Account Manager - Site

Getting Help

- Access the e-ISuite website at: **http://eisuite.nwcg.gov**
- 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.

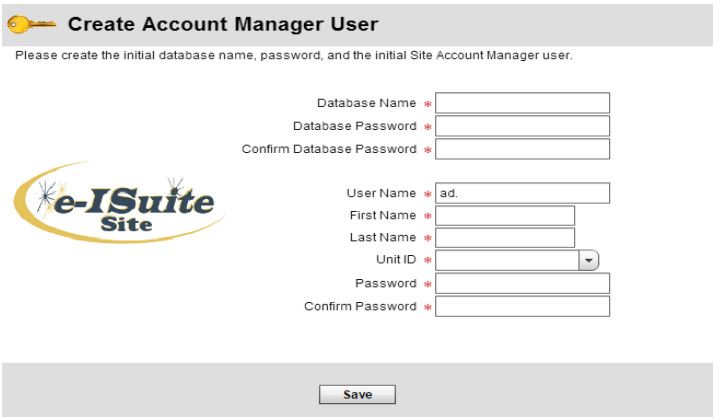
The Account Manager role is a privileged role, meaning that a person with the Account Manager role manages User Accounts for other users of e-ISuite and performs database management activities in e-ISuite Site. The Account Manager role is identified with the letters "ad." as a prefix in the user account.

Downloading and Installing Site

Refer to the Install QRC for more information on installing Site.

Account Manager setup in Site

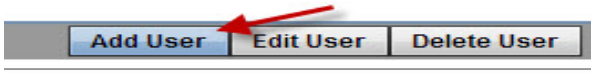
1. Double click the e-ISuite Site icon on the desktop.
2. Accept the warning that displays.
3. If this is the first time accessing the Site system, a **Create Account Manager User** window displays.



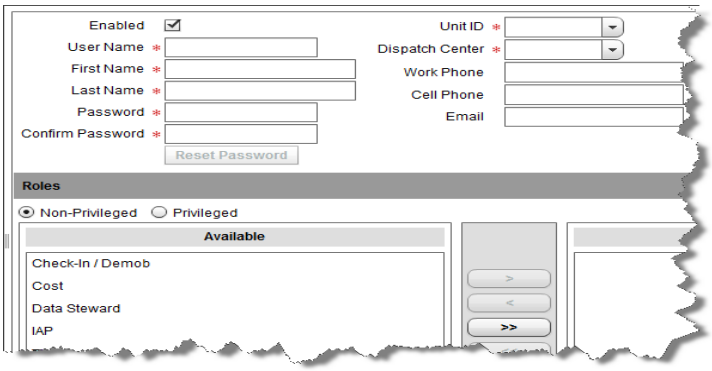
4. Enter a name for the new database in the **Database Name** box.
5. Enter a password for the new database in the **Database Password** field.
6. Confirm the database password.
7. Enter the **User Name** for the account.
8. Enter the **First Name**, **Last Name**, **Unit ID** and **Password** for the user account.
9. Confirm the password .
10. Select the **Save** button.

Adding User Accounts in Site

1. On the Home Page, click the **User Accounts** button.
2. Click the **Add User** button.



3. Enter the user account information.
4. Check the **Enabled** checkbox.
5. Enter the User Name (if a privileged user, use the "ad.name" format).
6. Enter the **First Name**, **Last Name** and **Password** for the user account.
7. Confirm the password.
8. Select the **Unit ID**, **Dispatch Center**, **Work Phone**, **Cell Phone** and **Email address**.
9. Select the **Privileged** or **Non-Privileged** radio button.
10. Select one or more roles to assign to the user account.



11. Click the **Save** button.

Editing User Accounts in Site

1. Click the **User Accounts** button.
2. Select a user account to edit, and click the **Edit User** button.
3. Edit the user account's data.
4. Click the Save button.

Deleting User Accounts in Site

1. Click the **User Accounts** button.
2. Select a user account to delete, and click the **Delete User** button.
3. A confirmation message will display, and click **Yes** to remove the user account.

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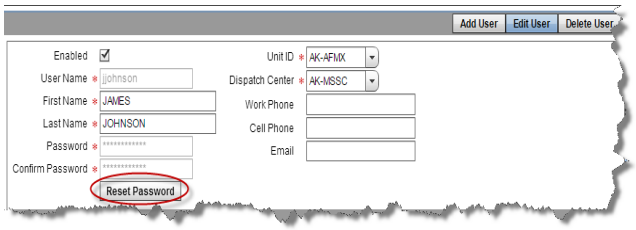
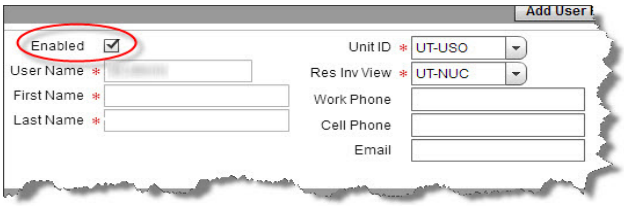
Account Manager Reset Password in Site

1. Login with a privileged user account.
2. Click the **User Accounts** button.
3. Select the User Account for which the password is being reset.
4. Click the **Reset Password** button.
5. Enter a new password.
6. Confirm the password a second time.
7. Click the **Save** button to save the password change.



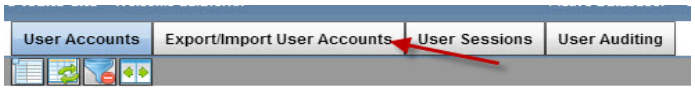
Enable or Disable User Accounts in Site

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.



Export User Accounts in Site

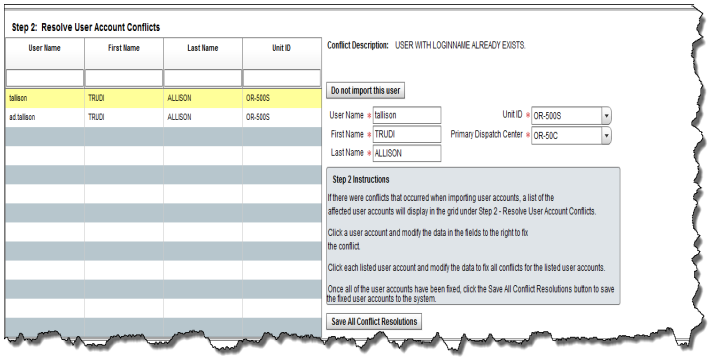
1. Click the **User Accounts** button.
2. Click the **Export/Import User Accounts** button.



3. To exclude user accounts from the export, select the user and click the **Exclude User** button.
4. To remove the exclusion of a user account, select the user and click the **Include User** button.
5. Click the **Export Users** button to export the user accounts.
6. A confirmation message will display. Click **Yes** to export the user accounts.
7. Save the Export File to the local computer.

Import User Accounts in Site

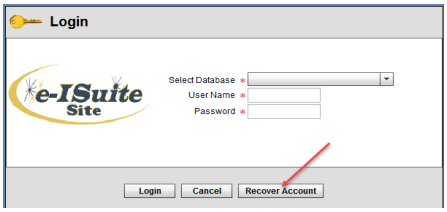
1. Click the **User Accounts** button.
2. Click the **Export/Import User Accounts** button.
3. Click the **Import Users** tab.
4. Click the browse icon next to **File Path/Name** to navigate to the location the file was saved.
5. Select the file to be imported.
6. Enter a **Default Password**.
7. Confirm the **Default Password**.
8. Click the **Import** button.
9. If any conflicts occurred during the import process, a list of the affected user accounts will display.
10. Select a user account and modify the data to resolve the conflict.
11. Once all conflicts have been fixed, click the **Save All Conflict Resolutions** button.



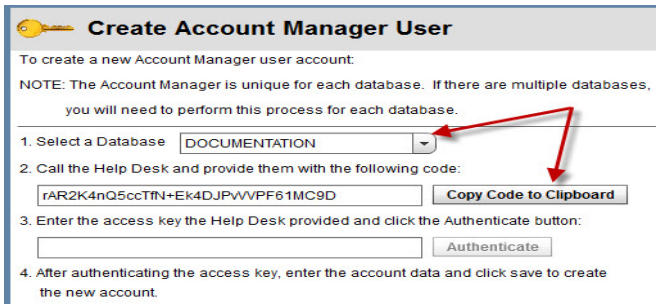
Recover Account/Create new Account Manager in Site

Generate an Encrypted Code

1. On the Login page, click the **Recover Account** button.



2. Select the appropriate database.
3. Click the **Copy Code to Clipboard** button.
4. Send the copied code to the Help Desk. The Help Desk will reply with an Access Key.



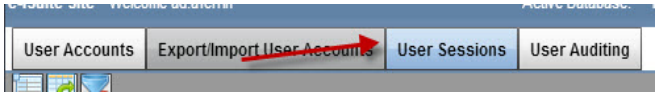
Account Manager - Site

Create New Account Manager Account

1. On the Login page, click the **Recover Account** button.
2. Select the appropriate database.
3. Enter or paste the **Access Key** received from the Help Desk in the **Access Key** field.
4. Select the **Authenticate** button. The system will authenticate the Access Key.
5. Enter the **User Name**, **First Name**, **Last Name**, **Unit ID** and **Password**.
6. Confirm the password a second time.
7. Click the **Save** button.

Disconnect User Sessions in Site

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



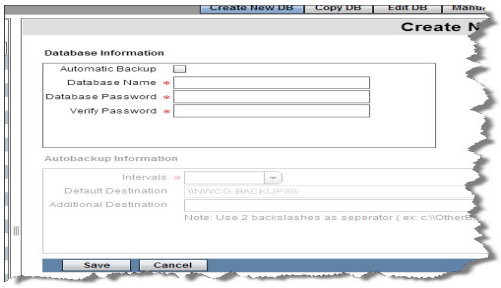
3. Select the user session to disconnect.
4. Click the **Disconnect User** button.

User Auditing in Site

1. Select the **User Accounts** button.
2. Select the **User Auditing** tab.
3. Select the **Login History** tab to view the login history.
4. Select the **User Accounts History** tab to view a history of changes made to user accounts.
5. Select the **Password Reset History** tab to view the password reset history.
6. Select the **Rules of Behavior History** tab to view a history of Rules of Behavior Acceptance.
7. Select the **Backup History** tab to view a history of Backup's for the system.

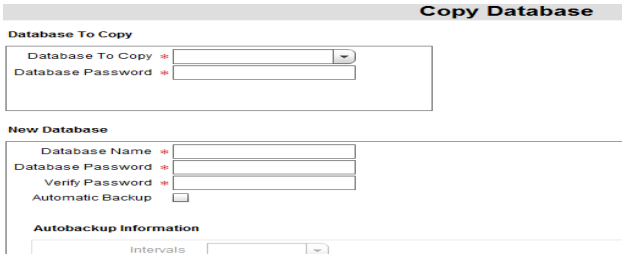
Create a new Database in Site

1. Login as an Account Manager.
2. Select the **Database Management** button.
3. Select the **Create New DB** button.
4. Enter a **Database Name**.
5. Enter a **Database Password**.
6. Confirm the password.
7. Select the **Backup** type desired.
8. If the Automatic Backup option is selected, identify the **Intervals** for the automatic backup.
9. Enter an additional destination for the backup file, if desired.
10. Click **Save** to save the new database.



Copy a Database in Site

1. Select the **Database Management** button.
2. Select the **Copy DB** button.
3. Select the database to copy from the drop down menu.
4. Enter the **Database Password**.
5. Enter the new **Database Name**.
6. Enter the new **Database Password**.
7. Confirm the password.
8. Select the **Backup** type desired.
9. If the Automatic Backup option is selected, identify the **Intervals** for the automatic backup.
10. Click **Save** to save the new database.



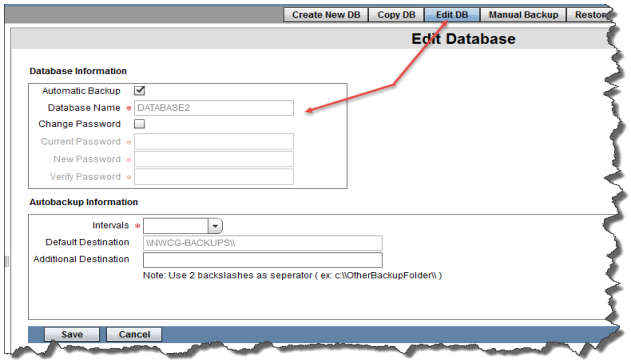
Changing from one Database to another in Site

1. There can be multiple databases in Site, however, a user can only log into one database at a time.
2. Click on the **Log Out** button in the upper right hand corner.
3. Click **Accept** to accept the warning message.
4. On the login page select the database to log in to.
5. Enter the database username and password.
6. Click the **Login** button to login to the database.

Account Manager - Site

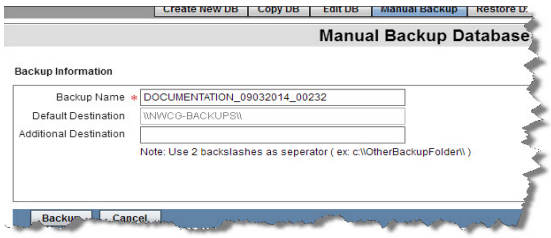
Editing a Database in Site

1. Select the **Database Management** button.
2. Select an existing database.
3. Click the **Edit DB** button.
4. Edit the information, as desired.
5. If the **Automatic Backup** checkbox is checked select the **Intervals** for the automatic backup.
6. Click **Save** to save the changes to the database.



Manually backup a Site Database

1. Select the **Database Management** button.
2. Select the **Manual Backup** button.
3. Change the backup name for the file.
4. Enter an **Additional Destination** for the backup file, if desired.
5. Click the **Backup** button to backup the database.



Automatically backup a Site Database

1. During installation of the system check the **Automatic Backup** checkbox, if desired.
2. Select the **Intervals** for the automatic backup.
3. Enter an **Additional Destination** for the backup file, if desired.

Creating a new database in Site

1. Log into the system as an Account Manager.
2. Select the **Database Management** option.
3. Select either the **Create New DB**, **Copy DB** or **Edit DB** options.
4. Check the **Automatic Backup** checkbox.
5. Select the **Intervals** for the backup.
6. Enter an **Additional Destination** for the backup file, if desired.

Editing the backup type for an existing database in Site

1. Log into the system as an Account Manager.
2. Select the **Database Management** option.
3. Select an existing database and the **Edit DB** button.
4. Select the type of backup desired.
5. If the Automatic Backup is selected, identify the **Intervals** for the backup.
6. Select the **Additional Destination** for the backup file, if desired.

Restore a Site database backup

1. Select the **Database Management** button.
2. Click the **Restore DB** button.
3. In the **Restore From** field, browse to the folder where the backup database file is located.
4. Select the appropriate file.
5. Enter the name to assign to the restored file in the **Restore as Database** field.
6. Enter the **Database Password**.
7. Click the **Restore** button to restore the database.

Remove database from Site

1. Select the **Database Management** button.
2. Select the existing database to be removed.
3. Click the **Remove DB** button.
4. Enter the **Database Password** for the database to be removed.
5. Click the **Remove** button.

Recover Database password in Site

1. Select the **Database Management** button.
2. Select the browse button and navigate to the Backup Database file.
3. Click the **Recover Password** button.
4. Click the **Copy Code** button.
5. Communicate the password code to the e-ISuite Help Desk for support.