



Getting Access to Enterprise

Getting Help

- Access Enterprise via FAMAuth Portal at: <https://famauth.wildfire.gov/>
- Access the e-ISuite website at: <https://www.wildfire.gov/application/eisuite>
- IIA Helpdesk: 866-224-7677

Note: Enterprise uses the FAMAuth Portal for authentication. For detailed instructions on logging in to the FAMAuth Portal, please see the [FAMAuth User Guide](#).

Overview

Enterprise can only be accessed if the user has a valid iNAP account with approved access to Enterprise. The iNAP portal has been removed. All functionality that was supported by the iNAP portal is now supported by FAMAuth. This document contains instructions on how to handle each of the following access scenarios:

1. User does not have an existing iNAP account.
2. User has an iNAP account but does not have approved access to Enterprise.
3. User has an iNAP account with access to Enterprise, but it has **not** been brought into Enterprise and roles assigned by a user with the **Account Manager** role.
4. User has an iNAP account with approved access to Enterprise and the account has been brought in from iNAP and roles assigned.

Note: All users do not have the Account Manager role. ITSS's should have this role and other key personnel as determined by Agency.

User Does Not Have iNAP Acct

If the user does not have an existing iNAP account, they will need to request a new account using the following instructions:

1. Log into the FAMAuth Portal at: <https://famauth.wildfire.gov/>
2. Find the e-ISuite Enterprise application tile and click the Access button.
3. On the Link with iNAP window, select "I do not have an iNAP profile yet" and then click Next.
4. Enter the User Information and click Next.
5. Verify EIS-e-ISuite Enterprise displays in the Application Access Window.
6. Verify PROD (Standard) displays in the Instance drop-down menu.
7. Enter the Verification Contact info and click Submit. **Note:** You cannot validate yourself. Please enter a manager/supervisor name. The request will be rejected if you enter your own information as the verification contact.

The request will go through an approval process and the user will receive an email notification when it has been approved (see sample below). A subsequent message will contain a username. If you receive a message with a temporary password, please disregard-delete it. You will **NOT** need to maintain an iNAP password to access e-ISuite Enterprise since FAMAuth is used for authentication into the application.

☆ donotreply@mail.nwcg.gov
[EXTERNAL]Application Access for EIS-PROD Approved
To: Carla Lipsey,
Reply-To: donotreply@mail.nwcg.gov

Your access request for EIS-PROD is approved.

This is an automatically generated message. Please do not reply to this message.
<https://nap.nwcg.gov/NAP/>



Getting Access to Enterprise

iNAP Acct. Without Enterprise Access

In this scenario, the user will need to log into iNAP and follow these instructions to submit an access request for Enterprise:

1. Log into the FAMAuth Portal at: <https://famauth.wildfire.gov/>
2. Click Welcome, User in the top right-hand corner.
3. Click Request App Access and Roles.
4. In the Application Access drop-down menu, select EIS-e-ISuite Enterprise.
5. In the Instance drop-down menu select, PROD (Standard).
6. Fill out the Verification Contact info and click Submit. **Note: You cannot validate yourself. Please enter a manager/supervisor name. The request will be rejected if you enter your own information as the verification contact.**

The request will go through an approval process and the user will receive an email notification when the request has been approved.



☆ donotreply@mail.nwcg.gov
[EXTERNAL]Application Access for EIS-PROD Approved
To: Carla Lipsey,
Reply-To: donotreply@mail.nwcg.gov

Your access request for EIS-PROD is approved.

This is an automatically generated message. Please do not reply to this message.
<https://nap.nwcg.gov/NAP/>

iNAP Acct. Not in Enterprise

In this scenario, the user will get an error message when logging in that says, “Your user account has not been brought into Enterprise by an Account Manager.” They have the appropriate access, but their account needs to be brought in and roles assigned. A user with the Account Manager role will need to follow these steps:

1. Log in to Enterprise with a user account that has the **Account Manager** role.
2. Click on User Accounts.
3. Click on Add User from NAP.
4. Search for the user’s name in the User Account Filter Criteria.
5. Select the user’s name in the Users in NAP grid.
6. Click Add to e-ISuite.
7. Complete the required fields and click on Save/Next.

Note: All users do not have the Account Manager role. ITSS’s should have this role and other key personnel as determined by Agency.

iNAP Acct. w/Enterprise Access

In this scenario, all requirements are met, and the user can log into the application and be added as a user to an incident.