InciWeb

ADMINISTRATIVE OPERATIONS MANUAL

VERSION 2.0 - AUGUST 2025

Date	Description	Author
10/24/2022	InciWeb Drupal Administrative Manual – Version 1.0	Brian Reublinger
08/12/2025	InciWeb Administrative Operations Manual – Version 2.0	Brian Reublinger

Front cover: Designed by Witne Neil

Table of Contents

Disclaimer

Many of the incidents represented in this manual were real-world incidents, past or present, across multiple jurisdictions and agencies. The examples of the incidents were screenshots from either the Production or Practice websites to provide a visual example for users to learn the steps to set-up and edit incidents. The usernames associated with the incidents have been removed.

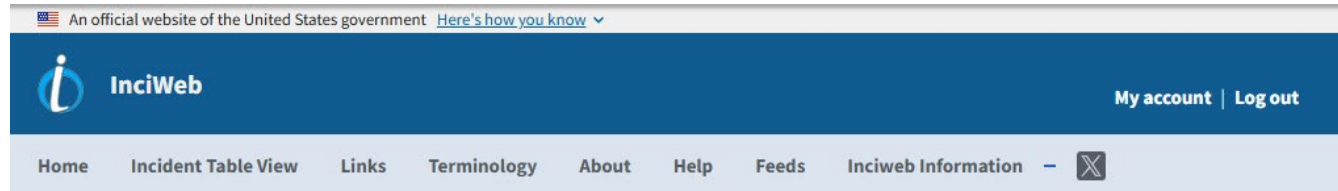# InciWeb Drupal Administration Manual, Second Edition

Figure 1: The new Administration banner for the InciWeb Drupal website.

Introduction

This is the Second Published Edition of the InciWeb Drupal Administration Manual (Figure 1). Now referred to as the InciWeb Administrative Operations Manual, Version 2. The First Edition was released on October 20, 2022. Since then, InciWeb Drupal (referred to as InciWeb) has undergone many new updates requiring a revised user's manual.

On April 23, 2025, InciWeb received its largest update in over a year and another update on August 6, 2025. It incorporated many issues and suggestions the Public Information Officer and Specialist community encountered and reported to the Interagency Incident Applications (IIA) Helpdesk and through InciWeb Tips and Tricks (a FireNet account).

This manual remains as a how-to guide for navigating, initiating, and updating an incident in the InciWeb Administrative website (InciWeb Admin). All incident information posted on InciWeb will be publicly viewable.

InciWeb, the program itself, has gone through two iterations. All versions before its launch on October 26, 2022, are referred to as InciWeb Legacy. This is when InciWeb started running on Drupal (an open-source content management framework customizable for website design). This is why InciWeb is now sometimes been referred to as InciWeb Drupal.

Background

Throughout this manual, those who input data into InciWeb (Public Information Officers and Specialists) are known as either:

- Users (limited access – can create and edit incidents) or,
- Superusers (same access as users, with ability to add or subtract Members from Group Units of both Users and Superusers). May also have supervision responsibilities.

In this manual, both Users and Superusers share many of the same roles. **Both will be addressed collectively as Users.** A few sections later in this manual are specifically for Superusers only.

All instructions are broken down into two types:

- **Step-by-step** instructions have screengrabs helping users visualize, navigate, and understand each of the functions more easily.

- **Shortcut Routes** directing a user to navigate quickly through a task (e.g., Manage > Content > Add Content > Incident).

As a reminder, if a user is updating data on any page, save before departing that page. Any new data entered without saving will be lost as soon as you exit the page.

Getting Started

The InciWeb Administrative Site is often referred to as the "back side" as opposed to the public facing "front side" of InciWeb.

There are also two versions of InciWeb. Both are available to each user:

- **Production (or PROD)** – From the Wildland Fire Applications Portal (known as FAMAuth), the InciWeb PROD button (Figure 2) is selected to open up the InciWeb User Help page (Figure 5, page 5). This is the homepage and starting point of the Administrative Manual and can often be referred to as the Live site.
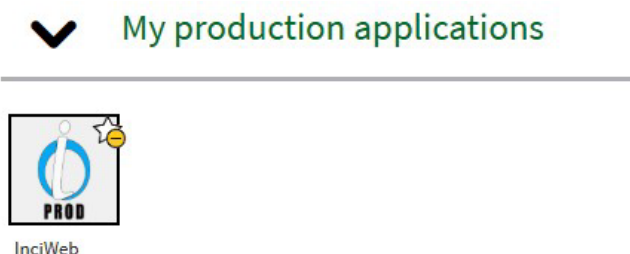
Figure 2: Sample of the InciWeb Administration homepage once the login process is complete.

- **Practice** (Figure 3) – Functions and looks the same as PROD except the menu bar is neon green (Figure 4) instead of blue (Figure 1, page 3). The Practice site is not visible to the public. Any work you do on the Practice site will not be transferred to PROD.
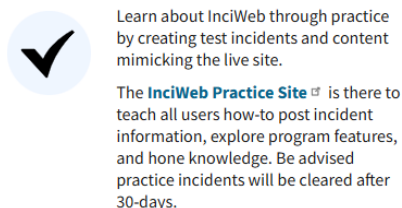
Figure 3: To go to the InciWeb Practice site, see the link on the User Help (Homepage) page next to the checkmark.
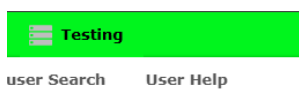
Figure 4: When the blue headline banner turns neon green, the user is in the Practice site.

Welcome to the InciWeb Drupal Administrative Site
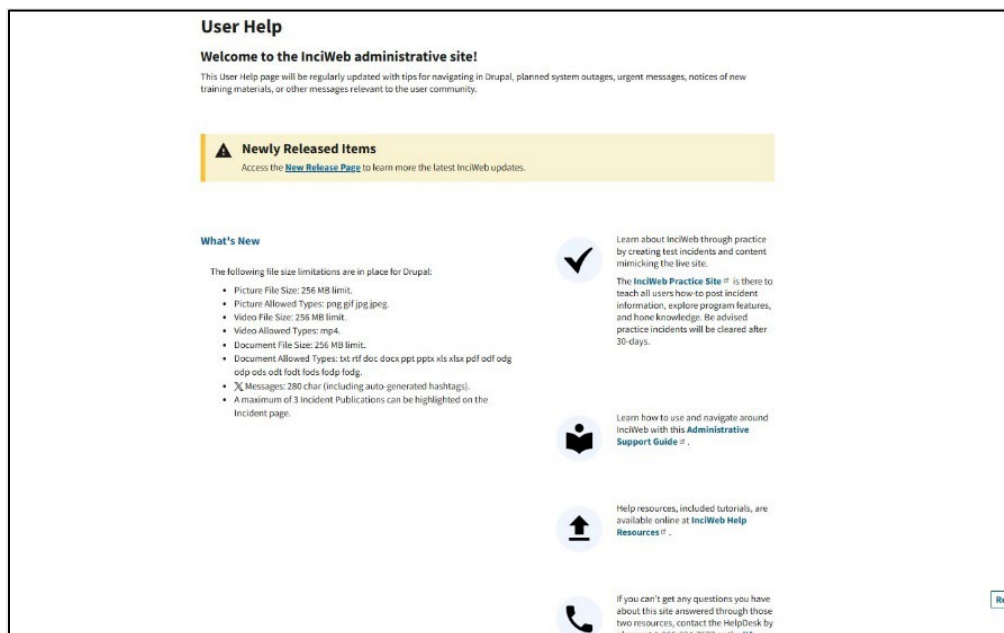
Figure 5: The User Help or Homepage sample screenshot.

User Help

The administration homepage of InciWeb (Figure 5). New information about InciWeb is posted in Newly Released Items (yellow banner) or in the What's New section (left column).

- **Newly Released** Items is the source for instruction or steps available to perform a new task.

- **What's New** section is a message board and will change with the latest updates, news, helpful hints, outage information, and/or any other important information all Users will need to know.

Additional Help

To the right of the What's New section are the four methods available to find additional help:

Checkmark, Reading, Up Arrow, and Telephone icons.

- **Checkmark -** How to navigate to the InciWeb Practice Site.

- **Reading -** There will be a direct link to this InciWeb manual on-site.

- **Up Arrow -** All training materials related to InciWeb will be available on the National Interagency Fire Center (NIFC) website: https://www.nifc.gov/fire-information/pio-bulletin-board/inciweb

- **Telephone -** For Password help, technical issues, troubleshooting, or other concerns, contact the Interagency Incident Applications Helpdesk (IIA Helpdesk) https://iiahelpdesk.nwcg.gov/ available to help 24-hours a day, 7-days a week, including holidays.

Four additional shortcuts are also available at the bottom of the page under "Unit Management and User Access."

- o **Manage Unit Access and Incidents**: Opens to the Group Unit Search webpage (Page 10).
- o **Unit Superuser Lookup**: How to find a superuser either by name or group unit assigned (Appendix C, Page 70).
- o **Unit Members List**: How to find any member in InciWeb (an alphabetical order of usernames and where they are assigned).
- o **Search Units**: Search by Unit ID or name (e.g., to discover the acronym or the reverse).

Useful Tips for Navigating / Working in InciWeb Drupal

Everything on InciWeb is separated into two Libraries.

- **Publications Library**: All Incidents and Incident Publications (e.g. News Releases, Closure Orders, Announcements).

- **Media Library**: Where all Photographs, Maps and Videos reside.

The InciWeb Libraries function in the same way a real library does. You can see all the books on the shelves, or all the photos from every incident, but that doesn't mean you have access to all of them to check out or use.

Instead, every User and Superuser is assigned to a location, known as a Group Unit (e.g. a National Forest, a Regional District, a National Park, a Wildlife Refuge, a State or Local agency) where an incident will be located. Those assigned to a Group Unit have access to the information within it. They may see other incidents and photos, but they will not have access to them.

When a User begins to fill in the many blank form fields, follow these three options to enter data into the empty fields within the various pages of InciWeb.

- Most blank form fields that allow HTML formatting do not allow right-clicking or computer mouse to cut and paste. Instead, use these shortcuts:

    CTRL+X (Cut / Remove),
    CTRL+C (Copy),
    CTRL+V (Paste).

- When copying from a PDF document (e.g., the ICS-209 form), the pasted content may not be formatted correctly. Drupal functions differently than Microsoft Office. The easiest way to copy content from the ICS-209 form is to navigate to the SIT-209 application (this requires access to the FAM-IT Portal via an iNAP account). Information can be found at: https://famit.nwcg.gov/applications/SIT209

In the SIT-209 application, select the "Run as**"** button and select HTML. This will reload the 209 Form in an HTML format which will Copy, and Paste (via the CTRL buttons) exactly as-is into InciWeb Administration.

- If the other two bullet points not possible, type in the necessary data into each empty field in InciWeb.

To navigate effectively throughout the InciWeb website, it is important to become familiar with the functions of the Menu bar (Figure 6).
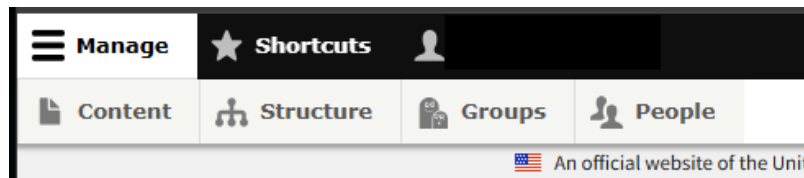
Figure 6: The menu choices in the InciWeb Administration page.

Manage: Opens and closes the main (black) menu bar.

When selecting Manage, the following submenu opens (Figure 7):

- **Content –** Is its own button, if selected. It will open the Content library to edit an existing incident or publication and to review or upload media (i.e., photos, videos, or maps).

- Hovering cursor over **Content** reveals three additional dropdown menus. Each additional menu item is also its own button to select.

Figure 7: The menu and submenu buttons available on InciWeb.

- o Scheduled Content
- o Media Library > add an Incident Media Item
- o Find by an Incident Publication

Figure 8: This is the Shortcuts submenu available when selected with five options to search for incidents.

Shortcuts: There are five options available to users (Figure 8) after selecting Shortcuts:

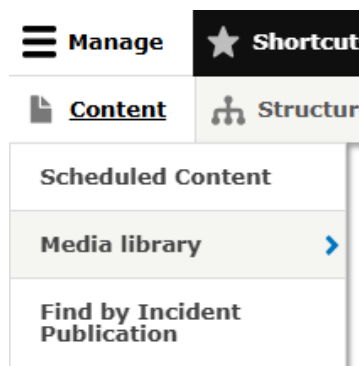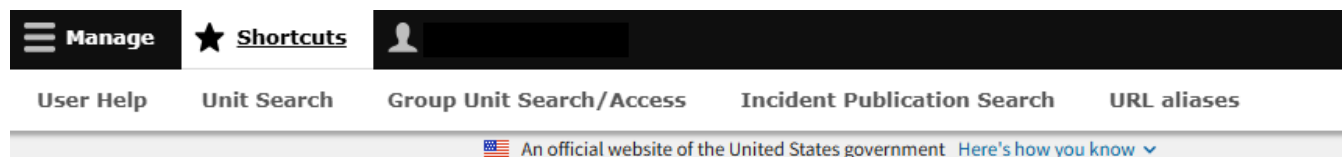- **User Help:** At any time, while working in InciWeb, if help is needed, it returns users back to the administrative home page and User Help information.

- **Unit Search:** Primarily allows users to easily search for a unit (i.e., federal, state, or local office represented in InciWeb.

- **Group Unit Search / Access:** These are the Groups, based on the Units, where an incident would be hosted from or whose jurisdiction the incident is within.

- **Incident Publication Search:** Quickly find a document (Announcement, Closure, or News) already loaded into InciWeb for reference or editing.

- **URL aliases**: This is a reverse finding tool. If you know the incident name but not the host, there's a way to take the information posted in the URL (web address) to locate the host.
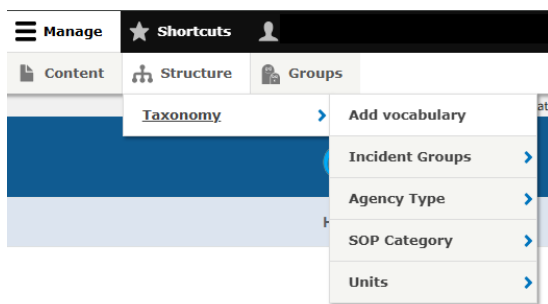

Figure 9: In Taxonomy reveal submenu options for finding incidents and publications.

From the **Content** menu selection button, reveals additional submenus from Structure >Taxonomy > Add Vocabulary and others (Figure 9). Each submenu items reveal two additional submenus of Edit or Delete if a title has a right pointing arrow beside it. Items in the gray menu bar include:

- **Structure / Taxonomy**: Taxonomy is for categorizing the content. Individual terms are grouped together to a vocabulary. For example, a vocabulary called "Fruit" would contain the terms "Apple" and "Banana". When selecting, if a user doesn't know what they're looking for, select the **name** instead of selecting the additional submenus Edit or Delete.

  - **Add vocabulary**: A word and definition not already loaded into InciWeb (rarely used).

- **Incident Groups**: Contains terms grouped under parent terms. You can reorganize the terms in Incident Groups using their drag-and-drop handles. This is where Incident Complexes are created and stored. In the **Operations** category, complexes (or unified command) are designed in a Parent / Child relationship.

- o **Parent**: Is the source (i.e., Animal Complex, Hardwood Unified Command).

    - ▪ **Child**: The incidents spawned from the parent (i.e., Dog, Cat, Lion, Sheep incidents under the Animal Complex) or (i.e., Maple, Ash, Aspen incidents under the Hardwood Unified Command).

  - o **Agency Type:** There are many agency acronyms in InciWeb. Make sure you choose the correct one for the Group Unit assigned.

  - o **SOP Category:** Standard Operating Procedures is a new definition listing of terms (rarely used).

  - o **Units:** The listing of the Offices, Districts, or Stations represented in InciWeb.

- **Groups**: Each Group Unit is assigned a four-digit code used to track an incident's progress via the URL (webpage address). As an example, the Humboldt-Toiyabe National Forest's Group number 4579. That number will always be listed somewhere in the web address.

- **People**: Only visible to superusers, where they would assign a User or Superuser to an incident on a temporary basis (to be determined). Adding a new user is only possible if they already have an InciWeb profile.

- **Help**: Explains the various components of Drupal as defined and in broader detail. Contact the IIA Helpdesk instead.

Creating an Incident

Part 1 of 3: Getting There

Shortcut route: *Shortcuts > Group Unit Search > Search > Select*

Start from the User Help page (Figure 5, page 8): Start a new incident by navigating to the upper left corner of the screen to the Manage button.

To the right of the Manage button is Shortcuts (beside a solid gray star, in line with text) button.

This is the starting point for creating a new incident. Follow the steps in the chart below to publish an incident on the public facing InciWeb website.

1. Select the Shortcuts button (Figure 10), and a submenu will open with User Help first from the left.
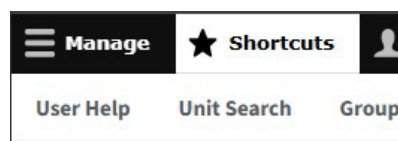

Figure 10: A sample of the Shortcuts submenu items.

2. Using the computer cursor, select Group Unit Search / Access (Figure 11, circled in red, page 10) button. The Group Unit Search / Access page opens next.
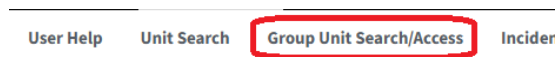

Figure 11: To start creating a new incident, start with the Group Unit Search / Access. It's circled in red for emphasis.

3. Find the host (Federal, State, Local, or Military agency) where the incident is located listed on this page (Figure 12). To do so, there are two options:

   - Type the name into the blank form field. As you type, InciWeb will try to guess what you're typing (auto-populate). A dropdown list will appear. Choose the correct Group Unit.

   - Choose the Group Unit listed in alphabetical order below the Apply blue button.
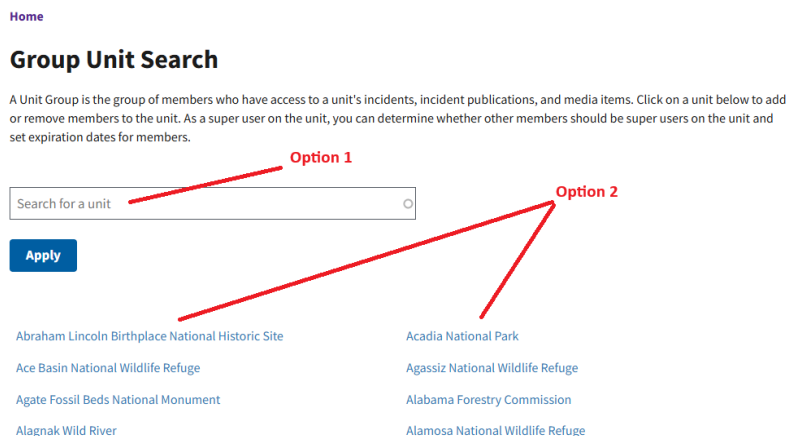
Figure 12: The options available to find an assigned Group Unit by typing in a search or looking in alphabetical order. Options 1 and 2 marked in red show what's available.

   Select Apply and proceed to go to the next page.

4. The next screen will display a new feature called **Quick Access**. These instructions will continue thereafter.

Understanding Quick Access

Users have access to a list of incidents and incident publications most recently added or edited to the Group Unit (Figure 13). Eight is the maximum number available.

Wallowa-Whitman National Forest

View Members Nodes

Incidents and publications for this unit are listed below.

UM 140 Training Burn   Starvation 9 Prescribed Burn

Starvation 7A Prescribed Fire   Little Dean 724 Prescribed Burn

Limber Jim 603 Prescribed Fire   Starvation 4A Prescribed Burn

Bird Track 602 Prescribed Fire   3 Cent 301-3 Prescribed Burn

Figure 13: There are eight Quick Links of the most recent activity for that particular Group Unit before arriving in Nodes.

The individual Quick Links are added and/or subtracted automatically. When a new incident or publication is created, it will automatically be added to these Quick Links.

When a ninth incident or publication is created, the oldest Quick Link from the list will automatically be removed.

The list of eight Quick Links is timed (based on the time stamp of when it was saved last). If an incident or incident publication hasn't had any new activity in 90 days, the Quick Link will be automatically removed. The incident and incident publication will still exist in Nodes, there just will not be a Quick Link to it here.

After a period of time, without incident activity (the off-season) of several months, there won't be any Quick Links present.

Part 1 of 3: Getting There (continued)

5. Since this is a new incident, select the blue Nodes button (Figure 14) which will automatically open the next page.

Don't forget to review the Quick Links section if an incident or incident publication already exists. If the incident or incident publication is new, select Nodes.

Arizona Department of Forestry and Fire Management - State Office

View Members Nodes

Incidents and publications for this unit are listed below.

Kirkland Fire   Post Fire

Ranch Fire   Greer Fire

Greer Fire Fully Contained; Command Transitions to Local Type 4   Greer Fire Daily Update 05-23-2025
Team 05-26-2025

Greer Fire Daily Update 05-22-2025   Amended Greer Fire Incident Area and Road Emergency Closure 05-
                                                            22-2025

Figure 14: If the incident or publication is new, select the blue Nodes button to proceed to the next screen.

6. To start a new incident (Figure 15), below the Group Unit name, choose the blue **Add new incident** button.

The other button is for selecting previously existing content.
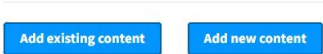
Fossil Butte National Monument **nodes**

Add existing content   Add new content

Figure 15: Choose the blue Add new Content button.

7. Two options are available (Figure 16). Choose (Incident) when starting a new incident.

Add new content

Home » Abraham Lincoln Birthplace National Historic Site

Group node (Incident Publication)
Add new *content item* of type *Incident Publication* to the group.

Group node (Incident)
Add new *content item* of type *Incident* to the group.

Figure 16: These Group Nodes is how a user navigates to the next screen either by selecting a new incident or publication.

Part 2 of 3: Following the ICS 209 form

This is where you begin entering in all the incident data necessary to create a new incident in InciWeb (Figure 17). These instructions can also be used to edit an existing incident, too. This step in InciWeb can also be used regardless of if the incident is small (in the initial attack phase) or on a very large incident (in extended attack).

In [Box 1] the numbering of Boxes represents the information that can be copied over from the Incident Command System (ICS) 209 form. The incident name needs to match the incident name given or assigned.

If a title has a (*) red colored asterisk at the end (i.e., **[Box 1] Incident Name** *), you must enter information in that box. Saving your work without completing all the requirements marked with a red asterisk means the incident won't be saved until all fields are completed.

User Help   Unit Search   Group Unit Search/Access   Incident Publication Search   Recent log messages   URL aliases

Add Units: Group node (Incident)

Home » Abraham Lincoln Birthplace National Historic Site » All entities for Abraham Lincoln Birthplace National Historic Site » Add new content

[Box 1] Incident Name *

▼ INCIDENT OVERVIEW ITEM

Incident Overview

Paragraph   B I ⊘ 66 ⋮≡ ⋮≡ ∨ <> Source 🖼 ≡ ∨

Text format Basic HTML   ▼   About text formats
In the 'Incident Overview' section, enter an overview of the incident. This could include a description of the incident; management objectives and strategy; and tactical actions that are being taken to respond.

INCIDENT BASIC INFO

[Box 4] Incident Commander & Agency or Organization

Figure 17: This is the starting point for creating an incident to eventually be published and visible on the InciWeb public page. Don't forget to save your work if needing to exit before completing.

1. **Incident Name**

The form starts out with filling in the Incident's Name [Box 1]. Incident Name is a required field.

Special characters are allowed for Incident Names. Refer to Appendix A (page 75) for a comprehensive list of Incident naming guidelines.

Be aware, if service is available or requested X (formerly Twitter) will automatically use the incident name to generate the hashtag.

2. **Incident Overview Item**

This is not a section on the ICS-209 form. This area is only available on InciWeb. When the public/media opens the incident, information from here will be seen first.

Write a short description of what information you would like the public to see about this incident. An example of what should be written in this area.

Information on the location includes a description of the incident; or management objectives and/or strategy; and tactical actions being taken. This place could also be for posting emergencies, evacuation notices, or road closures.

InciWeb has several design options available (Figure 18) for all the fillable form fields including:

- Format Type Style (i.e., Paragraph, Heading types 1, 2, 3).
- Bold
- Italic
- Chain Link to create an internet or document attachment
- Quotations
- Bullet Points
- Numbered Bullet Points (customizable)
- Insert media (media must already be uploaded and available in the Media Library)
- Text alignment (i.e., right, center, left)

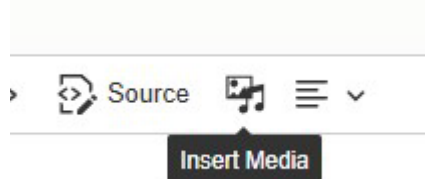3. **Adding Media to the Incident Overview and other Boxes**

Figure 18: To add a map or photo inside a publication, select the Insert media button. Remember, any media item you want to add should already be uploaded into the media library.

A user can only add media content already uploaded into the Media Library (Figure 19). If there's an option to upload a photo or map during this process **DO NOT USE. Media uploaded this way will lack required elements.**

When choosing a photograph or map, selecting the Insert Media button will open the media library. These two steps complete the process:

Figure 19: Media will be displayed either in grid or table mode. Both act the same way. To select a media item, check the small box on the left or inside to picture itself and finish by selecting the blue Insert Selected button at the bottom of the page.

To search for a media item without viewing each page, try the following:

- If you know the name of the media item, type the name into the Name blank form field. Selecting a Sort order may speed up the retrieval and then select Apply filter button.

- If you don't know the name, a user can narrow down the list of options by searching if the media item is published or unpublished, by media type, and or sort by priority to find the correct one.

Then check the box (on the left) and at the bottom. Sometimes, depending on your view, media Items will be sorted either in Table view (Figure 19) or Grid view (Figure 20).

Figure 20: This is how the media Library will look in Grid view.

Once the media item is located, mark the blank square (upper left corner of media in Grid view). It is possible to select more than one. When ready, select the blue **Insert selected** button and the screen will return to the incident page to continue creating or editing an incident.

4. **Incident Commander & Agency or Organization field**. (This is not required)

In the past many thought an Incident Commander's name should aways be filled out. That is not the case. As an example, InciWeb is being used to inform the public/news media about prescribed fires (RX), which do not have a designated incident commander.

Instead, a prescribed fire will have a Burn Boss or on some occasions, a District or Forest will have the lead with numerous Burn Bosses over a certain time period.

5. **Incident Start Date**

[Box 6] from the ICS-209 form. Make sure to use a.m. or p.m. **Military time (24-hour) is not accepted.**

Selecting the calendar graphic (right side of form field) opens up a monthly calendar (Figure 21) to use instead of typing in the date.
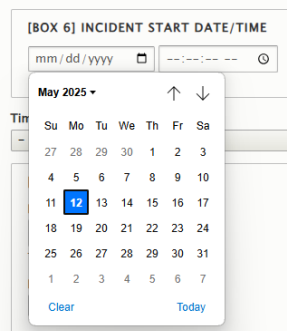
Figure 21: How to set the date and time for an incident. It can either be typed in or chosen.

6. **[Box 6] Incident Start Time:**

Selecting the clock graphic, on the right side of the form field (Figure 22) opens up a scrolling number selection (i.e., hours, minutes, a.m. or p.m.). Seconds can be set to 00, if not known.
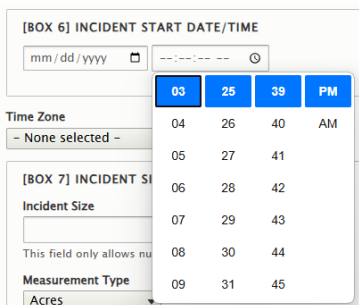
Figure 22: The time can either be entered by typing it in directly or selecting the clock icon on the right side. The clock opens a scroll to pick the correct time, minute and second, including a.m. or p.m.

7. Time Zone

Select an appropriate Time Zone where the incident is located (Figure 23).

Time Zones are based on the region instead of near a specific state capital or larger city. The actual time you chose should be the same as where the incident is, not where the user is, if working remotely.

Figure 23: Time Zones are always based on where the incident is located, not where the user is located, especially when working a remote assignment.
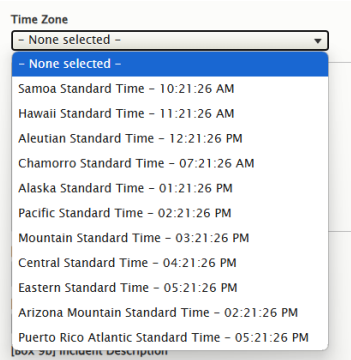
8. [Box7] Incident Size

Type in or select the incident size using the right side Up or Down arrows (on right side of form field) to increase or decrease the number value (Figure 24).
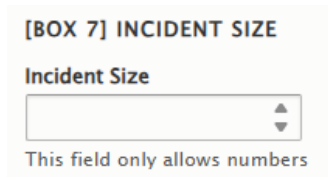
Figure 24: Incident size can be typed in directly or using the up and down arrows can be increased or decreased one at a time. Incidents that increase hundreds or thousands should be typed in instead to save time.

9. Measurement Type

The default to select is Acres (Figure 25). InciWeb has been used in training classes around the world. While the metric system isn't used in the US, hectares can be used internationally. Do not use square miles unless the incident commander or agency representative deems it acceptable.

Figure 25: Incident size can be typed in directly or using the up and down arrows can be increased or decreased one at a time. Incidents that increase hundreds or thousands should be typed in instead to save time.

10. [Box 8] Percent (%) Contained

Always use a range of 0 to 100% (Figure 26). This is not a required field since some incidents aren't contained (i.e., floods, earthquakes, tornadoes). RX (prescribed fire) may not use percent contained either.

Select the right side up or down arrows to select a number instead of typing in.

Figure 26: Percent of containment is always measured from 0 to 100. This area is not for the percentage of objectives achieved. That information should be placed in the Incident Overview or Description.

11. [Box 9] Incident Type

InciWeb can be used for all types of incidents (Figure 27). Use the right-side dropdown arrow to choose from the one that most closely matches the incident. This is a required field.
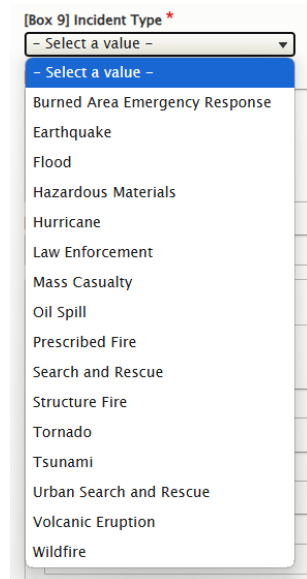
Figure 27: Choose the Incident Type in the dropdown menu for the incident.

12. [Box 9b] Incident Description

Describe the incident as best as possible, much like what was previously written in the incident outlook, but with greater detail.

13. Incident Cause

Even though this is not a required field, depending on the type of incident being published, check with the incident commander as to the cause especially during a wildland fire.

The best option here could be, "**Currently under investigation.**"

14. [Box 22] Incident Coordinates

Enter Global Positioning System (GPS) coordinates of Degrees, Minutes, Seconds (Figure 28).

Latitude and Longitude seconds (sec) are the only two blank fields that accept decimal points or decimal places.

Figure 28: Each line has its own required numbers normally only single to triple digits. These numbers are for placing the corresponding incident icon in the correct location on the public facing map.

When entering the longitude, the value is negative (-). **Do not enter the negative or minus symbol in the longitude (Figure 29)**. InciWeb already knows and will automatically place it in the coordinates.

GPS coordinate Seconds should be a whole number or no more than one decimal place out. Any further out decimal places are not necessary as the fire icon on the map will obscure (cover over) any detail.

Figure 29: This is an example of what not to do when adding the latitude and longitude coordinates. Do not insert a negative or minus symbol in the longitude degrees section.

Here's an example of what not to do. Since InciWeb automatically puts a (-) negative or minus symbol into longitude, you don't need to. Coordinates of double negative could accidentally be placed on the other side of the globe.

If you have coordinates not in the degrees, minutes, seconds format, either consult with the incident / dispatch for a corrected or use the Federal Communications Commission website conversion tool **Entering Fire Incident Coordinates Values** link (bottom right corner written in blue) below the latitude and longitude section.

15. Incident Location

A brief written description of the incident's location other than using the GPS coordinates. This is not a required field.

16. [Box 28] Events to [Box 51] Total Personnel

Enter incident information as requested in each of the blank form fields using the below options. InciWeb has several design options available for the Incident Overview, including:

- Format Type Style (i.e., Paragraph, Heading types 1, 2, 3).
- Bold
- Italic
- Chain Link to create an internet or document attachment
- Quotations
- Bullet Points
- Numbered Bullet Points (customizable)
- Insert media (media must already be uploaded and available in the Media Library)
- Text alignment (i.e., right, center, left)

17. Highlighted Images

Use this section (Figure 30) to add media photos and/or maps, up to three, for the incident. The chosen media item will be visible on the public facing page of the incident before additional incident information is shown. Scrolling further down the page will reveal more detailed content.

Figure 30: In telling the story about the incident, it's possible to highlight or emphasize up to three media items on the public information page. The idea is to offer a visual representation of activity on the incident.

A logo of a representing agency / Incident Management Team can be inserted too, if already uploaded into the media library.

This is not a required element. Highlighting is only an option. The order (1,2,3) can also be switched by holding/selecting and moving left or right.

To replace or update a highlighted media item, remove one first > save, and select a replacement for 1, 2, or 3.

Select the **Add media** button (Figure 31) to highlight a media item already available in the media library.

Figure 31: The Add media button will open the media library to select from.

When the User selects Add Media, the user is only allowed to pick from existing media files.

There is an option to Choose Files (will upload a media item from the computer's hard drive). **DO NOT USE THIS OPTION**.

Uploading a media file here will be lost in the media library as it will not be connected to an incident. Media items uploaded here will also lack many requirements (i.e., 508 Compliance / Accessibility, Incident Name, Copyright clear).

The correct way to add a new media item (not yet loaded into InciWeb) is through the media library. Save your work, then upload the media item, and attach it to the reopened incident.

18. **Go back to the top** of the same page to begin Part 3 of 3. The filling-in of all the blank form fields on the right-side column start with Incident Unit.

Part 3 of 3: The Public View

There is additional information, associated with each incident (Figure 32), to complete on the right side of a new incident page. That area is shaded (light gray) to distinguish it from the ICS 209 Boxes.

The information entered there is the information that will be posted to the public facing side introducing the public/news media to that specific incident shown in the below graphic.

Figure 32: An example of the lower blue information ribbon displaying all the incident contact information for a particular incident available on the public viewing side.

Each field (e.g., Unit, Contact Information, Cooperators…) in this section has additional features to know:

- Each field title is in an accordion format. To the left of each title is a small, inverted triangle (Figure 33). Activating it or selecting the title itself will either raise or lower the field to display or hide the content.

Figure 33: To the left of each field title is the Inverted Triangle that can either raise or lower the field in an accordion format.

In many of the fields below, there is more than one selection possible. To the left is Show row weights (Figure 34).
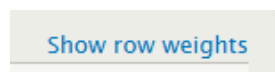

Figure 34: Showing Row Weights is an option to prioritize the order of something listed, if there's more than one.

Row weights are a way to prioritize the order. Use the dropdown arrow to the right to change the priority number (Figure 35).

Figure 35: When the Show Weights is selected, a numbering system button appears. Zero is the highest progressing up 1, 2, 3, etc.

Another option for changing a priority order is from the cross arrows (to the left). This new option will appear as a plus sign with arrows going in the four primary compass directions (Figure 36).

Figure 36: The plus sign with arrows is another feature for rearranging the order of any field that has more than one.

If using a mouse, click and hold the plus sign with arrows, then manually move that field up or down to change the order within that field.

Figure 37: To add more than one resource, select the Add another item button to increase the information the public will see for further information.

- It is possible to include more than one Contact, Cooperator, or Link depending on the size and scope of the incident. Once the **Add another item** button is pressed (Figure 37), a second fill-in form field will appear.

- Lastly, when inputting a URL (website address) type in the complete address (http://www... or https://www...)

Follow the next steps to complete.

1. Incident Unit

This is the host agency or the jurisdiction where the incident is currently managed. This is a required form field and is also self-populating.

By typing in a few letters, InciWeb will attempt to guess, up to ten possible suggestions, of the unit you are searching for. The more letters you type, the more the list narrows (Figure 38).
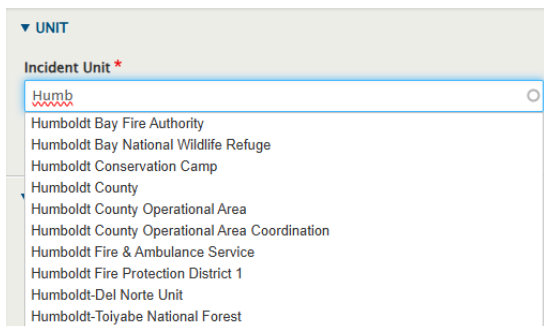

Figure 38: The Incident Unit is self-populated with possible suggestions until your choice appears.

Note: This needs to match the Unit where the incident is located.

2. **Contact Information**

This is information the public will see on the "front side" of each incident (as shown at the top of page 21, Figure 32). Fill in the correct information of a person, team, incident, or office / agency where public and media inquiries will be answered. (Figure 39). Additional features include:
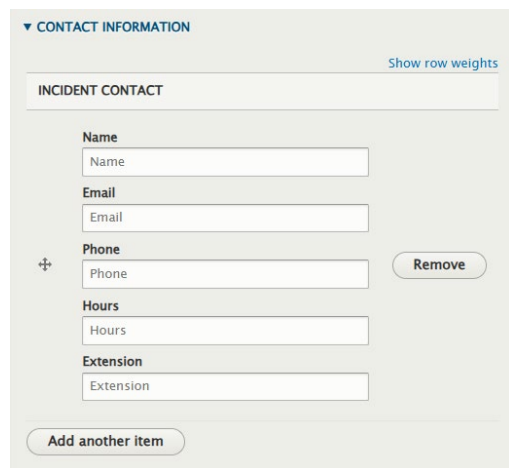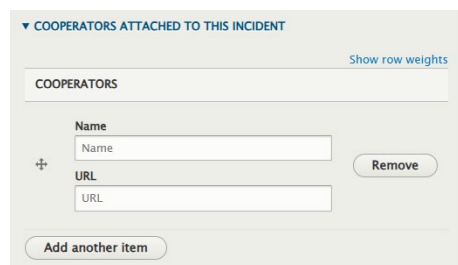

Figure 39: Contact Information has many options including adding more than one contact order.

- Contacts can be prioritized, rearranged, or changed at any time. To change the priority, select the four-way arrows (to left) and hold, then move up or down, changing the priority. Priority is given to contact on top and descending.

- If a Contact is no longer available or needed, it can be removed by selecting the Remove button to the right.

3. **Cooperators Attached to this Incident**

Cooperators are unique to each incident. To include a cooperator (Figure 40), simply populate the Cooperator Information section with the cooperator's name and URL (Uniform Resource Locator, also known as the web address). The URL must start with either https://... or http://...

- **Adding:** Users can add as many cooperators as necessary by selecting the **Add another item** button at the bottom of the Cooperators section.

- **Editing:** If a previously listed cooperator requires editing, follow the same procedures for Adding.

- **Removing:** To remove a cooperator from the incident, activate the Remove button (to the right).

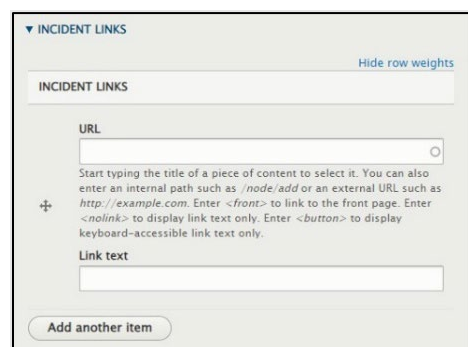Figure 40: Add a cooperator (Sheriff's Office, Evacuation Center, District Office) of additional places to seek incident information. More than one can be added.

4. Incident Links

To add an Incident Link, populate this section with a URL and Link Text (Figure 41). The link text is a brief description or title of where the link is going to or for.

Figure 41: If a Link is needed for the incident enter it here with a brief description.

All URLs must start with http:// or https://. To add more incident links, use the Add another item button.

5. Incident Groups

If the incident has more than one incident attached to it, create a Group of Incidents (Figure 42). The incident organization will then change to one of four choices (Complex, Theater, Related, or Unified Command). Choose the option that best describes the incident command structure.
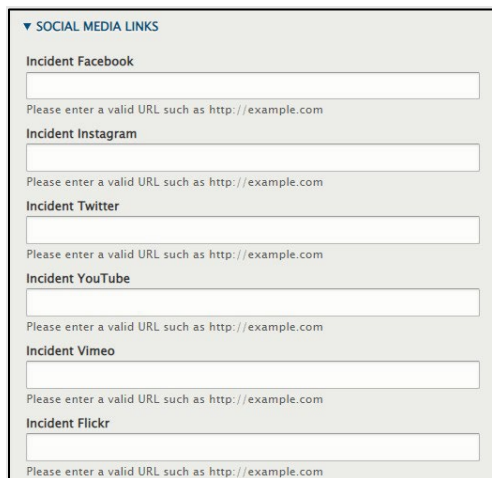
Figure 42: If the incident involves more than one incident, establish a Group.

6. Social Media Links

The Social Media links section (Figure 43) allows Users to link any relevant social media pages for the incident (e.g., Facebook, X, YouTube). Once a field is populated with a URL, the relevant social media

icon will appear on the public page, under the Incident Name. The URL must be formatted to start with http:// or https:// to work properly.

* Important, InciWeb does not have a URL shortener. That will need to be done elsewhere
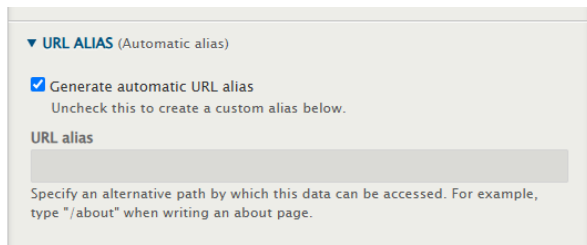
Figure 43: Filling in these fields will produce the social media icons for the incident that the public, news media, or responders will access.

7. URL Alias (automatically generated)

Rarely used - Every time an incident is saved, a URL is automatically created (Figure 44). This is where that URL is created. By default, **Generate an automatic URL alias** is checked. While it is possible to create a custom user created URL; it is not recommended. Custom URLs might not work in conjunction with the incident if missing the required content.
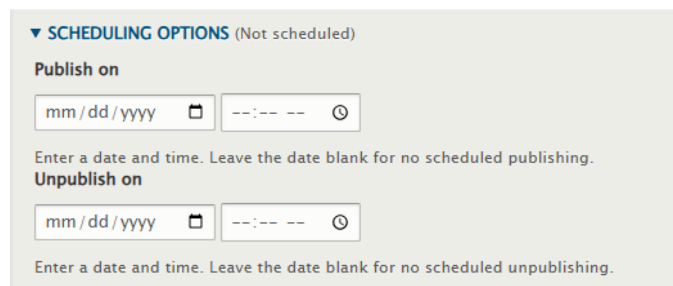
Figure 44: By default, each incident will generate its own unique URL. A custom one can be created if the box is unchecked. This is rarely done.

8. Scheduling Options (Not Scheduled)

Rarely Used – This feature is more for Incident Publications than incidents, but available in both places. Scheduling options (Figure 45) are available if a user wanted an incident up for only a limited time. Select a future P**ublish on** date and time followed by a date and time when you'd want the incident to **Unpublish on**.
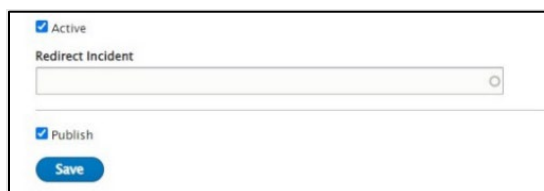
Figure 45: Scheduling options assist PIOs with posting incident information intended to be temporary. It is now possible to schedule a future publication and when to remove it automatically.

9. **Active** (the blue square check box)

By default, the Active check box will always be selected (Figure 46). This indicates that the incident is an active incident. If the user unchecks this box, then the incident is considered inactive.

Figure 46: The Active, Redirect Incident, Publish, and Save features are important. They must be completed for an incident to appear on the public site.

If the incident is inactive, it will no longer have a map marker, the white shield icon.

The inactive incident is still published with a visible perimeter only and no name. The public and users will still be able to access the incident URL. However, the public map will show a message stating "This incident is no longer active, map is showing approximate location." As seen in (Figure 47).
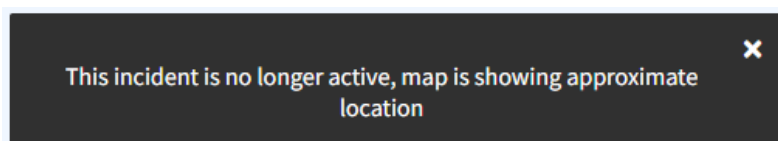
Figure 47: When an incident is no longer active, this message will appear on the public page for the incident in the lower right corner of the map. If the incident is reactivated, this message will disappear.

To two ways to find the incident again and reactivate:

- The incident will remain in Nodes for the Group Unit assigned.

- Go to Content > Select > Content Library > search by Title > Operations > Edit to open

10. Redirect Incident

This feature only works if there is another incident created in the Group Unit's Nodes. Incidents can sometimes merge with one another. When this occurs, one incident continues onward while the other is discontinued.

If this incident is the one being discontinued, the name of the other incident will go here in the **Redirect incident** space. This is a self-populating field. InciWeb will try to guess what incident you'd like to redirect it to. Make sure to select the correct incident as many incidents have similar names.

Once found, uncheck the Active button. When saved, the discontinued incident will have merged with the other incident. New information will need to be input into the merged incident and a discontinued message will appear on the public map.

11. Publish

By default, the Publish checkbox will always be selected. This checkbox determines if the incident shows up on the public site.

If it is unchecked, the incident becomes unpublished. This means that even if the incident is marked as Active, it will still not appear on the map or be viewable by the public. The incident perimeter will still be visible because perimeters are imported from GIS.

12. Save (Concluding the Incident)

When all the previous steps have been completed and double-checked for accuracy, the blue Save button should be selected to officially create an incident in InciWeb.

Creating an Incident Publication

Returning to Nodes

To begin, follow the same directions as featured in Creating an Incident (Part 1 of 3, page 10). When arriving at Nodes, select the blue **Add new content** button (Figure 48).

Fossil Butte National Monument **nodes**

Add existing content   **Add new content**
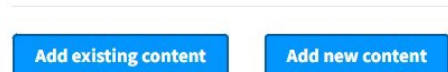
Figure 48: To create a new incident publication, select the blue Add new content button (right side).

On the next screen choose the Group node Incident Publication (Figure 49).

Figure 49: To add an incident publication, navigate to the Incident by choosing the incident publication as indicated by the red arrow.

Follow the steps, starting on the next page, for instructions to complete a Publication on InciWeb.

1. Beginning a New Publication

Figure 50: This is the screen to begin creating a new incident publication.

Every publication requires a Title and a Publication Date (Figure 50) as indicated by the red asterisk.

Create a unique title that will distinguish it from other publications on InciWeb. The name should follow the NWCG Standards for Electronic Documentation (eDoc) publication.
Refer to Appendix A (Page 66), for a comprehensive list of file naming guidelines that can be used for media and document file names.

Remember, because InciWeb has the date and time as a required field, publication titles do not have to include the date in the title. Once saved, the date will automatically be included in the title with the Month-Day-Year format.

2. Publication Date

Publication date, in the format displayed, can either be typed or select the small black calendar icon on the right side of the blank form field (Figure 51). The month and year can be switched by choosing the down arrow beside April 2025 (upper left corner). Or choose the up and down arrows (upper right corner).
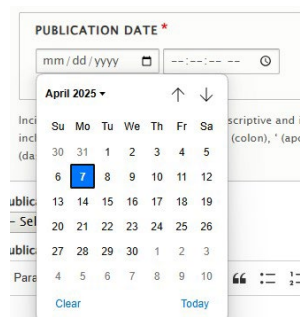
Figure 51: To select the correct date, either type it in with the correct information or choose the calendar symbol to open a calendar and choose the correct date.

3. Publication Time

The Publication Time should be selected as close as possible (Figure 52). Seconds, though an option, it does not have to be exact. Selecting **00** is appropriate.
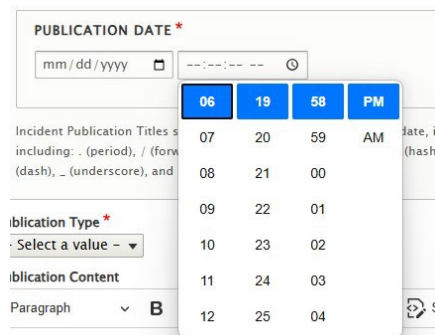
Figure 52: To select the correct time either type in the correct information directly in the blank form field or choose the clock symbol and scroll through the numbers to select the correct time.

The chosen time can be written in or by selecting the Clock icon on the right side of the blank form field.

The clock does not accept the military 24-hour time format.

4. Publication Type
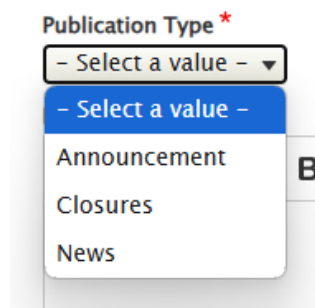
Figure 53: To create a new publication choose either Announcements, Closures or News. This is a required field.

Engage the dropdown arrow (right side) and three options become available: Announcements, Closures, and News (Figure 53).

One of the three must be chosen, as it is a required field.

5. Publication Content

Figure 54: These are the design options available in InciWeb.

InciWeb has several design options available (Figure 54). All the fillable information, once published, will be viewable to the public to read. You can use HTML formatting in this field, including:

- Format Type Style (i.e., Paragraph, Heading types 1, 2, 3).
- Bold
- Italic
- Chain Link to create an internet or document attachment
- Quotations
- Bullet Points
- Numbered Bullet Points (customizable)
- Insert media (media must already be uploaded and available in the Media Library)
- Text alignment (i.e., right, center, left)

6. Adding Media to the Incident Overview and other Boxes

A user can only add media content (Figure 55) already uploaded into the Media Library. There may be an option to upload a photo or map during the creation of a publication. However, **DO NOT USE as the new media item will lack required elements.**
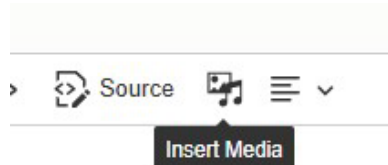
Figure 55: A zoom in view of the Insert Media button available when writing an incident overview.

When choosing a photograph or map, selecting the Insert Media button will open the media library. The following two steps complete the process.

- If you know the name of the media item, type the name into the Name blank form field. Selecting a Sort order may speed up the retrieval and then select Apply filter button.

Figure 56: This is the Table View used for viewing the Media Library

- Or the other option is to scroll through the various images until you find the correct one.

7. Doubling Checks

Then check the box (on the left) and at the bottom. Sometimes, depending on your view, media Items will be sorted either in Grid or Table view. The first example is in Table view (Figure 56), while the second example is in Grid view (Figure 57).

8. Adding Media to the Incident Overview and other Boxes (continued)

Figure 57: The Media Library can also be viewed in Grid view, a more visible format.

Once the media item is located, mark the blank square (upper left corner of media in Grid view, Figure 57). It is possible to select more than one. When ready, select the blue **Insert selected** button and the screen will return to the incident page to continue creating or editing an incident.

9. Incident

Every Publication must be attached to an incident, a required field (Figure 58), as indicated by the red asterisk. Every incident publication can be attached to more than one incident.

Figure 58: Many incidents can have similar names. InciWeb will try to guess what incident the search is for. Make sure it is the correct one.

The blank incident form field is an auto-populating. As you start to type out the incident's name, InciWeb will try to guess the name you are typing. Make sure you pick the appropriate incident name, as there will be other incidents with similar names and from previous years.

When your incident name appears, stop typing, and select it from the generated dropdown menu. The five letter Unit ID will appear to help distinguish one incident name from another (i.e., TXTXS, CAANF). The first two letters represent the State, and the next three letters represent the Forest, District or Agency.

10. The Remove button option

If the wrong Incident is chosen, use the Remove button (far right) to remove and choose another.

Incidents can also be rearranged by order by choosing the cross arrows on the left (Figure 59). Select and hold to move up and down in the order you choose.

Figure 59: The cross arrows are used to change the priority of information. Select and hold, then move the cross arrows up or down and release when in order.

11. Related Links

These blank form fields (Figure 60) are used to promote the organizations (i.e., Sheriff's Office, American Red Cross, a National Forest).

Figure 60: This area is for naming those official resources and organizations assisting and providing valuable information and/or resources. Provide the name of the organization and their website address.

It could also be a publication of an Air Quality report, a URL to a social media account, and /or would be a source of official information.

12. Web Addresses

These will appear below the Publication Content on the public-facing page. Be sure to format it starting with http:// or https:// when writing the complete URL address.

Add as many websites as necessary. Link text is where the title goes. An example would be if the URL above is for a Sheriff's Office, the name of the sheriff's office goes in the linked text field. When published, the name will become a URL link.

13. Related Links (additional information)

Because a publication may have more than one URL, this section allows the publication page to upload multiple attachments.

Examples could be a larger map, the official closure order, or a public meeting flyer.

Files will be uploaded from a computer file.

Please note that the file name you upload is the file name that will be displayed on the public side.

14. Publication Options (right side column):

Highlighted on Home:
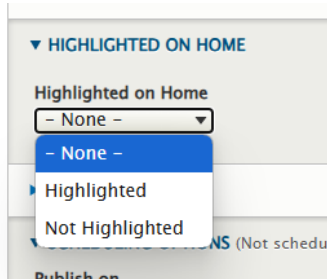
Figure 61: Highlighted on Home is a way to emphasize content by showcasing information a user wants the public to see first.

This is the option to place up to three publications at the top of the public-facing homepage (Figure 61) to show emphasis or priority (i.e., an evacuation order).

Note: To prevent highlighting issues, remember to take one of the three highlighted publications down first, to **Not Highlighted,** and then Save.

With only two publications now highlighted on the public-facing side, placing a fourth (or a replacement third), this will ensure a smooth transition.

15. URL Alias (Automatic)

Every time an incident is saved, a URL is automatically uniquely created (Figure 62). By default, generating an automatic URL alias is checked. It is possible to create a custom user created URL. However, it is not recommended.
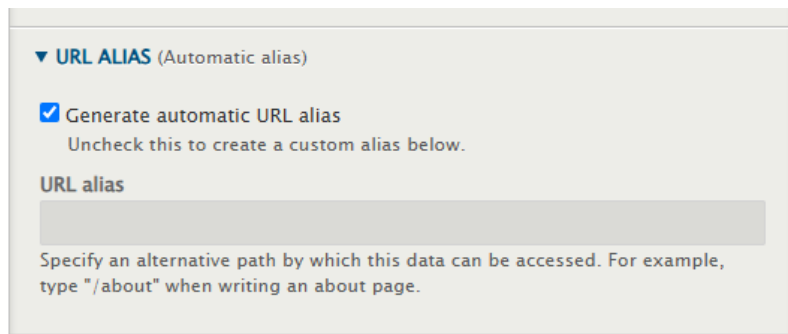
Figure 62: It is possible to create a unique URL for publication. However, by default, this is always checked to avoid creating another different unique URL.

16. Scheduling Options (Not Selected)

Rarely Used – This feature is for Publications (Figure 63) only needing to be posted temporarily. Scheduling options are available if a user wanted an incident up for only a limited time. Select a future Publish on date and time, followed by an unpublish on date and time when a user would want the incident to unpublish on.

Figure 63: Scheduling options are used if a user wants to post something ahead of time and then withdraw it by a certain time.

17. Publish and Save

A publication can be saved as a Draft. By default, Publish is always checked (Figure 64). To save the publication as a draft, uncheck and save.

Figure 64: When all the work on the publication has been completed, select the blue Save button.

The publication will still be attached to the incident in Nodes and in the content library.

Cloning

The quickest way to produce a new publication.

Figure 65: Cloning is a feature to speed up the republishing of a publication. Instead of starting over, clone and update what needs changing, then publish.

In order to save time rewriting an entirely new updated publication when only a few changes occurred during the last operational shift, the Clone feature is now available (Figure 65).

To use, open up an existing publication and select the blue Clone button (right side). This will reopen the existing publication into Edit mode with one difference.
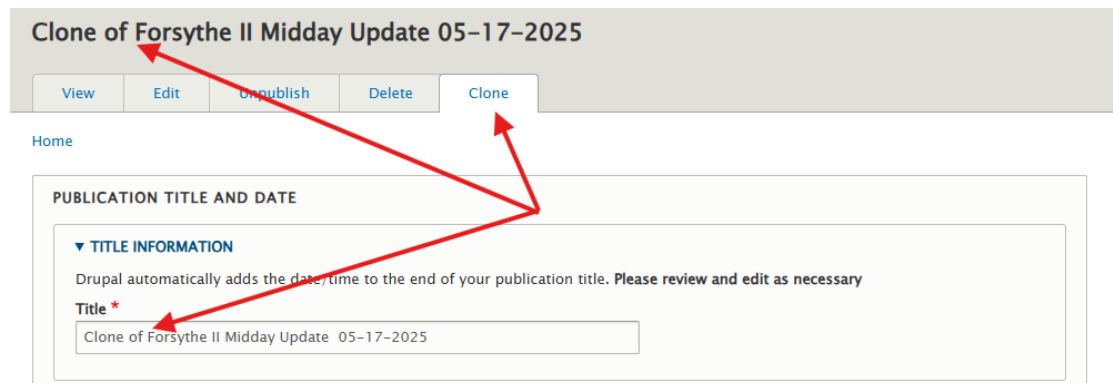
Figure 66: You know this new publication is a clone because it is shown in three different places on the page (as indicated by a red arrow). Make all the changes necessary, but before saving, delete the words Clone of from the title and then save.

The publication will start in three places; this publication is a Clone (see red arrows) as in Figure 66. The rest of the publication will appear the same as when first creating a new publication.

To prevent the public / News media from noticing the publication is a clone, follow these two recommendations:

1. Make all the changes needed in the body of the publication (i.e., size, objectives, progress, update of a PDF) first.

2. When #1 is completed, return to the Title (with the red asterisk, signifying a required field), erase / delete the two words **Clone of** from the title. Then proceed to the bottom of the page to Save.

Your new publication will then be published.

Searching for Existing Content
Shortcut route: *Manage > Content*

This could be searching for an Incident, a Publication, or a media item.

As a user or superuser in InciWeb, it is important to first know how to navigate to the Content Library. This is where all existing incidents and incident publications reside collectively. Media (i.e., photos, maps, and videos), are stored in the Media Library. Both Libraries can be accessed from the same location. They are just in separate tabs.

To search for existing incidents, publications, or media, select the **Manage** button and then select the **Content** button. The Content button is located in the gray menu bar to the right of the Drupal waterdrop (Figure 67).
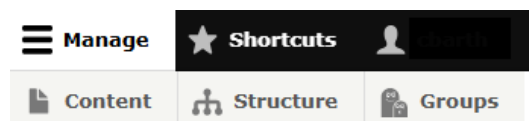
Figure 67: How to find an Incident or an Incident Publication in the menu bar.

Follow the next steps for instructions to successfully search for existing content.

1. **Libraries**

There are two different InciWeb Libraries (Figure 68):

- **Content:** Location of all Incidents and Incident Publications

- **Media:** Home of every photo, video, map, and many other PDF documents.

Figure 68: The Media Library header showing items will be displayed in Table view. Table is underlined.

Content can be viewed in Overview (containing Incidents and Incident Publications), while the Media tab can be viewed in either a Table or Grid format.

When entering the Content Library for the first time, users will notice the list is based on time (Figure 69). The incident, most recently updated, rises to the top of the list then descends in chronological order. When someone else saves an incident or incident publication somewhere else in the US that one will go to the top of the list. The previously saved will drop to second. Everything below the highest listing came earlier in secession.

The most recent addition to the library always goes to the top of the list based on the time, not the priority or complexity.

Figure 69: This shows how time sorts each published incident and/or incident publication when each is saved.

2. The Content Libraries

The Content page (Figure 70) has several search options available for incidents and incident publications. To add new content, select the blue **+ Add Content** button (top left corner). If a user creates a new incident, go back to Page 15. To begin a new incident publication, go back to Page 30.

Figure 70: This is an expanded view of the Content Library. Below the blue +Add Content button are several options available to search for a specific incident or incident publication.

To search for an existing incident or incident publication, an option is to search by its **Title**:

- If you know the name of the incident or incident publication you want to search for, type it into the Title field. As you type, InciWeb will try to guess what you're looking for based on what you're spelling. Be aware, many incidents and incident publications have similar names (regardless of years), make sure you choose the right one before continuing.

3. **Content**

- Moving to the right, from the Title blank form field, are all the search options with dropdown arrows to the right of **- Any -**. Name is the only blank form field option.

- The other options include:

  o **Incident Unit:** The agency or department managing the incident. The dropdown list is in alphabetical order. If the incident unit is towards the end of the alphabet, it will take a long time to scroll through the units.

  o **Published status:** Either choose Published or Unpublished.

  o **Name** (autocomplete): The author who created the incident or incident publication, if known.

- **Filter button**:

  o Functions the same as the Enter button would be on a keyboard. The page will refresh and all the options InciWeb found (one or more) will display matching your inquiry. To perform another search, use the newly added Reset button to begin again.

- **Actions**:

  o This is another option for finding and editing content. Once you find the item you were searching for in the generated list, there are a few options to choose. However, these Actions only work for the content in the below table.

To the left side of the search list are empty squares for selecting a title. Check one of those boxes if you want to complete an "Action" (Delete Content is the listed default item). Select the right down arrow and choose several options (Figure 71).
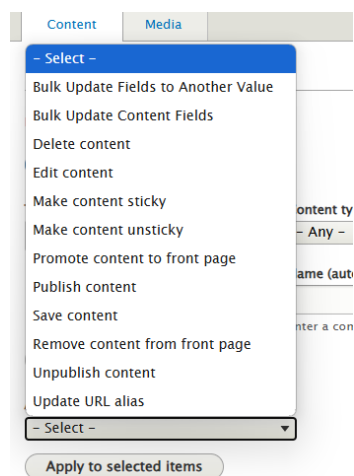
Figure 71:The Action menu in the Content Library.

When an "Action" is chosen, select the "Apply to selected item" button to activate.

Note: Actions are limited by permission, and you may not have permission depending on User or Superuser access.

4. Title Buttons

In the Library, each section heading in the Title menu bar are also buttons (if they are the color blue) to change the order, including:

- Title
- Content Type
- Status
- Updated

5. Operations

Figure 72: In Operations, if you don't see an Edit button (as indicated by the red arrow), the user will not have access or permission to Edit.

Depending on access, options to enter an existing incident or publication are possible this way instead of going through Group Units Search.

However, to the far-right side of the search list is Operations. Under Operations, there may be an Edit button for each title (Figure 72). If an Edit button is present, the user can enter the content from here.

If the user does not see the gray **Edit** button under the Operations title (see the red arrow in screenshot above), the user does not have access to that existing incident or publication.

Edit an Incident or Incident Publication by selecting the Edit button. The Incident or publications page opens.

Editing Existing Content:

Users can only edit incidents, publications, and media items belonging to a particular Group Unit a user is assigned to.

There are three options available to search for existing content to edit:

1. Go to Manage > Content > Operations column (Figure 73). If it shows an Edit button with a down arrow, then that incident or publication is available to the user. Select the Edit button to proceed. If there is no Edit button available, the user isn't assigned to that Unit Group.

	TITLE	INCIDENT UNIT	CONTENT TYPE	AUTHOR	STATUS	UPDATED ▾	OPERATIONS
☐	Black Swamp Fire	National Forests in North Carolina	Incident		Published	05/15/2025 – 17:29	
☐	Munger Shaw Fire Update Thursday, 05–15–2025		Incident Publication		Published	05/15/2025 – 15:34	Edit ▾
☐	Munger Shaw Fire	Minnesota Department of Natural Resources	Incident		Published	05/15/2025 – 15:34	Edit ▾
☐	Forsythe II Prescribed Burn	Arapaho and Roosevelt National Forests and Pawnee National Grassland	Incident		Published	05/15/2025 – 15:10	

Figure 73: Example of the incidents and incident publications available in the Content Library. The Authors or user's names have been erased inside the black bordered square.

2. Another option is using Quick Links (Figure 74).

Wallowa-Whitman National Forest

View Members Nodes

Incidents and publications for this unit are listed below.

UM 140 Training Burn	Starvation 9 Prescribed Burn
Starvation 7A Prescribed Fire	Little Dean 724 Prescribed Burn
Limber Jim 603 Prescribed Fire	Starvation 4A Prescribed Burn
Bird Track 602 Prescribed Fire	3 Cent 301-3 Prescribed Burn

Figure 74: Quick Links are the most recent and frequently visited incidents and incident publications available to open before proceeding to Nodes.

3. The third option is to proceed after Quick Links and going into Nodes. The Nodes chart contains all of the incidents and incident publications available to the logged in user. The chart may be several pages depending on activity throughout the year.

To open, select the name link written in blue under the Title section (left side of chart) or choose the Edit node.

Title	Content type	Status	Updated ▼
Indian Creek	Incident	Published	08/11/2025 - 12:10
Crews continue to establish, build fireline as smoke impact lessens 08-11-2025	Incident Publication	Published	08/11/2025 - 12:10
Community Meeting in Cedar Creek Tonight at 6 p.m. - Bronco and Indian Creek Fires Update for August 10, 2025 08-10-2025	Incident Publication	Published	08/11/2025 - 11:15
Community Meeting tonight at 6 pm at the Whiteriver Junior High School - Indian Creek Fire Daily Update for August 9, 2025 08-09-2025	Incident Publication	Published	08/10/2025 - 10:32
Bear Fire	Incident	Published	06/16/2024 - 11:37
Bear Fire Update 06-16-2024	Incident Publication	Published	06/16/2024 - 11:37

Figure 75: The Nodes list of Incidents and Publications as it currently appears.

Note: During the final draft of this publication, the table (Figure 75) above will undergo a transition. The menu items under Operations will be removed as they do not function as designed (for editing content). In the next scheduled update, those menu items will be removed. All other Operation functions in other tables will still be available.

Media (Maps, Photos & Videos)

Adding an Incident Media Item, Part 1

Hover the cursor over Content and another menu will open with three choices: Scheduled Content, Media Library, and Find by Incident Publication. Navigate to the Media Library to search for or add new media by selecting the submenu Incident Media Item (Figure 76).
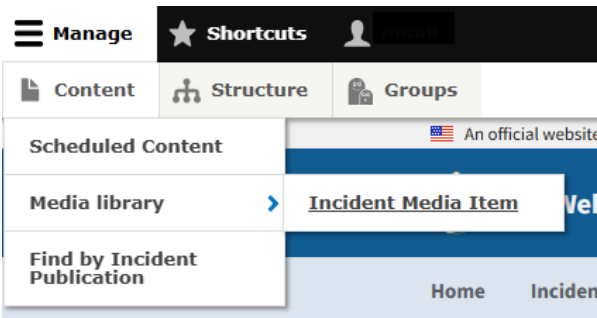
Figure 76: To add a media item (map, photo, video, or other) follow the menu options under Incident Media.

1. **Standards**

Before getting started, InciWeb has media standards to abide by. All media items can only be uploaded one at a time due to 508 Compliance standards.

- **Photos:** Size: 256 MB max, formats accepted: .png, .gif, .jpg, and .jpeg

- **Videos:** Size: 256 MB max, formats accepted: mp4, .mov, **Length**: one-minute maximum

<h1 style="text-align:center; color:red;">Video Types Prohibited:</h1>

All Recordings of Operational Briefings or Public Meetings, either video or audio, are prohibited on InciWeb. This prohibition applies to Live briefings and public meetings given by All-Hazard and Wildland Fire Incident Command and General Staff Personnel.

Photos of briefings and meetings are permitted on InciWeb. The following list are other file and media parameters allowed on InciWeb.

- Document file size, including maps: 256 MB Maximum
- Document Types Allowed: .txt, .rtf, .doc, .docx, .ppt, .pptx, .xls, .xlsx, .pdf, .odf, .odg, .odp, .ods, .odt, .fodt, .fods, .fodp, .fodg, and key numbers pages.
- X messages: 280 Maximum Characters (including hashtags).
- Up to three (3) Incident Publications can be highlighted at one time on the Incident page. To add a fourth, remove one of the previous three.
- The use of backslashes (/) are not supported in the Incident Publication Title (Announcements, News, and Closures). It will cause incompatibility in the URL address.
- Use the **Release Date** instead of entering the date directly in the Incident Publication Title.
- All Media items can only be uploaded one-at-a-time.

Not following these parameters may cause InciWeb to reject media from being uploaded successfully.

After going through the menu to add a new incident item, the InciWeb screen changes. Follow the steps below to upload an image successfully with all the required elements.

2. **Name** (a required field)

Figure 77: Choose an Incident name and the type of media best suited, either map, photo, or video.

To assist with file names (Figure 77), Public Information Officers assigned to Incident Management Teams follow the National Wildfire Coordination Group (NWCG) **electronic document (eDoc) standards** found in Appendix B (page 72 of this manual) to create a unique name recognizable to users.

Media names should be unique with the incident name and year.

The more information a media item has, the easier it will be to locate it.

3. **Uploading**

Upon selecting one of the three options: Map, Photo, or Video (a required field) from the Media Type dropdown, there will be a few options (Figure 78).

- **Maps:** Will also give an option to upload a PDF file. This can be a higher resolution map or official documentation (i.e., Closure Order), or other important information.

- **Photo and Video:** will open up other details to complete (i.e., Copyright, Alternative text, author).

Do not load maps like photographs and vice versa. The photographs are not maps.

Figure 78: Select one of the three options available, map, photo, or video for downloading media into InciWeb.

4. **Choose a File**

Once selected, a user will have to search through their computer files to find an already saved media file to upload. InciWeb won't be able to take a photo directly from a smart phone or other device.

Media files can only be added one at a time. Each media item will need alternative text, a description / caption, be copyright free, attached to an incident, and receive a time stamp of when it is published or saved in InciWeb. All these requirements cannot be accomplished simultaneously.

If knowing when the photograph or video was taken is difficult to locate, look at the photograph / video metadata or properties. Inside the data will be the time and date taken. Checking this information prior to an upload works the best and then transcribed into the required InciWeb fields.

5. Thumbnail

Once a user has selected a file, it becomes known as a thumbnail. Choose a Media type of either Map, Photo, or Video and the Alternative text field must be populated (Figure 79). Both of these spaces are required form fields.

Alternative text is important because it allows document screen readers to describe the photo if a user has a visual impairment. This ensures all media items meet government website requirements for accessibility.

Figure 79: Fill in the Alternate Text for every media item (a required field). Alternative Text (or Alt-text) does not need to be lengthy. Example: Prepackaged food at the bottom of cardboard box.

To review the quality of the photo, there are a few options available for viewing (Figure 80):

- First, select the **Preview (Magnifying glass):** makes sure the photo is of a good resolution when used in multiple format options. Use the X in the top right corner to exit the Preview window.
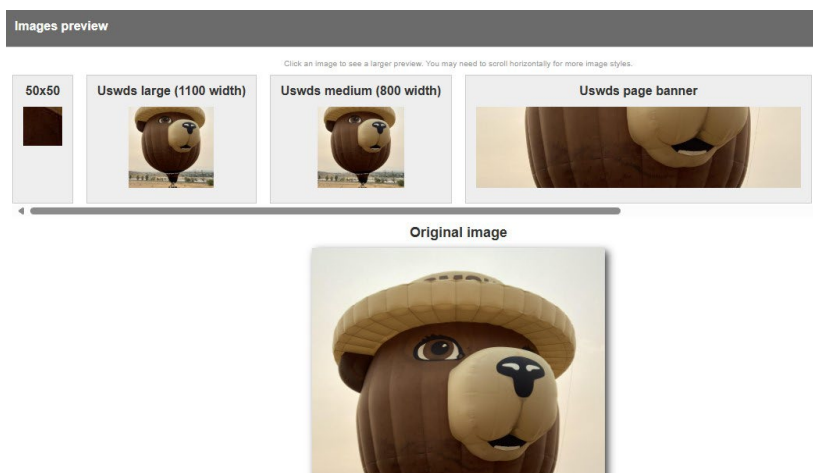
Figure 80: When previewing an image, a user can see what the resolution would be (clear or blurry) when saving in a particular format.

- The IMG_0072.JPG photo above can also be opened to view as it would be as originally downloaded (resolution quality check). Some photo resolutions can diminish in quality during

uploads / downloads. This is why sometimes a higher resolution photo might be better to start with than one of a lower resolution.

- **Rotating Arrow** (between the file size and the Remove button): If a media item is accidentally rotated when uploading (usually occurs when a photograph is taken vertically or in Portrait mode on a smart phone.

    The InciWeb program may, by default, rotate it horizontally or into landscape mode). If this occurs, use the **Rotating Arrow** button (Figure 81) to rotate the photo back to its intended position.
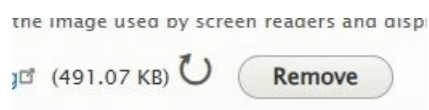
Figure 81: Use the Rotate button if the media item is uploaded incorrectly.

- **Remove:** If the media is wrong or didn't upload properly, it can be removed. Select the Remove button and retry uploading again, if desired.

6. Caption

This is not a required field but any additional information to describe the photo / video is helpful. Additional information is especially useful when the news media would like to utilize the image in their reporting.

Example: Dozer plowing fireline through the pines on Division Delta before dusk on 8-14, Big Fire 2025.

7. Media Owner

This is not a required field (Figure 82). However, it is helpful when the media item has an owner. Ownership does not need to be an individual. It can also be courtesy of an incident, office, district, agency, or equivalent.

Make sure to ask the person where the photo originated. If the photographer would like to remain anonymous, the media item would be courtesy of the incident or agency.

Example: Photo courtesy of the USDA Forest Service, Lolo National Forest, Flag Fire.

Figure 82: The last steps required for each media item before saving (Media Owner, I agree, Incident, and Published).

I Agree (a required field and radio button requiring checking before advancing further): All uploaded media must be **copyright free**. "By checking this box, you are confirming that no copyrights are being violated as a result of posting these images to InciWeb."

Remember, all media posted on InciWeb is free for the public and news media to use at any time.

8. **Incident** (a required field)

This is a blank form field (Figure 82, page 45). As a user types into the field, InciWeb will try to guess the name of the incident. Be aware, there may be several incidents with the same name. Pick the one you require and double-check to make sure it matches.

9. **Published** (blue checked radio button):

By default, the published radio button is always checked. If you are working on a media item and do not have all of the details, you can save the media items as a draft by unchecking the published button. Doing this will save the media items in the Media Library but it will not be visible to the public.

10. **Save**

At the bottom of the media page is the blue Save button. If all information is correct select Save and repeat the process, if necessary, for each media item.

Once saved, the User will receive a banner message back at the Incident homepage (Incident Media Item … has been updated) to view the changes made as the public. If the user did not fill out the necessary required items (those marked with a red asterisk), the media item will not save. If the media item does not save, a red banner atop the media page will inform the user of what requirement is missing.

Remember: If a user leaves a page without saving first, all work will be lost.

Editing an Existing Incident Media Item

A user has the option to **Edit** a photo, map, and video. The edit option should rarely be used to avoid accidentally altering key information. It should primarily be used to complete information that was left blank when initially uploaded to InciWeb.

To edit an already existing media item, navigate through the Content menu as a user would for uploading a media item.

Manage > Content > select Media Library. **A user will need to stop at the Media Library button to enter.**

1. Media Library

Once the Media Library opens it will look like this if in Grid view (Figure 83):
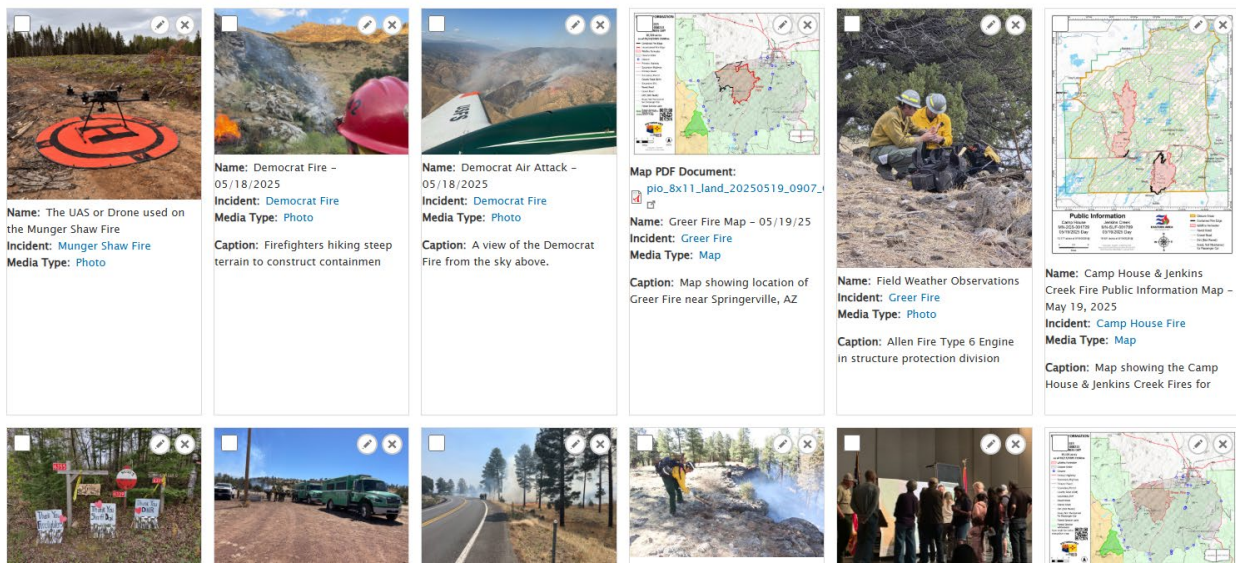
Figure 83: The Grid view of media items (maps and photographs) inside the Media library.

Or the window can be switched to Table mode (Figure 84). The tabs available to switch to one or the other is in the Tabs (upper left corner).

Figure 84: The Media Library as shown in Table view.

To edit here, select the Edit button under Operations (right side column) for the corresponding media item.

Remember, a user will only have access to media items posted to the Group Unit they are assigned to. The edit button will be missing otherwise (Figure 85).

Continued on next page.
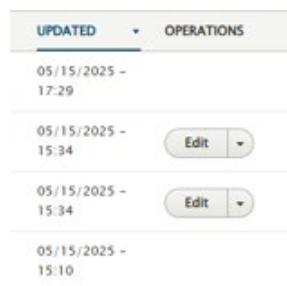
Figure 85: If a user has access to a media item, the Edit button will be visible. If the user does not have access, the edit button will not be displayed.

When in Grid mode, a single media item will have three options available at the top inside the photo (Figure 86).

- Checkbox (left side)
- Circled Pencil (right side center)
- Circled X (right side)

Figure 86: The options available at the top of each photograph uploaded into the Media Library. From left to right, the check mark represents what is being selected. If the Pencil is selected to edit the data within the media item. The x means to delete.

To select this photo (Figure 87) into an incident or publication, check the checkbox (it will have a white check symbol with blue background), if marked.

Name: Brimson Complex Firefighters 05-18-25
Incident: Jenkins Creek Fire
Media Type: Photo

Caption: Brimson Complex firefighters construct handline on May 18

Figure 87: Firefighters dig fireline in a photograph available in the Media Library. Note the three control options atop the photo.

To Edit, select the circled pencil button. That will open the same window used to add an Incident Media Item (Adding an Incident Media Item, Part 2 on page 43).

To remove the photo from the Media Library (rarely used), select the circled X.

2. Videos

Videos are uploaded into InciWeb the same way as other media but have different controls and edit parameters. They're known as Thumbnails. Each thumbnail contains the same information as photos and maps.

- **Upper left corner:** A white checkbox. It is blank for unselected and is check marked for selected.

- **Upper Right Corner:** Pencil inside circle or the Edit button. (See the section for Edit an Incident Media Item).

- **Below the Thumbnail:** Name, Related Incident, Media Date, Media Type, and a Caption.

Video Thumbnails have four unique features to them (Figure 88) and can be activated in Grid mode.

Name: Cedar Fire retardant drop
Incident: Cedar Fire
Media Type: Video

Figure 88: A sample screenshot of what a video window looks like. Options are available to increase its playback screen size.

Videos (continued):

- **Play:** To see a sample of the video in the thumbnail.

- **Volume / Mute:** To adjust the speaker strength up or down or off.

- **Expansion Box:** To view the video to a larger screen.

- **Three Dots:** Other options that include Download, Playback Speed, and Picture in Picture.

Compose an Incident on X (formerly Twitter)

X messages (Figure 89) are automatically created and sent to the InciWeb X account whenever a user creates a new incident, updates the existing incident, adds an incident publication (announcement, closure, or news publication), or adds an incident media item (map, photo, or video).
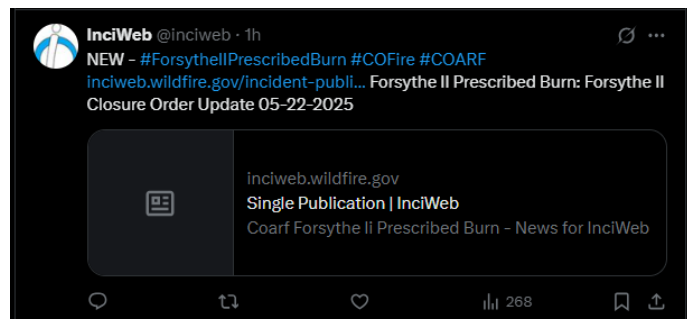
Figure 89: How an actual InciWeb X (formerly Twitter) message appears on X.

Automatic X messages include the following information:

- Incident, State, Unit hashtags

- The shortened incident URL or it is cut off and appears shortened.

- A brief description of what was updated and when.

A User also has the option to manually compose an X social media message. Complete the following next steps to generate and publish an X message.

1. **Compose an X Message**

First, the X icon button (black square background with white X symbol on top) is only available or can be seen from the User Help page when logged into the InciWeb Administrative page (Figure 90).
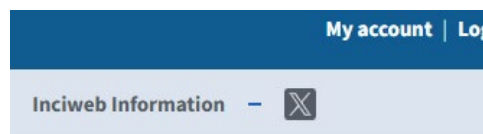
Figure 90: Select the black X button in the InciWeb sub menu to open the page to compose an X message.

There is a public viewing X button only available at the bottom of the public viewing InciWeb homepage. There may also be another inside the individual incidents if they have an assigned X account.

2. The X Form Page

Home

⊠ - **Form Page**

Please select an entity that the post relates to, and enter the message to share.

(*) Please choose an incident from the dropdown menu.

(*) Message to Post

Please enter content here:

280 characters left
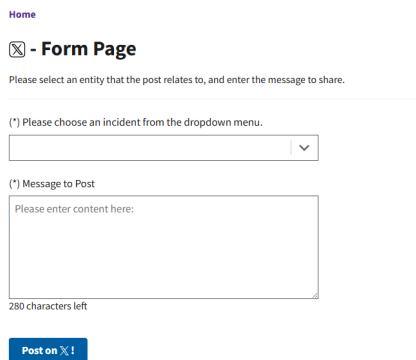
Post on ⊠ !

*Figure 91: Type in the message. X will include all the hashtags needed after the blue **Post on X!** button is selected.*

Choose the dropdown arrow on the right side of the first required form field (Figure 91). The list is extensive. Choose the correct incident.

3. Messaging

In the message, place all necessary information you would like to put in the message for the public to see, including hashtags and other shortcuts, to stay within the 280-character post limit.

4. Posting

Once complete, double-check the message and select the blue **Post on X!** button.
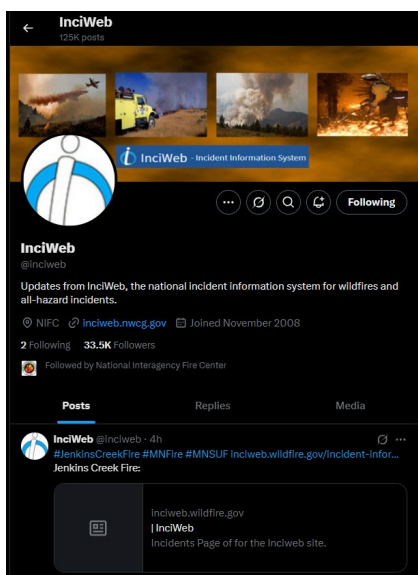
Figure 92: What an X message looks like on the InciWeb X webpage.

The X message will then appear on the InciWeb hosted X page (Figure 92).

Redirect an Incident

Under some circumstances redirecting an incident is necessary. This may happen when one incident combines into another incident. Instead of maintaining two separate incidents, why not phase one out and have the other take over. Therefore, Redirect may be the best option (Figure 93).

Approval from incident leadership (i.e., Incident Commander, Agency Administrator**), must occur first before proceeding.**

Redirecting one incident to another informs the public / news media that an incident change has occurred.

When complete, the public / news media will know the incident has been discontinued and they will be redirected to the new page.
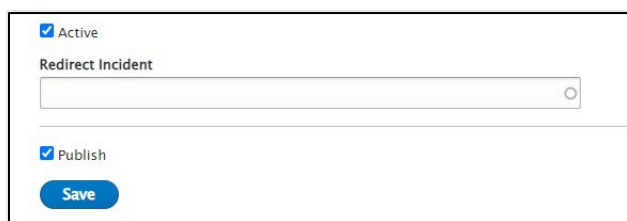
Figure 93: To redirect an incident, the older incident needs to be unchecked to become inactive, and the other incident typed into the blank form field.

Use the following steps to redirect an incident:

1. **Find the Incident to Redirect**

Follow the steps from the User Help page to go to Quick Links or Nodes (if needed) to find the correct incident a user would like to redirect.

Once the incident is opened, scroll to the bottom of the page (Figure 89).

To Redirect, uncheck the Active radio button.

2. **The Merge**

In the Redirect Incident form field, enter the name of the active incident that you want to redirect to.

Since this is a blank form field InciWeb will try to guess the incident a user is typing. From the provided list generated, double-check to make sure the incident chosen matches the incident you want. Many incidents have the same common name.

3. **Save**

Once the first two steps have been completed, select the Save button.

4. Be Advised

Filling in the Redirect Incident form field will automatically move content from one page to the other. Once saved, notifications will be present on the public facing page and the map will be altered.

The page will automatically be returned to the public viewing screen of the incident and a banner message at the bottom of the map will indicate that this incident has been updated (Figure 94).

As a result of being marked **Inactive** the icon (white shield with flame symbol) for the incident has been removed from the map. In its place is a notification on the map which states: This incident is no longer active; map is showing approximate location.
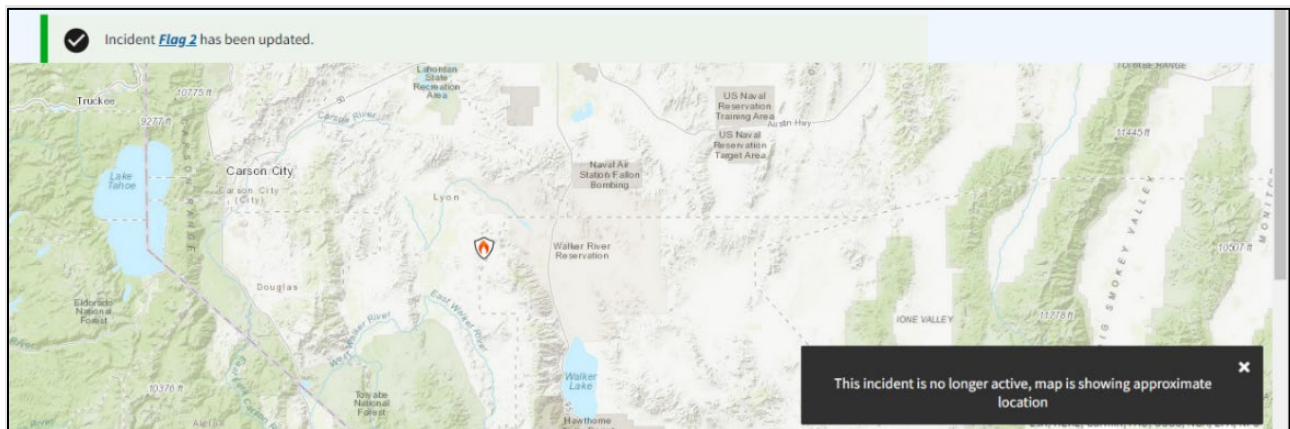
Figure 94: When an incident becomes Inactive, a black message box will be visible on the public facing map to inform the public / news media of the incident's change.

5. Notification

Scroll further down the page. Beneath the blue Incident menu bar is an additional message (Figure 95): **This incident is no longer being updated.**

If in Step 4, there was not an incident to redirect to, (if the blank form field was left blank), then a large bold-type message will read: **This Incident is no longer being updated.**

A blue button states Link to Another Incident. Selecting that button will redirect anyone who visits the inactive incident to the new one of the two merged.
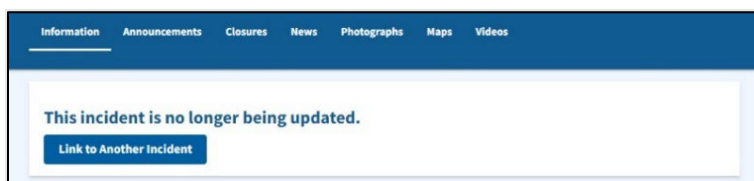
Figure 95: When the User does not select an active incident for the inactive incident to redirect to, a message will appear that the incident is no longer being updated. A blue button requesting the User to Link to Another incident is displayed.

6. **Reverse a Redirect**

If a user wants the two incidents to unmerge or be reseparated for any reason, that is possible.

The inactive incident is still in the InciWeb Library. It was not deleted. Therefore, to separate the two, find the inactive incident and reverse the steps.

Erase the incident name from the filled in form field and recheck the Active radio button (top of Figure 96).

When saved, the incidents will automatically split creating two individual incidents again.

Unpublish

Choosing this option can serve two purposes:

- When creating an incident or an incident publication, selecting Save means it is available for the public to see.

  If a user would like their work saved in a draft form without being visible to the public, then uncheck the Publish radio button (Figure 96). Once unchecked, select Save to keep it as Unpublished in the Content Library.

  To retrieve later, search in the **Unpublished** incidents and incident publications.
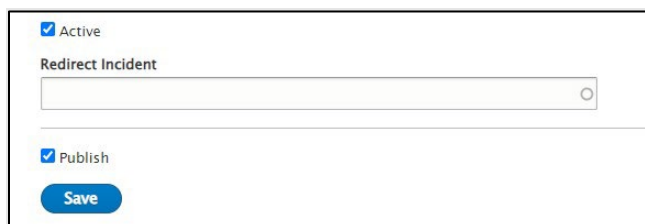
Figure 96: The check mark box for Publish and just above the blue Save button, if unchecked will save the incident or incident publication as a Draft in the Content Library.

  To republish, open the unpublished incident or incident publication, recheck the Publish radio button and select Save. The original will be made available on the public InciWeb page.

- The second purpose is if creating an incident or an incident publication is if a wanted media item was not uploaded into the media library first. Keeping the work saved as Unpublished means a user can leave the current page (after saving), upload any media to the media library, and reopen the unpublished incident or incident publication to add the new media.

Delete

The Practice Site is a way to learn how to manage an incident and save content without having it be visible to the public / news media. This action should rarely be used in Production (PROD). Accessing the Practice Site can be accomplished by the link provided at the User Help page or from the Wildland Fire Application Portal – FAMAuth).

Doing this on Production (PROD) will erase whatever is selected from all Libraries and cannot be reversed.
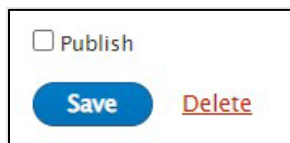
If a User makes a mistake creating an incident or incident publication, don't resort to deletion to start over. If you are stuck, notify the Helpdesk. The majority of errors when creating an incident or incident publication can usually be corrected without issue.

Remember, the Interagency Incident Applications Helpdesk (IIA Helpdesk is available 24/7) is there to assist in resolving any issues.

If you need to delete something, open the incident or incident publication needing to be deleted and scroll to the bottom of the page to the blue Save button.

1. **A New button:**

Uncheck the Publish checkbox. By default, this box is always checked. When Publish is unchecked, the red underlined Delete button appears (Figure 97).
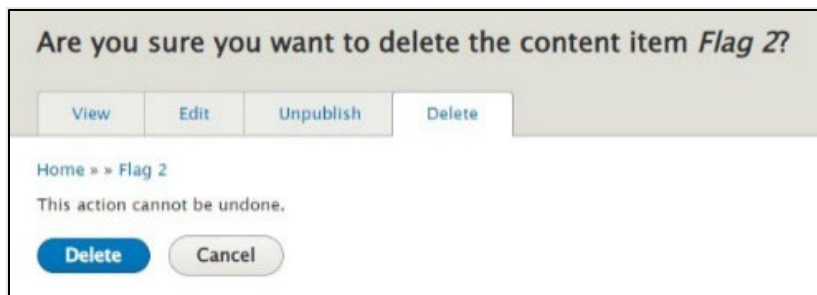
Figure 97: Unchecking to Publish radio button for an incident or incident publication automatically has the Delete button show up to use.

2. **Proceed with Caution:**

Selecting the red underlined Delete button will take a user to a new page with several options labeled in Tabs and buttons (Figure 98).

Figure 98: The warning: "Are you sure you want to delete the content item Flag 2 (an example)?"

Those options are:

- **View:** Goes back to see what the final product looks like published.
- **Edit:** Reopens the incident or incident publication to change data.
- **Unpublish:** Perhaps delete was mistakenly initiated and will do this instead.
- The blue **Delete** button
- The gray **Cancel** button

3. **Warning:**

Deleting any incident or incident publication is permanent. Therefore, InciWeb will ask, "Are you sure you want to delete the content item name?"

This action cannot be undone.

4. **Afterwards:**

When an incident or incident publication is deleted, the public will know as a message is shown on the national map (Figure 99) for that particular incident.

Figure 99: An example of the Unpublish banner.

Managing Access during an Assignment

Add a New User and Manage Access (Superusers Only)

Only the InciWeb Superusers can add existing (those who already have active InciWeb accounts) as Unit Members or other Superusers to the same currently assigned Group Unit and remove them too.

If a future InciWeb user doesn't already have an established username in InciWeb, they cannot join any Group Unit, their profile set-up is complete.

- To establish a new user profile in InciWeb, review documentation at:
  https://www.wildfire.gov/application/famauth
- Contact the Interagency Incident Applications (IIA) Helpdesk at: https://iiahelpdesk.nwcg.gov/
- Call toll free at 1-866-224-7877.

There are two levels of InciWeb Users with different permissions and role management.

- **Unit Member:** Has the ability to create new incidents and incident publications or edit existing incidents or incident publications. They can upload media to the Group Unit they are assigned to.

- **Unit Superuser:** This may be a leadership or manager role depending on assigned responsibilities. They can do all the same things as unit members. Additionally, Superusers have the ability to sign-up and/or suspend all Users (with an InciWeb account) assigned to their Group Unit.

  Suspend means to unassign a user to the assigned Unit Group after a temporary (14-day) fire assignment.

Use the following steps to assign a new member to a Group Unit and how to manage their access.

1. **Navigating:**

To add a new user, start out by entering the assigned Group Unit. At the Quick Access screen there are two choices:

- Select the center blue Members button (Figure 100), or

Home

Return to full list of Unit Groups

Craters of the Moon National Monument and Preserve

View Members Nodes
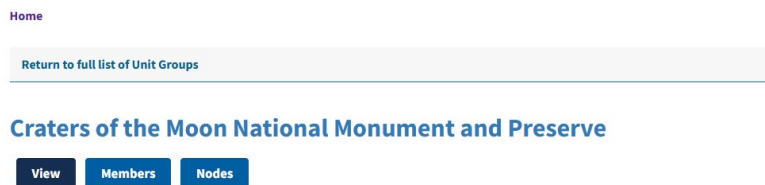
Figure 100: Three navigation buttons are available from the Quick Access links page.

- Proceed into the Nodes page and select the same center blue Members button there (Figure 101).

Southern Nevada District Office **nodes**
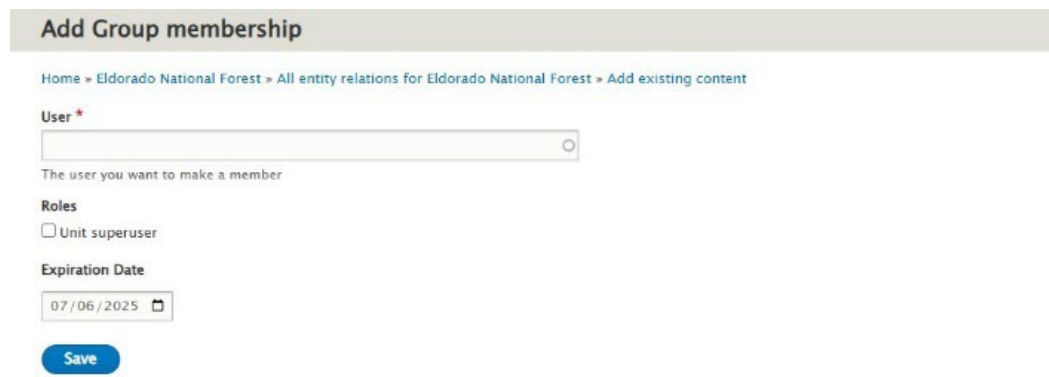
Add existing content   Add new content

View   Members   Nodes
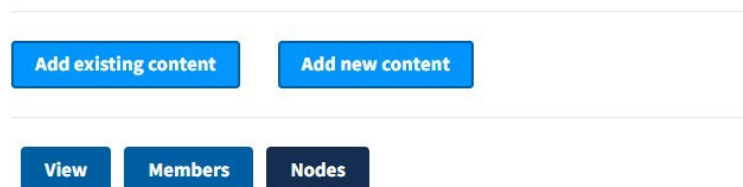
Figure 101: Inside Nodes, there is the option to enter the Members page to add or subtract a member to and from the Group Unit.

Both choices navigate to the same location. Therefore, if a superuser accidentally chooses one selection over the other, they will encounter the same result.

2. The Members' Page:

Inside the Members' page will have a complete chart of all the members currently assigned to that Group Unit. Above, there will be the blue **Add Member** button (Figure 102).

Figure 102: To add a new member to the assigned Group Unit. Existing members can be managed in the table further below.

3. Before selecting the blue **Add member** button, make sure the superuser knows the user's account name. Then select the blue Add Member button.

4. Add to a Group Unit:

Figure 103: Type in the InciWeb user's username and at the same time InciWeb will try to guess who is being located. Make sure to pick the correct one as many members may have similar profile names.

The first step is to add the user's assigned username (a required field). This is why the superuser needs to already have the user's InciWeb profile name.

This is a blank form field (Figure 103). InciWeb will try to guess the person's InciWeb username while typing.

Many users have similar names, double-check to choose the correct one.

5. Choose a Role

The default setting (Figure 104), a checked radio button means the user will be assigned a superuser.

Roles

☑ Unit superuser
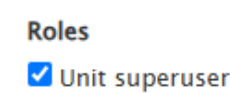
Figure 104: Accessibility inside a Group Unit for a user is accomplished here by checking or unchecking this one radio button.

Unchecking the radio button means the user will be assigned as Unit Member.

6. Expiration Date

By default, when assigning a new member or superuser, the expiration date (Figure 105) is set for 30 days from the date created. However, the expiration date can be set to any date.

Expiration Date

07/06/2025 📅

July 2025 ▾					↑	↓
Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Clear   Today
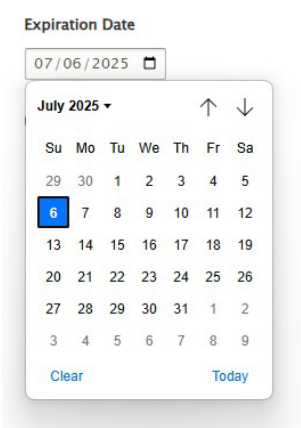
Figure 105: Setting a user's time period access is performed in the same calendar format as used when starting an incident or creating an incident publication.

As a unit superuser assigning members, remember to assign the user for the appropriate need. If the user is only on a 14-day incident assignment, assign them to the unit for shorter than 30-days.

Assigning members for the appropriate timeframes prevents confusion in the future. This will reduce unwanted profiles having access to a Group Unit where they are no longer assigned. After a 14-day fire assignment, for example.

If you are a public affairs specialist assigning an InciWeb User for a summer of initial attack incidents, then assign the user for several months with an expiration date. Access can always be extended, if necessary.

7. Save:

When complete, select the blue Save button. The new user will be assigned to that Group Unit.

Maintaining a User Profile in a Group Unit

All InciWeb members need to keep their profiles up to date (Figure 106). Several login issues have occurred because the profile was not updated. Usually this occurs when an employee switches agencies, retires, or their account was disabled due to inactivity.

All the software programs within the Wildland Fire Applications Portal – FAMAuth communicate with each other. InciWeb is part of a greater software network. Changing an email address in only one program doesn't mean it will update your email everywhere else.

Some InciWeb login issues occur when an old email address is used to identify a user, and that account intersects with a new email address for the same user. Since the email addresses don't match, an error could occur.

It is the user's or superuser's responsibility to keep their profile up to date.
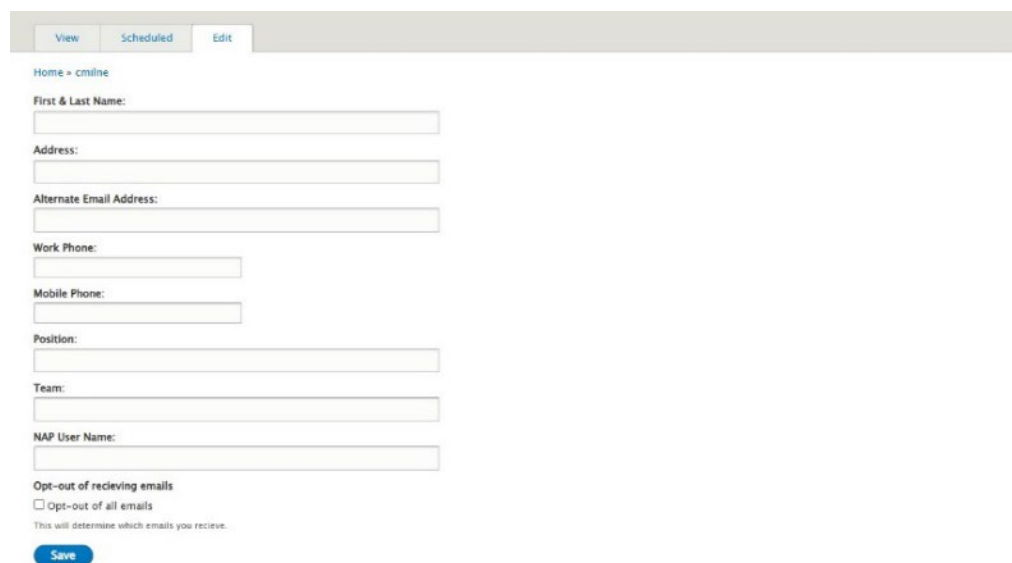
Figure 106: A user's contact information should be updated as much as necessary, although none of these are required fields. Updated information prevents future system errors.

All the blank form fields are self-explanatory.

- To Opt-out of all emails, check the box. InciWeb only sends email when there is an outage or expected to have an update that will cause a temporary outage.

- When complete, select the blue Save button.

Removing a User from a Group Unit

It's always good to clean up group unit memberships at the end/beginning of each calendar year. Going through InciWeb Group Unit members and removing them is not a difficult process.

1. **Members of a Group Unit**

Once in Nodes for a specific Group Unit, select the blue Members button to look up the members listed whose status needs to be changed.

2. **User Table**

In Operations (right side column) is a View Member option with a small dropdown arrow to the right (Figure 107).

User	Group unit role	Joined group unit	Operations
testuser	• Unit superuser	2025-06-26	View member ▼
Smokey.Bear	• Unit superuser	2025-07-29	View member ▼

Figure 107: An example Table of InciWeb users assigned to an incident for 14 days now needing their access removed from the Group unit they were assigned.

Select the dropdown arrow and two options become available. Edit member means editing the user's profile.

3. **Removing**

Select the last option button to Remove member (Figure 108).

Joined group unit	Operations	
2025-06-09	**View member** **Edit member** **Remove member**	▲
2025-06-09		

Figure 108: Under Operations is the Remove Member option to remove the member from the selected Group Unit.

Note: This option will not be available in future updates of InciWeb. However, it was still an option available during this manual's publication.

4. **Are You Sure**

To remove testuser (the first choice in the table at Step 2), select the blue Remove button. Testuser will be removed, while their profile will remain on InciWeb for other superusers to assign (Figure 109).
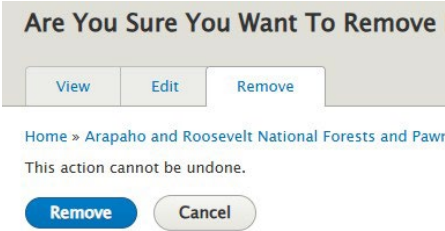
Figure 109: This action will remove the user from InciWeb. It only removes the user from that assigned Group Unit.

"This action cannot be undone," means the superuser cannot use the backwards arrow in the web browser to correct the removal if it was a mistake to remove the user.

Once the action has been completed, the screen automatically returns to the Members list in Nodes.

5. **Removed:**

The test user has successfully been removed from the previously assigned Group Unit (Figure 110).

User	Group unit role	Joined group unit	Operations
Smokey.Bear	• Unit superuser	2025-07-29	View member ▼

Figure 110: The user known as Test user has successfully removed from the previously assigned Group Unit after their fire assignment concluded.

Test users can be readded to the same Group Unit again, without issue. To add a user, follow the steps in **Add a New User and Manage Access** back on page 56.

Completely Deleting a User from InciWeb

This rarely used feature is designed to eliminate a user from InciWeb who will not have any access in the future.

To accomplish this, contact the IIA Helpdesk by phone or email.

Incident Complexes (In Development)

An Incident Complex is when two or more individual incidents, in the same general area, are managed under a single incident commander or unified command. This is organized to improve efficiency and simplify the incident management processes.

As of the publication of this manual, there is not a complete process established to group individual incidents together into one single Complex incident.

Figure 111: The 2025 - Table Rock Fire was an example of one incident command post or one incident command team in a centralized location to effectively manage two individual incidents.

There are three ways to create a complex either by name or incident.

1. If an individual incident is going to be incorporated into another incident, a Redirect may be more appropriate. To begin a Redirect, go to page 57. This is where one fire merges into another. In a complex, they don't have to merge. They could all still remain as individual incidents, except one of those incidents would become the central point for all the others.

2. In the example above for the 2025 – Table Rock Complex (Figure 111), a central point has been chosen between the two fires (east and west of that point). This is where the Incident Command Post (ICP) is located. This can be accomplished in two ways.

   a. A new incident can be created with a different latitude and longitude (lat./long.), placing the icon in a central location or where ICP is.

   b. Take an existing incident, have it become the primary incident and change the coordinates to where the new central point will be.

3. Or merge the two names into one. As an example: If there were two incidents named 2025 - East Fire and 2025 - West Fire, their names could be changed individually to:

   a. 2025 – East and West Fire – Central Complex
   b. 2025 Central Complex, East and West Fires
   c. or any other configuration

Creating an incident complex can be accomplished by both users and superusers. You must confirm with the incident commander or an Agency Administrator before switching and/or changing names of incidents.

Appendix A

NWCG Data Standard for Naming Incidents, PMS 910

Controls:

1. Historical records in their native, authoritative applications are not expected to be transformed to retroactively apply this newest version of the data
standard. But, for any data exchange where those native, historical records are shared with other applications, it is expected that incident names
will conform to this standard or otherwise suffer the consequences of non-compatibility.

2. Incident Name must be two or more alpha-numeric characters in length.

3. Incident Name is a required data element upon submit (create) of an incident record for data exchange.

4. Syntax guidelines:

    a) Incident Name must be two or more alpha-numeric characters in length.

    b) The name may be comprised of any combination of letters, numerals, and limited special characters.

    c) Allowable special characters are limited to the following: . (period), / (forward slash), : (colon), '
    (apostrophe), # (hashtag), &
    (ampersand), ((left parenthesis),) (right parenthesis), - (hyphen), – (dash), _ (underscore), and ~ (tilde).
    Note that comma is used in the
    preceding list only to separate list elements (comma is NOT an allowable character in Incident Names).

    d) Certain non-permissible symbols (e.g. ! $ * ; , | " ?) are disallowed because they are commonly used as
    data delimiters or operators in data
    queries.

    e) Contributing applications are encouraged to reserve the use of the tilde symbol to replace any non-
    allowed characters or symbols to
    achieve conformance with this data standard.

    f) No leading or trailing spaces shall be allowed, nor multiple consecutive spaces between other characters
    and symbols.

    g) Letters comprising the Incident Name may be mixed case, upper case, or all lower case; the case used
    will be preserved in exchange.

5. Incident naming principles and specific recommendations for naming wildfires:

    a) In the absence of any other naming protocol (such as those used for tropical storms and hurricanes),
    incident names should reference the
    area or location of the incident.

        (1) Fires should be named after geographic locations or nearby landmarks.

(2) When fires are named after highways or streets, consider including the nearest mile marker number or cross-street in the fire name
(ex: "Hwy50 MM121" or "Ventura-Myrtle") to more precisely describe the location.

b)   Incident names should be relatively unique.

(1) Avoid re-using the same fire name on a given jurisdiction in a given year. If needed, append a number to a fire name to ensure
uniqueness (ex: "Arch Rock", "Arch Rock 2" if there are 2 fires near the same feature in the same year).

(2) Avoid naming any new fire with a name that is already used for a fire currently reported on the national Incident Management
Situation Report (IMSR) or other significant, active fires at the local or Geographic Area level.

c)   Incident names should be concise.

(1) Do not include "Fire" or "WF" in a fire's name. The incident's Event Kind classification of "Fire" (FI) and Event Category
classification of "Wildfire" (WF) denote this information, so it is redundant to include in the fire name.

(2) Unless needed for clarity, do not include words that are generic feature descriptors added to the referenced place used for the fire
name. For example, consider the shorter name "Kincaid" (vs "Kincaid Peak"), "Little Blue" (vs "Little Blue Creek"), "Magnolia"
(vs "Magnolia Drive"), etc.

(3) Avoid using words in the fire name that are esoteric, non-descriptive, or otherwise unimportant to the wildland fire management
community as a whole (ex: Do not include the word "Command" in a wildfire name, which formerly was a common practice for
wildfires reported by VFDs and municipal firefighting organizations).

d)   Incident names should reflect professionalism, sensitivity, good taste, and common sense.

(1) Avoid naming fires with words that may be deemed offensive to certain groups or communities or appear insensitive in context to
recent or current social or political events. Note that some geographic features and places retain names that are now considered
offensive or controversial, making them inappropriate for use in fire names.

(2) Avoid naming fires with words that are considered slang; using inappropriate figures of speech, tropes, double entrendres, or other
wordplay; or are otherwise construed as unprofessional.

(3) Avoid naming fires with words that are potentially prophetic, hyperbolical, or distastefully descriptive, such as "Deadman",
"Conflagration", "Firestorm", etc.

(4) Avoid re-using any fire name that is already associated with any historic, catastrophic fire, such as those fires where fatalities or
significant property losses occurred.

e) Incidents names should not include words associated with personal or protected information.

(1) A fire should not be named after a person, aside from a historical person's name used for a location or feature that is otherwise
suitable for the fire name.

(2) A fire should not be named after private property, a business or commercial entity, an organization, a brand, a product, or using
any words that are protected by a trademark or copyright. Following are examples of inappropriate fire names: "Bar T Ranch",
"Super 8", "YMCA Camp", "Jeep", "Cheeto", or "Batman".

f) Incident names should not identify responsible parties or otherwise imply culpability or liability.

(1) Fires should not be named after the known/suspected party, person, or event that caused them, such as "BNSF 1", "Davidson Field
Burning", "Youth Group BBQ", "Crow Fair", etc.

(2) Fires should not be named after their known/suspected ignition source, especially if it implies liability, such as "Powerline",
"Pipeline", "Fence Welder", etc.

(3) Fire cause and trespass information should be recorded in their respective data fields so including this information in the fire name
is unnecessary and redundant.

g) If there is any doubt whatsoever about the appropriateness of a proposed or existing incident name, assign a different name.

(1) Note: For the IMSR and other external-facing documents, any fire that is deemed to be inappropriately named or potentially
offensive will be identified using the fire's Unique Fire Identifier (ex: 2019-AKMEA-000045) instead of the fire name.

(2) In the modern data exchange environment, fires can be renamed if needed, with the new name shared/updated in integrated
applications. However, it is best to rename a fire as early in the life of the incident as possible to minimize confusion and impacts.
For reference, the original fire name should be noted in the comments/remarks section of the fire report.

6. Guidelines for naming Incident Complexes:

a) If the incident type is a Complex, then the word "Complex" must be used in the Incident Name (ex: "Platte Complex").

b) A Complex of wildfires must not share the name of any of its constituent fires (ex: a Complex comprised of the "Faithful" fire and
"Mammoth" fire should not be named either "Faithful Complex" or "Mammoth Complex", but could be named the "Geyser Complex").

Note: This version supersedes the standard from August 15, 2008

NWCG data standards (data element and geospatial data layer) provide specifications that enable the common usage of data across wildland fire information systems.

Select or copy and paste the following link into your preferred web browser.

https://www.nwcg.gov/publications/pms910/nwcg-data-standards-pms-910

Appendix B

NWCG Standards for Electronic Documentation (eDoc)
A publication of the National Wildfire Coordinating Group, July 2024

Excerpt taken from **Information** section, Page 16

The complete document is available from the NWCG website: https://www.nwcg.gov/term/pms-number/nwcg-standards-for-electronic-documentation-edoc

Electronic File Naming Convention Standards

The electronic file naming conventions were adapted from the NWCG Incident Planning Committee's 2018 recommendation for COMMAND/ADMIN SECTION

- Electronic File Naming Conventions TEMPLATE
- COMMAND/ADMIN - {DocType}_{DocVersion}_{Date:YYYYMMDD}_{IncidentNumber:000NNN}
- INFORMATION - {DocType}_{Date:YYYYMMDD}_{DocVersion}_{IncidentNumber:000NNN}

INFORMATION

- PSA_2021MMDD_SmokeOutlook_000NNN 2021MMDD_DOA_Signed_000NNN use INFO TYPE as DocVersion
- CloseOrds_2021MMDD_MBRTBOrder275_000NNN NarrExecSum_2021MMDD_000NNN use RESTRICTION ORDER NUMBER as DocVersion
- FireRestrictions_2021MMDD_MBRTBOrder275_000NNN IMTTransDbrf_2021MMDD_000NNN use RESTRICTION ORDER NUMBER as DocVersion
- InfoSummCommStrat_2021MMDD_000NNN
- ContactLog_2021MMDD_Media_000NNN use PUBLIC, MEDIA, or TRAPLINE as DocVersion
- MediaRelDalyUpdate_2021MMDD_000NNN
- NewsClips_2021MMDD_NYTimes_000NNN use NEWS AGENCY as DocVersion
- PubMtgAgendas_2021MMDD_CentralHS_000NNN

- PubMtgNotes_2021MMDD_CentralHS_000NNN
- PubMtgBrfs_2021MMDD_CentralHS_000NNN use PUBLIC MEETING LOCATION as DocVersion
- SpecEvntsToursVIPs_2021MMDD_1_000NNN use 1,2,3 etch FOR MULTIPLE DOCS PER DAY as DocVersion

- ThnkYouLtrs_2021MMDD_List_000NNN use KIND OF DOCUMENT DocVersion
- WebPgs_2021MMDD_YouTube_000NNN use WEBSITE NAME as DocVersion
- Videos_2021MMDD_HeavyEquip_000NNN use DESCRIPTION as DocVersion
- Photos_2021MMDD_AirOps_000NNN use DESCRIPTION as DocVersion

Appendix C

Troubleshooting

This section, experienced and provided by the InciWeb Support Team, is for commonly reoccurring issues Users may experience with InciWeb. Issues usually arise because of profiles, passwords, software, and/or hardware not connecting or communicating correctly.

This list may not cover every instance of errors or problems encountered; these are the most common, the Interagency Incident Applications Helpdesk tickets requested by Public Information Officers, Public Affairs Officers and Specialists managing InciWeb.

The following list is not in order of importance or frequency.

Error 403 Access Denied, at Login

Two possibilities:

- This error may occur if your account does not have the proper Drupal or Site User role assigned.
- The email on your associated FAMAuth account (https://famauth.wildfire.gov/) and the linked InciWeb Drupal profile do not match.

Solutions:

If a user receives this message when they arrive at the User Help (InciWeb Drupal homepage) window with the error message.

1. Log in to InciWeb.
2. Select your name in the top left corner of the window.
3. Select Edit profile.

You should be able to request a role or update your email address here. If you cannot sign-in to InciWeb or are unable to change your access, contact your unit's Superuser.

Another solution is applying the Site User role as a Superuser:

1. When logged in to InciWeb, navigate to Manage > People.
2. Search for the user by their name or email address.
3. Select the Edit button that is on the same row as their name.
4. Under Roles, check the box for Site user.
5. Select Save.
6. Have the user attempt to log in again.

Incident Home Screen Duplication

Message shows on the incident home screen, "This incident is no longer being updated," but should be active (Figure 112).

On the public Incident Information page, it's duplicated. The national map turns light blue. How do I correct this?

Figure 112: A duplicated incident screen says it is no longer being updated. However, it still is.

A duplication occurred when creating the original incident. To fix this, one incident needs to be unpublished. To accomplish this, follow these steps when logged in:

1. From the main menu, select Content.
2. Search for the incident name.
3. Two duplicate named incidents will appear in the Titles section.
4. Determine which one is the active incident and should be on the public site.
5. A change will occur to the other incident determined unnecessary. Open to Edit.
6. Make its name different from the other (e.g., add a number, word, special character). NOTE: This step is necessary so that when searching for incidents to know which is the one not to update further.
7. When complete, scroll to the bottom of the page, **Uncheck** the Publish box, and select the blue Save button.
8. Recheck the public-facing page for the incident again. There should be only one incident displayed.

Who is the InciWeb Managing Superuser for the Group Unit?

Note: This solution will only work if someone already has an InciWeb account established.

If the InciWeb User has a Resource Order, to identify the managing superuser, look for the host agency. Resource Orders don't usually give a person's name a user is reporting to.

These are the places on a Resource Order to find a Group Unit.

- **Box 3. Incident / Project**: (NV-HTF-000001)
- **Box 9. Jurisdiction / Agency**: Nevada, Humbolt-Toiyabe National Forest
- **Reporting Instructions** (Navigation)
- **Latitude / Longitude** and other locations

When the User is logged in to the InciWeb User Help page. Follow these steps:

1. Scroll down the page, near the bottom, select blue link for Unit Superuser Lookup.

2. On the following page in the search box, type in the Unit Name found on the Resource Order.
3. Select the blue Filter button to see search results.
4. The search results chart displays the Unit's superuser and contact information (Figure 113).

Expiration Date
2024-12-01 - *Expired*
2024-12-01 - *Expired*
2027-06-26 - **Active**

Figure 113: There may be more than one superuser listed. The search does not list who the Managing Superuser is. Instead, it displays all of the Superusers assigned.

5. Superusers can add other Superusers. Therefore, finding the one managing Superuser is sometimes unnecessary.
6. Find a Superuser who is currently Active.
7. Additional contact information can be found by selecting the Unit's link.
8. Select the blue Members button.
9. Search for additional contact information when selecting the Superuser's name.

Problems Uploading a Video File

The amount of new video recording technology is ever expanding. Files can be saved in multiple formats and file types. However, InciWeb only accepts two formats: **.mov** or **.mp4** format.

If a file is in any other format, it will need to be converted, before it can be uploaded into InciWeb.

Uploading videos to play on the internet requires the user to ensure content meets all Section 508 compliant standards. If a user is unfamiliar with Section 508 compliance, research government standards through https://www.section508.gov/create/synchronized-media/. Synchronized media is the combined audio and video format.

If the host agency is not a federal agency, ask what their video requirements are. To upload videos, follow these shortcut steps. Hover cursor over menu item to open up submenus:

1. Navigate to Manage > Content > Media Library > Incident Media Item
2. Follow the instructions starting on **Page 42, Media (Maps, Photos, and Videos).**
3. Upload the **.mov** or **.mp4** video.

Note: Video file sizes can also contribute to videos not being successfully uploaded. Video file sizes are available on the InciWeb User Help page under What's New section (middle left) of screen.

- Video File Size: 256 MB limit.

Sideways Media (Photos and Maps)

- Refer back to the top of **Page 46, Step 4, Rotating Arrow and Figure 81** for solution.

If the Rotation button is not available, the sideways photo will have to be adjusted in software available including, but not limited to, Paint, Paint 3D, or another approved program.

How Do I Request InciWeb Access

If a person already has an InciWeb account, Adding and maintaining a user in InciWeb is accomplished referring back to:

- Managing Access During an Assignment, Page 58
- Maintaining A User Profile in a Group Unit, Page 61

If a person is brand new to InciWeb, they must be sponsored by a Host agency. Profiles can be started at https://famauth.wildfire.gov/

Contact the Interagency Incident Applications (IIA) Helpdesk: **Toll-Free:** 866-224-7677
Local: 616-323-1667 or via email: https://iiahelpdesk.nwcg.gov/contact-us

---

Unable to Find an Incident on the Public Site

There are several reasons this might happen:

1. **InciWeb is Not a System of Record**: At the time of this publication, InciWeb does not contain an archive of previous years incidents, incident publications, and/or all media files. When an incident closes out, all the incident information goes back to the host agency where the incident took place.

   Filing documents to the host unit should follow **Appendix B (Page 70)** of the National Wildfire Coordinating Group (NWCG) Electronic Documentation Standards (eDoc).

   If looking for a previous year(s) incident, it may have been cleared out (deleted) to make more storage space available for the upcoming new fire year data.

2. **An incident may be dormant**. Many agencies on InciWeb keep prescribed fires continuously updated every year or season. A dormant incident still exists in the incident and publication library.

   Incidents after 90-days of zero activity will have the icon removed from the map. The Icon shield will drop from the map even though the fire perimeter will remain on the map. Incidents still active in the calendar year can continue into the new year.
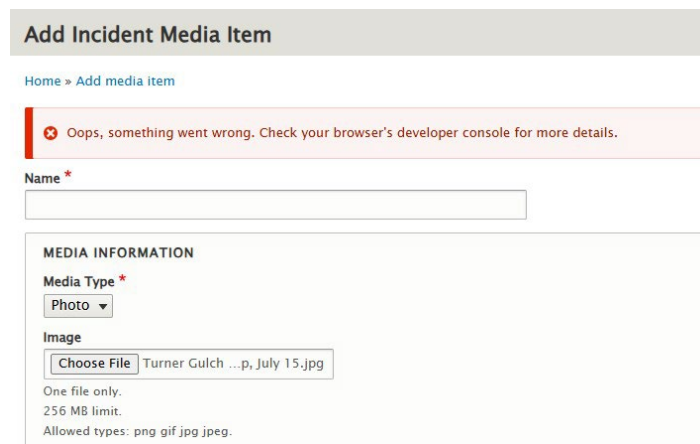
3. InciWeb is an interagency tool available to local, state, federal and tribal agencies. **It is not required for all incidents to be on InciWeb.** It is up to the local unit whether or not to put their incident on InciWeb. An example would be if a local unit might not put small or short duration fires on InciWeb.

4. The Incident Icon is Missing After Saving: **Check the Latitude and Longitude of the incident**. If the latitude or longitude or both are incorrect, the icon may be on the map. It is located on the other side of the world.

   There have been occasions when an icon has accidently been placed in the Indian Ocean, Asia-Pacific Region, or somewhere in Africa. Therefore, before starting over, to create a newer incident, troubleshoot why an incident icon is not on the map in the United States. It could be from an incorrect latitude and longitude.

Media Will Not Upload – Oops Message

Sometimes media files can be temperamental in InciWeb. Meaning, what looks okay to the User may not be okay with computer compatibility.

Figure 114: Oops, something went wrong message could be a result of a bad file.

InciWeb says it accepts .jpg files, and the file attempting to be uploaded is a .jpg file. However, something still does not work (Figure 114). Try these two suggestions to rectify the issue:

1. **The file may be unreadable**. Something is not making a connection from a computer file to InciWeb. Go back to the file in the computer's hard drive and change the file format to something else that is accepted (png, gif, jpg, or jpeg).

2. **The file name may be too long**. Shorten the file name to something easier to find. Instead of using the original name, pio_8x11_land_20250715_0817_Turner_Gulch_Wright_Draw_COGRD250193_0715day,

   Instead, shorten the file name to something more recognizable to relocate easier inside the Media Library. Shorten the name to: Turner Gulch and Wright Draw Fire Map, Tuesday, July 15.

Which Incident is Mine?

Sometimes by accident, InciWeb users discover an incident with the same name somewhere in the past. It is easy to do. On a national scale, incident names are usually named after common geographic features, landmarks and/or objects. As an example, many States can have more than one North Fork of any river, or Pine Ridge on any Forest to name as incidents.

At the beginning of each calendar year, the InciWeb map has all the fire perimeters removed and most older incidents cleaned out. However, sometimes a remnant is left over. It's usually an incident (in name only) without any data, still residing in a library or options menu (Figure 115).
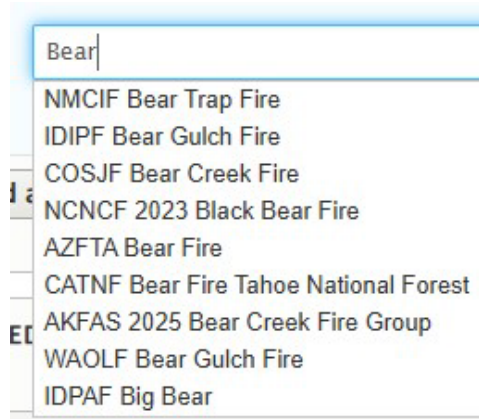

Figure 115: Many incident names look alike. They are separated by the five-digit identifier. Two letters for the State, three letters Forest, Office, or Agency. A year or other description can be used to make the title unique from the others.

Even when choosing the correct name, sometimes it can still be confusing. In the next example there are still two Bear Gulch Fires (Figure 116). One in Idaho and the other in Washington.

Figure 116: There are still two different Bear Gulch Fires to choose from. Which one is the correct one?

What is unique and ultimately separates one incident from another, regardless of name, each incident is assigned a unique URL (web address). Contained inside every incident URL is a unique six-digit code. That code is used for tracking an incident. It can only be found consistently in one place. When an incident is in Edit mode.

For the Bear Gulch Fire on the Olympic National Forest, the URL in Edit (Figure 117) reads:
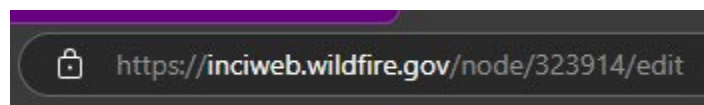

Figure 117: The six-digit number inside the URL shows which incident is the correct one to choose.

The correct incident is **323914** for the Olympic National Forest, Bear Gulch Fire.

Return to the Incident Publication page.

At the top of the page, scroll down to the Incident (Figure 116, Page 74) as indicated by the red asterisk and begin typing out the name of the incident (The Bear Gulch Fire, for this example). You will see the two names are still available. At the end of the name, start typing out the six-digit number with the brackets (). When **saved**, this publication will be attached to the correct incident. Any other number will correspond with another incident.

Missing Unit Information (for Superusers)

If the place where you work, or the incident you are assigned to do not have the correct information, there is a way to fix it (Figure 118).

Unit Name: Acadia National Park

Agency Name: National Park Service

Agency Abbreviation NPS

Unit Code: MEACP

Address 1: Maine

Zip Code: 0

State: Maine

Unit Status: Active

Figure 118: If there is an incident somewhere at Acadia National Park there is some vital information missing.

Besides knowing that Acadia National Park is in Maine, there is no visible address, phone numbers, or social media accounts from which the public could retrieve information.

To add content to a Unit, follow these steps below.

1. Taxonomy

To quickly navigate to the correct location, start at **Manage > Structure > Taxonomy > select Units**. A new window opens to Units Taxonomy Terms (Figure 119).

Units Taxonomy Terms

Home » Administration » Structure » Taxonomy » Edit *Units*

Name	Agency Name
	– Any –

Apply

NAME		UNIT CODE	AGENCY NAME	STATE	CHANGED

Figure 119: The Unit Taxonomy Terms is the place to search for particular Unit information.

2. Name of Unit to update

In the Name field, type in the place you want to edit. As you type the field will auto-populate with something being typed. Since we are using Acadia National Park as an example, all units are listed alphabetically, and the unit might be chosen from the list in the table further down.

3. Operations

To open up the unit, select the Edit button on the right-side column (Figure 120) under Operations. Selecting the blue Acadia National Park in the left-side column will only open information currently posted about Acadia National Park.

The down arrow to the right inside the Edit button is non-functioning.

Figure 120: Acadia National Park, listed in the middle, can be accessed by choosing the Edit button on the right.

4. What Can be Changed

After the Edit button is chosen, the Edit Term window opens (Figure 121) and most of the information can be changed. Some information is not accessible, including the Unit Name and the Unit Code. The reason is to prevent any issues from occurring, if changed.

Figure 121: To change a street address or a contact number for a physical location, fill in all necessary information the public needs to know.

InciWeb functions in cooperation with many other software programs. Changing established information (renaming or changing a Unit Code), may cause an incident to properly import or export incident information.

5. **Filling in Public Information**

Unshaded form fields, from Street Address (a red asterisk is a required field) and below can be filled out, including social media accounts.

6. **Saving**

Once everything is filled out and completed, choose the blue Save button at the bottom of the page.
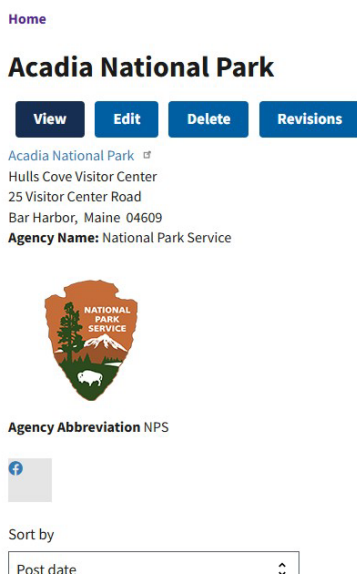
7. **The Green Banner**

After saving, a green banner will appear on the next page confirming the information has been updated (Figure 122).

Figure 122: Once all the information is completed and saved, a green banner at the top of the page will confirm Acadia National Park has been updated.

8. To ensure all the changes made are correct, navigate back down the table. Under the gray Apply button, find Acadia National Park (Figure 120, Page 76) and choose the name written in blue on the left side. Once selected, all the data input is now available to the Unit (Figure 123).

Figure 123: All the information about Acadia National Park is now available to the public and will be displayed in the blue banner once an incident is created there.

Note: If the Name and Unit ID is incorrect, contact the IIA Helpdesk. They can correct any errors posted about a unit.

Units may fall out of alphabetical order sometimes after editing. Weight is the system in InciWeb of ordering all the units. Any change could also change the weight (it is unsure how or why) but the Unit may be added to the end of the list if it is no longer viewed in the correct alphabetical order.