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[InciWeb \(public site\)](#)

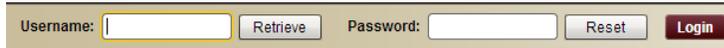
Commonly Asked InciWeb Questions and Answers

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Ness Application Portal (NAP)

Q1: How do I reset my password or retrieve my username?

A1: You can retrieve your password by selecting the **Retrieve** button. A pop-up box will appear asking you to enter your e-mail address and click on **Enter**. Then you will be asked to answer one of your security questions and click on **Submit**. You will receive an email from donotreply@nwcg.gov containing your NAP username. (See Figure 1)



The screenshot shows a login form with two input fields: 'Username:' and 'Password:'. To the right of the 'Username:' field is a 'Retrieve' button. To the right of the 'Password:' field is a 'Reset' button. To the right of the 'Reset' button is a 'Login' button.

Figure 1 shows how to retrieve your username and reset your password.

To retrieve your password, click on **Reset** next to **Password:**. A pop-up box will appear asking you to enter your username. Next, type in your username and click **Enter**. Next, you will be asked to answer one of your security questions you established when you established your account. After answering your question click **Submit**. An email will be sent to you from donotreply@nwcg.gov with a temporary password. Use that temporary password to log-in to your NAP account. Then, you'll be prompted to change your password.

NOTE: You can also change your password (if hasn't expired) by clicking on the  icon on the left-hand side of the screen.

Q2: When do NAP account passwords expire?

A2: NAP account passwords expire after 60 days. Follow the instructions above if you're password expires. If you do not reset your password after 60 days; after 90 days your NAP account will disable and you will need to contact the [Interagency Incident Applications HelpDesk](#) at 1-866-224-7677

Q3: How do I contact the Interagency Incident Applications HelpDesk?

A3: You can reach the [Interagency Incident Applications HelpDesk](#) at 1-866-224-7677.

InciWeb Administrative Site

Q1: Why is it beneficial to add the incident type in the incident name on the 209 screen?

A1: It's beneficial to add the incident type, such as 'fire', to the incident name because the built in Twitter feed through InciWeb pulls its hashtag from the incident name. For example, if an incident is called 'Coffee', Twitter will pull the hashtag #Coffee. So, when Twitter users are trying to follow this incident they will get everything #Coffee. But, if the type 'fire' is added to the incident name, the hashtag then becomes #CoffeeFire and people who are searching for this incident will find only #CoffeeFire related 'tweets'. InciWeb also has a built-in automatic Twitter feed built into the summary, articles and images tab in InciWeb. Anytime information is changed within these fields, a Twitter message is automatically posted through @InciWeb using the #incident name.

Q2: Why does the year in the article I'm working on display as 1969?

A2: The year will 'default' to 1969 when a date is not entered into the date field in the 'Edit Article Content' tab under the main 'Articles' tab. (See Figure 2). To avoid the wrong date displaying please enter the date and time of your article.



The screenshot shows a 'Date' label followed by two drop-down menus for selecting the date and time.

Figure 2 shows the date and time drop-down menus on the 'Edit Article Content' tab.

Q3: Why can't I edit a summary that is marked 'locked'?

A3: A summary marked 'locked' on the administrative site indicates that summary is currently posted on the public side under 'Incident Overview' (under the Google Map). Therefore, it can't be edited. (See Figure 3).

If a user/superuser wants to use edit the 'locked' summary to post on the public side simply click on the 'Copy' button and a copied summary appears in the table. Click on the copied summary that's marked 'no' in the locked column and edit in the text editor at the bottom. When finished, click on the 'Save Summary' button and the new summary will display as 'locked' with a 'yes' in the locked column.

Summaries	Release Date	Added by	Locked
No filter applied			
The Thompson River Complex is comprised of the Koo Koo Sint fire, the Spruce f ...	2014-8-10 10:20:22 PM	Jennifer Costich-Thompson	yes
Update 11:30 a.m.: Wildfire smoke from the Thompson River Complex is flowing i ...	2014-8-8 9:41:48 AM	John Hamilton	no
The Thompson River Complex, four lightning-caused fires burning in very steep, ...	2014-8-6 3:53:19 PM	John Hamilton	no
The Thompson River Complex, comprised of four separate lightning-caused fires ...	2014-8-4 11:41:18 AM	John Hamilton	no

Figure 3 shows a 'yes' in the 'Locked' column indicating a summary is currently in view on the public site and cannot be edited.

Q4: Why doesn't the email list I provide for on the 'Contacts' Tab appear on the public site?

A4: When an email address is added to a contact in the 'Contacts' tab on the administrative site the hyperlink will appear on the contact's name listed on the public site under 'Incident Contacts'. The name will appear orange in color. Orange text throughout the public site indicates a hyperlink. (See Figure 4)

Primary Contact	Contact Name	Phone Number	Ext.	Email	
Y	Jennifer Costich	406-826-9052		thompsonrivercomplex@gmail.com	7 a.m. - 9

INCIDENT CONTACTS

Jennifer Costich
Phone: 406-826-9052
Hours: 7 a.m. - 9 p.m.

Figure 4 shows an email address for the contact listed. The email address is linked to the person's name on the public site under 'Incident Contacts'. The other image shows the contact's name in orange to show a hyperlink is attached to the email and in this case it's the email address.

Q5: I'm a superuser and someone contacted me requesting me to add them into InciWeb. Can I do this?

A5: Yes. Any superuser can add any user into InciWeb.

Log into InciWeb through NAP and on the InciWeb Administrative Site select your unit under the [Unit Selection](#) tab. Next, click the [Manage Access](#) tab. On the [Manage Access](#) screen you can double-check to see if the person is already added into InciWeb by doing a filter search under '**Available Users**' on the bottom of the screen. Select the  icon. On the **Filter** pop-up, select **Name** from the drop-down menu under **Column**. Choose '**Contains**' in the drop-down menu for **Condition**. In the **Value** text box enter the name of the person. Select [Filter](#). If the name appears, the person is already added into InciWeb. If you want to add that person onto your unit, select [Attach](#).

If, the person's name doesn't appear under **Available Users** enter the person's name in the data-entry fields on the right-hand side of the screen under **Add a New User or Change User Access**. All you need is the person's **NAP User Name, First Name, Last Name, and E-mail Address**. You can also select expiration and superuser status depending on the desired request. Finally, select [Create new user](#). The InciWeb user will appear under **Users Attached to this Unit**. If you don't want the person attached to the unit, select [Remove](#) and the person will then be moved below under the **Available Users** list.

Q6: How do I deactivate an incident?

A6: Only superusers have the ability to deactivate an incident. To deactivate an incident on your unit select your unit from the Unit Selection Tab; once a unit is selected the screen advances to the Unit Home tab. Select an incident from the table on the left. The incident information will appear on the right in the 209 screen. Below the yellow information bar is a grey bar. Select 'Deactivate Incident'. (See Figure 5).

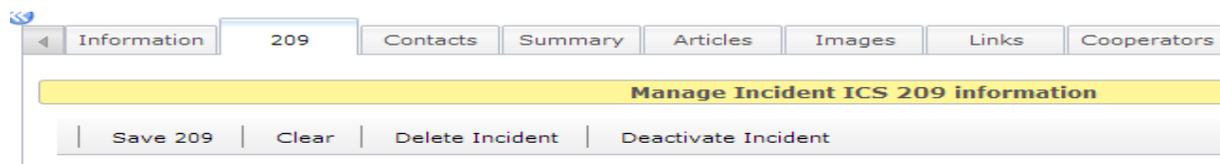


Figure 5 show the 'Deactivate Incident' option on the grey bar under the yellow information bar on the 209 screen.

NOTE: Deleting the incident deletes it from the InciWeb public homepage. Deactivating an incident lists the incident status as deactivated on the InciWeb Homepage.

InciWeb

Q1: How does the Google map on an incident home page appear?

A1: The Google map is populated with the latitude/longitude information from 209 information on your incident on the InciWeb Administrative page. The coordinates are in degrees/minutes/seconds. If you get coordinates in degrees/decimal/minutes you will need to convert them. You can use [latitude and longitude converter](#) to convert your lat/long to degrees/minutes/seconds for InciWeb.

Q2: Why do some incidents show a perimeter map along the right-hand side column on the public site and some don't?

A2: The perimeter maps displaying for an incident on the public site depend on the GIS data provided from the fire. A GIS person will create the perimeter map and upload it to a FTP site that GeoMac pulls from and posts on its website. Once GeoMac has the perimeter map, InciWeb grabs it to post on InciWeb. GeoMac processes all the files they receive to match the NWCG data standard. GeoMac receives them from at least seven different sources. Then they publish them as a KML feed. ***Weekends are only supported at PL 3 and above.***

Q3: How come my incident shows up under the different state when I search for incidents by state?

A3: Incidents will show up under a different state when that state is attached as a 'neighbor' in the administrative site. Superusers should look in their 'Manage Neighbors' tab and make sure the appropriate neighboring states or units are attached to the home unit.

For example, if you're on the Boise National Forest you will want to list states such as Montana and Utah as neighboring states. California would not be an appropriate neighboring state to add. Adding California as a neighboring state will make the incident appear under California Incidents on the InciWeb public page. (See *Figure 6*).

Manage Unit neighbors													
Your Available Neighboring States and Units	Your Attached Neighbor States and Units												
Your State: <input type="text" value="Idaho"/>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Action</th></tr></thead><tbody><tr><td>MONTANA</td><td>state</td><td>1 unit(s)</td></tr><tr><td>NEVADA</td><td>state</td><td><input type="button" value="Detach"/></td></tr><tr><td>UTAH</td><td>state</td><td>1 unit(s)</td></tr></tbody></table>	Name	Type	Action	MONTANA	state	1 unit(s)	NEVADA	state	<input type="button" value="Detach"/>	UTAH	state	1 unit(s)
Name	Type	Action											
MONTANA	state	1 unit(s)											
NEVADA	state	<input type="button" value="Detach"/>											
UTAH	state	1 unit(s)											
Select units from: <input type="text" value="British Columbia"/>													
Attach the neighbor unit: <input type="text" value="Ace Fire"/> <input type="button" value="Attach"/>													

Figure 6 shows the 'Manage Neighbors' tab on the InciWeb Administrative Site. Superusers should only select 'neighboring' states to their unit.

A4: Where can I find training and instruction documents for InciWeb and the InciWeb Administrative Site?

A4: All of the training materials as well as how-to documents pertaining to InciWeb and the InciWeb Administrative Site can be found in the [PIO Bulletin Board](#) on the National Interagency Fire Center's website under Fire Information. Training and instruction documents include:

- Converting Latitude/Longitude coordinates
- Ness Application Portal (NAP) how-to instructions
- Pre-Season InciWeb Administrative Site Checklist
- InciWeb Administrative Site Changes Training Webinars
- InciWeb Tutorial
- InciWeb Manual

A5: Who do I contact when a problem/issue occurs on the InciWeb Public Site and Administrative Site?

A5: You have two options of reporting an InciWeb issue. You can contact the [Interagency Incident Applications Helpdesk](#) at 1-866-224-7677.

Or you can contact InciWeb Business Lead [Christine Cozakos](#), Forest Service Public Affairs Specialist at the National interagency Fire Center at 208-387-5145.

When reporting an issue please include the following:

- Name of the city you are working from.
- Type of location you are working from: field, office, home
- Network access type they are using: cable, WIFI, 3G, 4G
- Browser type and version (if possible): IE 8, IE9, Firefox, Chrome, or Safari
- Unit Name
- Incident Name (if applicable)
- Tab selected (i.e. Profile, Manage Access, 209, summaries, articles ... etc.)
- Action that failed (i.e. Save, upload, edit, button press ... etc.)
- Yellow Bar message or Browser errors displayed