• The new InciWeb public redesigned website launched March 2018. Make sure you’re familiar with the new features. A video tutorial is posted on YouTube.

• Bookmark the PIO BB InciWeb page for training materials for both the administrative site and InciWeb public website.

• Make sure you have a NESS Application Portal account and know how to use it to log into InciWeb. Review these documents, ‘NESS Application Portal (NAP) Log-In Instructions’ and ‘NESS Application Account Request Instructions’ located on the NIFC PIO Bulletin Board.

• Know your NAP username and password. Instructions to reset password and retrieve username is located in a document called, ‘NESS Application Portal (NAP) Password Reset and Retrieve Username’ on the NIFC PIO Bulletin Board.
  o NOTE: NAP passwords expire every 60 days.

• Make sure your list of Superusers for your unit is up-to-date in the InciWeb Administrative Site.

• Make sure your InciWeb users’ accounts attached to your unit are not expired. If the account is expired, click on the name and the user’s information appears on the right-hand side of the screen under ‘Add a New User or Change User Access’ table. Change any incorrect information and update the ‘Access Expires’ date or check the box for ‘Never Expires’.

NOTE: Expired accounts are in red.
• Check with your unit’s Public Affairs Officer or Public Information Officer to make sure the unit you’re working on is in InciWeb. If you need to add your unit to InciWeb, visit the Interagency Incident Applications Helpdesk or call (866) 224-7677.

• Please review and share the InciWeb Administrative Site Tutorial (train-the-trainer) document on the PIO Bulletin Board.

• Superusers should make sure old incidents are deactivated or deleted.

• Superusers should make sure their unit ‘neighbors’ are current and correct.

NOTE: Click on an incident to display the 209 screen and select the ‘Delete Incident; or ‘Deactivate Incident’ button.