e-ISuite Access

KB0010188 - <u>Latest Version</u>

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2.0 - Updated on 08-05-2021 by Jake Nuttall - (IROC Admin)
<u>1.0 (kb_view.do?sys_kb_id=f2a4f6071b211410fd0f628ae54bcb48&sysparm_class_name=kb_knowledge)</u> -
 Authored on 06-26-2020 by IROC Knowledge Administrator

This document covers how to request access allowing e-ISuite users to download .xml files from IROC to upload into e-ISuite. It also addresses how to access the e-ISuite Portal in IROC.

Requesting Access to the e-ISuite Module in IROC

To access the e-ISuite module in IROC, you first need to obtain the e-ISuite role in IROC.

1. Log in to IROC (see the *Accessing IROC (/kb_view.do?sysparm_article=KB0010026)* quick reference for more information on logging in). Upon logging in, IROC presents the Self Service screen in the IROC Data Management Tool (DMT).
2. Click either **Submit a New Access Request** (in the IROC Login box in the Self Service screen) or the **New Access Request** module (in the IROC Login application in the Filter Navigator).
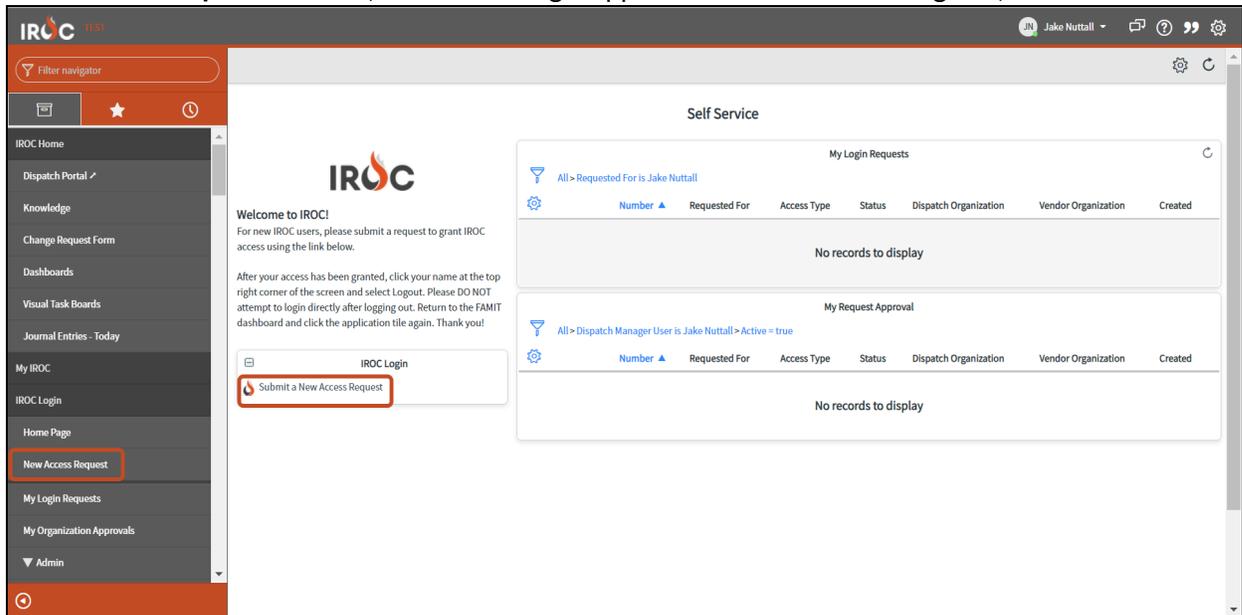
3. Fill out the form on the New Access Request screen.

a. Your login account auto-populates the **Requested For** field.
b. Choose **e-ISuite** from the drop-down to indicate which type of access you're requesting.
c. *Optional:* Type any comments or questions directly in the **Comments** field.
d. Click **Submit** to submit your request and return to the Self Service screen.

4. Monitor your request in the My Login Requests pane on the Self Service screen. You will also receive an email at the address associated with your iNAP account, notifying you that your request has been submitted.

Note: If your status is pending, the **Status** column will show New. The other two statuses are Approved and Rejected.

○ *Optional:* Click the **Information** icon to the left of your request number and click **Open Record** in the Request preview screen to view the details related to your request.


5. Once approved, your status will change to Approved on the My Login Requests pane, and you will receive an email indicating that your request has been approved.

Accessing the e-ISuite Portal

From the e-ISuite Portal, you can download .xml data files from IROC for upload into e-ISuite.

1. After receiving your approval, log out of IROC and log back in via FamAuth to access the **e-ISuite Portal** module in the Filter Navigator.
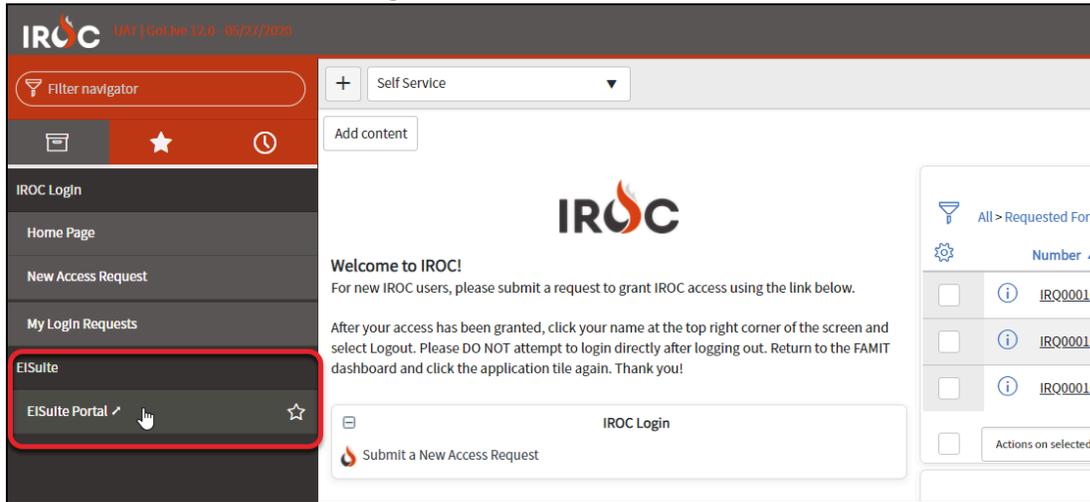
2. In the **e-ISuite Portal** module, select an incident from the dropdown in the **Download e-ISuite Import File** screen.

3. Click **Download** to save the data file. The .xml file will be saved to your local computer, and you can upload that file directly into e-ISuite.

Revised by Jake Nuttall - (IROC Admin)
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