



NERIS User Guide

Version 1.0

November 2024



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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)
- Search for Users (Admin Only)
- Activating and Deactivating Users (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:

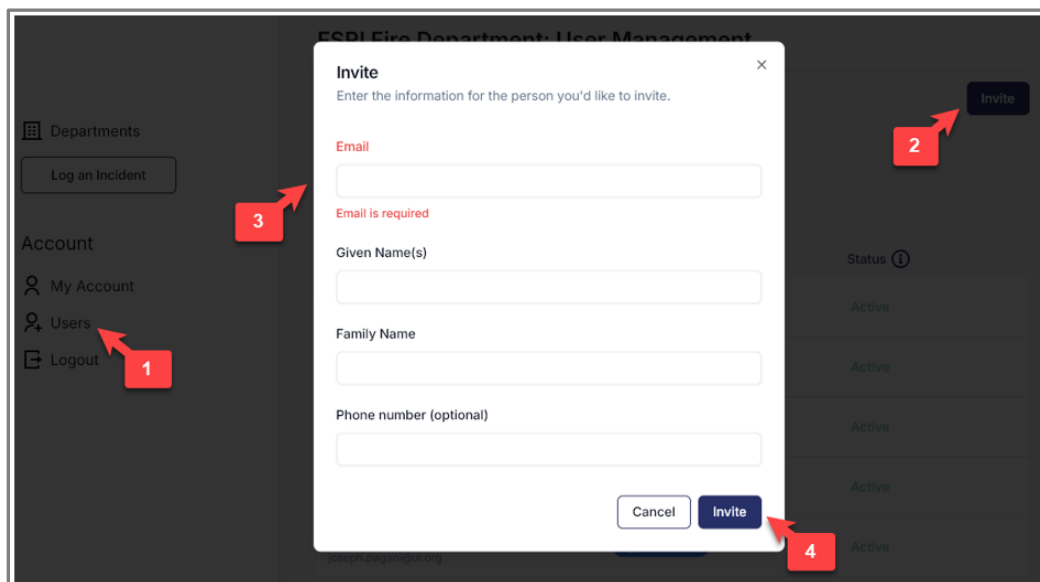
- View their entity/organization's members
- Invite users who are not a part of NERIS to join their entity/organization
- Deactivate a user's membership in their entity/organization

- Modify the attributes of their entity/organization (name, location, station, staffing, units, etc.)
- Establish and manage integrations with 3rd party systems.
- Toggle visibility of data confirmation ribbon.

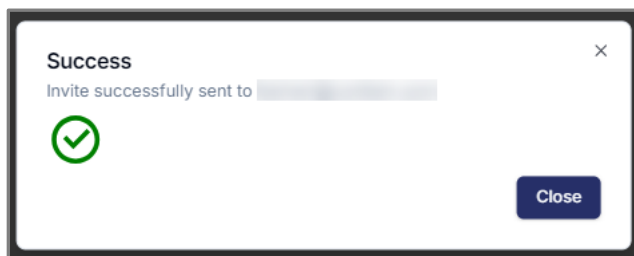
Invite Users to Join (Admin Only)

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.

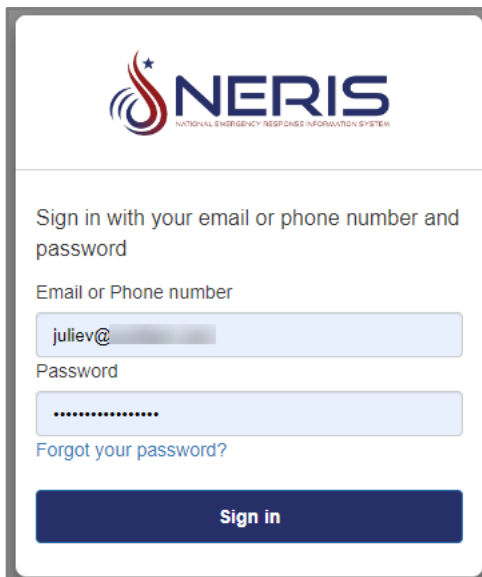


Sign into NERIS for the First Time

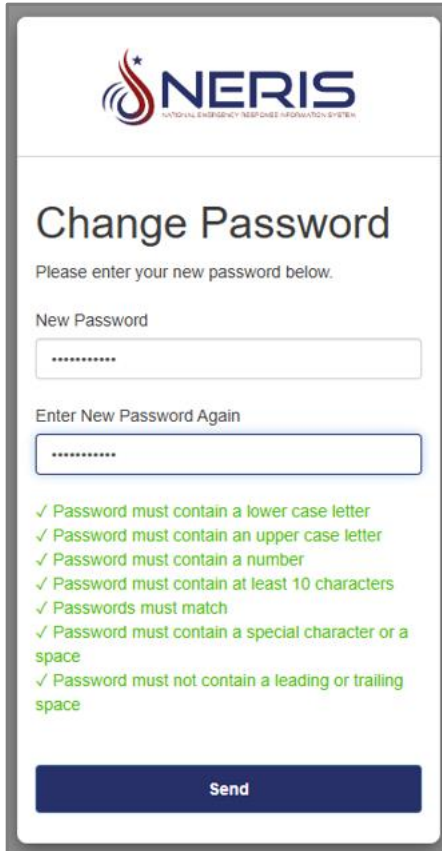
When you have been invited to join NERIS, you will receive an email from NERIS Registration.

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**.

A screenshot of the NERIS sign-in interface. At the top is the NERIS logo with the tagline 'NATIONAL EMERGENCY RESPONSE INFORMATION SYSTEM'. Below the logo, the text 'Sign in with your email or phone number and password' is displayed. There are two input fields: 'Email or Phone number' containing 'juliev@' and 'Password' containing a masked password. A link 'Forgot your password?' is located below the password field. At the bottom is a dark blue button labeled '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. Ensure you adhere to the following requirements:
 - Password must contain a lower-case letter.
 - Password must contain an upper-case letter.
 - Password must contain a number.
 - Password must contain at least 10 characters.
 - Passwords must match.
 - Password must contain a special character or a space.
 - Password must **not** contain a leading or trailing space.
5. Click **Send**.



The screenshot shows a mobile application interface for changing a password. At the top is the NERIS logo. Below it is the title "Change Password" and a prompt "Please enter your new password below." There are two input fields: "New Password" and "Enter New Password Again", both containing masked characters. Below the fields is a list of seven password requirements, each preceded by a green checkmark. At the bottom is a dark blue button labeled "Send".

Change Password

Please enter your new password below.

New Password

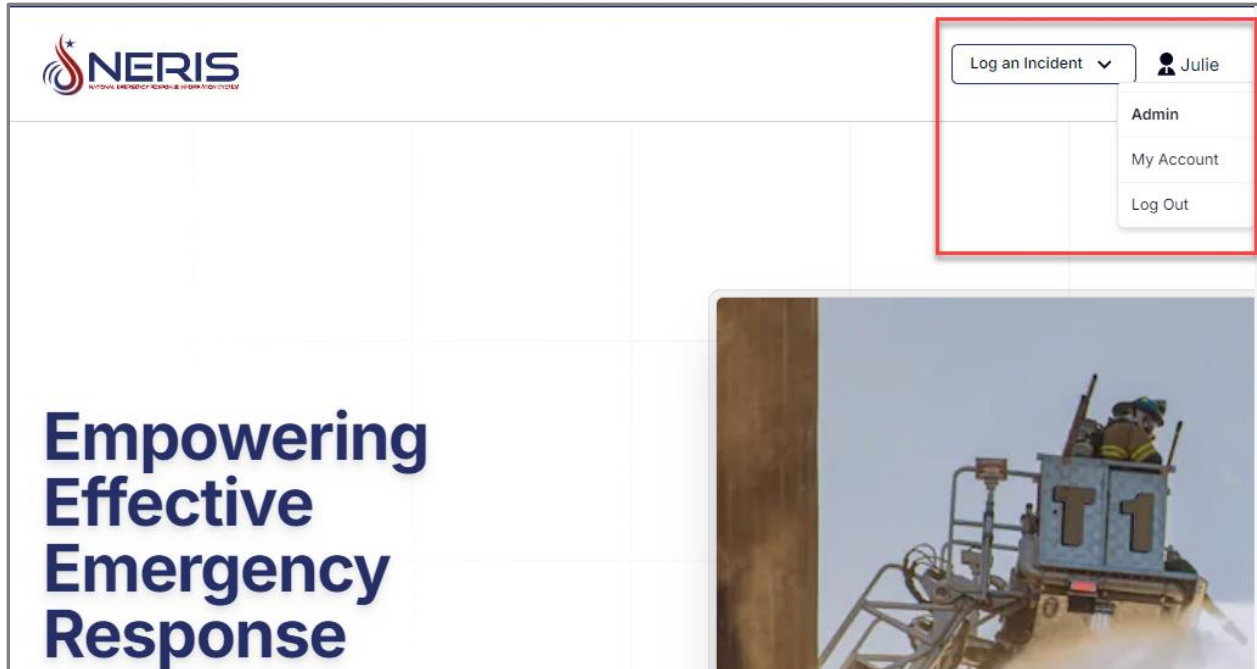
Enter New Password Again

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 10 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

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.

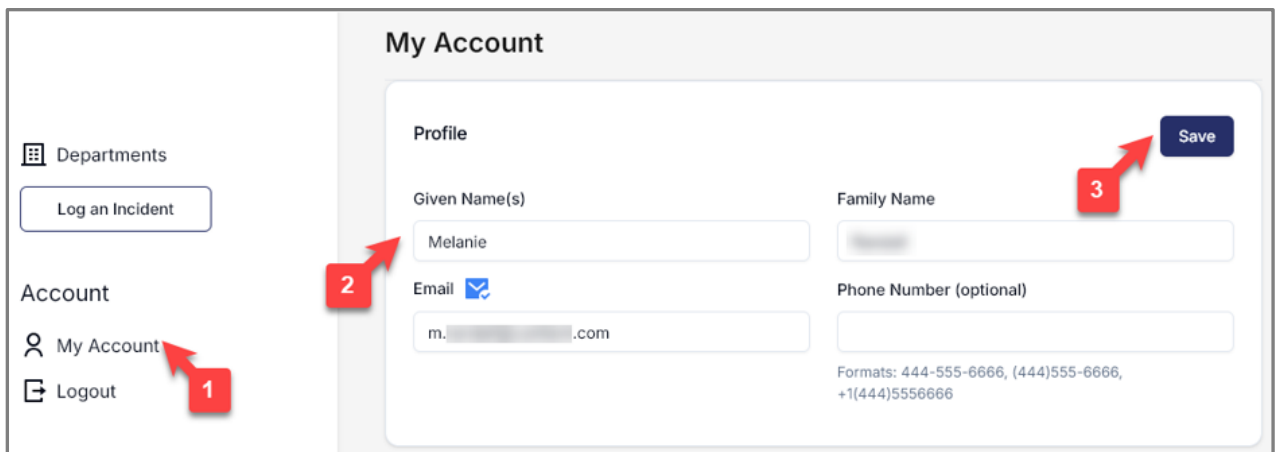
IMPORTANT: Every time you log into NERIS after this initial login, you will be using Multi-factor Authentication. See *Sign in with Multi-factor Authentication (MFA)* for more information.



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.

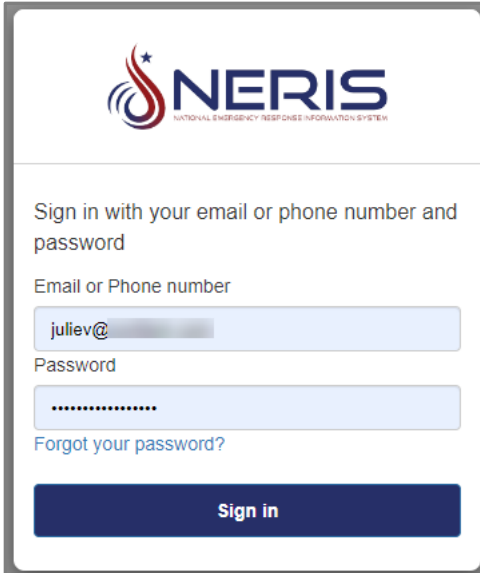


Sign in with Multi-factor Authentication (MFA)

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.

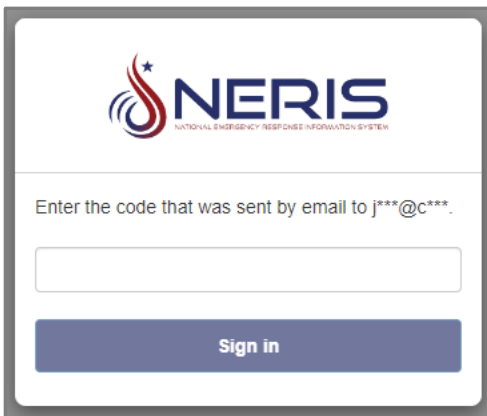
To log into NERIS using MFA:

1. Enter your log in credentials and click **Sign in**. A numerical code is sent to your email address.



The screenshot shows the NERIS login interface. At the top is the NERIS logo. Below it, the text reads "Sign in with your email or phone number and password". There are two input fields: "Email or Phone number" containing "juliev@" and "Password" containing a masked password. A link "Forgot your password?" is below the password field. A blue "Sign in" button is at the bottom.

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

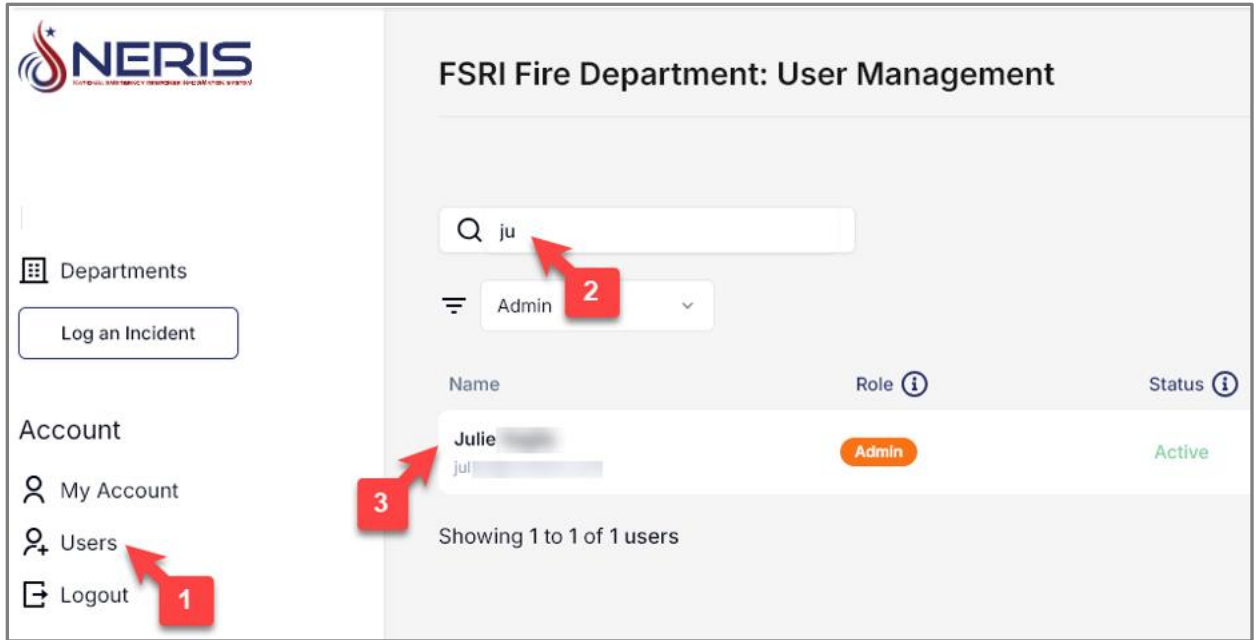


The screenshot shows the MFA verification page. It features the NERIS logo at the top. The text says "Enter the code that was sent by email to j***@c***.". There is a single input field for the code. A blue "Sign in" button is at the bottom.

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.



FSRI Fire Department: User Management

Search: ju

Admin

Name	Role	Status
Julie jul	Admin	Active

Showing 1 to 1 of 1 users

Activating and Deactivating Users (Admin Only)

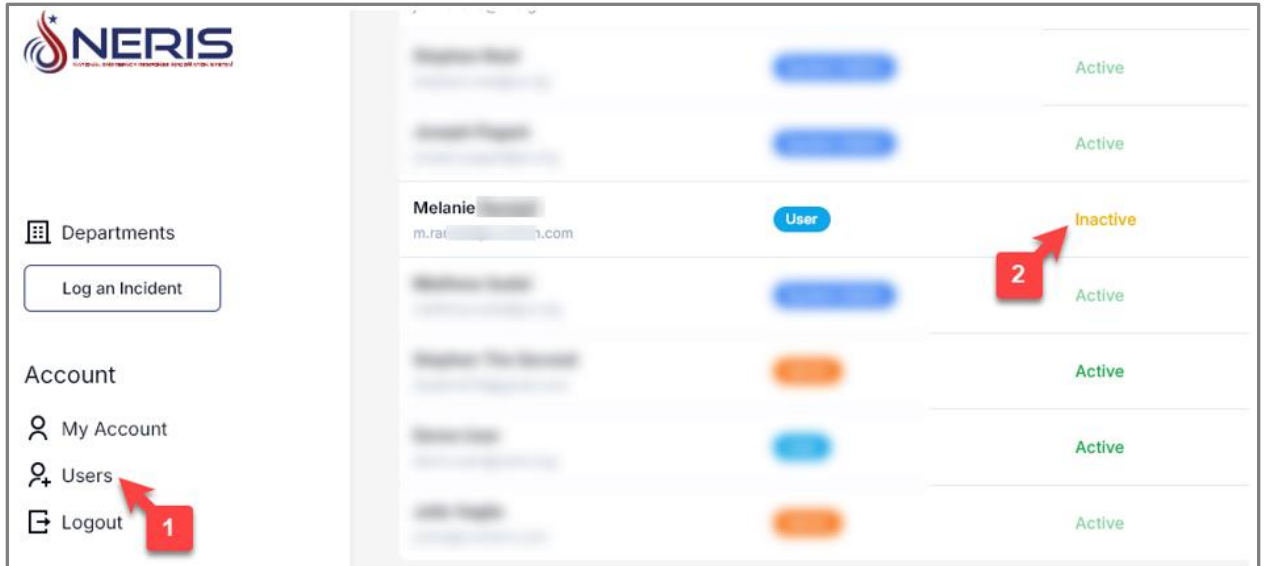
Activate a User

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

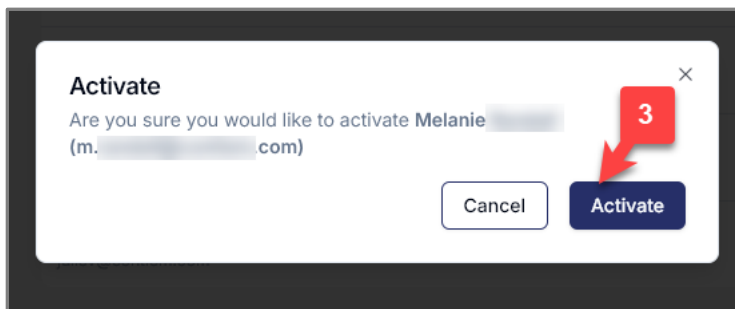
Name	Role	Status
Melai m.ra	User	Inactive

To activate a user:

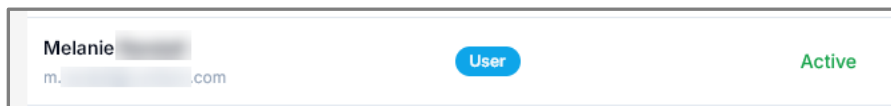
1. Click **Users** and locate the user you want to activate. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click **Inactive** next to the user's name.



3. Click **Activate**.



The user's status is now set to Active.

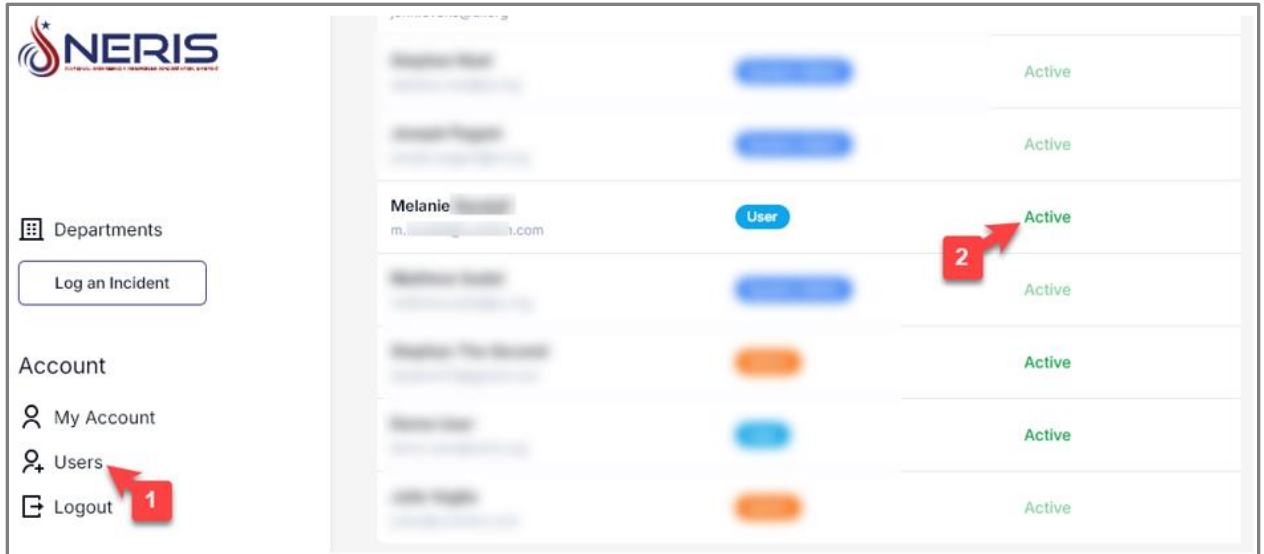


Deactivate a User

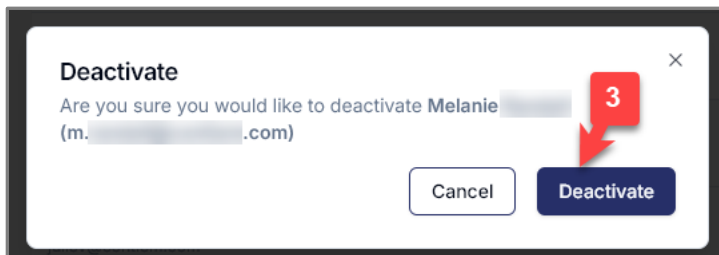
Deactivating a user means they remain in the system but are unable to perform any operations for a department while inactive for that department.

To deactivate a user:

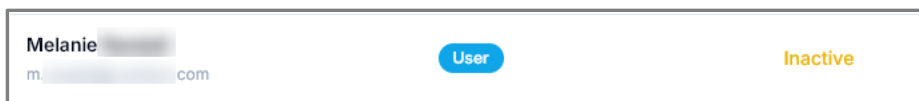
1. Click **Users** and locate the user you want to activate. See *Search for Users (Admin Only)* for more information on locating a specific user in NERIS.
2. Click **Active** next to their name.



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:



⚠ You are currently inactive and won't have access to most features. Please reach out to your entity administrator.

My Account

Profile Save

Given Name(s)

Family Name

Email

Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

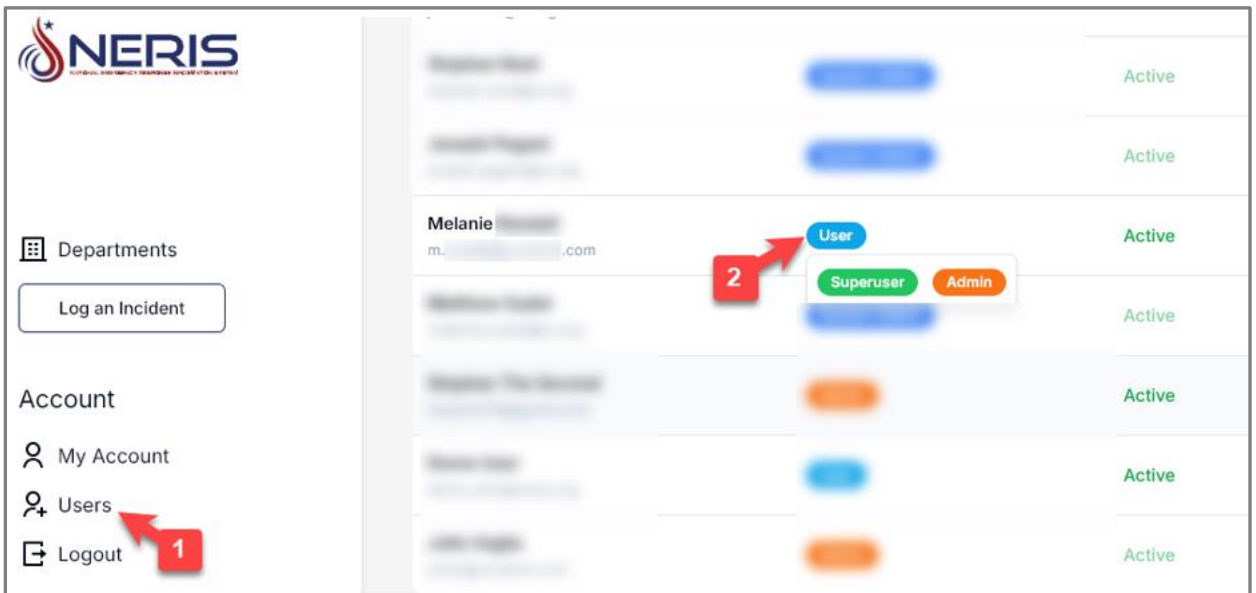
NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department1	Inactive	Columbia, MD

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.

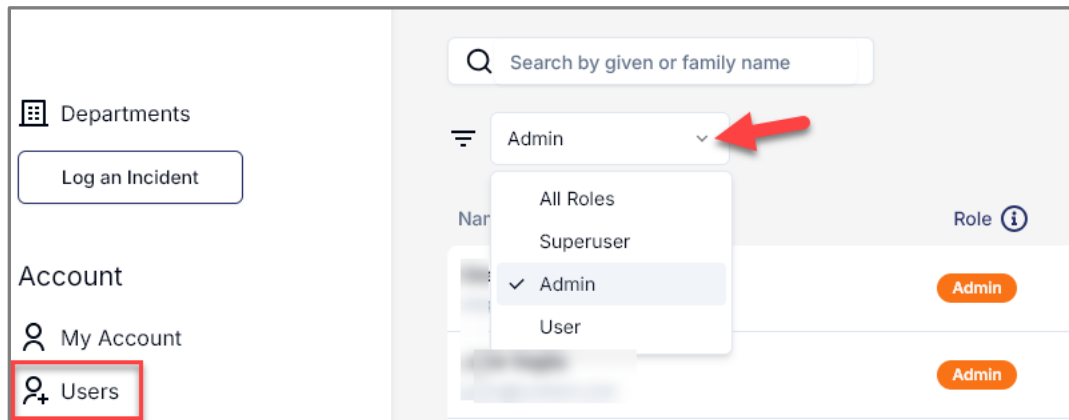
To set the access level for a specific user:

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).

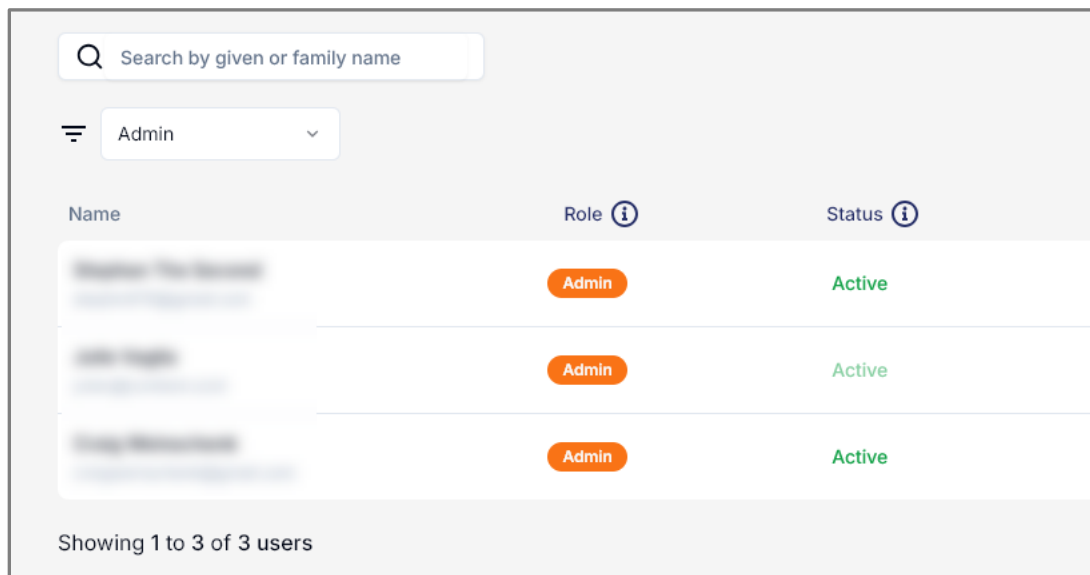


Filtering Users Based on User Type (Admin Only)

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:



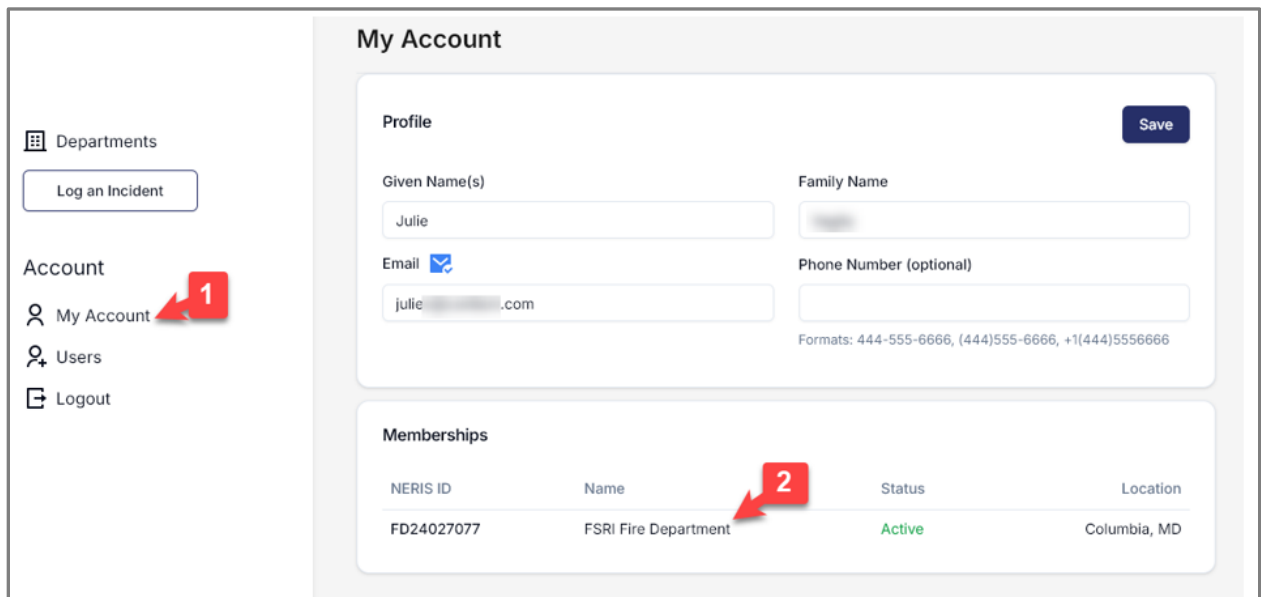
Working with Departments

Each user is assigned to their own department (organization/entity). This is the fire department that the user works for. Additionally, users with Admin access can view and edit fire departments outside of their primary department.

View Your Assigned Department


To view your assigned department:

1. Click **My Account**.
2. Under Memberships, click the name of your department.



NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department	Active	Columbia, MD

Your assigned department's page appears. On this page you can view About and summary information as well as a summarized Incident Response dashboard view for your department. See *Using the Insights Dashboard Analytical Tools* for more information on viewing the Insight dashboard data.



FSRI Fire Department 1

[About](#)
[Stations](#)
[Insights](#)

FSRI About

UL's Fire Safety Research Institute (FSRI) advances fire safety knowledge to address the world's unresolved fire safety risks and emerging dangers. As part of UL Research Institutes, we are committed to sharing our fire safety insights with everyone to advance UL's public safety mission of providing safe living and working environments for people everywhere.


Through advanced fire science, rigorous research, extensive outreach and education in collaboration with our international network of partners, we impart stakeholders with the information, tools and resources that enable them to make better, more fire-safe decisions that ultimately save lives and property.

At A Glance

Address: 6200 Old Dobbin Lane	City: Columbia
State: MD	ZIP Code: 21045
NERIS ID: FD24027077	Website: https://fsri.org/
Staffing: COMBINATION	Number of Stations: 6

View the Stations within Your Fire Department



Click the **Stations** tab from your department's page to view information on each station within your department.



FSRI Fire Department 1

[About](#)
[Stations](#)
[Insights](#)

Stations

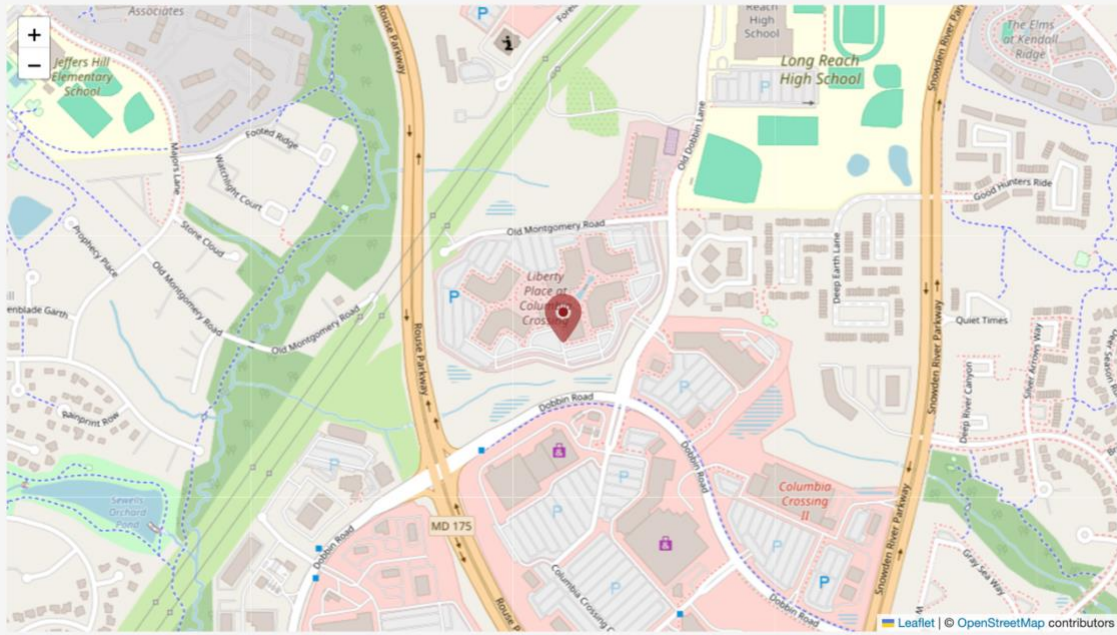
Station	Address
12	6200 Old Dobbin Ln, Columbia, MD 21045 5856 
1894	1600 Calcon Hook Rd, Sharon Hill, PA 19079 1110 

Click the arrow next to each station to view location information for that station. Click the arrow again to collapse the map and information.



Stations

Station	Address
12	6200 Old Dobbin Ln, Columbia, MD 21045 5856



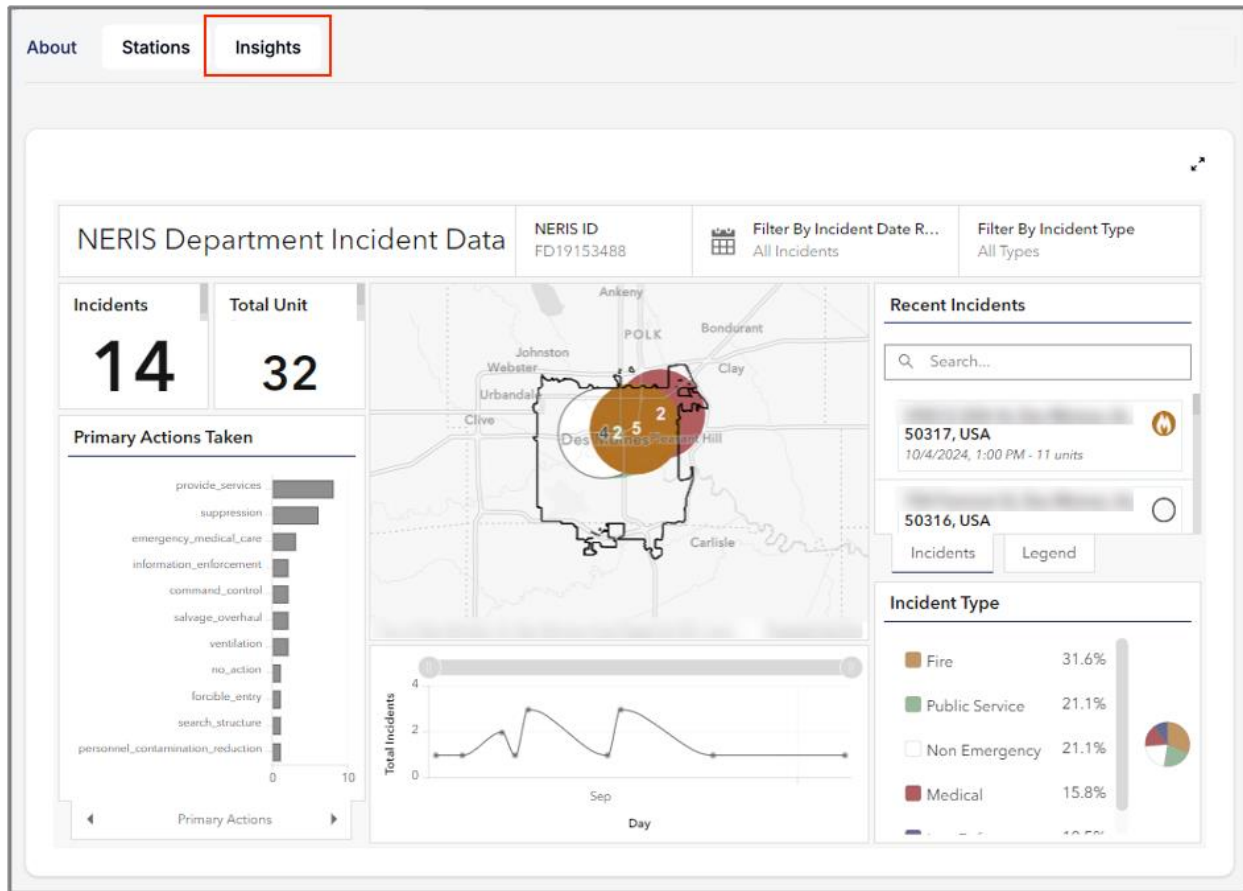
State: MD City: Columbia

ZIP Code: 21045 5856

1894 1600 Calcon Hook Rd, Sharon Hill, PA 19079 1110

View Your Department's Incident Data (Insights)

Click the **Insights** tab on your department's page to view incident data for your department. For more information on using the Insights tab, see the sections within Working with Incidents.

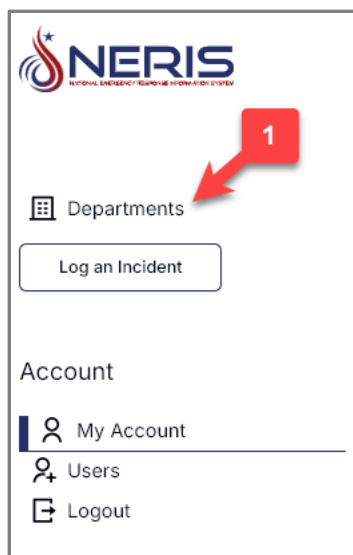


Search for and View Additional Departments

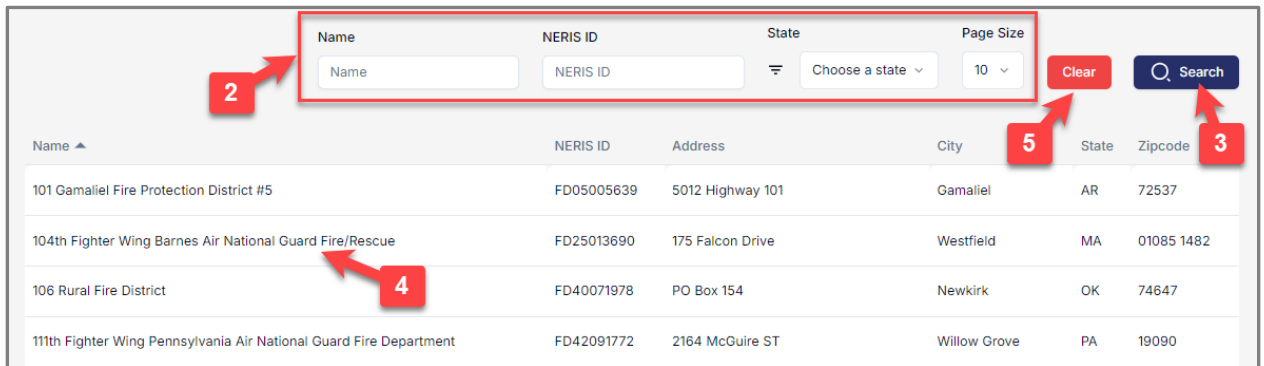
All users can search for and view information for departments outside of their assigned department.

To search for and view additional departments:

1. Click **Departments** on the left-side panel.



2. Use the search fields at the top of the screen to search for the department. You can search by Name, NERIS ID, and State. You can also select the Page Size drop-down to determine how many results you wish to see on the page.
3. Click **Search** to display your results.
4. Click on any department name row. That department's page appears. See *View Your Assigned Department* for more information on viewing department pages.
5. Click **Clear** to clear the search results.



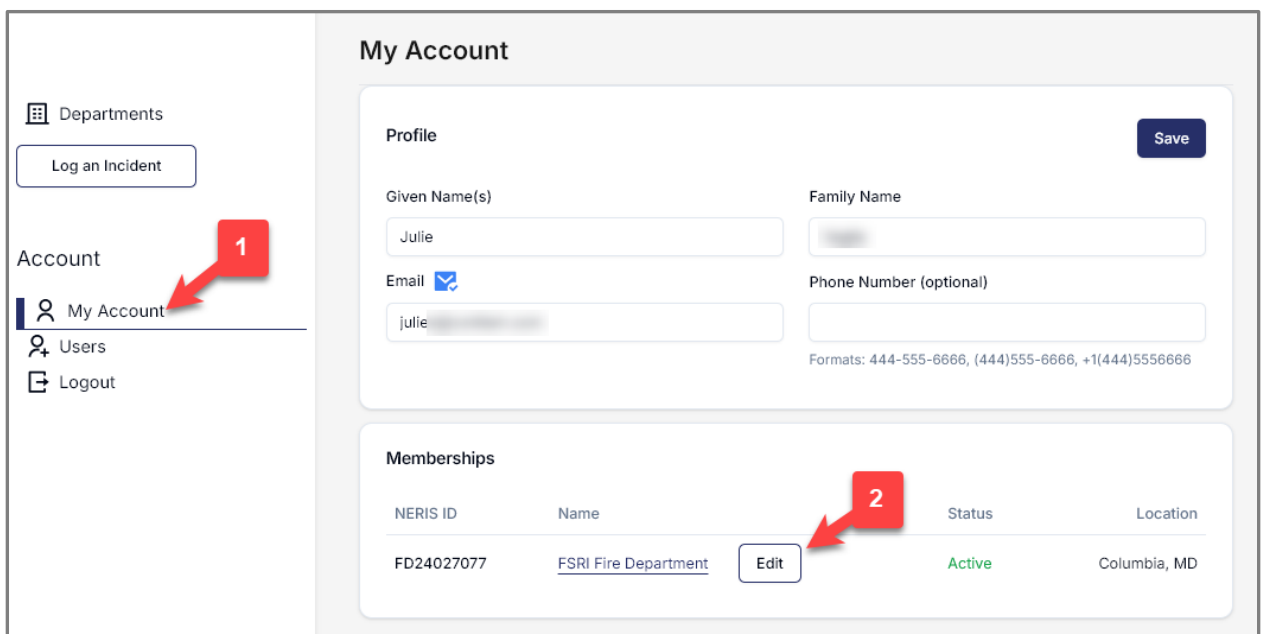
Name	NERIS ID	Address	City	State	Zipcode
101 Gamaliel Fire Protection District #5	FD05005639	5012 Highway 101	Gamaliel	AR	72537
104th Fighter Wing Barnes Air National Guard Fire/Rescue	FD25013690	175 Falcon Drive	Westfield	MA	01085 1482
106 Rural Fire District	FD40071978	PO Box 154	Newkirk	OK	74647
111th Fighter Wing Pennsylvania Air National Guard Fire Department	FD42091772	2164 McGuire ST	Willow Grove	PA	19090

Edit a Department (Admin Only)

Admin users can edit the information provided for their department (organization/entity).

To edit your department's information:

1. Click **My Account**.
2. Under Memberships, click **Edit** next to the department you would like to revise.

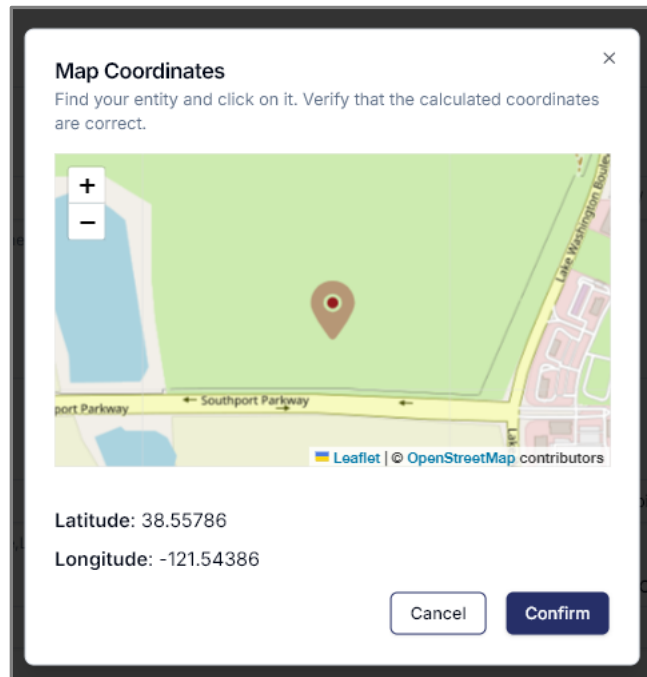


NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department	Active	Columbia, MD

3. From the Edit Entity window, you can edit the following fields:



- **Name:** Enter the name of the public entity (fire department, for example).
- **Website:** Enter the URL for the public entity. This field is optional.
- **Staffing:** Use the Staffing dropdown to select if the public entity is Career, Volunteer, or Combination (career and volunteer staff).
- **GPS Coordinates:** Enter the coordinates for the location of the public entity. Enter as Latitude and Longitude without and spaces. Alternatively, you can click **Map** to locate your entity. Click **Confirm** to save.



- **Street Address:** Enter the street address for your public entity.
 - **City:** Enter the city for your public entity.
 - **State:** Select the state of your public entity from the dropdown.
 - **Zip Code:** Enter the zip code for your public entity.
 - **Address Line 2 (Optional):** If needed, enter the second line address for your public entity.
4. Click **Submit** to save your changes.



Edit Entity

General

Name

FSRI Fire Department

Website

https://fsri.org/

This is your public entity name

Staffing

Combination

Address

GPS Coordinates

38.55786,-121.54386

Street Address

6200 Old Dobbin Ln

Enter coordinates as Latitude,Longitude without any spaces or select it from the map.

City

Columbia

State

Maryland

Zip Code

21045 5856

Address Line 2 (Optional)

150

Submit

Add a Station and/or Unit to Your Department (Admin Only)

Admin users can add stations to their department. Admin users can also add units to a station that is within their department.

To add a station and/or unit to your department:

1. Click **My Account**.
2. Under Memberships, click **Edit** next to the department.

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Version 1.0



Departments

Log an Incident

Account

My Account

Users

Logout

My Account

Profile

Save

Given Name(s)

Julie

Family Name

Email

julie

Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department	Active	Columbia, MD

3. Scroll down to the Stations section of the page and click **Add Station**.

Stations

3

+ Add Station

NERIS ID	Station ID	Address Line 1	City	State	Zip Code	Location
FD24027077S000	12			MD	21045 5856	
FD24027077S001	1894			PA	19079 1110	
FD24027077S002	Test Station 1			AK	72537	
FD24027077S004	Test Station 3			FL	33471	
FD24027077S005	Test Station 4			SC	29135	
FD24027077S006	NBK			IL	60062	

4. When the Add Station window appears, fill in the following fields:
- Station ID:** Enter the numerical ID for this station.
 - Staffing:** Enter the minimum number of staff assigned to this station.
 - GPS Coordinates:** Enter the coordinates for the location of the station. Enter as Latitude and Longitude without and spaces. Alternatively, you can click **Map** to locate your station. Click **Confirm** to save.




×

Map Coordinates

Find your entity and click on it. Verify that the calculated coordinates are correct.

+

−



Leaflet | © OpenStreetMap contributors

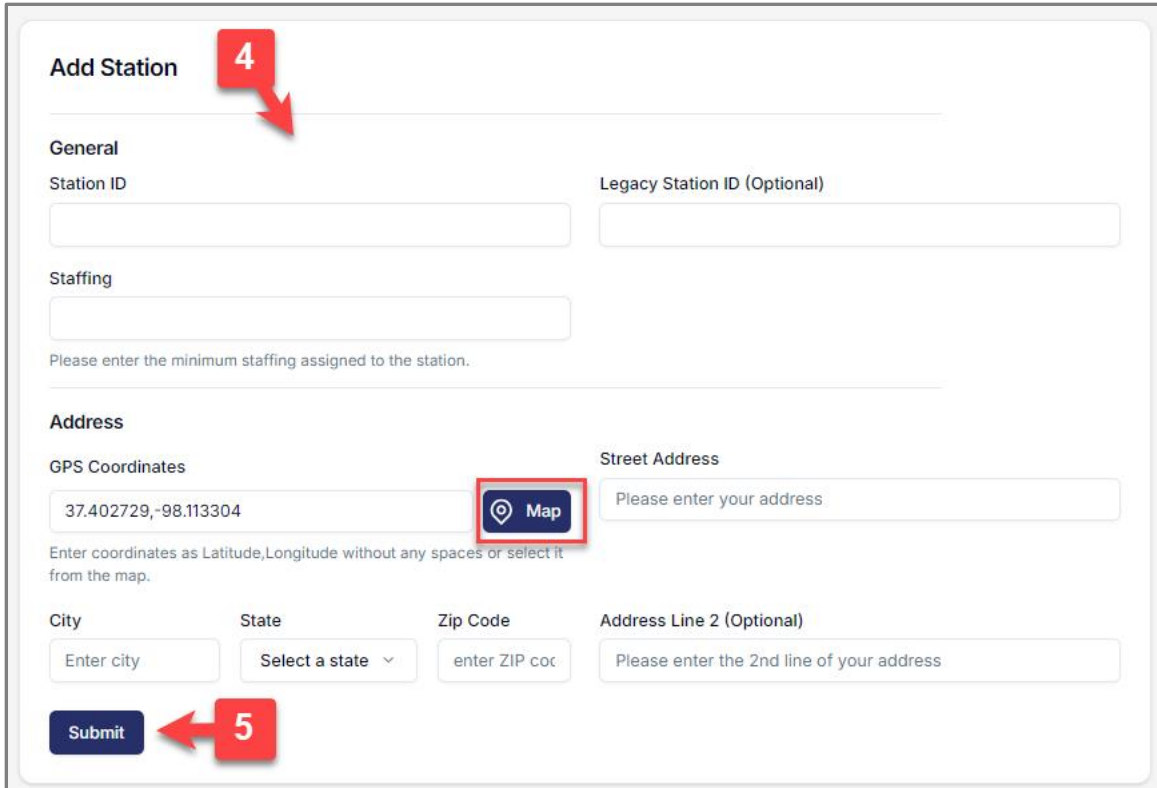
Latitude: 39.20111

Longitude: -76.81535

Cancel

Confirm

- **Street Address:** Enter the street address for your public entity.
 - **City:** Enter the city for your public entity.
 - **State:** Select the state of your public entity from the dropdown.
 - **Zip Code:** Enter the zip code for your public entity.
 - **Address Line 2 (Optional):** If needed, enter the second line address for your public entity.
5. From here you can do one of the following:
- a. Click **Submit** to save your changes and add the new station.
 - b. Proceed to step 6 to add a unit to this new station.

Add Station 4

General

Station ID Legacy Station ID (Optional)

Staffing

Please enter the minimum staffing assigned to the station.

Address

GPS Coordinates Map Street Address

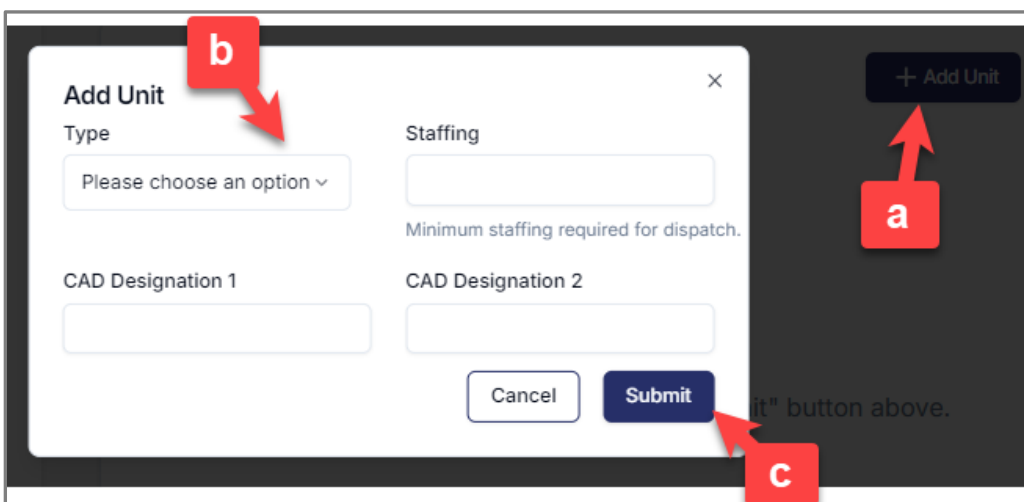
Enter coordinates as Latitude, Longitude without any spaces or select it from the map.

City State Zip Code Address Line 2 (Optional)

Submit 5

6. To add a unit to this station:

- a. Click **Add Unit**.
- b. When the Add Unit window appears, enter the following fields:
 - **Type:** Select the unit type from the Please choose an option dropdown.
 - **Staffing:** Enter the minimum number of staffing required for dispatch.
 - **CAD Designation 1 and 2:** Enter the CAD designation for this unit.
- c. Click **Submit** to save and add this unit to the station.



Add Unit b

Type

Staffing

Minimum staffing required for dispatch.

CAD Designation 1

CAD Designation 2

a c

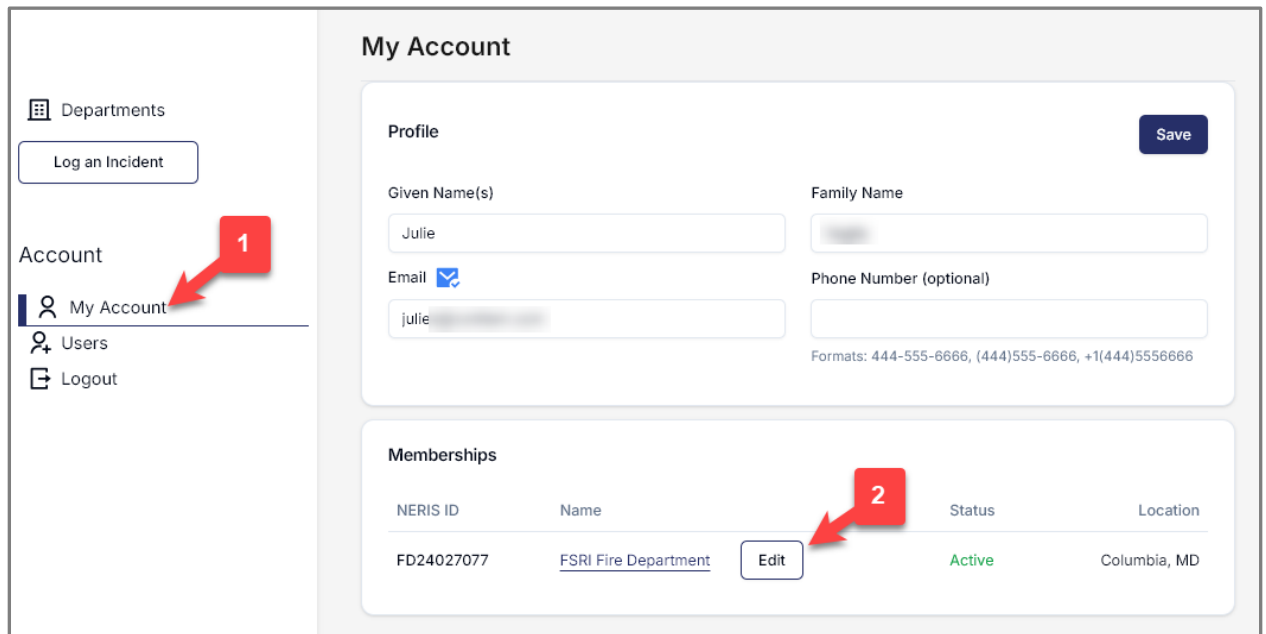
+ Add Unit

Edit a Station and Unit within Your Department (Admin Only)

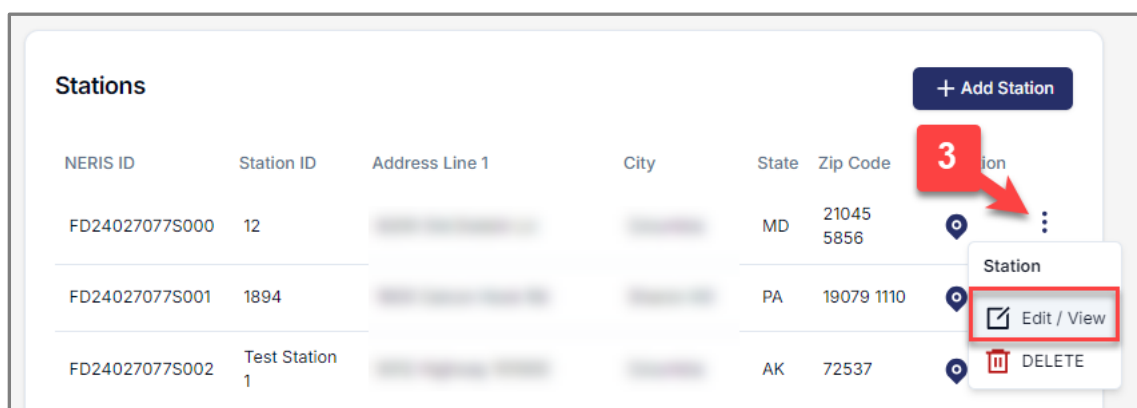
Admin users can edit the station and unit information for their department (organization/entity).

To edit your department's station and unit information:

1. Click **My Account**.
2. Under Memberships, click **Edit** next to the department.



3. Scroll down to the Stations section of the screen, locate the station you wish to edit, click the 3-dot symbol at the end of the row, and select **Edit/View**.



4. Edit the relevant fields in the Edit Station section of the window and click **Submit** to save your changes. Proceed to step 5 to edit a unit within a station.



Edit Station FD24027077S000


General

Station ID: Legacy Station ID (Optional):

Staffing:

Please enter the minimum staffing assigned to the station.

Address

GPS Coordinates:  Map Street Address:

Enter coordinates as Latitude,Longitude without any spaces or select it from the map.

City: State: Zip Code: Address Line 2 (Optional):

Submit 4

5. Scroll down to the Units portion of the Entities window, select the 3-dot symbol for the unit you wish to edit, and select **Edit**.

Units + Add Unit				
Unit NERIS ID	Type	CAD Designation 1	CAD Designation 2	Staffing
FD24027077S000U001	Elevated Platform, Rear or Mid-Mount Ladder > 75' No Suppression Capability	P12		4
FD24027077S000U002	Chief/Staff/Command Officer	BC1		1
FD24027077S000U000	Engine (Structural)	E12	PE12	3

5


6. Edit the relevant fields in the Edit Unit window and click **Submit** to save your changes.

Edit Unit ×

Enter the details of the unit and click Submit

Type

Staffing

Minimum staffing required for dispatch.

CAD Designation 1

CAD Designation 2

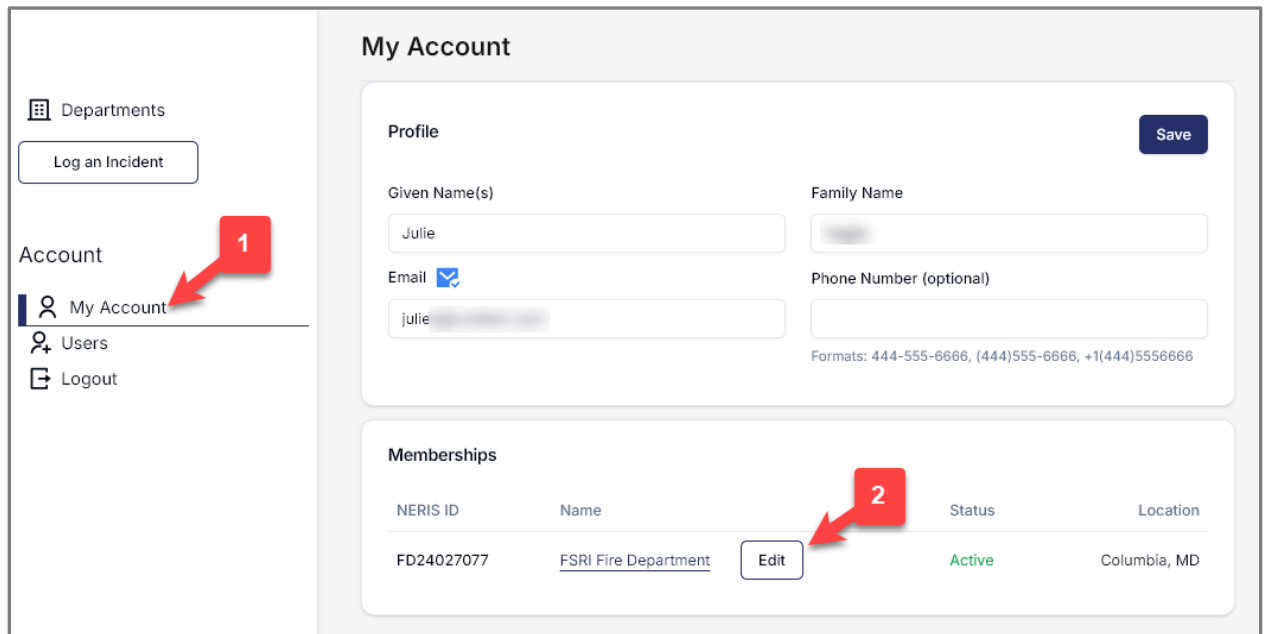
6

Delete a Station within Your Department (Admin Only)

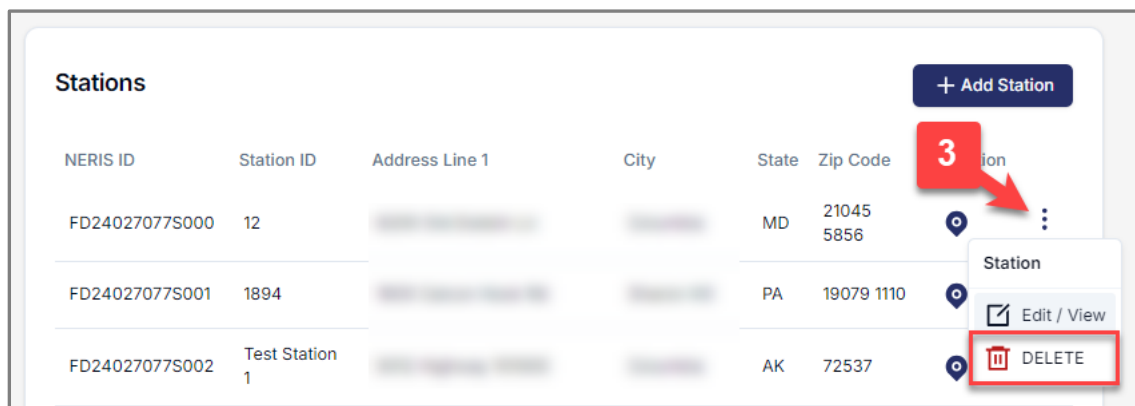
Admin users can delete stations from their department (organization/entity).

To delete a station from a department:

1. Click **My Account**.
2. Under Memberships, click **Edit** next to the department you would like to revise.



3. Scroll down to the Stations section of the screen, locate the station you wish to remove, click the 3-dot symbol at the end of the row, and select **DELETE**.



Delete a Unit within your Station (Admin Only)

Admin users can remove a unit within a station.

To remove a unit within a station:

1. Click **My Account**.
2. Under Memberships, click **Edit** next to the department.



Departments

Log an Incident

Account

My Account

Users

Logout

My Account

Profile

Given Name(s)

Julie

Family Name

Email

julie

Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Save

Memberships

NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department	Active	Columbia, MD

3. Scroll down to the Stations section of the screen, locate the station that contains the unit you wish to remove, click the 3-dot symbol at the end of the row, and select **Edit/View**.

Stations

+ Add Station

NERIS ID	Station ID	Address Line 1	City	State	Zip Code	
FD24027077S000	12			MD	21045 5856	<div>3</div> <div>Station</div> <div> <div>Edit / View</div> <div>DELETE</div> </div>

| FD24027077S001 | 1894 | | | PA | 19079 1110 | |
| FD24027077S002 | Test Station 1 | | | AK | 72537 | |

4. Scroll down to the Units portion of the window, select the 3-dot symbol for the unit you wish to remove, and select **DELETE**.

Units

+ Add Unit

Unit NERIS ID	Type	CAD Designation 1	CAD Designation 2	Staffing	
FD24027077S000U001	Elevated Platform, Rear or Mid-Mount Ladder > 75' No Suppression Capability	P12		4	<div>4</div> <div>Unit</div> <div> <div>Edit</div> <div>DELETE</div> </div>

| FD24027077S000U002 | Chief/Staff/Command Officer | BC1 | | 1 | |
| FD24027077S000U000 | Engine (Structural) | E12 | PE12 | 3 | |

Working with Incidents

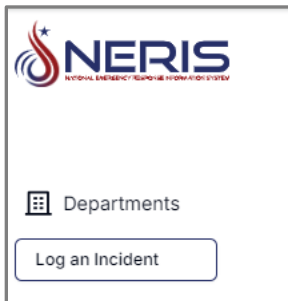
All users in NERIS can log an incident and view incidents. Superusers and Admin users will have additional capabilities in the future such as revising and finalizing incidents.

Note: The sample screenshots you see in this section may slightly differ from what you see on your screen as NERIS continues to evolve.

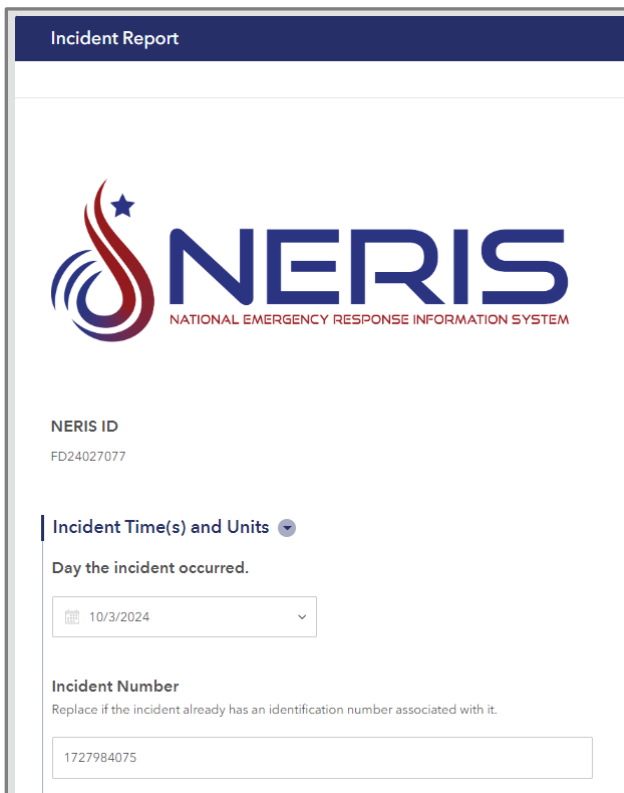
Log an Incident

To log an incident:

1. Click **Log an Incident** at the top-left of the screen.



The system takes you to the Incident Report screen:

A screenshot of the Incident Report screen. The title bar at the top says 'Incident Report'. Below the title bar is the NERIS logo. Under the logo, it says 'NERIS ID' followed by 'FD24027077'. Below that is a section titled 'Incident Time(s) and Units' with a dropdown arrow. Under this section, it says 'Day the incident occurred.' followed by a date picker showing '10/3/2024'. At the bottom, it says 'Incident Number' followed by a text input field containing '1727984075'. A note below the input field says 'Replace if the incident already has an identification number associated with it.'

Note: The NERIS ID at the top of the screen is the unique identifier for your entity/organization.



2. Fill out all fields denoted with an (*) and click **Submit** when you are done.

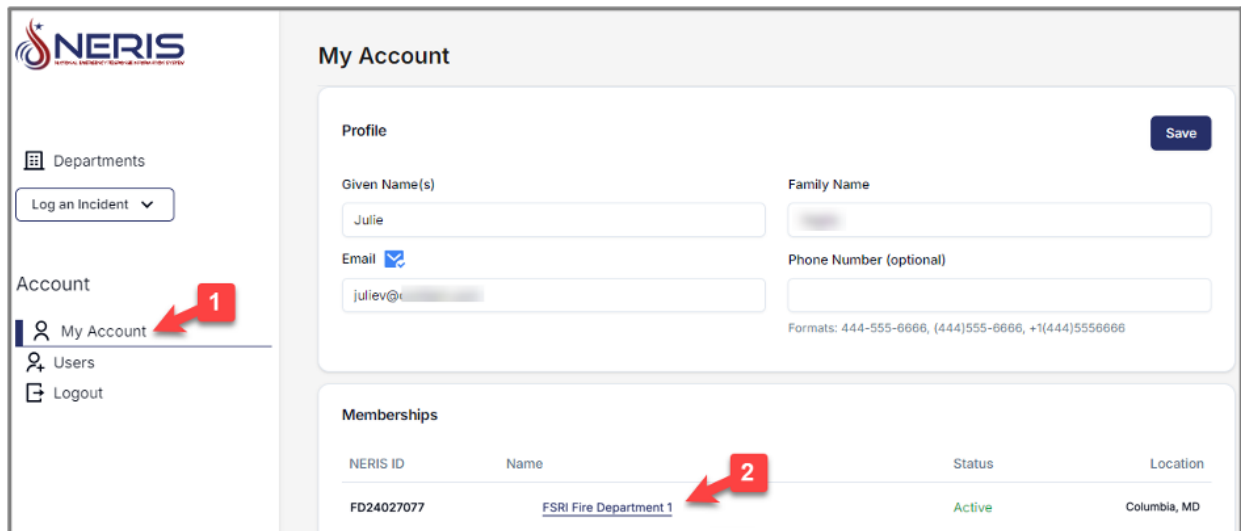
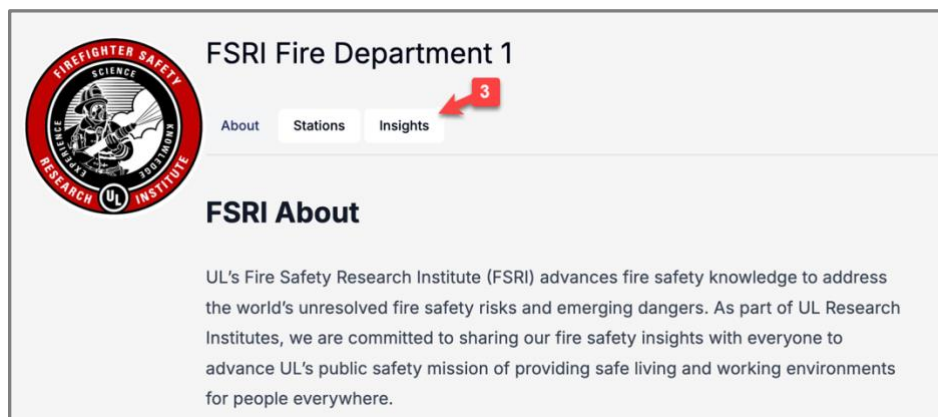
Note: Training material and a guide will be available in the future to guide users through filling out the Incident form.

View Incidents (Insights Dashboard)

All incidents entered into NERIS are fed into the Insights dashboard. This is where you can view data and insights on all fire and medical incidents and responses that are reported to your organization/entity (department).

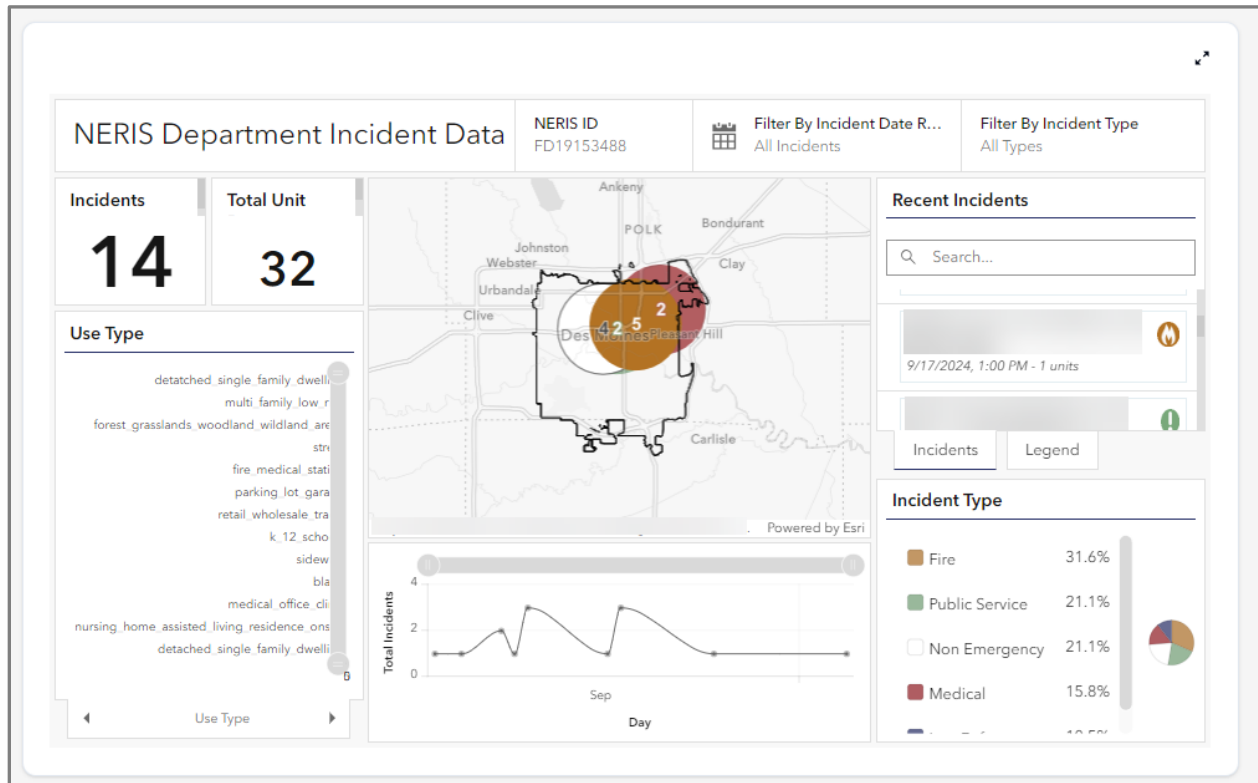
To access incident data for your department:

1. Click **My Account**.
2. Under Memberships, click your department name.
3. Click the **Insights** tab.

The NERIS Department Incident Data dashboard appears and displays a summary of all incident types that have been responded to within your department. See *Using the Insights*

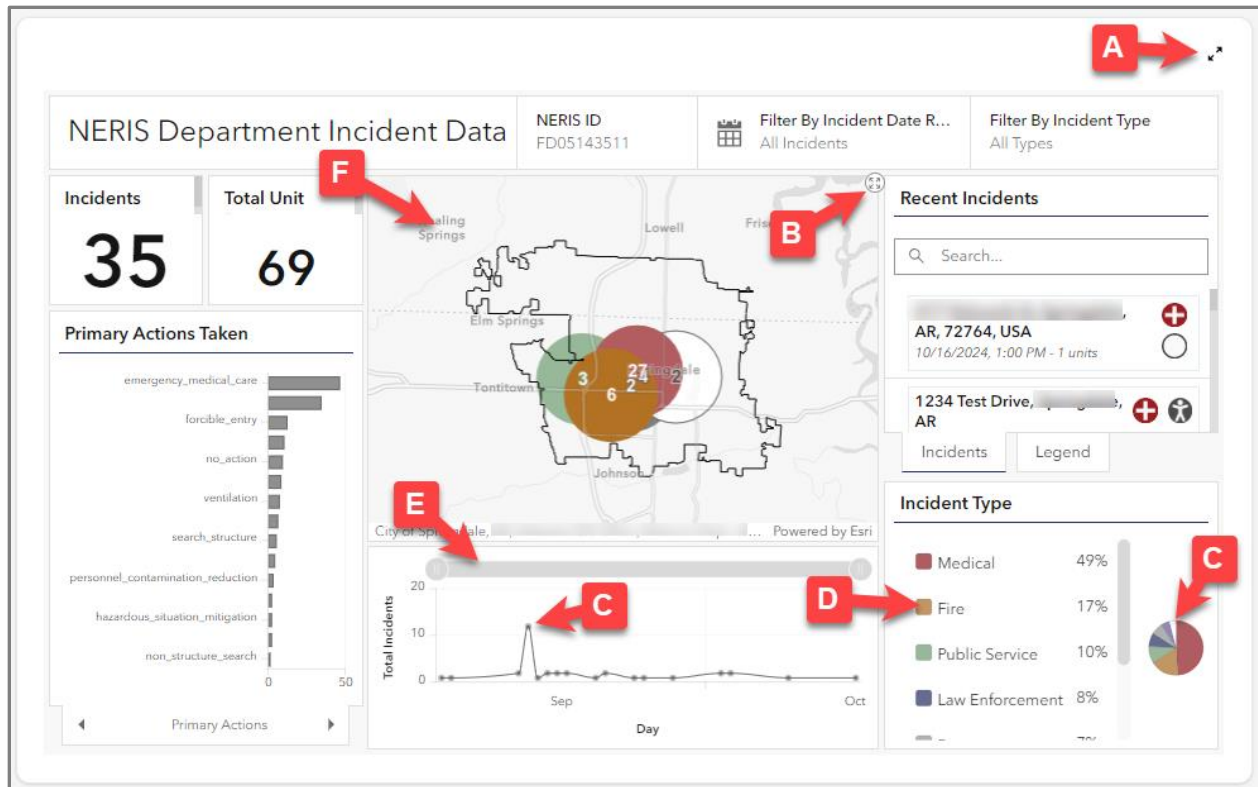
Dashboard Analytical Tools and Analyzing the Insights Dashboard Data for more information on how to use the Insights dashboard.



Using the Insights Dashboard Analytical Tools

The Insights dashboard provides various analytical tools within the sub-panels that allow you to highlight and look more closely at the data provided. For more information on the data types, see *Analyzing the Insights Dashboard Data* in the next section.

The following image and table outlines the functionality provided on the Insights dashboard:



- A.** Click to expand the main panel to full screen. Click again to return to normal size.
- B.** Click to expand each individual sub-panel to full screen to view data more closely. Click again to return the sub-panel to normal size.
- C.** Hover your cursor over and around the pie and bar charts to view specific data points.
- D.** Click the individual data categories to turn them on and off in the pie chart.
- E.** Scroll up and down or side-to-side to increase and decrease the magnification of the chart.
- F.** Double click and drag to focus in on certain areas within the map. As the map becomes more focused on specific areas, the data within the screen automatically updates to reflect what the map is focused on.

Analyzing the Insights Dashboard Data

The Insights dashboard enables you to view and analyze the following data either as a whole within the main Insights dashboard or individually by expanding each sub-panel:

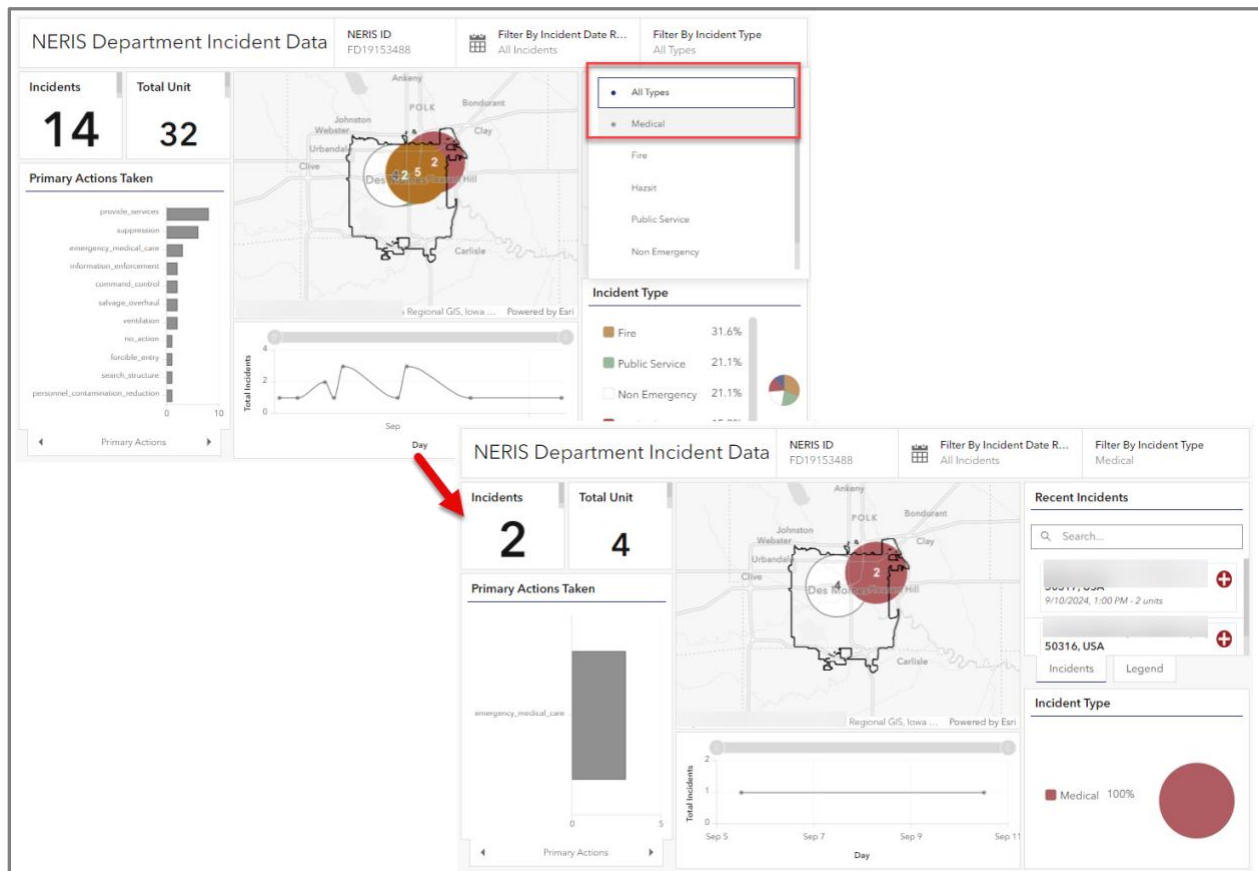
- Analyze Data as a Whole
- Filter Incidents by Date Range
- Filter By Incident Type
- Search for and View Recent Incidents



- Use the Incident Map to Analyze an Incident
- View Incident Breakdown by Primary Action, Location Type, and Use Type
- View a Graphical Summary of Total Incidents per Day
- View a Graphical Summary of Incident Type Occurrence Percentages

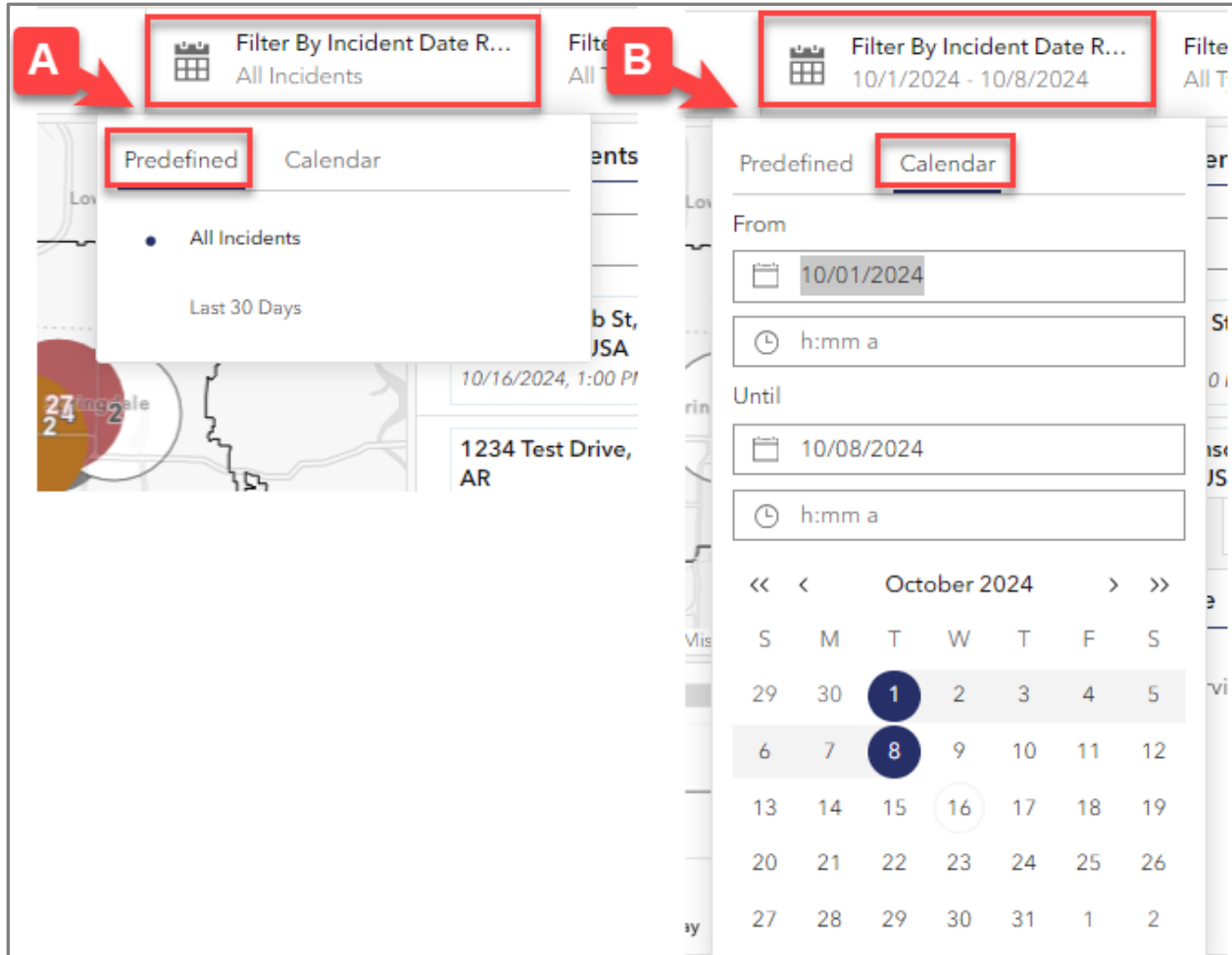
Analyze Data as a Whole

Clicking certain areas within the main Insights dashboard automatically updates all the sub-panels within the main dashboard. As this example shows, clicking to filter incident types by **Medical** updates the sub-panels to only reflect data for medical incidents:



Filter Incidents by Date Range

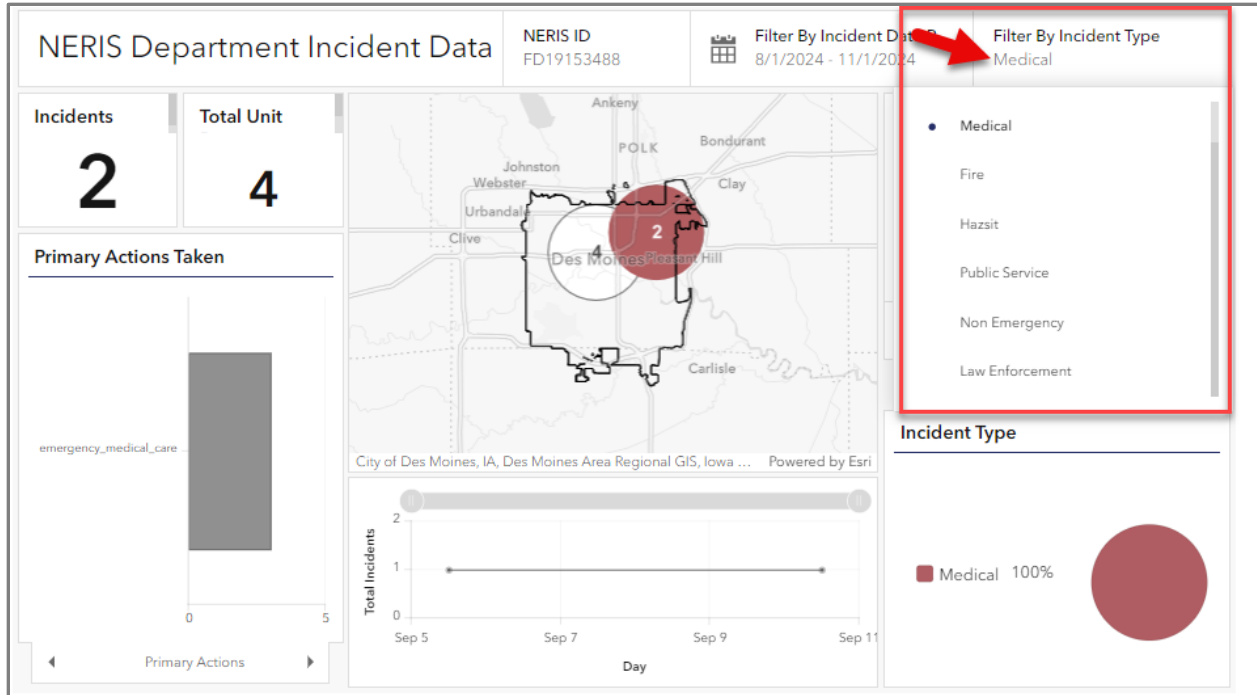
You can filter the Insights dashboard to only show incidents based on a specific date range. To do this, click the **Filter By Incident Date Range** field. From here, you can select to show all incidents or incidents from the last 30 days (A). Alternatively, you can click the **Calendar** tab (B) and select your date range by clicking specific dates on the calendar that appears.

The screenshot displays two side-by-side filter panels, labeled A and B, illustrating the 'Filter By Incident Date Range' functionality. Both panels show the 'Calendar' tab selected under the 'Predefined' section. Panel A shows the 'All Incidents' filter selected. Panel B shows a date range filter set from '10/01/2024' to '10/08/2024'. The calendar view for October 2024 is visible in panel B, with the dates 1 and 8 highlighted.

Filter By Incident Type

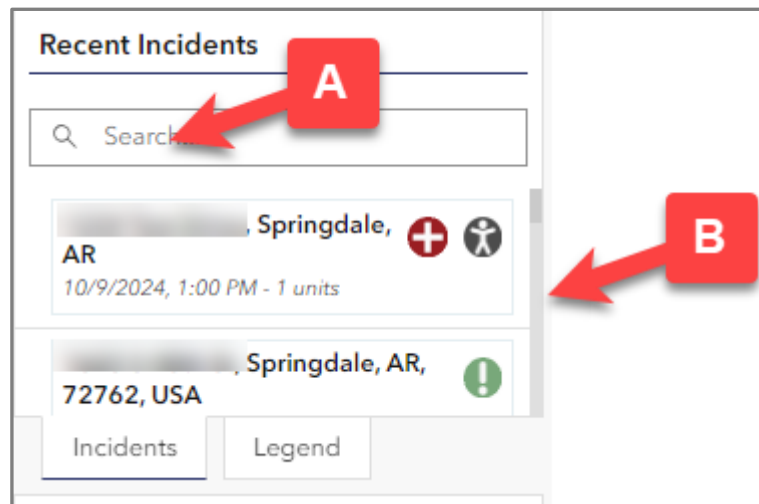
You can filter the Insights dashboard to only show incidents based on a specific incident type. To do this, click the **Filter By Incident Type** dropdown. From here, you can select to filter by Medical, Fire, Hazsit, Public Service, Non-Emergency, or Law Enforcement. This example shows the dashboard filtered by the Medical Incident Type:



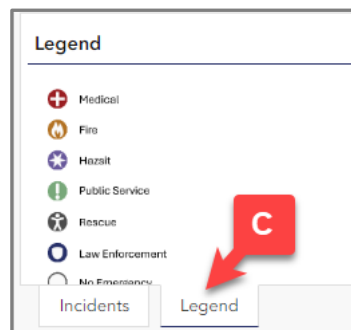
Search for and View Recent Incidents

Use the Recent Incidents and Map sub-panels to search for and view recent incidents:

- Type in the Search field to search for a specific incident.
- Scroll up and down through the Recent Incidents to see a list of all recent incidents and their types.

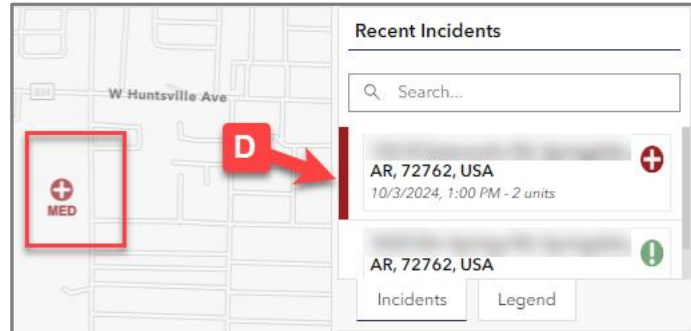


- Click the **Legend** tab to see definitions for the incident type icons.



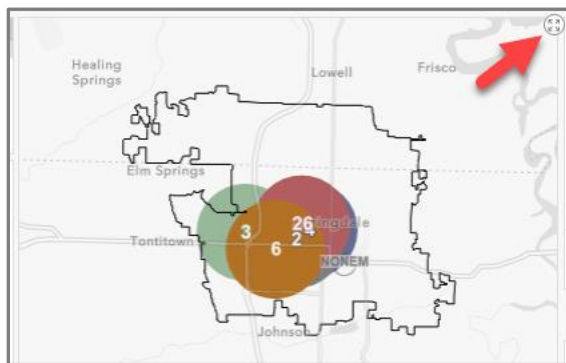


- D. Click on an incident. The Incident map zooms in to focus on the location of the incident. Click the same incident again to zoom back out on the map.



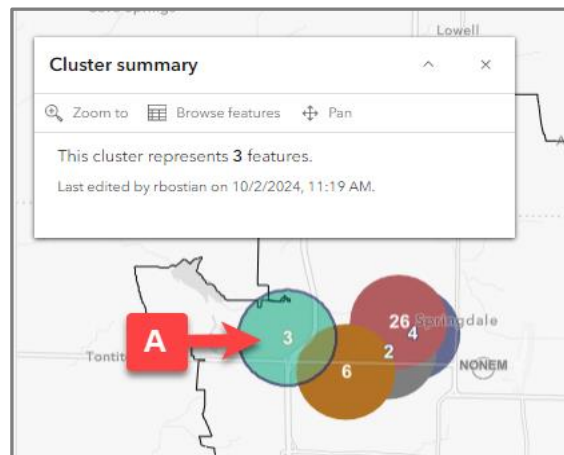
Use the Incident Map to Analyze an Incident

Expand the Incident map to view additional analytical data:



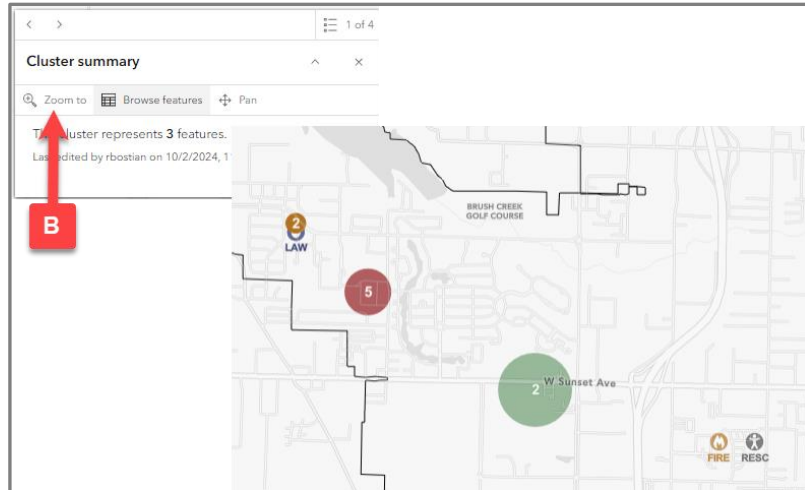
From expanded view, you can do the following:

- A. Click on a circular cluster to launch the Cluster Summary window.

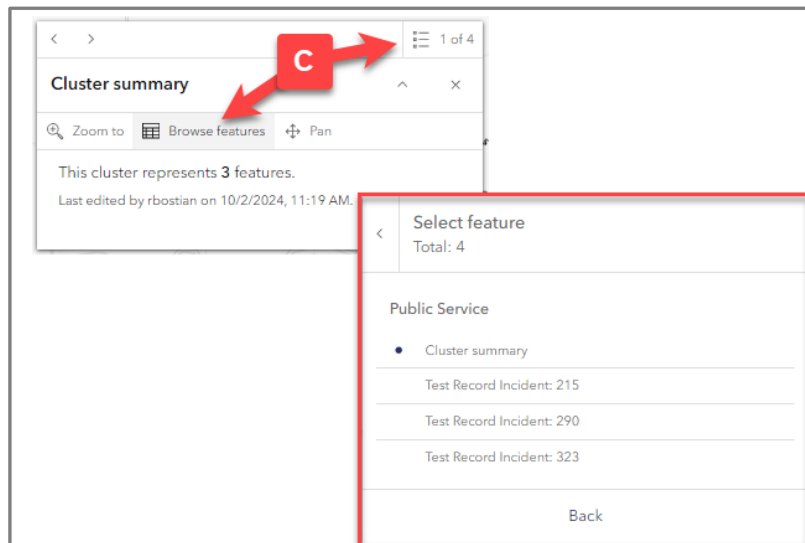




- B. Click **Zoom to** to focus on a specific cluster.

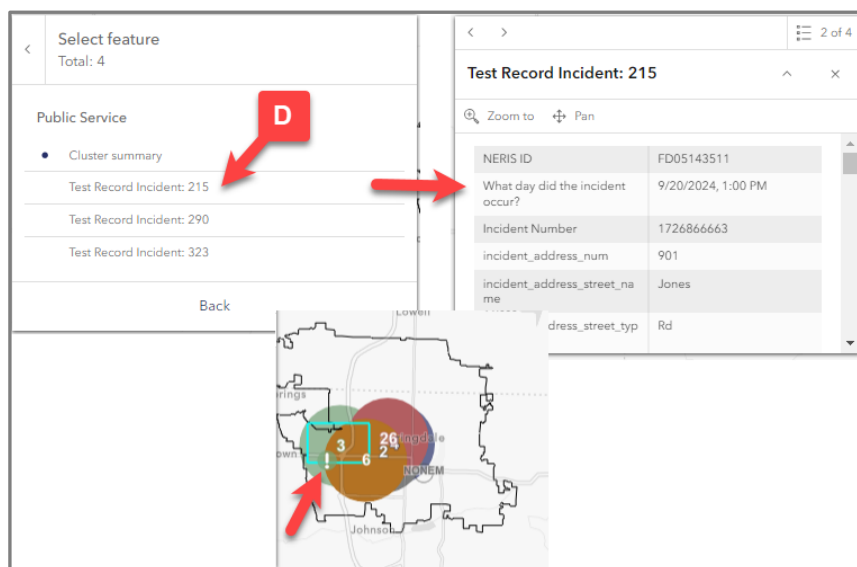


- C. Click **Browse features** or the numerical dropdown to access a list of the recorded incidents for this cluster.



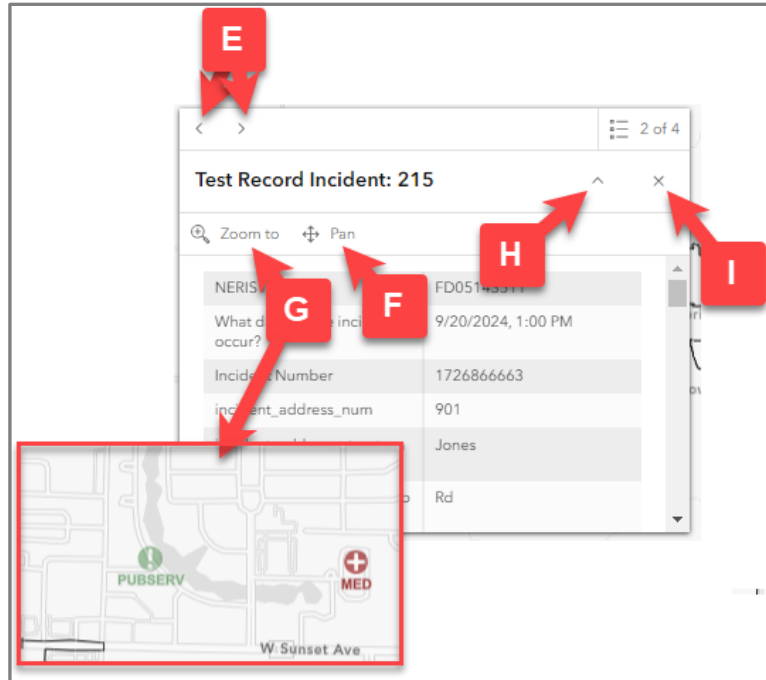
- D. Click on an incident to bring up the incident report for the specific incident.

Note that the Incident map updates to highlight the incident displayed.



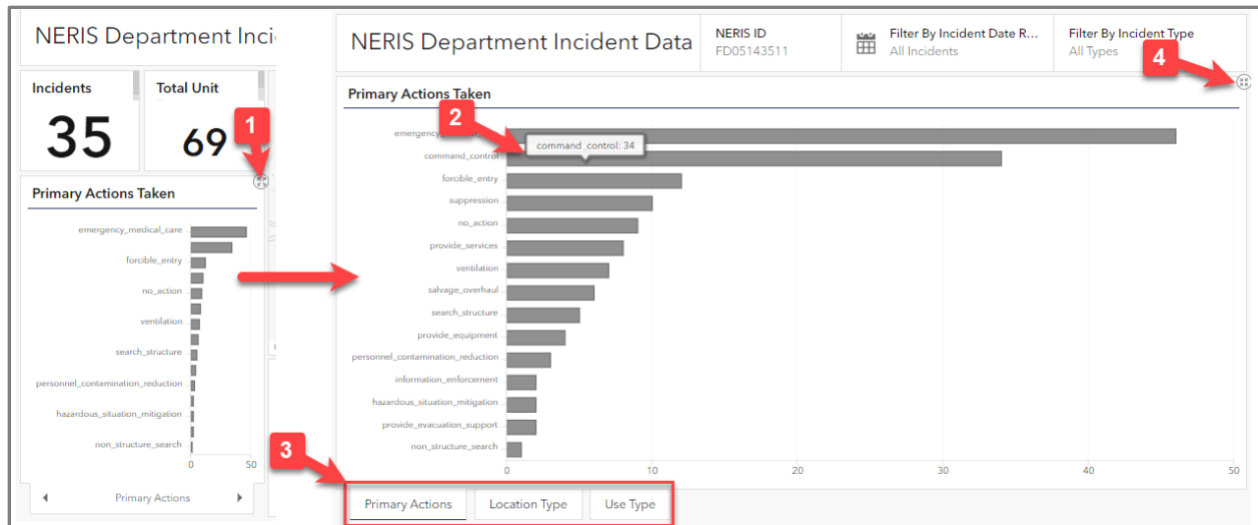


- E. Click the arrows to scroll through each incident in the cluster.
- F. Click **Pan** to pan in on the map.
- G. Click **Zoom to** to zoom in on the incident in the Incident map.
- H. Click the up/down arrow to collapse the window.
- I. Click the **X** to close the window.



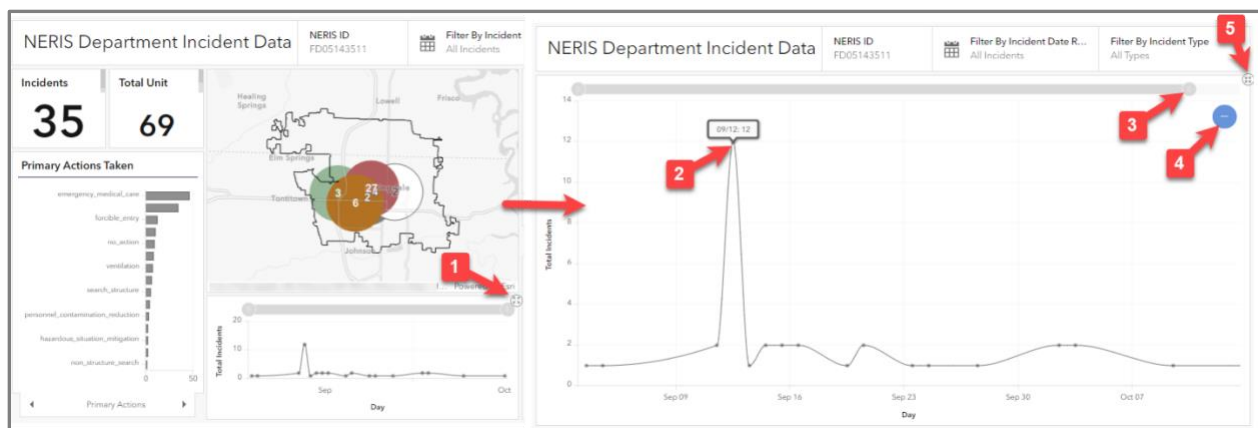
View Incident Breakdown by Primary Action, Location Type, and Use Type

1. Click the expander on the Primary Actions Taken sub-panel to expand the chart to full screen.
2. Hover your cursor over the bars on the table to view the numerical data for each entry.
3. Click between the **Primary Actions**, **Location Type**, and **Use Type** tabs to view the charts for each of these three categories.
4. Click the expander again to reduce the chart back to a sub-panel on the Insights dashboard.



View a Graphical Summary of Total Incidents per Day

1. Click the expander on the Total Incidents chart sub-panel to expand the chart to full screen.
2. Hover your cursor over the points on the graph to view the specific date and number of incidents.
3. Drag the scroll bar left and right to show more or less days on the graph.
4. Click the blue button to zoom out and return the graph to its default size.
5. Click the expander again to reduce the chart back to a sub-panel on the Insights dashboard.



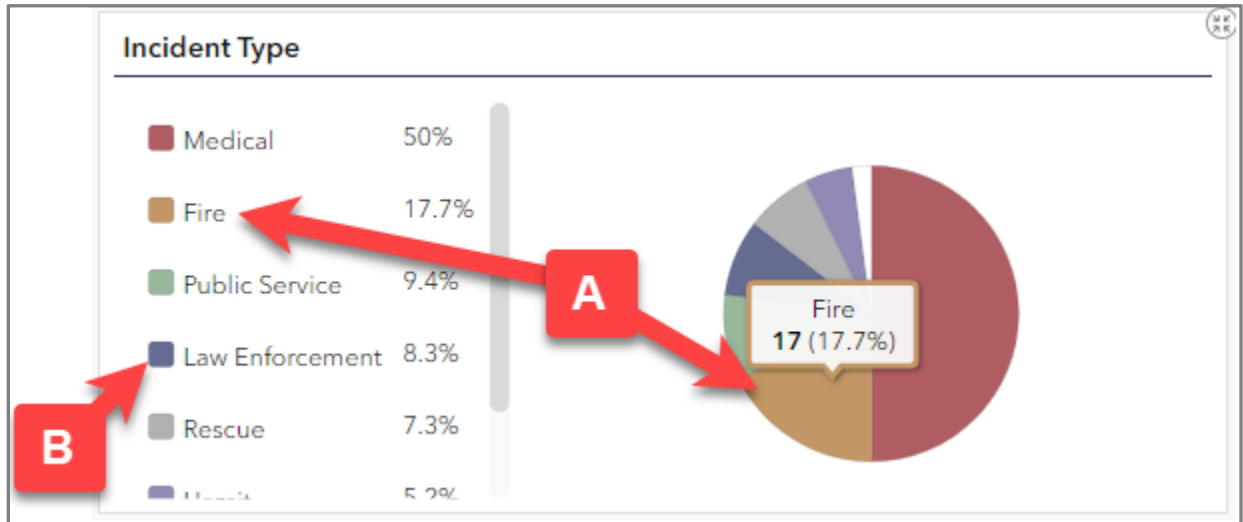
View a Graphical Summary of Incident Type Occurrence Percentages

The Incident Type sub-panel shows you at what percentage a specific incident type occurs. From this panel you can:

- A. Hover your cursor over an Incident Type in the list or pie chart to view the percentage in the pie chart.



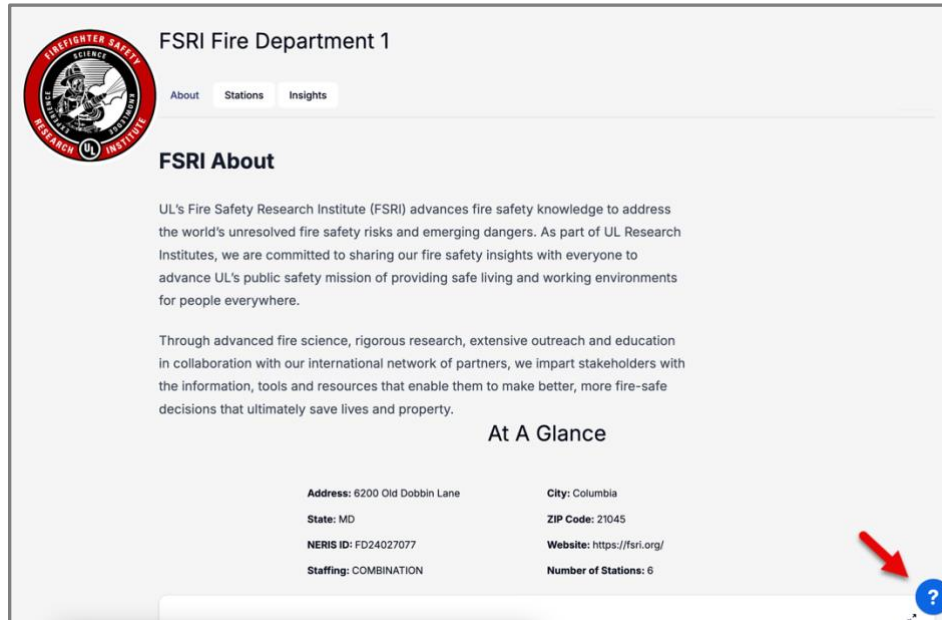
B. Click an Incident Type from the list to turn it on and off in the pie chart.



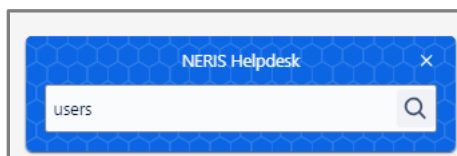


Using the Help Widget

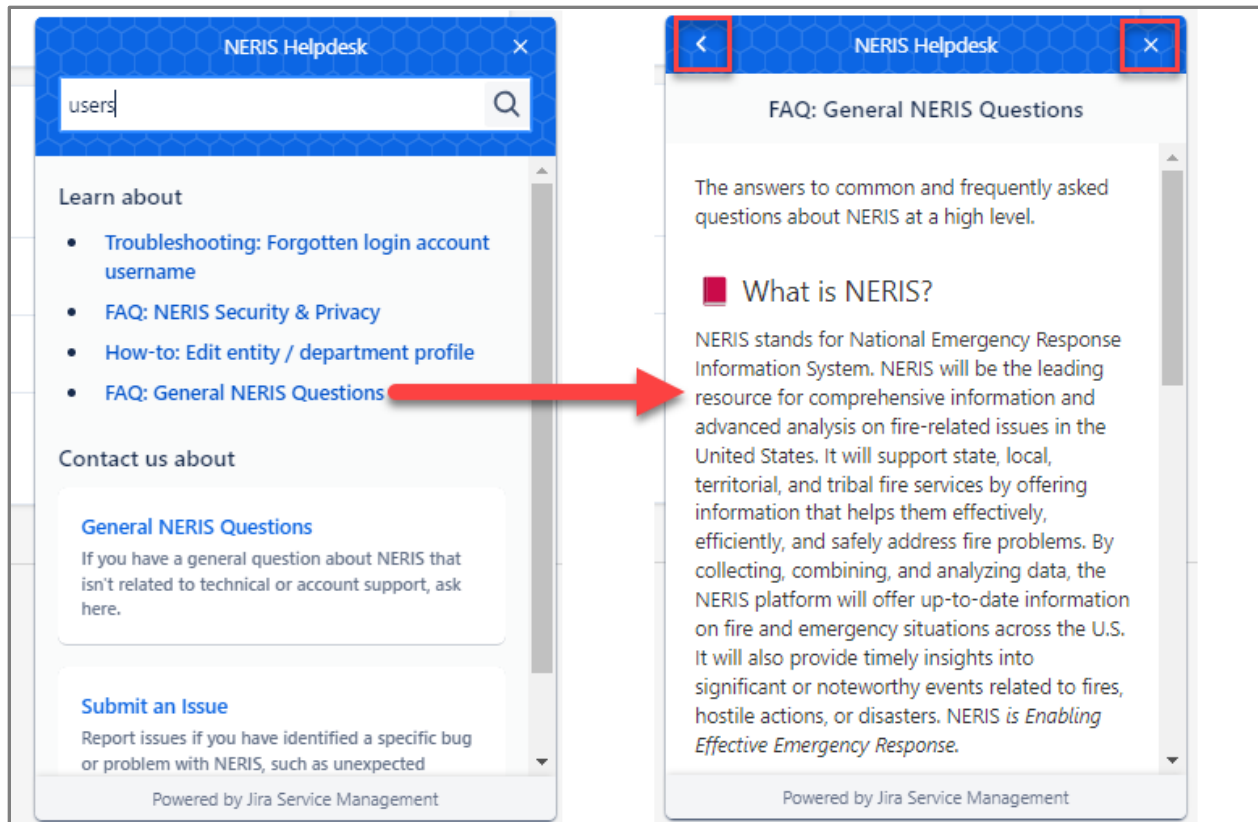
If you are ever uncertain about how to accomplish a task within NERIS or need more information or guidance, the Help widget is accessible at any time on the bottom-right corner of every screen in the NERIS system. You can also use the Help widget to submit any issues you are experiencing while using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



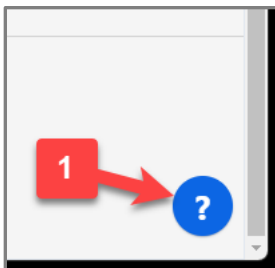
A list of potential results appears. Click on any of the results to learn more. Click the arrowhead (◀) to return to the previous window or click the **X** icon to close the Help widget.



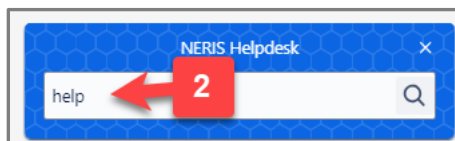
Submit an Issue

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.



NERIS Helpdesk

help

Contact us about

Feature Request

Have a request or suggestion for a new NERIS feature or for improvements to an existing feature, submit them here.

Submit an Issue

Report issues if you have identified a specific bug or problem with NERIS, such as unexpected website errors, incident reporting problems, or API related issues.

General NERIS Questions

If you have a general question about NERIS that isn't related to technical or account support, ask here.

Powered by Jira Service Management

NERIS Helpdesk

Severity

Select...

Issue Details *

Attachment

File size should not exceed 5 MB

Drop files to attach or browse

Your contact e-mail *

Send

Powered by Jira Service Management