

NERIS ONBOARDING

NFIRS will end on 12/31/2025 AND ON 01/01/2026 you **MUST** use NERIS

IF YOU ARE GOING TO USE A THIRD-PARTY VENDER, YOU MUST CONTACT THEM FOR A LOG IN NUMBER

Advice for setting up and logging an incident via “DIRECT INPUT”

It is advised that you watch the videos for onboarding and creating an incident report (they are excellent).

You should have submitted a request for an account and received confirmation with a generic password back in May. That password expires in 28 calendar days, if you did not log on you need to click on forgot password and you should get a link to create a new permanent password and get into NERIS.

Do not worry about the map accuracy. The County has sent new updated fire district maps to NERIS 10.10.2025.

Now you **MUST** update your Fire Department profile.

There are three types of users:

USER – can only enter fire reports, cannot send them

SUPER USER – can enter fire reports and send them

ADMINISTRATOR – must have at least two but no more than three, can create fire reports, users, super users and send fire reports.

Don't forget to add your apparatus (under edit on the bottom right corner) You should add car 1- whatever you have, all apparatus and POV. (you will see why when you create a report)

Once all of this is completed you may now request to get your account turned on.

THIS IS FOR DIRECT INPUT OF FIRE REPORTS ONLY

Click on the help desk and fill in the following information.

You have completed the Fire Department profile and are doing **DIRECT INPUT** of fire reports and request your account be turned on. You will need your Fire Department NERIS number TO DO THIS.

You will get an email and your account will have the **Log an INCIDENT** icon on the upper left of your account. Now YOU ARE READY TO ENTER A REPORT.

Some helpful hints:

Review the data dictionary before you start a report. It is on the County website under **Forms/NERIS/ data dictionary**. Wouldn't hurt to print it. Once you start a report and you go to the dictionary you will lose all your entered data on the report.

Some boxes **MUST** be filled in before you can go on to the next page. The report is four pages long.

NERIS **WILL** auto generate an incident report number. Use that number and put it on your paper report

Use your dispatch time for when the call came into the PSAP time

This is an example of how the date and times **MUST** be formatted

YYYY-MM-DD HH:MM:SS 2025-10-12 14:08:00

An MVA is a Rescue call or could be a Hazardous Situation

Hazardous Situation could also be: Fuel spill, smoke investigation, odor investigation

Mutual aid is a Public Service call.

This is why you need to look in the data dictionary before you start. The NERIS data dictionary is on the county website under **Forms/NERIS/data dictionary**. It is to your advantage to print it.

You may enter up to three comments for each incident.

For mutual aid calls you will need the NERIS identification number of your mutual aid companies. You can look them up if you want. Or the list of Sullivan County departments and some of the neighboring departments and their NERIS Id numbers is on the County website under **FORMS/NERIS/Fire Department NERIS Id numbers**. It would be a good idea to print and laminate this sheet and keep it by your computer.

Third party Vendors: Alpine Software, Echo Data Analytics, Emergency Networking

EPR Systems, ESO, Fire Station Software, LLC, Firehouse247, Fireline - Fireproof Tech

FirePrograms, FirstDue, ImageTrend, Response Rack, Stationwise Inc.

IamResponding **IS NOT COMPATIBLE with NERIS!**