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1.0 Introduction
As part of our Nation’s efforts to strengthen resource management in line with the National Incident Management System (NIMS), the Federal Emergency Management Agency (FEMA), Incident Management Systems Division has released the build one-beta version of the NIMS Incident Resource Inventory System (NIMS-IRIS) tool to the emergency response community. This version provides emergency responders with a database management tool to enter a community’s 120 typed resources into a common database.

NIMS-IRIS build one-beta is a browser-based database management tool available to Federal, Tribal, State, and local officials, at no-cost or licensure fees. The tool will assist communities with inventorying and typing resources in accordance with NIMS protocols and will facilitate quick identification of resources to support emergency response operations. Additional features include the ability to insert user-defined resource types, kinds, and categories (e.g. typing of Tier 2 assets), and to extract resource reports from the system.

2.0 IRIS System Requirements
Minimum Recommended System Requirements:
» Pentium III 600MHz processor or greater
» Windows XP Operating System with Windows Installer 3.1 and Service Pack 2
» 512MB RAM
» 10 GB Disk Space
» SVGA 1024 or higher with at least 256 colors
» Adobe Flash viewer is required to view tutorial
(http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

Note: System test was performed with Internet Explorer 7.0 and Mozilla Firefox 2.0.0.4

3.0 Installation of IRIS
To insure proper installation of IRIS, it is necessary to have an individual with local administrative privileges perform the following procedures.

3.1 Installing IRIS from a CD
Insert the IRIS CD and follow the instructions on the screen. Detailed instructions with supporting screen shots are included in the Installation Procedures.
If setup does not run automatically:
  a. Open My Computer
  b. Navigate to the CD-ROM drive containing the IRIS CD
  c. Double click "setup.exe"
3.2 Downloading from the website

Navigate to IRIS webpage http://www.fema.gov/emergency/nims/rm/iris.shtm and follow instructions to download the IRIS setup tool.

NOTE: In order to install IRIS, select “Save” the file rather than “Open” the file, then unzip the saved file and continue to the Installation Procedures below.

3.3 Installation Procedures

The IRIS setup screen entitled “Welcome to the IRIS Setup Wizard” will appear. Continue through the following screens until installation is complete.

Note: On the IRIS Setup screens the use of the "BACK" button or “Cancel” button are available. The “Back” button can be used to correct any previously entered information from prior screens, and the “Cancel” button will close the IRIS Setup application.
Select Components
Which components should be installed?

Select the components you want to install, clear the components you do not want to install. Click Next when you are ready to continue.

- [ ] Microsoft .Net Framework
- [ ] SQL Server Express
- [ ] Main Application
- [ ] Iris Import/Export Tool

Current selection requires at least 118.0 MB of disk space.

[Back] [Next] [Cancel]

Select Start Menu Folder
Where should Setup place the program's shortcuts?

Setup will create the program's shortcuts in the following Start Menu folder:

To continue, click Next. If you would like to select a different folder, click Browse.

[Back] [Next] [Cancel]
Setup - IRIS

Ready to Install
Setup is now ready to begin installing IRIS on your computer.

Click Install to continue with the installation, or click Back if you want to review or change any settings.

Setup type:
Full installation

Selected components:
- Microsoft .NET Framework
- SQL Server Express
- Main Application
- IRIS Import Export Tool

Start Menu folder:
IRIS

Microsoft SQL Server 2005 Setup

Setup Progress
The selected components are being configured

<table>
<thead>
<tr>
<th>Product</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQL Server 2005</td>
<td>Setup finished</td>
</tr>
<tr>
<td>SQL Server 2005 NT Service Pack 4</td>
<td>Setup finished</td>
</tr>
<tr>
<td>SQL Server 2005 Full Edition</td>
<td>Setup finished</td>
</tr>
<tr>
<td>SQL Server 2005 Express Edition</td>
<td>Setup finished</td>
</tr>
<tr>
<td>SQL Server 2005 Web Edition</td>
<td>Setup finished</td>
</tr>
</tbody>
</table>

Status
Copying new files
File: \msi\systemresource1.msi, Directory: c:\Program Files\Microsoft SQL Server...
NOTE: Select Typical when choosing the setup type.
NOTE: Make sure to restart the computer before running IRIS.
After installation, you will see the two IRIS icons on your Desktop.

![IRIS icons on Desktop]

The IRIS 1.1. icon is used to launch the IRIS application. The IRIS Import Export Tool icon is used to facilitate import/export of information to and from the IRIS database.

4.0 Initial IRIS Configuration

Double select the IRIS 1.1 icon to launch the application and perform the actions requested in the following screens until set up is complete.

![Initial IRIS Configuration screen]

The instance name entered above will be used as a reference for data sharing/aggregation from this installation of IRIS. The instance name should be descriptive and contain less than 15 or less numbers and letters, with no special characters. Once entered you will not have the ability to modify or edit the instance name.

An examples of instance names are: FireHouse1, RegionA, Smith Co.

NOTE: The Instance Name is a name that identifies the installation of IRIS; it is usually an organization or department name.

1. Once the Instance Name is populated, select “CONTINUE”
2. Next, complete the following screen:

![NIMS IRIS login screen]

3. After clicking on “Complete,” the following screen will appear

   **Initial IRIS Configuration**

   You have successfully configured IRIS.

   You will automatically be taken to the Login Page in 3 seconds

5.0 Logging into IRIS

After double clicking on the IRIS icon, the Login screen appears.
1. Type in the Username and Password
   a. Select “privacy statement” to read the Privacy Statement.

The below screen will appear:

b. After reading the Privacy Statement select “LOGIN SCREEN” to go back to
   the LOGIN SCREEN as shown in the screen below.
2. Click in the Check box to agree to the Privacy Statement. The Privacy Statement must be agreed to every time prior to proceeding into the IRIS application.

3. Re-enter password

4. Select “LOGIN”

The following screen appears for the first use of a username and password.

Password Rules:

1. Must contain at least 2 characters from at least 3 groups (Uppercase, lowercase, numbers, symbols)
2. Cannot share 4 consecutive characters that is in the username
3. Cannot contain any set of 3 consecutive identical characters
4. Cannot have more than 2 sets of 2 consecutive identical characters
5. Must be at least 8 characters long
6. Cannot be the same as your current password
7. Cannot be a password you have used in the last year
a. Type in the Current Password, a New Password, and the New Password again in the field next to “Confirm”

b. Select “Change”

NOTE: The root level username and password cannot be retrieved if lost. It is recommended that users preserve it. If the username or password is entered incorrectly three consecutive times, the account will be locked out.

The account will be automatically reset after 20 minutes. If the password can not be recalled, contact your IRIS administrator (e.g. the individual who installed IRIS).

Once the information is successfully entered, the following screen will appear:
c. Click “IRIS Homepage” to continue to the Home screen of IRIS.

6.0 IRIS Home Screen
After logging in, the IRIS Home screen appears as shown below:

6.1 Navigation Menu
The top of the Home screen displays a Navigation Menu; this menu is available throughout all screens of the IRIS application, and is shown below.
The Navigation Menu contains the following active buttons for:
- HOME — Returns to the HOME screen
- SEARCH — Provides features to search for resources
- RESOURCE INPUT — Gives the ability to type new data into IRIS
- ADMINISTRATION — Provides features to enter, modify, and delete users from a specific IRIS installation, and access Data Administration features.
- HELP — Displays this User Guide.

Currently the remaining sections on the Navigation Menu are inactive buttons for IRIS:
- CONTRACT
- MESSAGES
- OPEN REQUESTS
- STATUS

To utilize the Navigation Menu, on any screen:
Select the feature (HOME, SEARCH, RESOURCE INPUT, ADMINISTRATION, or HELP)

6.2 Main Disciplines
On the IRIS Home screen, eight main Disciplines are shown on colored buttons. These Disciplines are a consolidated version of FEMA’s 15 Emergency Support Functions.

The OTHER DISCIPLINES button encompasses other resources which do not fall under one of the main eight Disciplines and are typically locally defined (e.g. external affairs, administrative support, etc.).

7.0 IRIS Administration
IRIS Administration allows for the overall management of users and other IRIS functions. User administration is typically done by system administrators or other designated personnel. The remaining functions are typically managed by IRIS resource management personnel.

To access the ADMINISTRATION section from the Navigation Menu, perform the following steps:

1. Select “ADMINISTRATION”
   The following screen appears:
The ADMINISTRATION screen provides ADMINISTRATIVE and USER PROFILE features. Access to view or utilize these features depends upon privileges and may or may not be available.

7.1 Administrative

The ADMINISTRATIVE feature allows for the management of users, user roles, locations, certifications, contracts, manufacturers, point-of-contacts (POCs), resource owners, definitions, resources, and data sharing.

7.1.1 Manage Users

7.1.1.1 Adding Users

There may not be Users created when first receiving IRIS. To create Users, follow the steps below:

1. Select “Manage Users”
2. The feature “Add New User” appears. Select this

The following screen will then appear:
3. Type user's information into the available fields (the fields with a red asterisk are required)

4. Select ADD

The Manage Users screen will appear, showing the New User.

**7.1.1.2 Edit Users**

After adding a New User, be sure to edit the New User in order to assign a User Role which will denote the privileges.

To edit a user's information, select the User Name (such as DoeJ shown above). The following screen appears:
From this screen, the User’s personal information can be updated, the User’s password can be changed, or the User’s role can be added or deleted.

To add a User Role to the User:
   a. Select the blue arrow to the right of the “Available User Roles” field
   b. Select the User Role to be assigned to the User
   c. Select ADD

To delete a User Role for the user:
   a. Select the “x” next to the User Role to be deleted

To update the User’s personal information:
   a. Type in the updated information
   b. Select UPDATE

To change the User’s password:
   a. Type in the new password in “New Password”, and type in the new password again in “Confirm” (see Password Rules above)
   b. Select CHANGE

To Delete the User from IRIS:
   a. Select Delete

NOTE: If a user account becomes locked due to repeated password entry failure the IRIS Admin may unlock the account by selecting “Unlock”, see figure below:
There will be three default user roles defined in IRIS. Those are: IRIS Admin, Resource Entry, and Resource Manager. Privileges may be added to these roles and other roles and privileges can be created through Manage User Roles.

After going to the ADMINISTRATION screen, to manage user roles:

1. Select “Manage User Roles”

The following screen appears; showing the available Role Names and Descriptions for those Roles (this area will be blank until a role is created). The feature Add New Role appears in the ADMINISTRATIVE box.
7.1.2.1 Adding Roles

To add a new User Role, after going to the ADMINISTRATION screen and selecting Manage User Roles:

1. Select “Add New Role” from the left side of the ADMINISTRATION screen.

The following screen appears:
2. Type in the new Role Name and Description
3. Select ADD

If added, the Manage User Roles screen will appear, showing the New Role.

7.1.2.2 Edit Roles

After adding a New Role, be sure to edit the New Role in order to set the privileges for it.

1. Select a Role Name

The following screen appears, showing the privileges for the Role that was selected. The items with a red circle and minus sign show that the selected Role does not have that privilege. The items that have a green circle with a check mark show that the Role does have that privilege.
Table 1 below describes each of these privileges:

<table>
<thead>
<tr>
<th>Privilege Name</th>
<th>User Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregate</td>
<td>Gives user the privilege to use the Data Sharing function; to include: view existing aggregate relationships and instances; add a configuration; edit, add, and queue Inbound and Outbound aggregation relationships; and process or remove Inbound and Outbound Data in the queue.</td>
</tr>
<tr>
<td>Log In</td>
<td>Gives user the privileges to search and view resources, and to change their password.</td>
</tr>
<tr>
<td>Manage Certs (Manage Certifications)</td>
<td>Gives user the privilege to use Manage Certifications; to include: view and edit existing Certifications, and to add a Certification.</td>
</tr>
<tr>
<td>Manage Contracts</td>
<td>Gives user the privilege to Manage Contracts; to include: view and edit existing Contracts, and to add a Contract.</td>
</tr>
<tr>
<td>Manage Definitions</td>
<td>Gives user the privilege to Manage Definitions; to include: adding a new typed resource definition.</td>
</tr>
<tr>
<td>Manage Locations</td>
<td>Gives user the privilege to Manage Locations; to include: view and edit existing Locations, and to add a Location and accompanying location information.</td>
</tr>
<tr>
<td>Manage Mfrs (Manage Manufacturers)</td>
<td>Gives user the privilege to Manage Manufacturers; to include: view and edit existing Manufacturers, and to add a Manufacturer.</td>
</tr>
<tr>
<td>Manage Owners (Manage Resource Owners)</td>
<td>Gives user the privilege to Manage Resource Owners; to include: view and edit existing Resource Owners, and to add a Resource Owner.</td>
</tr>
<tr>
<td>Manage POC Entities (Manage POCs)</td>
<td>Gives user the privilege to Manage POCs; to include: view and edit existing POCs, and to add a POC and accompanying location information.</td>
</tr>
<tr>
<td>Manage Resources</td>
<td>Gives user the privilege to Manage Resources; to include: view and edit existing Resources.</td>
</tr>
<tr>
<td>Manage Users</td>
<td>Gives user the privilege to Manage Users; to include: view Users; edit existing Users including general information, user role, and password changes; and to add a User. Additionally this gives user the privilege to Manage User Roles; to include: view User Roles, edit User role, and add a User Role.</td>
</tr>
</tbody>
</table>

2. Select the privilege name next to the red minus sign to add a privilege, or Select the privilege name next to the green check mark to take away a privilege

3. Select “Back” to return to the Manage User Role screen
To delete a Role:

From the Manage User Role screen select the red *X* next to the Role Name and Description. The Role and all associated privileges are removed from any user that is holding that Role.

7.1.3 Manage Locations

There will not be any Locations created when first receiving IRIS; therefore, prior to entering resources into IRIS, create new Locations. This is the area to enter the designated location in which a resource normally resides (Home Location), or where the resource is currently located (Present Location).

To manage locations, select “Manage Locations” from the ADMINISTRATIVE box.

The following screen appears, showing the Location’s Names, and City, State, and Zip Code (this area will at first be blank until a Location is created). The feature Add Location appears in the ADMINISTRATIVE box.
7.1.3.1 Adding Locations

To add a Location, select Add Location. The following screen appears:

Perform the following steps:

1. Type in the Location’s information (the fields with a red asterisk are required)

NOTE: See below for more information on latitude and longitude

Latitude and Longitude:

Latitude is a geographical coordinate which runs from north to south, and longitude is a geographical coordinate which runs from east to west. Coordinates are often written in degrees, minutes, and seconds or in decimal format. An example of a location shown using degrees, minutes, and seconds is as follows: Latitude: 39°47’53”N; longitude:
98°09′10″W. This same location can also be expressed in decimal format: Latitude: 39.798056; longitude: -98.152778. This example shows that if the degrees, minutes, and seconds format is utilized, it uses north (N), south (S), east (E), or west (W) points to specify the location. If the decimal format is utilized, positive or negative signs in front of the number specify the location; north and east are positive and south and west are negative. Most states and territories in the U.S. have coordinates that are similar to the above example where the latitude is north or positive, and the longitude is west or negative. IRIS utilizes the decimal format. If needed, the following link provides access to the Federal Communications Commissions (FCC) latitude and longitude converter: http://www.fcc.gov/mb/audio/bickel/DDDMMSS-decimal.html. To enter a negative latitude or longitude into IRIS, add the minus sign in front of the number; it is not necessary to add a plus sign if the coordinate is positive. The following table provides examples of coordinates for states and territories.

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Example Degree, Minute, Second Coordinate</th>
<th>Example Decimal Coordinate (IRIS Format)</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Continent (48 States)</td>
<td>Latitude: 39°47′53″N</td>
<td>Latitude: 39.798056</td>
</tr>
<tr>
<td></td>
<td>Longitude: 98°09′10″W</td>
<td>Longitude: -98.152778</td>
</tr>
<tr>
<td>Alaska</td>
<td>Latitude: 65°18′26″N</td>
<td>Latitude: 65.307222</td>
</tr>
<tr>
<td></td>
<td>Longitude: 152°44′28″W</td>
<td>Longitude: -152.741111</td>
</tr>
<tr>
<td>Hawaii</td>
<td>Latitude: 19°25′34″N</td>
<td>Latitude: 19.426111</td>
</tr>
<tr>
<td></td>
<td>Longitude: 155°24′16″W</td>
<td>Longitude: -155.404444</td>
</tr>
<tr>
<td>Guam</td>
<td>Latitude: 13°25′56″N</td>
<td>Latitude: 13.432222</td>
</tr>
<tr>
<td></td>
<td>Longitude: 144°42′50″E</td>
<td>Longitude: 144.713889</td>
</tr>
<tr>
<td>Northern Mariana Islands</td>
<td>Latitude: 15°11′14″N</td>
<td>Latitude: 15.187222</td>
</tr>
<tr>
<td></td>
<td>Longitude: 145°45′39″E</td>
<td>Longitude: 145.760833</td>
</tr>
<tr>
<td>Federated States of Micronesia</td>
<td>Latitude: 7°25′39″N</td>
<td>Latitude: 7.425556</td>
</tr>
<tr>
<td></td>
<td>Longitude: 151°52′30″E</td>
<td>Longitude: 150.550278</td>
</tr>
<tr>
<td>Virgin Islands</td>
<td>Latitude: 18°20′37″N</td>
<td>Latitude: 18.343611</td>
</tr>
<tr>
<td></td>
<td>Longitude: 64°56′07″W</td>
<td>Longitude: -64.935278</td>
</tr>
<tr>
<td>American Samoa</td>
<td>Latitude: 14°16′26″S</td>
<td>Latitude: -14.273889</td>
</tr>
<tr>
<td></td>
<td>Longitude: 170°43′02″W</td>
<td>Longitude: -170.717222</td>
</tr>
<tr>
<td>Republic of Marshall Islands</td>
<td>Latitude: 7°08′57″N</td>
<td>Latitude: 7.113611</td>
</tr>
<tr>
<td></td>
<td>Longitude: 171°12′01″E</td>
<td>Longitude: 171.067222</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>Latitude: 18°13′24″N</td>
<td>Latitude: 18.223333</td>
</tr>
<tr>
<td></td>
<td>Longitude: 66°25′42″W</td>
<td>Longitude: -66.428333</td>
</tr>
</tbody>
</table>

2. Select ADD Location

Once added, the Manage Locations screen will appear, showing the New Location.

7.1.3.2 Edit Locations

To edit a location:

1. Select a Location Name

The following screen appears, showing the Location’s Information.
2. Type in the updating information
3. Select UPDATE Location

7.1.4 Manage Certifications

Prior to entering resources into IRIS, create new Certifications that resources may require. For example, a personnel resource may have a certification in CPR; this certification should be added under Manage Certifications.

To manage certifications, select “Manage Certifications”.

A screen will appear showing the certification name, the last time the certification was updated, and the name of the user who performed the update (this area will be blank).
7.1.4.1 Adding Certifications

To add a New Certification, perform the following steps:

1. Select “Add Certifications”

The following screen appears:

```
[Image of the certification adding screen]
```
2. Type in the Certificate Name and Description (the field with a red asterisk is required)

3. Select ADD CERTIFICATION

Once added, the Manage Certifications screen will appear, showing the New Certification.

7.1.4.2 Edit Certifications

To edit a Certification, perform the following steps:

1. Select a Certification Name

The following screen appears:

2. Type in the updated information

3. Select UPDATE CERTIFICATION
7.1.5 Manage Contracts

Prior to entering resources into IRIS, Contracts associated with the event must be loaded so that resources can be associated to them as needed. For example, an institution may have an existing contract for the use of a resource such as personnel or equipment. These Contracts should be listed within the Manage Contracts section, and can be uploaded for quick reference for a resource.

To manage contracts, select “Manage Contracts”.

The following screen appears showing the names of the contracts, the last time the contract was updated, and the name of the user who performed the update. The feature Add Contract appears in the ADMINISTRATIVE box.
7.1.5.1 Adding Contracts

To add a new contract, perform the following steps:

1. Select “Add Contract”. The following screen appears:
2. Type in the Contract Name and Description (the field with a red asterisk is required)

3. Select ADD Contract

If added, the Manage Contracts screen will appear, showing the New Contract.

7.1.5.2 Contract Documentation

After creating a New Contract, the feature to UPLOAD a Contract is created.

To upload a Contract:

1. Select UPLOAD
The following screen appears:

2. Select Browse
3. Locate the Contract that is to be added and double click it.
The Contract’s location and name will appear in the field next to Browse.
4. Select Upload
The below screen will appear once the Contract is uploaded.

5. Select Manage Contracts or Return to Contract List
After a Contract is uploaded, the Manage Contracts screen will have the option to UPDATE, REMOVE, or VIEW the Contract.

To view the Contract:
  a. Select VIEW

The following screen appears:

- Select Open, to only read the Contract;
- Select Save, to Save the Contract; or
- Select Cancel to return to the Manage Contracts screen

To remove a Contract:
  a. Select REMOVE

Note: Selecting REMOVE will permanently delete the uploaded Contract.
7.1.5.3 *Edit Contracts*

To edit a Contract, perform the following steps:

1. Select a Contract name

The following screen appears:

2. Type in the updated information

3. Select UPDATE Contract

7.1.6 *Manage Manufactures*

Prior to entering resources into IRIS, Manufacturers must be loaded to properly associate the resource with its appropriate manufacturer. For example, a resource such as equipment should have a producer; i.e. a vehicle's Manufacturer may be Ford, or a computer’s Manufacturer may be Dell, etc.

To manage manufactures, select “Manage Manufactures”.
The following screen appears showing the manufacturer names, the time the manufacture was last updated, and the name of the user performing the update. The feature Add Manufacture appears in the ADMINISTRATIVE box.

7.1.6.1 Adding Manufactures

To add a new manufacture, perform the following steps:

1. Select “Add Manufactures”

The following screen appears:
2. Type in the Manufacturer information (the field with a red asterisk is required)

3. Select ADD MANUFACTURER

If added, the Manage Manufacturers screen will appear, showing the New Manufacturer.

7.1.6.2 Edit Manufactures

To edit a Manufacturer, perform the following steps:

1. Select a Manufacturer name

The following screen appears:

2. Type in the updated information
3. Select UPDATE MANUFACTURER

7.1.7 Manage POCs

Prior to entering resources into IRIS, create new POCs associated with a resource. The POC for a resource is the contact person for inquiries.

To manage POCs, select “Manage POCs”.

The following screen appears showing POCs Names and the time the POCs was last updated. The feature Add POC appears in the ADMINISTRATIVE box.
7.1.7.1 Adding POCs

To add a new POC, perform the following steps:

1. Select “Add POC”

The following screen appears:

2. Type in the POC information (the field with a red asterisk is required)

3. Select Add POC

Once added, the Manage POCs screen will appear, showing the New POC.

7.1.7.2 Edit POCs

To edit a POC, perform the following steps:

1. Select a POC name

The following screen appears:
2. Type in the updated information
3. Select UPDATE POC

7.1.8 Manage Resource Owners

Prior to entering resources into IRIS, create new Resource Owners. An example could be the name of a hospital, fire station, etc.

To manage resource owners, select “Manage Resource Owners”.

The following screen appears showing the resource owner, last update, and by whom it was updated. The feature Add Resource Owner appears in the ADMINISTRATIVE box.
7.1.8.1 Adding Resource Owners

To add a new resource owner, perform the following steps:

1. Select “Add Resource Owner”

The following screen appears:

2. Type in the Resource Owner and Description (the field with a red asterisk is required)

3. Select ADD Resource Owner
Once added, the Manage Resource Owner screen will appear, showing the New Resource Owner.

7.1.8.2 Edit Resource Owners

To edit a Resource Owner, perform the following steps:

1. Select a Resource Name

The following screen appears:

4. Type in the updated information
5. Select UPDATE Resource Owner

7.1.9 Manage Definitions

If a definition does not exist for a resource, that definition must be added.

To manage definitions, perform the following steps:

1. Collect all information needed to create a resource definition. This includes Discipline, Category, Kind, Resource, Type(s), and the Component(s), Metric(s), and Attribute(s) for each Type. Reminder: Type 1 has the maximum capability for any given resource. Refer to the following link as a guide to the process of creating a new resource definition:

   NOTE: All information must be added at one time; user will not have the option to edit/add to this resource definition later. This capability will be available in a future release.

2. Select “Manage Definitions”

The following screen appears:
3. Fill in the fields with existing data or click the “New” button to add new data
4. Type in any Comments
5. Select Next

The following screen appears:

6. Fill in the fields for Component, Metric, and Attribute with the corresponding information
   - Component: A component is an element or part of a resource. An example is the “capacity” for a vehicle
   - Metric: A metric is a measurement standard that identifies capability of a component. An example is “passengers” for a vehicle
Attribute: An attribute is the quantitative value of the component and metric to define the minimum capability of a Type. An example is “4” for a vehicle.

- From the example above for the Component, Metric, and Attribute, the vehicle would have the capacity to hold four passengers.

NOTE: Be sure to add all Components, Metrics, and Attributes for each Type prior to clicking on the “New” button which will move on to the subsequent type. (e.g. Type 1 will change to Type 2, Type 2 will change to Type 3, etc).

If more Components, Metrics, and Attributes need to be added:

7. Select Add

If a new Type is needed, select the “New” button. Type 2 will be created. The Components, Metrics, and Attributes created for Type 1 will remain on the screen and the Attribute can be modified to the appropriate quantitative value for that Component/Metric.

If fewer Components, Metrics, and Attributes are needed:

8. Remove the appropriate Component, Metric, and Attribute combination from the corresponding field

If more Components, Metrics, and Attributes are needed:

9. Select Add

10. Repeat steps as needed (the maximum number of Types that can be created is seven)

11. Select Done when all information is added

The New Definition will be added to the Manage Definitions screen.

7.1.10 Manage Resources

Once a resource has been added into IRIS, the Manage Resources menu option may be used. This menu option has the functionality to edit a Resource for supporting information, but it does not allow the user to edit the definition (Discipline, Category, Kind, Typed Resource, or Type).

NOTE: A resource can not be deleted once it is created.

To manage resources perform the following steps:

1. Select “Manage Resources"

The following screen appears, showing the Resource Name, Availability, and Location.
2. Select a Resource Name that is to be edited.
A new window will open such as shown below:
3. Edit the fields

NOTE: The Certification and Contracts fields need to exist or to be added.

4. Select MODIFY RESOURCE

The screen updates with the new changes, and provides the option to print the page or return to the previous page.

i. Select “Print this page” to print a hard copy of this resource

ii. Select “PREVIOUS PAGE” to return back to the window to modify the resource
NOTE: The RESET TO DEFAULT button will cancel any edits done in previous steps.

5. Close the window to return back to the Manage Definitions screen

7.1.11 Data Sharing

7.1.11.1 Sharing Overview

IRIS provides features to facilitate aggregation of a user’s resources with other installations or “instances” of IRIS. By definition, aggregation refers to several units or parts combined together to form a whole. Aggregation for IRIS means that institutions; whether Federal, State/territorial, local/tribal, or public, are capable to share their resource data with other institutions. For ease of understanding, aggregation will also be referred to as “Data Sharing” within this user guide and the IRIS application.

Before using the IRIS ADMINISTRATIVE feature Data Sharing, it is important to understand the hierarchal structure that is to be used when setting up the Data Sharing process. It is recommended that the top level entity of the Data Sharing hierarchy coordinate with all lower level entities to layout how the data will be shared.

By design IRIS data sharing is built off of a peer-to-peer structure. Data is shared across the network of connected instances of IRIS by passing the data from one instance or “node” to another. All shared data is stored locally when a node receives it.

At a minimum two nodes must exist to share data. For nomenclature purposes one node is designated as the “child” and the other as the “parent.” The child or parent status of the node determines the actions it can perform when sharing data. Any given node may possess multiple children but only possess a single parent. Using these defined parent/child relationships, Data Sharing can occur based on the following:

- A child choosing to share its resources with its parent
- A parent may have several children who decide to share resources with the parent
- The parent can decide to share its own resources with any of its children
- The parent can choose to share its own resources including its children’s resources with its parent

To further illustrate this concept Figure 1 below provides a basic example of several parent/child relationships sharing resources within IRIS. In Figure 1 all represented agencies/entities are fictitious. Therefore, the parent/child structure is flexible for parents or children to be other than what is shown, such as territories, tribes, parishes, organizations, etc. Starting from the bottom up, the grey boxes represent emergency response departments; the purple boxes represent cities/towns at the jurisdictional level; the green boxes represent counties at the local level; the red boxes represent the state level, and the blue box represent the Federal level. Furthermore, from this example, all agencies/entities have elected to share and receive resources (illustrated by the upward and downward arrows) with its parent.
Figure 1: Parent and Child Data Sharing/Aggregation

*Figure 1* also shows how a child may receive data from another child’s resources if shared by the parent. For example, Crystal Fire Department is sharing resources with Crystal City; Crystal City is sharing resources with William County, William County is then sharing resources with Anderson City, and Anderson City is sharing resources with Anderson Fire Department. Therefore Anderson Fire Department can view Crystal Fire Department’s resource data due to the Data Sharing that was set up in IRIS. Moreover, West State does not have any children to receive resources from, but can only share its resources with its parent, the FEMA Region.

It is important to note that the resource definition an actual resource is tied to will effect how the resource is shared. If the resource is one of FEMA’s 120 Typed Resources, then it will be transmitted both up and down hierarchical structure, however if the resource is considered as a “Non-Typed Resource” (e.g. attached to a user defined resource definition) then the resource and it’s respective definition are only transmitted down the hierarchy from parent to child. A Child node does not have the ability to share non-typed resources with it’s parent.

**7.1.11.2 Utilize Data Sharing Functions**

To access the data sharing feature select “Data Sharing” from the Administration tab as illustrated below.
The following screen will be displayed. The numerical references refer to the following sequential steps:

- Step 1: Enter your local External URL
- Step 2: Add child configurations
- Step 3: Add a parent configuration
- Step 4: Share Data

Each of the steps above is explained in further detail below including subsequent entry and confirmation screens.

1. Step 1 Details (Entering your external URL)
   a. Obtain your static IP address (see Section 7.11.2 Obtaining your External URL for instructions on how to retrieve your IP address)
b. Click Edit the following screen will be displayed

![My Local IRIS Configuration](image)

<table>
<thead>
<tr>
<th>Installation Name</th>
<th>Installation ID</th>
<th>External URL</th>
<th>Last Update</th>
<th>Updated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>306</td>
<td>168891965440484</td>
<td><a href="http://87.82.231.158:8000">http://87.82.231.158:8000</a></td>
<td>7/07/2007 9:35:01 PM</td>
<td>0006</td>
</tr>
</tbody>
</table>

| UPDATE |

2. Step 2 Details (Add child configurations)

a. Obtain your child’s External URL and define a password for use when sharing data (see Section 7.1.11.2 Obtaining your External URL for instructions on how to retrieve your IP address)

b. Click Add New Child, the following screen will be displayed

![Add New Child](image)

<table>
<thead>
<tr>
<th>Child URL</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Private Contractor:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submit

<< BACK

2. Step 2 Details (Add child configurations)

c. Enter the External URL and user defined password for the child you wish to connect to

d. Check Yes or No to indicate if the child is a private contractor (note: a private contractor will not receive any of your data and can only send you data)

e. Click submit the following screen will be displayed indicating a connection for the entered child’s information is pending

![Submit](image)
f. Repeat steps as necessary for additional children

g. Click Back when complete

h. The children you have established pending connections with are now ready to add you as their parent

3. Step 3: Add a parent configuration

Once your parent has pre-established a connection (see Step 2) you are now ready to add that instance as your parent. From the main aggregation screen:

a. Click Add Parent, the following screen is displayed:
b. Enter the External URL and user defined password for the parent instance

c. Select the data fields you wish to share. For example checking only "Resource Owners" will only share the Resource Owner fields for your resources to the parent.

d. Click submit

e. The following screen will be displayed on your instance of IRIS

f. The following screen will be displayed on the parent’s instance of IRIS indicating a child connection with you has been established
4. Step 4: Share Data

Once Steps 1 - 3 are completed data can be shared

a. Click on the Share Data button from the main Aggregation screen

The following screen will be displayed showing the data that will be sent to the respective IRIS instances:

b. Click Send Shared Data and wait until the following screen is displayed.

Note: It may take several seconds for the data to process do not click anything until the screen below is displayed.
To send new or updated resources simply repeat step 4. Steps 1 -3 do not need to be repeated after the parent/child configurations are established.

It should be noted that the Data Sharing process executes a batch file that transmits any data in the sending queue approximately every 5 minutes. During the sending process a MS DOS command window may appear on the Windows task bar. Do not close this window as it will inadvertently stop the transmission process.

### 7.1.11.2.1 Obtaining your External URL

An external URL that contains a Static IP Address is needed for data sharing. If unsure whether the URL is externally accessible please contact the system administrator. For general IRIS data sharing support, send an email to IRIS-support@nimssc.net. The external URL of the receiving entity’s system must be entered in the following format:

http://<Host Name>,<Primary Dns Suffix>:8000

Or

http://<IP Address>:8000

An example of a completed External URL field is as follows:

http://C025.nimssc.lan:8000

Or


The receiving entity must provide their External URL.

To compile an external URL by following the steps below:

1. Go to the Windows Start Menu
2. Select Run

   ![Run Dialog Box](image)

   Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

   Open: cmd

3. Enter “cmd” (as noted above) and click OK to access the command prompt
4. At the prompt, type: ipconfig -all and hit Enter
5. Scroll through and find the “Host Name” (i.e. C025) and the “Primary Dns Suffix” (i.e. nimssc.lan). Use this information to populate the External URL field.

7.2 User Profile
The User Profile feature provides the capability to change a password.
To change a password:

1. Select Change Password
The following screen appears:
2. Type in the Current Password, the New Password, and the New Password again in the “Confirm” field

3. Select Change
8.0 Adding Resources
As previously mentioned in the ADMINISTRATION section, it is suggested to add elements such as Users, User Roles, Locations, Certifications, Manufacturers, POCs, Resource Owners, and Definitions prior to adding resources.

To begin adding resources into the IRIS database, group the resources into:

- Resources that fall under the 120 FEMA Typed Resources Definitions; and
- Resources that need a Definition created for them (Non-Typed Resources).

Any of the resources that fall under one of the 120 FEMA Typed Resources can be added directly by using the RESOURCE INPUT feature located on the Navigation Menu; this process is discussed in the following paragraphs.

If a more descriptive Non-Typed resource field is needed than the three FEMA provided Non-Typed resource definitions, a new definition may be added for the resource.

Once resources are ready to be added, complete the following:

1. Select RESOURCE INPUT from the Navigation Menu

The following screen appears:

2. Select the drop down menu on the right side of the Typed Resource field, and scroll down the list of Typed Resources
3. Select the Typed Resource that is to be added
4. Select CONTINUE

The following screen appears:

5. Select the drop down menu on the right side of the Type field, and scroll down the list of Types
6. Select the Type that is to be added
7. Select CREATE

The following screen appears:
The above form has check boxes that will allow the user to add further information. If check boxes are not available New Locations, Resource POC, Resource Owner or Manufacturer during the setup in the ADMINISTRATION section, more information may be added at this time if that privilege is available to the User.

NOTE: Fields for adding New Certifications and Contracts that were not previously created in the ADMINISTRATION section are not available on this form.

8. Fill out the fields with as much information as possible

9. Verify the information in each field

NOTE: This resource can not be deleted once it is added.

10. Select ADD RESOURCE

The following screen appears:
11. Choose from the displayed options as shown in the figure above

9.0 Importing and Exporting Resources
From the desktop click the “IRIS IMPORT EXPORT Tool” icon.

The following screen will appear:

These features are described below.

9.1 Import
Select “Import” to load data into IRIS. The following screen will appear:

NOTE: Import File Specifications can be seen in Appendix A.
Once you are sure that your file is compliant and in correct location (C:\IRIS\ImportFiles\), click “Import” and the data will be imported into the IRIS database.

If you encounter errors, error logs will be created in the C:\IRIS\ImportErrors folder. Refer to those to see how to correct any issues.

9.2 Export
Select “Search/Export” to export data from IRIS. The following screen will appear:

![Resource Search](image)

Using the drop-down menus, select the resource(s) for export. Select the Export Resource button. The following screen will appear:

![Choose Export format](image)
Select “Yes” to export to XML format or “No” for Microsoft Excel. The following message will appear. All export files created by IRIS either in XML or Excel are stored in the “C:\IRIS\ExportFiles” folder.
10.0 Finding Resources

10.1 Identifying Resources by Definition

One way to view a resource in the IRIS application is to select one of the eight colored Discipline buttons or the OTHER DISCIPLINES button, all on the Home screen.

1. Select a Discipline or the OTHER DISCIPLINES button (as seen above)

As mentioned in Manage Definitions, IRIS uses a "drill down" hierarchical structure to locate resources. Figure 4 illustrates the “drill down” structure is shown below:
For an example of the drill down process, the Discipline "Emergency Management" was selected from one of the eight colored buttons on the Home screen. After selecting a Discipline, the “Category” screen appears.

2. Select a Category
The screen above shows an example of selecting the "Resource Management (ESF #7)" category.
After selecting a Category, the “Kind” screen appears.

3. Select a Kind
The screen above shows an example of selecting the “Team” kind.
After selecting a Kind, the “Typed Resources” screen appears.

4. Select a Typed Resource
The screen above shows an example of selecting the “Communications Support Team (CAP)” typed resource.
After selecting a Typed Resource, the “Type” screen appears.

The “Type” screen has selectable tabs that show information on the Types available for the Typed Resource that was selected.

The screen above provides as an example for the Typed Resource “Communications Support Team (CAP)”. This example shows that there are four different Types (tabs) for this Typed Resource; these are: Type 1, Type 2, Type 3, and Type 4.
Each Type contains information for different categories: This example shows the categories as Component, Metric, and Minimum Capability.

To maneuver between the Types, select a Type.

On the bottom of the screen, there are two buttons: "View Resources of this Type" (this feature displays actual resources) and “View ALL types” (this feature displays definition information about the actual resources).

To view all types, select “View ALL types”; detailed information will appear.

To View Resources of this Type, select “View Resources of this Type”.

If resources are not available, the following screen appears:

If resources are available they will appear as shown in the below example:

<table>
<thead>
<tr>
<th>Availability</th>
<th>Resource Name</th>
<th>Location</th>
<th>City</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>Air Rescue #1</td>
<td>NIMS SC</td>
<td>Somerset</td>
<td>KY</td>
</tr>
<tr>
<td>Committed</td>
<td>Air Rescue #2</td>
<td>NIMS SC</td>
<td>Somerset</td>
<td>KY</td>
</tr>
</tbody>
</table>

The screen “View Resources of this Type” shows all the resources available for the Type that was selected; including the Availability, Resource Name, Location, City, and State.

If further information is needed for a particular resource, select the Resource Name.

For this example, the resource: “Air Rescue #1”, was selected, and the following screen appears:
Click Previous Page to view the resources of the previous Type selected or select Print this Page.

NOTE: When using Internet Explorer 7.0, the Print this page button at the top of this report does not work. The page can be printed by going to the browser, and selecting File -> Print.
10.2 Searching for Resources

Another way to look for resources is by using the SEARCH feature on the Navigation Menu.

To search for resources using this feature complete the following steps:

1. Select SEARCH

The following screen appears:

```
<table>
<thead>
<tr>
<th>Open Text</th>
<th>Discipline</th>
<th>Category</th>
<th>Kind</th>
<th>Typed Resource</th>
<th>Type</th>
<th>Manufacturer</th>
<th>Availability</th>
<th>Contract</th>
<th>Certification</th>
<th>Home Location City/State/County</th>
<th>Present City/State/County</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>12 Man Team</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>260 gpm pump on trailer</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4 yd</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4 yd Self loading Dump</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4 yd w/ compressor</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4 yd self loading Dump</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8 yd</td>
<td></td>
<td></td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Searching can be done by selecting various criteria which includes: Open Text, Discipline, Category, Kind, Typed Resource, Type, Manufacturer, Availability, Contract, Certification, and Home and Present Location by City and State.

NOTE: By default, All Actual Resources in the database are displayed in the results box (lower part of above screen). Those results are narrowed as more criteria are selected.

To filter for resources:

2. Type, or select the criteria from the available fields
3. Select Submit

NOTE: To restart or begin a new search, select the “Reset” button.

If further information is needed for a particular resource, select the Resource Name.

For this example, the resource: “Air Rescue 1” was selected, and the following screen appeared:
Resource Information

- **Discipline**: Emergency Medical
- **Category**: Health and Medical (ESF #8)
- **Kind**: Aircraft
- **Typed Resource**: Air Ambulance (Fixed-Wing)
  - **Type**: Type 1

**Resource Name**: Air Rescue 1
**Unique ID**: BD7DEC04FF67448E99E5-20070612-179
**Alias Name(s)**: 
**Availability**: Available

**Home Location**
- **Name**: NIMS SC
- **Description**: 
- **Address**: 1231 Columbia Way
- **City**: Somerset
- **State/Province**: KY
- **Postal Code**: 
- **County**: 
- **Latitude**: 0
- **Longitude**: 0

**Certifications**
This resource has no Certifications assigned to it.

**Contracts**
You have not entered any Contracts yet.

**Resource Qualifications**
- **Min Lead Time (Hours)**: 0
- **Resource Restrictions**: 
- **Max Deployment Duration (Days)**: 0

**Resource Requesting Information**
- **Resource POC**: Capt. Ben Martinez
- **Resource Owner**: Bayport Police Dept

**Manufacturer Information**
- **Manufacturer**: 
- **Description**: 
- **Model Name/Number**: 
- **Serial Number/VIN**: 
- **Length (feet)**: 0
- **Width (feet)**: 0
- **Height (feet)**: 0
- **Weight (pounds)**: 0

**Resource Comments**

- **How to request**: 

Click “Previous Page” to view the resources on the SEARCH screen or select “Print this Page”.

LOGOFF
NOTE: When using Internet Explorer 7.0, the Print this page button does not work. The page can be printed by going to the browser, and selecting File -> Print.

11.0 Logoff
The LOGOFF button is used to close the IRIS application.

To log off of IRIS, select LOGOFF.

12.0 Uninstalling IRIS
If IRIS needs to be removed from a system, complete the following steps:

1. Select Start
2. Select Programs
3. Select IRIS
4. Select the Arrow to the right
5. Select Uninstall

NOTE: The above process does not remove the Import and Export tool. In order to remove the tool, complete the following process:

6. Select Start
7. Select Control Panel
8. Select Add and Remove Programs
9. Select the IRIS Import and Export tool.
10. Select Remove, and continue the steps as provided within the uninstall process

13.0 IRIS Support
Please send all questions and comments IRIS to iris-support@nimsc.net.
After sending the email, you should receive an automated response confirming the receipt of your message.
### 14.0 Appendix A: Import File Specifications

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Required/Optional</th>
<th>Column Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ResourceDefinitionName</td>
<td>Required</td>
<td>RDName</td>
</tr>
<tr>
<td>ResourceDefinitionType</td>
<td>Required</td>
<td>Retype</td>
</tr>
<tr>
<td>ActualResourceName</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>AliasNames</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>AvailabilityStatus</td>
<td>Optional</td>
<td>ARAvailability</td>
</tr>
<tr>
<td>ResourceOwnerTeamName</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HowToRequest</td>
<td>Optional</td>
<td>Text</td>
</tr>
<tr>
<td>POCEntityName</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationDescription</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationAddress</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationCity</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationState</td>
<td>Required</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationPostalCode</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>HomeLocationLatitude</td>
<td>Optional</td>
<td>LongLat</td>
</tr>
<tr>
<td>HomeLocationLongitude</td>
<td>Optional</td>
<td>LongLat</td>
</tr>
<tr>
<td>PresentLocationDescription</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>PresentLocationAddress</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>PresentLocationCity</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>PresentLocationState</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>PresentLocationPostalCode</td>
<td>Optional</td>
<td>String</td>
</tr>
<tr>
<td>PresentLocationLatitude</td>
<td>Optional</td>
<td>LongLat</td>
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15.0 Appendix B. Frequently Asked Questions

Q. After downloading and installing IRIS from the website, I get the following error message when I click on the IRIS icon on my desktop.

Description: [Microsoft][ODBC SQL Server Driver][SQL Server]Login
ASP Description: [Microsoft][ODBC SQL Server Driver][SQL Server]Login
failed for user 'irisuser'

What should I do?

A. IRIS may not have installed successfully on your computer or your ODBC driver may not be up to date or you may not have system administrative privileges on your computer. Please follow these steps to resolve:

1. Verify that you have system administrative privileges on your computer.

2. Validate that your computer has the latest Microsoft updates.

   Two options:

   a) Microsoft
      
      http://windowsupdate.microsoft.com/

   b) Browser
      
      - Select “Tools” from the browser
      - Select Express
      - Select Download and Install Now

3. Uninstall IRIS and reinstall. When uninstalling IRIS deletes all data entered. If data is to be saved please use the Export feature before uninstalling.

   - Select Control Panel
   - Select Add Remove Programs
   - Select IRIS
   - Select Import Export Tool

4. Validate that your computer has the latest SQL Server 2005 ODBC driver installed.

   - Select Control Panel
   - Select Administrative Tools
   - Select Data Sources (ODBC)
   - Select the Drivers tab
   - Locate “SQL Server”
   - Verify the version number is 2000.85.1117.00 or higher.
Q. I was checking the system requirements to install IRIS and I see that it requires a minimum of 10 GB of Hard Disk space. Is this an error or does it really need 10 GB?

A. NIMS-IRIS needs approximately 1GB to install. The 10GB recommendation is to ensure that an installation has sufficient space available to input their resource and related documents and to be able to accept resource data in the future from other IRIS users. IRIS uses a Microsoft SQL Express database which is restricted to 10 GB in size.

Q. When installing IRIS from the website I get the following error message:

Error 1316: Setup cannot read from file C:\IRISExport\Files\36211.msi. Check your connection to the network, or CD-ROM drive. How do I resolve?

A. IRIS may not have installed successfully on your computer or you may not have system administrative privileges on your computer. Please follow these steps to resolve:

1. Validate that your computer has the latest Microsoft updates.
   Two options:
   a) Microsoft
      http://windowsupdate.microsoft.com/
   b) Browser
      - Select “Tools” from the browser
      - Select Express
      - Select Download and Install Now

2. Uninstall IRIS and reinstall. When uninstalling IRIS deletes all data entered. If data is to be saved please use the Export feature before uninstalling.
   - Select Control Panel
   - Select Add Remove Programs
   - Select IRIS 1.0
   - Select Import Export Tool

Q. I installed the IRIS software on my computer but when I go to use it I get the following error: The requested URL could not be retrieved. Do I need to reinstall IRIS?

A. No. The installed IRIS URL may not be mapped correctly or you may not have system administrative privileges to install IRIS. Please follow these steps to resolve:

1. Please verify that you have system administrative privileges.
2. Click on the IRIS icon on your desktop.

If the above URL does not work then enter the following:

Q. After installing IRIS I get the following error message displayed on my screen:
An installation for the product Microsoft SQL Server Native Client cannot be found. Try the installation again using a valid copy of the installation package ‘sqlncli.msi’.
Did IRIS successfully install?

A. No. Please follow these steps to resolve:
1. Validate that your computer has the latest Microsoft updates.
   Two options:
   a) Microsoft
   b) Browser
      - Select “Tools” from the browser
      - Select Express
      - Select Download and Install Now

2. Uninstall IRIS and reinstall. When uninstalling IRIS deletes all data entered. If data is to be saved please export before uninstalling.
   - Select Control Panel
   - Select Add Remove Programs
   - Select IRIS
   - Select Import Export Tool

Q. Where/how do I get a user name and password?

A. The IRIS user name and password is user defined. There are no default user names or passwords.

Q. I cannot get a password to work. The system then locked me out. Can I unlock the system?

A. No. The system is designed to lock out a user after 3 unsuccessful logins. The system will automatically unlock after 20 minutes to allow for you to enter the correct user name and password.
Q. I do not remember my user login or password. Can I retrieve it?

A. The system is designed with the highest level of security in mind. Unless you have set up another user and assigned the "IRIS Admin" role, there is no way to reset your password. You will need to uninstall the IRIS software and reinstall. A user with the IRIS Admin role can unlock another user’s account.

Q. How do I start the tutorial?

A. Please follow these steps:

Two Options:
  a) From the FEMA website:
        Select IRIS tutorial
  b) From CD:
     1. Locate within the IRIS directory created upon installation
     2. Click the “Flash Tutorial Final” folder
     3. Click the “IRIS-Tutorial.html” icon
     4. Click each video icon on the left of each section to view the video

Q. What is the email address for IRIS support?

A. IRIS-support@nimssc.net