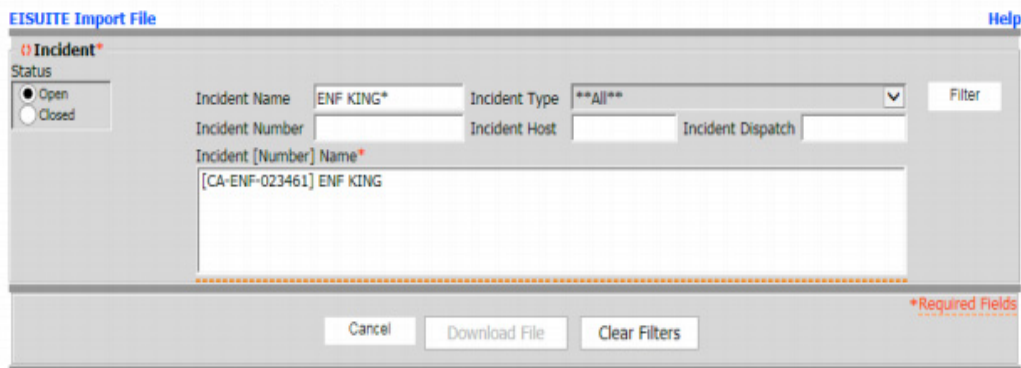


7. Select the **EISUITE Import File** link.



8. To search for an Incident, enter the **Incident Name** or **Incident Number**. Use an asterisk (*) as a wildcard in the search.

9. Select **Filter**.

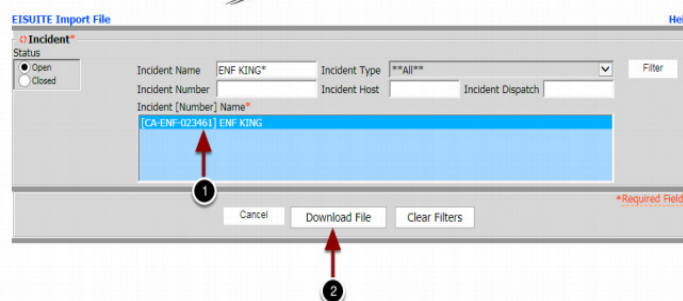


10. Select an incident from the list.

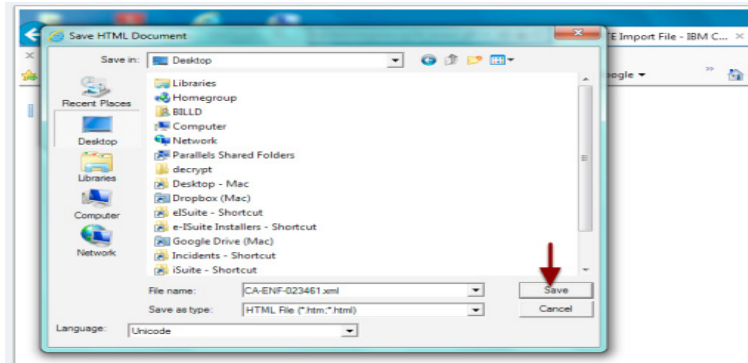
11. To download the File, click the **Download File** button.

NOTE: If the Download File button is not enabled after selecting an incident, it is likely the compatibility view settings are not enabled for nwcg.gov. See the step above in the IE 11 Settings section to add nwcg.gov to the Compatibility View.

NOTE: If the Download File button is enabled, but nothing happens when it's selected, refresh the browser window.



12. When the **Save HTML Document** window displays, navigate to the location in which to save the file. If needed, the file can be renamed.

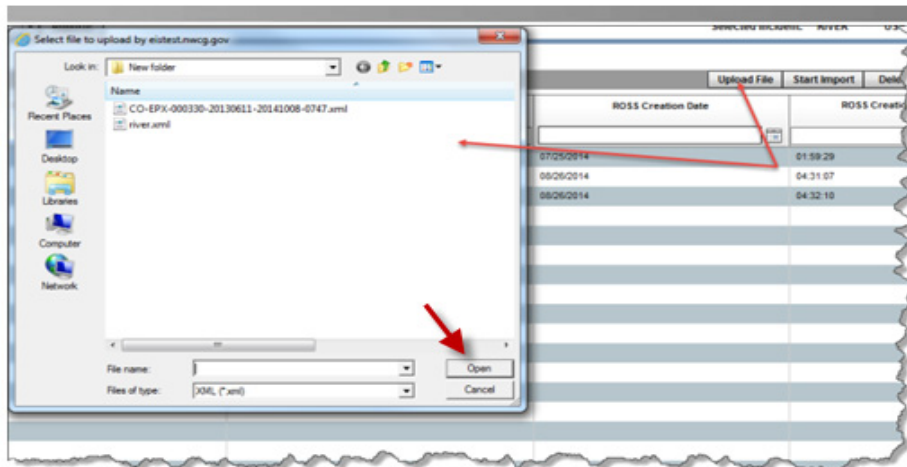


13. After the file is saved, the system will display the ROSS System Extracts folder. Click **Log Off** at the top of the page.
14. Close Internet Explorer.

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.

The screenshot shows the 'ROSS Import' window. At the top, it displays 'ROSS Incident information' with fields for 'ROSS Incident Name' (RIVER) and 'ROSS Incident #' (MT-BDF-003811). To the right, it shows 'The system detected the following e-ISuite Incident as a match.' with 'e-ISuite Incident Name' (RIVER) and 'e-ISuite Incident #' (MT-BDF-003811). Below this, there are tabs for 'Match Resources', 'Exclude Resources', and 'Review and Complete'. A table titled 'Request Number and Name' is partially visible. A message states: 'The following resources in the ROSS import file have Resource Names and Request Numbers that match existing resources in the e-ISuite System. The system has automatically matched these resources. Review the matches to make sure they are correct. If a match was made that was incorrect, select the resource in the grid and click the No Match button.'

ROSS Request #	ROSS Name	ROSS Agency Code	E-ISuite Request #	E-ISuite Name	E-ISuite Agency Code

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'.
4. 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.

The screenshot shows the 'ROSS Import' window with the 'Exclude Resources' tab selected. It displays two grids: 'Resources in ROSS File' and 'Exclude From Import'. The 'Resources in ROSS File' grid has columns for 'ROSS Request #', 'ROSS Name', and 'ROSS Agency Code'. It contains several rows of data, including 'A-11 FREQUENCY - AIR TO AIR AB - 118 900 USFS', 'A-12 AIR TACTICS 36 USFS', 'A-13 FREQUENCY - AIR TO GND FM - 168 4875 USFS', 'A-14 FIXED WING - AIR TACTICAL - CDF AA 330 CALFIRE', and 'A-14.1 BAY D CALFIRE'. The 'Exclude From Import' grid is currently empty. A red arrow points to the 'Exclude Resources' tab.

ROSS Request #	ROSS Name	ROSS Agency Code
A-11	FREQUENCY - AIR TO AIR AB - 118 900	USFS
A-12	AIR TACTICS 36	USFS
A-13	FREQUENCY - AIR TO GND FM - 168 4875	USFS
A-14	FIXED WING - AIR TACTICAL - CDF AA 330	CALFIRE
A-14.1	BAY D	CALFIRE

5. To define an incident jurisdiction for the incident, select **Incident Jurisdiction**, then select the incident jurisdiction from the drop-down list.
6. 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.
7. Click the **Review and Complete** option to review the import information. Click the **Complete** button to complete the ROSS Import process.
8. Select **Incidents**. On the **Incidents** screen, click on the **Refresh Grid** icon to display the newly imported incident.

To match ROSS Resources to e-ISuite Resources

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

The screenshot shows the 'ROSS Import' window. At the top, it displays 'ROSS Incident information' with fields for 'ROSS Incident Name' (ENF KING) and 'ROSS Incident #' (CA-ENF-023461). To the right, it shows 'The system did not detect an e-ISuite Incident match.' and 'The ROSS Incident will be imported as a new incident.' Below this, there are tabs for 'Exclude Resources', 'Incident Jurisdiction', 'Data Conflicts', and 'Review and Complete'. Two grids are visible: 'Resources in ROSS File' and 'Exclude From Import'. The 'Resources in ROSS File' grid has columns for 'ROSS Request #', 'ROSS Name', and 'ROSS Agency Code'. It contains one row of data: 'A-1 FREQUENCY - AIR TO GND FM - 169 150'. The 'Exclude From Import' grid is empty.

ROSS Request #	ROSS Name	ROSS Agency Code
A-1	FREQUENCY - AIR TO GND FM - 169 150	

1. 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.
2. 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.
3. 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.
4. 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.
5. 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

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**.

