

Getting Help

- Access the e-ISuite website at: <https://www.wildfire.gov/application/eisuite>
- Contact the Helpdesk at: (866) 224-7677

Overview

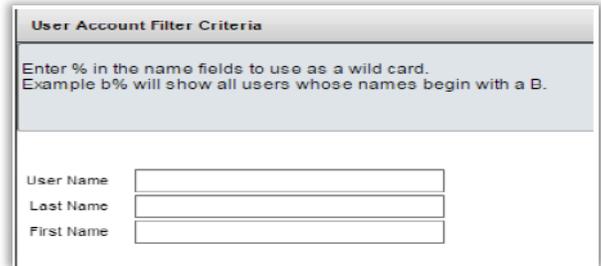
The Account Manager role manages User Accounts for other users of e-ISuite Enterprise. The following is a list of activities that can be performed by a user with the Account Manager role:

1. Add new user accounts from FAMAAuth
2. Edit user accounts
3. Delete user accounts
4. Enable/Disable user accounts
5. Manage user sessions
6. Audit activity for user accounts

A person can only access Enterprise if they have a valid account in FAMAAuth with access to e-ISuite Enterprise. Access the [FAMAAuth webpage](#) and follow the instructions to request a new FAMAAuth user account or submit an application access request for e-ISuite.

Once a user's FAMAAuth Account is created with authorization for e-ISuite Enterprise, an Account Manager can add that User Account to Enterprise and assign appropriate roles.

3. Enter the criteria to search for user accounts in FAMAAuth.



User Account Filter Criteria

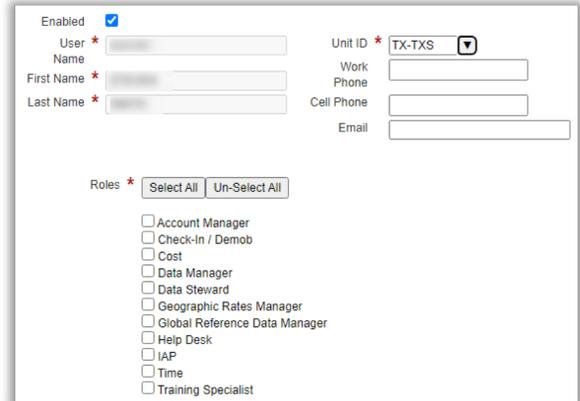
Enter % in the name fields to use as a wild card.
Example b% will show all users whose names begin with a B.

User Name

Last Name

First Name

4. Click the Search button to search for all resources that meet the search criteria.
5. Select one or more users to add to the Enterprise system.
6. Click the **Add to e-ISuite** button to add the user account to the Enterprise system.
7. Enter the user's **Unit ID**.
8. Optionally, enter the user's **work phone, cell phone and email address**.
9. Select one or more roles to assign to the user account.
10. Click **Save/Next** to add the User Account and move to the next record.



Enabled

User * Unit ID * TX-TXS

Name Work Phone

First Name * Cell Phone

Last Name * Email

Roles *

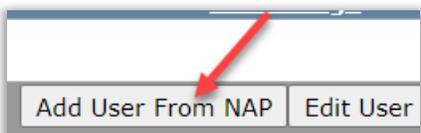
- Account Manager
- Check-In / Demob
- Cost
- Data Manager
- Data Steward
- Geographic Rates Manager
- Global Reference Data Manager
- Help Desk
- IAP
- Time
- Training Specialist

Adding Users from FAMAAuth to Enterprise

1. Click the User Accounts button.



2. Click the Add User from FAMAAuth button.



Editing User Accounts in Enterprise

The username and password cannot be edited in Enterprise. The Unit ID, work phone, cell phone, email address and roles can be edited.

1. Click the **User Accounts** button.
2. Select a user account and click the **Edit User** button.



3. Edit the user's data.
4. Click **Save** to save the changes.

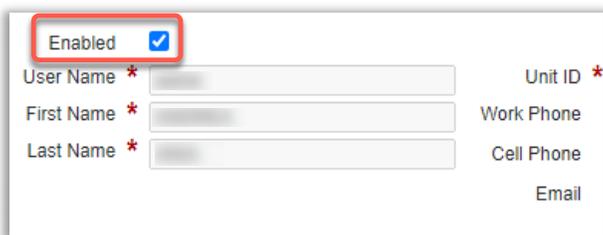
Delete User Accounts Enterprise

The Delete User Account function removes the user account from Enterprise but does not delete the user account from FAMAuth. The user account can be brought back into Enterprise if needed, following the steps in the **Adding User Accounts from FAMAuth** section above. Once a user has logged in at least one time to Enterprise, their user account cannot be deleted.

1. Click the **User Accounts** button.
2. Select the User Account to be deleted.
3. Click the **Delete User** button.

Enable/Disable User Accounts in Enterprise

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



Enabled

User Name * Unit ID *

First Name * Work Phone

Last Name * Cell Phone

Email

Manage User Sessions in Enterprise

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 Enterprise

1. Click the **User Accounts** button.
2. Select the **User Auditing** tab to view a history of changes made in e-ISuite to the user accounts.
3. If desired, enter a date range to identify history to include in the grid.

