

# eso NERIS ENABLEMENT STEPS FOR ADMINS

Enabling the new NERIS application in ESO Incidents is simple with just five basic steps. Admins should follow the guide below to configure data, user permissions, and ESO's client ID within the NERIS site.

## 1. ENSURE YOUR RELEVANT ADMIN LISTS ARE CONFIGURED WITH THE REQUIRED NERIS DATA.

ESO sends station, unit, and other agency information to NERIS both when sending incidents and when updating Entity data. These are separate actions handled through the API. This only applies to Units and Other Agencies that are marked "Available in Fire," and it applies to all Stations.

### A. Stations

- i. Make sure every station in your ESO tenant has a valid name and a full address (Address 1, City, State, ZIP).

### B. Units

- i. All units must have a valid Name, Primary station, Unit capability, and Default personnel count for us to send them to NERIS.

### C. Other Agencies

- i. In order to send aid agency data to NERIS, each one needs to be configured with a valid NERIS Department ID. Find IDs here: [NERIS ID Search](#).
- ii. Any aid agency with a missing or invalid NERIS Department ID won't be included in data submissions. No worries if you can't configure all of them! This will not affect our ability to send incident records.

## 2. CONFIGURE USER PERMISSIONS.

- A. Access to the new workflow is controlled by a new set of roles and permissions. Make sure to either configure new roles for your department personnel or add the new permission options to existing.

Below are the new NERIS specific template roles available in Admin > Security > Roles.

1. Fire Incidents - NEW: Full Module Access
  - All permissions
2. Fire Incidents - NEW: Settings Administrator
  - ONLY Module Access + Settings Administration

3. Fire Incidents - NEW: Records Manager
  - All permissions EXCEPT Settings Administration
4. Fire Incidents - NEW: Report Writer
  - ONLY Add/Edit, Import/Edit, Import New Data to Existing, Manage Attachments, Review and Lock, Module Access, Print Records

Here are the current permissions for the NERIS-compatible Fire Incidents application.

Permission	Description
<b>FIRE INCIDENTS NEW: Add and Edit Records</b>	Can select Add Incident, edit Draft and In Review records, and mark records as In Review
<b>FIRE INCIDENTS NEW: Audit Log</b>	Can view the Audit Log for any record [NOTE: Not yet functional, to be deprecated 2025]
<b>FIRE INCIDENTS NEW: Deactivate Records</b>	Can deactivate and reactivate any record
<b>FIRE INCIDENTS NEW: Download Incident Data</b>	Can multi-select incident records from the grid and download a CSV [NOTE: Not yet functional, this is ready for future work]
<b>FIRE INCIDENTS NEW: Import and Edit Records</b>	Can import CAD/EHR records, edit Draft and In Review records, and mark records as In Review
<b>FIRE INCIDENTS NEW: Import New Data to Existing Records</b>	Can update an existing record with new data from CAD/EHR
<b>FIRE INCIDENTS NEW: Manage Locked Records</b>	Can access and view data in any Locked record
<b>FIRE INCIDENTS NEW: Manage Record Attachments</b>	Can add, update, delete, download, and bulk-download attachments
<b>FIRE INCIDENTS NEW: Module Access</b>	Can access Fire Incidents and view the incident grid
<b>FIRE INCIDENTS NEW: Print Records</b>	Can print any record
<b>FIRE INCIDENTS NEW: Review and Lock Records</b>	Can mark records as Locked, and mark In Review records as Draft
<b>FIRE INCIDENTS NEW: Settings Administration</b>	Can access settings within the module and make changes

## WHEN YOU'RE READY TO BEGIN SUBMITTING DATA TO NERIS:

### 3. (EXTERNAL ON NERIS WEBSITE) ADD ESO'S CLIENT ID TO YOUR NERIS ACCOUNT.

- A. Login to [NERIS' site](#).
- B. Go to Enrollments.
- C. Enter ESO's Client ID for the API.  
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The screenshot shows the NERIS website interface. On the left is a sidebar with navigation links: Departments, Account (My Account, Users, Enrollments, Log Out), Documentation (Data Dictionary, Technical References, User References), and Support (FAQs, Helpdesk). The main content area is titled 'Tatooine Fire Department: Integration Enrollments'. It includes a sub-header 'Integrations allow 3rd party systems to connect with NERIS.' Below this is a card for 'Tatooine Fire Department | Tunisia, TX' with a 'Client ID' input field and an 'Enroll Integration' button. A note states 'Your vendor will provide a Client ID for enrolling in their integration'. Below the card is a section for 'Integration Enrollments' which is currently empty, displaying the message 'No Integration Enrollments were found'.

- D. Click on “Enroll Integration.”
- E. A confirmation pop-up will appear, asking you to confirm your enrollment.
- F. Select “Enroll.”
- G. When the pop-up closes, the ESO Integration will display in your integrations list.

The screenshot shows a confirmation dialog box titled 'Integration Enrollment Confirmation'. The text inside asks 'Are you sure you want to enroll in this integration?' and states 'This will grant access to your entity's data and allow the integration to:'. Below this, there are two bullet points: 'View, create, and modify incident data for my entity.' and 'View and modify the attributes of my entity (location, stations, staffing, units, etc)'. At the bottom right, there are two buttons: 'Cancel' and 'Enroll'.

#### 4. BACK IN YOUR ESO ACCOUNT, SET UP YOUR NERIS ID IN FIRE INCIDENTS (NEW) > SETTINGS > ENTITY.

- A. If there is no Department NERIS ID shown, this needs to be configured. Use the lookup to find your agency from the NERIS department list.

**WARNING:** Once your NERIS Department ID has been saved, YOU WILL NOT BE ABLE TO CHANGE IT. Any change could have negative effects on data submissions. If you select the wrong NERIS ID by mistake, please check contact [ESO Support](#).

#### 5. ENABLE THE SUBMISSIONS TOGGLE IN ESO > FIRE INCIDENTS > SETTINGS > ENTITY.

- A. The toggle requires a valid NERIS ID for your ESO tenant.
- B. When enabled, the toggle triggers submissions to NERIS whenever an incident record is locked. Please keep in mind, you will have the ability to deactivate the records you created during training.

Please note: You will have access to both the current NFIRS version and the NERIS-compatible version through at least December 31, 2025. *The US Fire Administration has requested to report from only one system. When your agency begins to submit live NERIS data, please do not create new incidents in the NFIRS version.*

If you have any questions, issues finding your NERIS ID, or enrolling your integration, please contact the [NERIS helpdesk](#).