Description of document:	Food Safety Inspection Service (FSIS) Incident Management System Handbook 2020
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Source of document:	Attention: FOIA Request Freedom of Information Act Officer USDA, Food Safety and Inspection Service Room 2168 South Building 1400 Independence Ave., SW Washington, DC 20250 Fax: (202) 690-3023 Email: fsis.foia@usda.gov

United States Department of Agriculture

Food Safety and Inspection Service

1400 Independence Avenue, SW.
Washington, D.C. 20250

December 4, 2020

TRANSMITTED VIA ELECTRONIC MAIL

RE: 2019-FSIS-00161-F
Incident Management System Manual

This is the final response to your Freedom of Information Act (FOIA) request, dated December 21, 2018, to the U.S. Department of Agriculture's Food Safety and Inspection Service (FSIS). You requested a copy of the manual or handbook for the FSIS Incident Management System. We received your request in our office on January 28, 2019.

The FSIS FOIA staff works with subject matter experts across the agency to locate responsive documents. For this request, we conducted a records search in the Office of Management. FSIS' search began on January 28, 2019. Our search includes responsive records in FSIS' control on that date.

We have located 61 pages of responsive records pertaining to your request. After a thorough review of the responsive records, we are releasing these records in their entirety. Accordingly, this request is granted in full.

You may appeal this determination within 90 days from the date of this letter. Your appeal should include copies of your original request and this response, as well as a discussion of the reasons supporting your appeal. The envelope should be plainly marked to indicate that it contains a FOIA appeal. If you decide to appeal this determination, please send your appeal to:

Paul Kiecker
Administrator
Department of Agriculture
Food Safety and Inspection Service
1400 Independence Avenue, S.W.
Room 1170, South Building
Washington, D.C. 20250-3700

Please be advised that your FOIA request, including your identity and the information made available, is releasable to the public under any subsequent FOIA requests. However, FSIS does not release your personal privacy information, such as home addresses, telephone numbers, or Social Security Numbers, all of which are protected from disclosure under FOIA Exemption 6.

If you have any questions about the way this request was handled, please contact Timothy Poe at 202-205-3828 or via email at Timothy.Poe@usda.gov. If you have general questions about FSIS' FOIA procedures or regulations, please contact me, FOIA Director/ FOIA Public Liaison at 202-690-2760 or via email at Arianne.Perkins@usda.gov.

Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; or facsimile at 202-741-5769.

Thank you for your interest in FSIS programs and policies.

Sincerely,

Arianne M. Perkins
Director, Freedom of Information Act Staff
Office of Public Affairs and Consumer Education

Enclosure

Food Safety and Inspection Service (FSIS)
United States Department of Agriculture (USDA)

User Manual
Version 5.0

FSIS Incident Management System (FIMS)
Version 2.3

REVISION HISTORY

Version	Date	Author	Change Description
0.1	1/27/2020	Ekta Wadhawan	Initial Version

Certification Page:

1) Type actual phase gate review. Example: Preliminary Requirements Review (PRR)
2) Right select anywhere over the signature box.
3) Select ‘Signature Setup’.
4) Type actual SME to sign. Example: Remove ‘SME’ and replace with ‘Requirements Lead’

Electronic Signature

1) Right select your signature box.
2) Select ‘Sign’.
3) Type your name next to the ‘X’
4) Type the purpose of signature (optional).
5) Select ‘Change’ in the ‘Signing As’ field.
6) Select ‘Card Authentication’ or other valid certificate.
7) Select ‘Sign’ then ‘OK’ when prompted.
8) Check-In Document.

Important Notes to Remember:

- The PM is responsible for the correct SME to be titled in the signature boxes before submitting for signatures.
- After the document is signed electronically, any and all changes to the document thereafter will invalidate (remove) all signatures. Once the changes are saved to the document, all previous signatories must **re-sign**.
- Final approval requires all signatures.

CERTIFICATION PAGE

Release Readiness Review (RRR)

Phase Gate Review

Pre Phase Gate | Post Phase Gate

X __________________________

Project Manager

X __________________________

PMB Branch Chief

X __________________________

SME

X __________________________

SME

X __________________________

SME

X __________________________

Quality Assurance Lead

*QA Lead certifies verbal votes from ACIOs during Phase Gate Review.

Table of Contents

1. Introduction

The FIMS User Manual is designed for all FIMS users.

1.1 Purpose

The FIMS User Manual provides detailed, role-based, step-by-step instructions on performing all actions within FIMS. This resource guides entering data and working directly with FIMS.

2. Overview of FIMS

2.1 FIMS System Overview

The FSIS Incident Management System (FIMS) empowers users with control and management over significant incident and emergency response data to support the nation's food safety efficiently and effectively. The FIMS system provides users with a single, integrated repository of incident data, the ability to communicate timely information over a web-based system, and the ability to run necessary reports.

This FIMS release retains the baseline functionality from the previous FIMS system and is designed to perform on the FSIS Common Enterprise Framework architecture with web-based applications for managing the information and actions associated with all Incident Reports (IRs). FIMS contains the next generation of Geographic Information System (GIS) mapping and security to support FSIS professionals with the ability to manage IRs, Emergency Management Committees (EMCs), and individual user profiles. FIMS also allows users to create and update IRs, generate reports, and manage user profiles; duty rosters, and call downs. In addition to incident-related data, FIMS also includes a library of commonly used FSIS forms, user references, and other pertinent materials.

2.2 Requirements

To use FIMS, your computer must have the following software installed:

- One of the following Web browsers:
  - Internet Explorer/Edge 11 or later
  - Firefox 11 (Windows) 51 or later
- Adobe Acrobat Reader

Compatibility mode is not required. The supported operating system is Windows 10.

2.3 Business Functionality Overview

FIMS provides functionality to support the following:

- User management, including enrollment, profile management, and administration management
- Role management, access control based on roles/permissions, and role delegation
- List management, including adding, editing, and viewing lists as a system administrator
- Office management, including viewing, adding, and editing offices
- IR Management, including the creation, modification, submission, and review of IRs
- Attachments, 5500-8 forms, and Absenteeism Trackers, including capabilities to add multiple versions, view file history, and download attached files in an IR
- EMC, including alerting, activating, and viewing alerts and activations
- Audit Log, including viewing the history of changes made to an IR
- Search, including a quick search feature as well as an advanced search feature
- Duty Roster, including viewing and managing the duty roster and responding to assignment requests

- Recalls, including viewing details
- Reports, including manipulating data and downloading reports
- Forms and Library, including viewing and managing form and library items
- Call Downs, including viewing and managing call downs
- Notification Management, including viewing and managing notifications
- Subscription Management, including viewing and managing subscriptions

2.4 Role/Permission-Based Access

FIMS is a role and permission-based system. When users access FIMS, the functionality and data to which they have access depends on their assigned roles and permissions. Roles and permissions can be requested upon enrollment and requested from the user profile.

2.5 FIMS User Interface Overview

The FIMS user interface uses the standard layout illustrated with an image of the FIMS homepage in Figure 1. Several of these features are standard on all USDA websites.

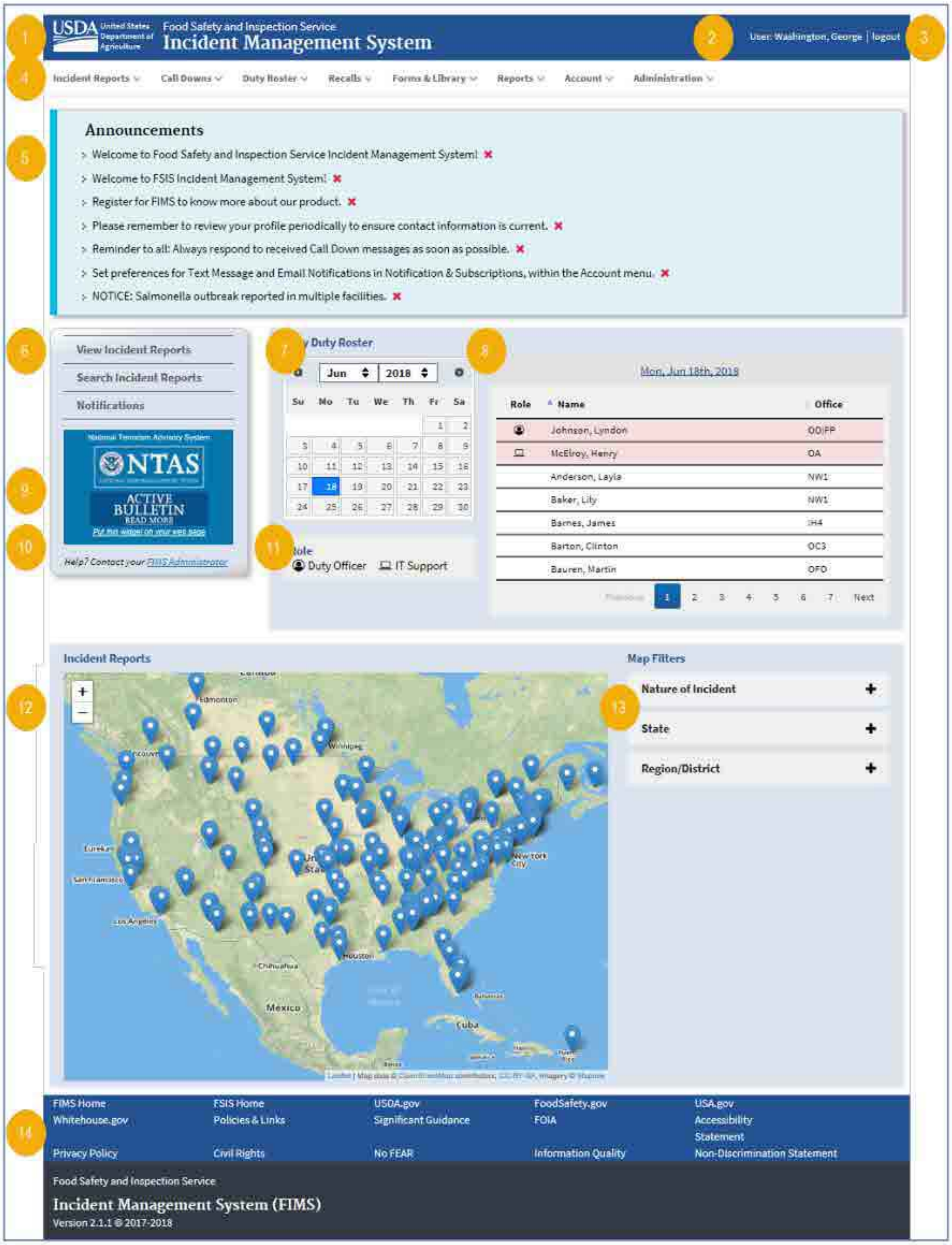

Figure 1: FIMS User Interface

The callouts in Figure 1 are defined in Table 1.

Table 1: FIMS User Interface Attributes

Item	Name	Notes
1	Banner	Appears at the top of every page; allows the user to Select the FIMS homepage by selecting the USDA logo.
2	User	Identifies the user logged in to the system. Select the name to Select the user's profile.
3	Logout	Allows the user to log out of the application.
4	Navigation	Allows the user to select different features of the application. Menu items depend on the user's permission.
5	Announcements	Displays system announcements.
6	Feature Links	Provides quick access to IR and notifications.
7	Calendar	Defaults to the current month with the current day selected.
8	Duty Roster	Provides a quick view of the duty roster for the selected day.
9	NTAS Widget	Helps user stay connected to national terrorism alerts from the Department of Homeland Security.
10	Email Link	Provides a link to email your FIMS administrator.
11	Legend for Duty Roster	Provides a legend for duty roster roles.
12	Incident Reports Map	Provides a view of the approved Incident Reports on a map.
13	Map Filters	Provides links to filter the map view.
14	Quick Links	Appears at the bottom of every page; links to additional resources.

2.6 FIMS Homepage

As shown in Figure 1 and Table 1, users can access several functions from the homepage. In Table 1, items 5-13 are specific to the homepage.

2.7 Navigation Menu

The navigation menu is the primary way to access FIMS functionality. It is customized based upon the user's permissions. The user sees only those navigation links that are appropriate to the user's permissions. Items in the navigation menu implement a hierarchy of links and selecting an item in the menu results in a sub-menu to be displayed.

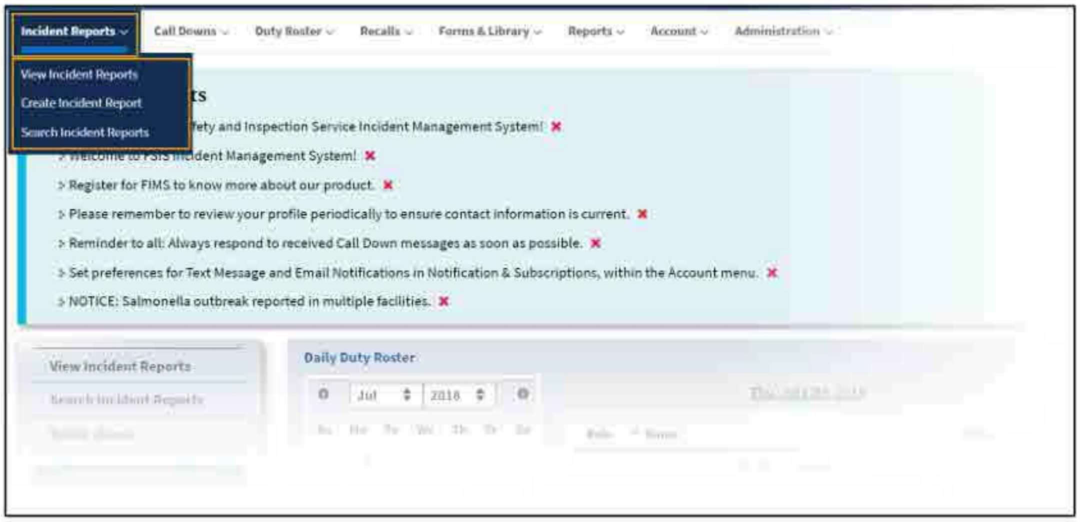

Figure 2: Navigation Menu

3. User Management

3.1 Overview

User management is comprised of the activities required to manage users and their roles. A user with the "Review Enrollment Requests" (referred to as supervisors in this document) can approve or reject user requests. If approved, the request must then be approved by a user with the Administrator role (referred to as administrators in this document) before the enrolled user can access FIMs. If the request is rejected by either a supervisor or an administrator, the user cannot access FIMS, and the request no longer appears in the queue for the supervisor or the administrators.

3.2 Request Access

To request access, you must already have identity verified eAuthentication account.

Step 1 You should receive the FIMS link from your supervisor once you have your identity verified eAuthentication account.

Step 2 Log in with your eAuthentication account via that link, which redirects you to the FIMS Enrollment Request page.

Step 3 Read the Disclaimer and select **Register for FIMS**.

Step 4 Fill in the fields in the tabs of the FIMS User Registration form. When you are finished, select **Submit for Review**.
FIMS generates the "User Enrolls" notification for the requesting user, the supervisor selected (if a supervisor was selected), and administrators.

3.3 Supervisor Reviews Enrollment Request

If you selected a supervisor when enrolling, that supervisor and an administrator need to approve your enrollment request before you can access FIMS. (See section 3.4 for instructions for administrators.)

If an enrollment request is pending action from the supervisor for seven days, FIMS sends the "Enrollment Supervisor Inaction" message to the supervisor and administrators. Enrollment requests that are pending action expire after 90 days. These instructions assume you have the "Review Enrollment Request" permission.

Step 1 Select **Account > Enrollment Requests**.
The default display is a table with all enrollment requests in which the requesting users selected you as their supervisor.

Step 2 Select the arrow in the View column to view a specific enrollment request.

Step 3 Review the enrollment request.

Step 4 Do one of the following:

- To approve the request, select **Approve**. When you are prompted to confirm your decision, select **Approve**.
  Note: This request also needs to be approved by a user with the Administrator role, before the user can access FIMS.

- To reject the Request, select **Reject**. Enter a rejection reason on the pop-up. Select **Reject** to confirm the rejection.
  FIMS sends the "Enrollment Rejected by Supervisor" notification to the requesting user and the supervisor.

3.4 Administrator Reviews Enrollment Request

If you did not specify a supervisor while enrolling, an administrator must approve your request before you can access FIMS. If an enrollment request is pending for three days, FIMS sends the "Enrollment Administrator Inaction" reminder notification to administrators. Enrollment requests that are pending action expire after 90 days. These instructions assume you have the "General Management" permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select the Enrollment Requests tab.
FIMS displays all pending enrollment requests on this page with a Supervisor Status column indicating whether the supervisor has acted on the request.

Step 3 Select the arrow in the View column to view a specific enrollment request.

Step 4 Review the enrollment request. To approve the request, select **Approve**. When you are prompted to confirm your decision, select **Approve**.
FIMS generates the "Enrollment Approved" notification for the requesting user, the selected supervisor (if one was selected), and administrators.

Step 5 To reject the Request, select **Reject**. Enter a rejection reason on the pop-up. Select **Reject** to confirm the rejection.
FIMS generates the "Enrollment Rejected by Administrator" notification for the requesting user, the selected supervisor (if one was selected), and administrators.

3.5 Add User

Users with the "General Management" permission can add other users to FIMS. When this happens, the other users can access FIMS without enrolling.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select **Create User**.

Step 3 Enter the required fields and any applicable optional fields.

Step 4 Select **Save**.

3.6 Edit Profile

All users can edit their user profile. FIMS generates a "Profile Needs Update" reminder notification every 90 days to the user and administrators if a user profile has not been updated yet.

Step 1 Select **Account > Profile Management**.

Step 2 Make changes as necessary.
Note: First Name, Last Name, and Email can only be edited by an administrator.

Step 3 Select **Save**.

3.7 Edit Another User's Profile

User profiles can also be edited by other users (i.e., Administrators, EMC managers, and EMC schedulers) with the correct permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select **Edit** for the user that you want to edit.

Step 3 Make changes as necessary.

Step 4 Select **Save**.

3.8 Mark User Inactive

Users cannot be deleted from the system, but they can be marked inactive, so they can no longer access the application. There are two ways to mark a user as inactive. These instructions assume you have the "General Management" or "Activate/Deactivate Users" permission.

The first way to mark a user inactive is to mark one user inactive at a time:

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select **Edit** for the user you want to edit.

Step 3 For the User Status field, select the Inactive option.

Step 4 Select **Save**.
FIMS inactivates the user's profile, and the user will no longer be able to log into FIMS. Note: IRs associated with that user remain intact, but the user will not be able to access them.

The second way to mark a user as inactive is to mark multiple users at a time:

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select the checkbox next to the users that you want to mark as Inactive.
You can use the search bar to filter the list to find specific users or use the filters in the table to easily find specific users.

Step 3 After selecting the checkboxes for the users that you want to mark as Inactive, select **Mark Inactive**.

Step 4 In the confirmation popup, select **Mark Inactive**.
The users' profiles will become inactive, and the users will no longer be able to log into FIMS. Note: IRs associated with those users remain intact, but the users will not be able to access them.

4. Role Management

4.1 Overview

Roles are based on actual roles that users serve in FSIS such as District Managers, Regional Managers, and Duty Officers. Roles can be added or edited by an administrator. The permissions that belong to a role are also configurable by administrators. Configuring roles allows administrators to grant access to different parts of FIMS to different users.

4.2 Create New Role

An administrator (user with the Administrator role) can add a new role and then add permissions to that role. These instructions assume that the user has the "General Management" permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select the Roles tab.
FIMS displays a list of Roles with Descriptions and Statuses.

Step 3 Select **Create Role**.

Step 4 Add a Name, Description, and select the corresponding Permissions to be associated with the new Role.
Note: At least one permission must be selected.

Step 5 Select **Save**.

4.3 Edit Role

An administrator can edit roles within certain boundaries. The Role Name cannot be changed, and the role cannot be made Inactive if there is a user associated with that role. These instructions assume that the user has the "General Management" permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.

Step 2 Select the Roles tab.
FIMS displays a list of roles with Descriptions and Statuses.

Step 3 Next to the role you want to edit, select **Edit**.

Step 4 Select a new Status from the dropdown, edit or enter text in the Description box, or select new Permissions to assign to that role.

Step 5 Select **Save**.

4.4 Set Role Status to Inactive

An administrator can set the status of a role to Inactive if there are no users associated with that role. Note: These instructions assume that you have the "General Management" permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.
Step 2 Select the Roles tab.
FIMS displays a list of Roles with Descriptions and Statuses.
Step 3 For the role you want to edit, select **Edit**.
Step 4 For the Status field, select **Inactive**.
Step 5 Select **Save**.
The role no longer appears unless an administrator resets the role to Active.

4.5 Set Role Status to Active

Note: These instructions assume that you have the "General Management" permission.

Step 1 Select **Administration > User Management**.
FIMS displays the User Management page.
Step 2 Select the Roles tab.
FIMS displays a list of Roles with Descriptions and Statuses.
Step 3 For the role you want to edit, select **Edit**.
Step 4 For the Status field, select **Active**.
Step 5 Select **Save**.

4.6 Request Role Change

Existing users can request to change the roles to which they have access. The user can request a new role, remove an existing role, or change their primary role.

Step 1 Select **Account > Profile Management**.
FIMS displays the Manage Profile page.
Step 2 Select **Request Role Change**.
FIMS displays the Request Role Change page.
Step 3 To change your primary role, select a different role for the Primary Role field.
Step 4 To change your secondary roles, select different roles for the Secondary Role field.
Step 5 In the Reason for Request field, type a reason.
Step 6 Select **Send Request**.
FIMS generates the "Role Change Request" notification for the user requesting the role change and administrators.

4.7 Review Role Request

An administrator can review and either approve or reject a role request. When a user submits a role request, FIMS sends administrators a "Role Request" notification. FIMS generates the "Role Change Request Needs Action" reminder notification for administrators if a role change request has not been approved or rejected for seven days. These instructions assume you have the "General Management" permission.

Step 1 Select **Administration > User Management**.
Step 2 Select the Role Change Requests tab.
Step 3 Select the Role Request to be reviewed by selecting the arrow in the View column.
Step 4 If you want to approve the addition of roles, select the roles to be added to the user by selecting the checkboxes under **Add Roles**. You can select all checkboxes at once by selecting the checkbox in the first row.
Step 5 Once you are ready to approve your selections, select **Approve Selected Roles**.
FIMS adds the roles, and the request no longer appears on the Role Request page. FIMS generates the "Role Change Request Approved" notification for the user requesting the role change and administrators.
Step 6 If you need to reject roles, select the checkboxes next to the roles you want to reject.
Step 7 Once you are ready to reject your selections, select **Reject Selected Roles**.
Step 8 On the dialog box, type the rejection reason.
Step 9 Select **Reject**.
FIMS sends the "Role Change Request Rejected" notification to the user requesting the role change and the administrators.

4.8 Delegate Role

When a user is absent from work, he/she can delegate his/her role(s) to another user to allow work to continue. These instructions assume that the user has the "Delegate Roles" permission. Roles can be delegated only to users with the "Can Be Delegated To" permission.

Step 1 Select **Account > Profile Management**.
FIMS displays the Delegations tab.
Step 2 Select **Delegate a Role**.
Step 3 Enter the Delegation Dates to specify the date range for which you want to delegate the role.
Step 4 Under Roles to Delegate, select the appropriate checkbox(es).
Step 5 In the User to Delegate To field, select the user to whom you want to delegate the role(s).
If you have delegated this role previously, FIMS automatically populates the list of users with the users you selected previously. Note: When you delegate a role for the first time, FIMS displays all members of your office in this field. You can also search for the user using the Search field.

Step 6 Select **Save**.
FIMS automatically grants the role to the selected user on the start date specified and automatically retracts it on the end date specified, unless you reclaim it. FIMS also generates the "Role Delegated" notification for the user who is delegated the role, the user delegating the role, and the supervisor.

4.9 Edit Delegation

When a user delegates a role, FIMS displays that user in the Delegated Roles grid with the role and dates of delegation. The Delegation can be edited by a user with the appropriate permission. Note: These instructions assume that you have the "Delegate Roles" permission.

Step 1 Select **Account > Profile Management**.
Step 2 Select the Delegations tab.
Step 3 In the Roles Currently Delegated to Others table, select **Edit** for the Delegated Role you want to edit.
Step 4 Make the necessary changes
Step 5 Select **Save**.

4.10 Reclaim Role

When you delegate a role to another user, that user's name appears in the Delegated Roles grid with the role and dates of delegation. You can reclaim the role at any time. Note: These instructions assume that you have the "Delegate Roles" permission.

Step 1 Select **Account > Profile Management.**
Step 2 Select the Delegations tab.
Step 3 In the Roles Currently Delegated to Others table, select **X** for the role you want to reclaim.
Step 4 On the confirmation pop-up, select **Reclaim**.
FIMS automatically ends the delegation and generates the "Role Reclaimed" notification for the user from whom the role was reclaimed.

5. List Management

5.1 Overview

This section provides an overview of list management for the FIMS application. All aspects of the system use lists – from drop-downs in the user interface to business logic on the back end. Note: These instructions assume that you have the "General Management" permission.

5.2 View List Headers

Note: These instructions assume that you have the "Manage Lists" permission.

Step 1 Select **Administration > List Management**.
FIMS displays the List Management page.
Step 2 If you are looking for a specific list, enter a keyword into the search bar.
Step 3 Additionally, you can sort the list by the List Name, Description, or Last Updated columns by selecting the column headers.

5.3 Create New List Item

Note: These instructions assume that you have the "Manage Lists" permission.

Step 1 Select **Administration > List Management**.
FIMS displays the List Management page.
Step 2 Next to the list that you want to edit, select **Edit**.
Step 3 Select **Create List Item**.
Step 4 Enter the required fields and optional fields, as applicable.
Step 5 Select **Save**.
FIMS updates the list throughout the system.

5.4 Edit List Item

Note: These instructions assume that you have the "Manage Lists" permission.

Step 1 Select **Administration > List Management**.
FIMS displays the list of lists page.
Step 2 Select **Edit** for the list that you want to edit.
Step 3 Select **Edit** for the list item you want to edit.
Step 4 Make your changes.
Step 5 Select **Save**.
FIMS updates the list throughout the system.

6. Country Management

6.1 Overview

FIMS uses the country list in several drop-downs. These instructions assume that you have the "General Management" permission.

6.2 View Countries

Step 1 Select **Administration > Country Management**.
FIMS displays a list of all active countries. You can change the view to return inactive countries or both active and inactive countries.

6.3 Add Country

Step 1 Select **Administration > Country Management**.
Step 2 Select **Create Country**.
Step 3 On the Create Country page, complete the required fields.
Step 4 Select **Save.**
Step 5 On the confirmation pop-up, select **Save**.

6.4 Edit Country

Step 1 Select **Administration > Country Management.**
Step 2 Select **Edit** for the country you want to edit.
Step 3 On the Edit Country page, make your changes.
Step 4 Select **Save**.
Step 5 On the confirmation pop-up, select **Save**.
FIMS updates the country throughout the system.

6.5 Mark Country Inactive

Countries cannot be deleted, but they can be marked inactive.

Step 1 Select **Administration > Country Management**.
Step 2 Select **Edit** for the country you want to edit.
Step 3 On the Edit Country page, for the Status field, select Inactive.
Step 4 Select **Save**.

7. Office Management

7.1 Overview

The office is the highest level in the FSIS organization. Administrators maintain offices in FIMS to ensure that the FIMS system is accurate and up to date with office changes. Note: These instructions assume that you have the "General Management" permission.

7.2 View Offices

Step 1 Select **Administration > Office Management**.
FIMS displays a list of all office information.

7.3 Add Office

Step 1 Select **Administration > Office Management**.
Step 2 Select **Create Office**.
Step 3 On the Create Office page, complete the Abbreviation and Name fields.
Step 4 Select whether the office is Associated with Region or District? if applicable.
Step 5 Select an FSIS 5500-8 Usage if applicable.
Step 6 Select **Save.**
Step 7 On the confirmation pop-up, select **Save**.
The office must be active before any users can be added to an office.

7.4 Edit Office

Step 1 Select **Administration > Office Management.**
Step 2 Select **Edit** for the office you want to edit.
Step 3 On the Edit Office page, make your changes.
Step 4 Select **Save**.
Step 5 On the confirmation pop-up, select **Save**.
FIMS updates the office throughout the system.

7.5 Mark Office Inactive

Offices cannot be deleted, but they can be marked inactive.

Step 1 Select **Administration > Office Management**.
Step 2 Select **Edit** for the office you want to edit.
Step 3 On the Edit Office page, for the Status field, select Inactive.
Step 4 Select **Save**.

If the office still has associated active users, FIMS displays a warning message and generates a notification for users associated with that office. The user cannot mark such office as inactive.

8. Incident Reports

8.1 Overview

An incident report (IR) is the main artifact of the FSIS Incident Management System (FIMS). IRs are used to track incidents that occur at offices and regulated establishments as well as warehouses that may negatively affect FSIS-regulated products or personnel.

8.2 Create (Draft) IR

Note: These instructions assume that you have the "Create IR" permission.

Step 1 Select **Incident Reports > Create Incident Report**.
FIMS displays the Create Incident Report (New Case) page.

Step 2 On the Overview tab, complete the required fields and any optional fields.
Note: More than one value can be added in the Establishment # and Other Impacted States fields; enter values in each and select **Add**.

Step 3 Select each tab and complete the required fields and any optional fields.

Step 4 Select the EMC, Attachments, or Review tab. In the confirmation pop-up, select Save to Save the Incident Report and continue to enter the information in the EMC and Attachments tabs.Select **Save as Draf**t while on either of the following tabs: Overview, Nature, Products/People, and Agencies.

Step 5 On the confirmation pop-up, select **Save**.
A draft IR is only visible in the Incident Report list to the creator of the draft.

8.3 Submit IR for Review

An IR needs to be submitted once all the required fields are completed. Note: These instructions assume that you have the "Create IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Refer to section 8.4 for further guidance on the IR list.

Step 2 For the Status option, select Draft.
You can also search for keywords in the Search box.

Step 3 Select the draft IR you want to submit.

Step 4 On the Overview tab, complete any additional fieldsNavigate through the tabs and update the fields as necessary.

Step 5 On the Restrictions tab, select Yes if the IR should be restricted.
Note: Refer to section 8.9 for more information on IR Restrictions, including permissionsIf you made any changes in the Overview, Nature, Products/People, Agencies, or Restrictions tab and you navigate to the EMC, Attachments, or Review tab, select the save button in the confirmation popup to save the Incident Report.On the Review tab, review the summary of the information added to the IR Note: Not all entered fields are displayed in the Review tab. If you want to make more changes, choose the appropriate tab. Select **Submit for Review**.On the Submit IR for Review pop-up, select approver(s) from the required approvers' table and select **Add Approver**.

Step 6 Select **Submit for Review**.
FIMS generates the "IR Submitted for Review" notification for the selected approvers and the IR creator.

8.4 View IR List

To view the list of all IRs, use the IR List page. IRs can be filtered by Status, EMC, and Restriction. Note: These instructions assume that you have the “View IR Review Page Only” and/or “View IR” permission. To view rejected IRs greater than 30 days old, the user must have the “View Rejected IR > 30 Days” permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 On the View Incident Reports page, you can filter the list by different parameters or type a keyword (e.g., a case number or a nature of incident) and select **Search**.

Step 3 Select the case number link of the IR you want to view.
Note: If an IR is restricted, you must have the appropriate permissions to view the IR.

8.5 Review IR Submission

The selected approver of a submitted IR can review the IR submission and approve or reject it as necessary. Note: These instructions assume that you were added to the IR as an approver, and you have the “Approve/Reject IR” or “General Management” permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 Select the submitted IR you want to review.
FIMS opens the Review tab.

Step 3 Navigate through the tabs and update the fields as necessary.

Step 4 Select **Save Changes**.

Step 5 Do one of the following:

- To approve the IR, select **Approve**.
  FIMS displays an approval confirmation pop-up. Select **Approve**.
  FIMS generates the “IR Approved” notification for the selected approvers and IR creator.
- To reject the IR, select **Reject**.
  FIMS displays a mandatory rejection reason pop-up. Enter the rejection reason, and then select **Reject**.
  FIMS generates the “IR Rejected” notification for the selected approvers and the IR creator.

8.6 Resubmit Rejected IR

If an IR is rejected, it can be modified and resubmitted for approval. Note: These instructions assume that you have the “Modify IR” permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 Select the rejected IR you want to modify and resubmit.
FIMS opens the Review tab for the IR.

Step 3 Navigate through the tabs and update the fields as necessary.

Step 4 Select **Save Changes**.
Note: The rejection reason provided by the reviewer may indicate what fields should be updated in the IR.

Step 5 To resubmit the modified IR for review, select **Submit for Review**.

Step 6 In the Submit IR for Review pop-up, select approver(s) from the required approvers' table and select **Add Approver**.

Step 7 Select **Submit for Review**.
Note: When a rejected IR is resubmitted for review, the status of the IR changes from Rejected to Submitted for Review.

8.7 Review Rejected IR

If an IR is rejected and resubmitted for review, it can be reviewed and approved or rejected by the selected reviewer. Note: These instructions assume that you were added as an approver to a resubmitted IR and have the "Approve a Rejected IR" or "General Management" permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 Select the resubmitted IR you want to review.

Step 3 On the Review tab, you can view the rejection reason.

Step 4 Navigate through the tabs and review the fields.

Step 5 Do one of the following:

- To approve the resubmitted IR, select **Approve**.
  FIMS displays an approval confirmation pop-up. Select **Approve**.
- To reject the resubmitted IR, select **Reject**.
  FIMS displays a mandatory rejection reason pop-up. Enter the rejection reason, and then select **Reject**. FIMS generates the "Approve Rejected IR" notification for the IR creator, the original reviewer, and the user who approved the rejected IR.

8.8 Edit Approved IR

An IR that has been approved can still be modified. The status of the modified IR remains Approved. FIMS generates an "IR Needs Update" reminder notification every seven days for the IR creator and administrators. Note: These instructions assume that you have the "Modify IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 Select the approved IR you want to edit.
FIMS displays the Overview tab.

Step 3 Navigate through the tabs and update the fields as necessary. Note: The Executive Summary cannot be edited. All other fields can be edited.

Step 4 To save changes, select **Save Changes**.
FIMS generates the "IR Updated" notification for the users subscribed to the IR and the modifying user.

8.9 Determine the Original EMC List associated with an IR

When you approve an IR, FIMS saves the list of users on the EMC at the time of approval for later reference.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the approved IR you want to edit.
FIMS displays the Overview tab.
Step 3 Select the Review tab.
Step 4 Select **EMC List**.
FIMS displays the Duty Roster page from the day the IR was approved.

8.10 Restrict an IR

When you save an IR as restricted, it must have at least two users associated with it, and at least one of those users must be from the "Required Users List." Note: These instructions assume that you have the "Restrict an IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the IR you want to restrict.
Step 3 Select the Restrictions tab.
Step 4 Select Yes to restrict the IR.
Step 5 Select at least one user from the Required User List.
Note: These are users with the "Required for Restriction" permission.
Step 6 If applicable, select one or more users from the Optional User List.
Note: These are users with the "View Restricted IRs" permission.
Step 7 Select **Add Selected Users** to add the required user(s) to the Added User List.
Step 8 Do one of the following:

- If this is a draft IR, continue through the wizard as necessary and select **Save as Draft**.
- If this is an existing IR, select **Save Changes**.
  On the confirmation pop-up, select **Save**.
  FIMS generates the "IR Restricted" notification for the users given access to the IR, administrators, and the IR restrictor. By default, the user restricting the IR is granted access to the IR.

8.11 Modify Restrictions

Note: These instructions assume that you were added as a user with access and have the "Restrict an IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the IR you want to edit.
Step 3 Select the Restrictions tab.
Step 4 Do one or both of the following:

- Add users to the Added User List by selecting users from the Required User List and the Optional User List and selecting **Add Selected Users**.
- Remove users with access by selecting X forthe user from whom you want to revoke access.

Note: Only users with the "General Management" permission can remove restricted users. At least one user from the Required User List must remain/be added to the Added User List if the IR is restricted.)

Step 5 To save the modifications, select **Save Changes**.

Step 6 On the confirmation pop-up, select **Save**.
One of the following occurs:

- If access was granted, FIMS generates the "Access Granted to Restricted IR" notification for the users given access, administrators, and the IR restrictor.
- If access was revoked, FIMS generates the "Access Revoked From IR" notification for users from whom access is revoked, administrators, and the IR restrictor.

8.12 Change Restricted IR to an Un-Restricted IR

Note: These instructions assume that you have the "Un-restrict an IR" permission:

Step 1 Select **Incident Reports > View Incident.**

Step 2 Select the IR you want to edit.

Step 3 Select the Restrictions tab.

Step 4 On the Restrictions tab of the IR, select No if the IR should be un-restricted.

Step 5 Select **Save Changes**.

Step 6 On the confirmation pop-up, select **Save**.
FIMS generates the "IR Unrestricted" notification for the users with access to the IR, administrators, the IR creator, and the user who unrestricted the IR.

8.13 Close IR

Once an IR has been approved, it can be closed. Closed IRs can also be modified as necessary. Note: These instructions assume that you have the "Close IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 If desired, filter the Incident Report list.

Step 3 Select the approved IR you want to close.
FIMS displays the Overview tab of the IR.

Step 4 To close the IR, select **Close IR**.
FIMS displays a mandatory closing comment pop-up.

Step 5 Enter the closing comment and then select **Close**.
FIMS generates the "IR Closed" notification for the users subscribed to the IR and the user who closed the IR.

8.14 Modify a Closed IR

Note: These instructions assume that you have the "Modify IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.

Step 2 If desired, filter the Incident Report list.

Step 3 Select the closed IR you want to modify.
FIMS displays the Review tab.

Step 4 Navigate through the tabs and update the fields as necessary.
Step 5 Select **Save Changes**.
Step 6 On the confirmation pop-up, select **Save**.
FIMS generates the "Closed IR Modified" notification for the users subscribed to the IR and the user who modified the IR.

8.15 Add an Additional Closing Comment to a Closed IR

Note: These instructions assume that you have the "Close IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the closed IR to which you want to add closing comments.
FIMS displays the Review tab.
Step 3 Select **Add Closing Comment**.
FIMS displays an Add Closing Comment pop-up with the closing comment history table underneath
Note: This table can also be viewed in the Review tab of a closed IR.
Step 4 Enter the additional closing comment.
Step 5 Select **Add Comment**.

8.16 Reopen Closed IR

An IR that has been closed can also be reopened. Note: These instructions assume that you have the "Reopen IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the closed IR you want to reopen.
FIMS displays the Review tab.
Step 3 Select **Reopen IR**.
FIMS displays a mandatory reopen IR reason pop-up.
Step 4 Enter the reopening reason and then select **Reopen**.
Note: The status of the report changes to Approved. The reopen reason is listed in the Review tab, indicating the IR had previously been closed and reopened. FIMS generates the "IR Reopened" notification for the users subscribed to the IR and the user who reopened the IR.

9. IR Attachments

9.1 Overview

Attachments can be added to and removed from an IR. Attachments that have been added to an IR can be edited.

9.2 Add Attachment to IR

A user can add attachments (with a maximum file size of 50 MB) to an IR with any status. Note: These instructions assume that you have the "Add/Remove Attachments" permission.

Step 1 Open or create an IR.
Step 2 Select the Attachments tab
Step 3 Select **Add Attachment**.
FIMS displays the Add Attachment pop-up.
Step 4 Select **Browse** to add an attachment via the file explorer.
Step 5 Select the file you want to attach from your file explorer and select **Open**.
FIMS expands the Add Attachment pop-up with additional fields.
Step 6 For the New Version of Existing File? field, do one of the following:

- If the file you are uploading is a new version of an attachment that is already attached to the IR, select Yes.
- If the file is the first version of the attachment, select No.

Step 7 For the File Type field, select a value from the drop-down.
Note: Investigative Plan can only be chosen when the IR is approved or closed, OIEA is chosen as an originating or additional office, and a lead region is selected). FIMS auto-populates the File Name field, but it is editable.
Step 8 Select **Add**.
FIMS adds the attachment to the Attachments table of the IR.
If an Investigative Plan is attached to an IR, then FIMS generates the "Investigative Plan Attached to IR" notification for the users associated with the lead region of the IR and the users associated with the additional regions of the IR.

9.3 View Attachments

Note: These instructions assume that you have the "View IR" permission.

Step 1 Open or create an IR.
Step 2 Select the Attachments tab.
FIMS displays the files attached to the IR in the Attachments table.
Step 3 Select **Download (D/L)** next to the attachment you want to download.

9.4 View Attachment History

In the Add Attachment pop-up, when a user selects Yes for **New Version of Existing File?** a history of the attachment is created. Note: These instructions assume that you have the "View IR" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
FIMS displays the files attached to the IR in the Attachments table.
Step 3 Select **History** for the attachment you want view the history for.
FIMS displays the Attachment History pop-up.

9.5 Remove Attachment

Note: These instructions assume that you have the "Add/Remove Attachments" permission. If there are multiple versions of the file you are removing, FIMS restores the previous version.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
FIMS displays the files attached to the IR in the Attachments table.
Step 3 Select **X** next to the attachment you want to remove.
FIMS displays the Remove Attachment pop-up.
Step 4 Select **Remove**.
Note: An Investigative Plan can only be removed if the IR is approved.

10. 5500-8 Forms

10.1 Overview

Users can create, edit, and remove 5500-8 forms, as well as view their history. Users can also create and remove 5500-8 roll-ups, as well as view their history. A 5500-8 roll-up consolidates information from all the 5500-8 forms by the office. There are different types of 5500-8 forms: Establishment, Warehouse, I-House, and Office.

10.2 Create 5500-8 Form

You need the "Complete 5500-8" permission to add a 5500-8 form to an incident report.

Step 1 Open or create an IR.

Step 2 Select the Attachments tab.

Step 3 In the 5500-8 section, for the Office field, select an office from the drop-down.

Step 4 If there is a region or district associated with the office, FIMS displays a Region or District field. Select the region or district.

Step 5 Select **Add a Form**.
FIMS displays different data entry options based on the selected office.

Step 6 Do one of the following:

- For the Establishment, Warehouse, or I-House data entry page,
    1. Select the appropriate entity from the drop-down.
    2. Select **Add**.
       FIMS refreshes the page.
    3. Complete the required fields and any optional fields.
    4. If you are finished, skip this step; otherwise, if there is an associated office closure to document, select **Complete Office Closure** and then select **Add Office Closure** and complete the required fields and any optional fields and select **Save**. On the confirmation pop-up, select **Save.**
       FIMS returns to the Attachments tab with a new record in the 5500-8 grid.
    5. Select **Save**.
    6. On the confirmation pop-up, select **Save**.
       FIMS returns to the Attachments tab with a new record in the 5500-8 grid.
- For the Office data entry page,
    1. Select **Add Office Closure**.
       FIMS refreshes the page.
    2. Complete the required fields and any optional fields.
    3. Select **Save**.
    4. On the confirmation pop-up, select **Save**.
       FIMS returns to the Attachments tab with a new record in the 5500-8 grid.

10.3 Edit 5500-8 Form

Note: These instructions assume that you have the “Complete 5500-8” permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 Select **Edit** for the form you want to edit.
FIMS displays the form.
Step 4 Edit the fields as necessary.
Step 5 If you are finished, skip this step; otherwise, if there is an associated office closure to document, select **Complete Office Closure** and then either edit an existing closure (if applicable) or select **Add Office Closure** and complete the required fields and any optional fields and select **Save**. On the confirmation pop-up, select **Save.**
FIMS returns to the Attachments tab with a new version of the form in the 5500-8 grid.
Step 6 Select **Save**.
Step 7 On the confirmation pop-up, select **Save**.
FIMS returns to the Attachments tab with a new version of the form in the 5500-8 grid.

10.4 Remove 5500-8 Form

Note: These instructions assume that you have the “Complete 5500-8” permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 Select **X** for the form you want to remove.
FIMS displays the Remove 5500-8 Form pop-up.
Step 4 Select **Remove**.
Note: If applicable, FIMS restores a previous version of the form.

10.5 View 5500-8 Form History

Note: These instructions assume that you have the “View IR” permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 In the 5500-8 grid, select **History** for the form that you want to view the history of.
FIMS displays a list of the versions in the 5500-8 Form History pop-up.

10.6 Create 5500-8 Roll-Up

Note: These instructions assume that you have the “Create 5500-8 Rollup” permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.

Step 3 Select **Create Roll-Up**.
FIMS displays the consolidated 5500-8 information in a pop-up.
Step 4 Select **Save**.

10.7 Remove 5500-8 Roll-Up

Note: These instructions assume that you have the "Create 5500-8 Rollup" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 Select **X** for the roll-up that you want to remove.
Step 4 In the Remove 5500-8 Form Roll-Up pop-up, select **Remove** to remove the latest version of the roll-up. Note: If applicable, FIMS restores a previous version of the roll-up.)

10.8 View 5500-8 Roll-Up History

Note: These instructions assume that you have the "View IR" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 In the 5500-8 Roll-up grid, select **History** for the roll-up that you want to view the history of.
FIMS displays a list of versions in the 5500-8 Form Roll-Up History pop-up.

11. Employee Absenteeism Trackers

11.1 Overview

Users can create, edit, and remove absenteeism trackers, as well as view their history. Users can also create and remove absenteeism tracker roll-ups, as well as view their history. An absenteeism tracker roll-up consolidates employee absenteeism trackers by office and state.

11.2 Create Employee Absenteeism Trackers

You need the "Complete Absenteeism" permission to add an absenteeism tracker to an incident report.

Step 1 Open or create an IR.
Step 2 Select the Attachments tab.
Step 3 In the Employee Absenteeism Tracker grid, for the Office field, select an office from the drop-down.
Step 4 If there is a region or district associated with the office, FIMS displays the Region or District field. Select a region or district.
Step 5 Select **Add a Tracker**.
Step 6 Complete the required fields and any optional fields.
Step 7 Select **Save**.
Step 8 On the confirmation pop-up, select **Save**.
FIMS returns to the Attachments tab with a new record in the grid.

11.3 Edit Employee Absenteeism Trackers

Note: These instructions assume that you have the "Complete Absenteeism" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 In the Employee Absenteeism Tracker grid, select **Edit** for the tracker you want to edit.
FIMS displays the Edit Employee Absenteeism Tracker page.
Step 4 Update the fields as necessary.
Step 5 Select **Save**.
Step 6 On the confirmation pop-up, select **Save**.
FIMS returns to the Attachments tab with a new version of the tracker in the grid.

11.4 Remove Employee Absenteeism Trackers

Note: These instructions assume that you have the "Complete Absenteeism" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 Select **X** for the absenteeism tracker you want to remove.

Step 4 In the Remove Absenteeism Tracker pop-up, select **Remove** to remove the latest version of the absenteeism tracker. Note: If applicable, FIMS restores a previous version of the absenteeism tracker.

11.5 View Employee Absenteeism Tracker History

Note: These instructions assume that you have the "View IR" permission.

Step 1 Select the Attachments tab of an existing IR.
Step 2 Select **History** for the absenteeism tracker you want to view the history of. FIMS displays the Absenteeism Tracker History pop-up.

11.6 Create Employee Absenteeism Tracker Roll-Up

Note: These instructions assume that you have the "Create Absenteeism Rollup" permission.

Step 1 Select the Attachments tab of an existing IR.
Step 2 Select **Create Roll-Up**.
FIMS displays the roll-up in a pop-up.
Step 3 Select **Save** to save the roll-up.

11.7 Remove Employee Absenteeism Tracker Roll-Up

Note: These instructions assume that you have the "Create Absenteeism Rollup" permission.

Step 1 Select the Attachments tab of a new or existing IR.
Step 2 Select **X** for the roll-up you want to remove.
Step 3 In the Remove Absenteeism Tracker Roll-Up pop-up, select **Remove** to remove the latest version of the roll-up.
Note: If applicable, FIMS restores a previous version of the roll-up.)

11.8 View Employee Absenteeism Tracker Roll-Up History

Note: These instructions assume that you have the "View IR" permission.

Step 1 Open an IR.
Step 2 Select the Attachments tab.
Step 3 In the Absenteeism Track Roll-Up grid, select **History** for the roll-up that you want to view the history of.
FIMS displays a list of versions in the Employee Absenteeism Tracker Roll-Up History pop-up.

12. Emergency Management Committee (EMC)

12.1 Overview

The EMC alert and activation are two ways for users to escalate problems associated with specific IRs. EMC alerts are less critical but indicate an issue. EMC activations are initiated for meetings.

12.2 View EMC

The EMC tab of an incident report displays the EMC members, alerts, and activations. Note: These instructions assume that you have the "View IR - EMC" permission.

Step 1 Open or create an IR.
Step 2 Select the EMC tab.
The EMC Members list shows the users on the duty roster for the current day.

12.3 Edit EMC Members

The EMC Members list can be updated with users from the Eligible ODIFP Members, and Other People Notified lists. Note: These instructions assume that you have the "Edit EMC Members" permission.

Step 1 Open or create an IR.
Step 2 Select the EMC tab.
Step 3 Do one of the following:

- Select users from the Eligible ODIFP Members list and/or the Other People Notified list. Select **Add Selected Users**.
- Select **X** for the names you want to remove from the EMC Members list. You cannot remove the users who are part of the current duty roster.

12.4 Send Email to EMC Members

Note: These instructions assume that you have the "View IR - EMC" permission.

Step 1 Open or create an IR.
Step 2 Select the EMC tab.
Step 3 Select the **Send Email to EMC Members** button.
FIMS displays a window in your default email client with the email addresses of the users in the EMC Members list populated in the recipient field.

12.5 Alert EMC

Note: These instructions assume that you have the "Alert EMC" permission.

Step 1 Open an approved IR.
Step 2 Select the EMC tab.
Step 3 Select **Begin Alert**.
FIMS displays the Alert EMC pop-up.
Step 4 Select the desired message types and set the priority for each message.

Step 5 Enter the number of cycles for the alert.
The alert will go through the number of times selected in this field.

Step 6 Do one of the following:

- From the Call Messages list, select an existing message from
  - You can either use the call message as is or edit it.
- In the Message field, type the desired alert text. The Message field can hold up to 1,000 characters.
  - To save the message as a template, select **Save Message**.

Step 7 To initiate the call, select **Initiate Call**.

Step 8 On the confirmation pop-up, select **Yes**.

12.6 Activate EMC

Note: These instructions assume that you have the "Activate EMC" permission.

Step 1 Open an approved IR.

Step 2 Select the EMC tab.

Step 3 Select **Begin Activation**.
FIMS displays the Activate EMC pop-up.

Step 4 Select the desired message types and set the priority for each message.

Step 5 Enter the number of cycles for the activation.
The activation will go through the number of times selected in this field.

Step 6 Select an existing message or enter the desired activation text in the **Call Messages** field. An existing message can be selected and edited. To save the message as a template, select **Save Message**.

Step 7 To initiate the call, select **Initiate Call**.

Step 8 On the confirmation pop-up, select **Yes**.

12.7 View EMC Alerts

Note: These instructions assume that you have the "View IR - EMC" permission.

Step 1 Open an approved IR

Step 2 Select the EMC tab.

Step 3 Scroll to view the running or past EMC alerts.

Step 4 To view a specific alert, select the arrow in the View column next to the desired alert.
FIMS displays a pop-up with the call message, call priority, number of cycles, and selected EMC members.

12.8 View EMC Activations

Note: These instructions assume that you have the "View IR - EMC" permission.

Step 1 Open an approved IR.

Step 2 Select the EMC tab.

Step 3 Scroll to view the running or past EMC activations.

Step 4 To view a specific activation, select the arrow in the View column next to the desired activation.

FIMS displays a pop-up with the call message, call priority, number of cycles, and selected EMC members.

12.9 Terminate a Running EMC Alert

Note: These instructions assume that you have the "Alert EMC" permission.

Step 1 Open an approved IR.
Step 2 Select the EMC tab.
Step 3 Scroll to view the running alerts.
Step 4 Select the hand icon in the End Call column next to the desired alert.
The alert ends without any more messages sent.

12.10 Terminate a Running EMC Activation

Note: These instructions assume that you have the "Activate EMC" permission.

Step 1 Open an approved IR.
Step 2 Select the EMC tab.
Step 3 Scroll to view the running activations.
Step 4 Select the hand icon in the End Call column next to the desired activation.
The activation ends without any more messages sent.

12.11 Delete Message Template

Note: These instructions assume that you have the "Alert EMC" or "Activate EMC" permission, depending on which message template is being deleted.

Step 1 Open an approved IR.
Step 2 Select the EMC tab.
Step 3 Select **Begin Alert** or **Begin Activation** (depending on which message template you want to delete).
FIMS displays the Alert EMC or Activate EMC pop-up.
Step 4 Select **X** for the message template you want to remove.

13. Audit Log

13.1 Overview

The history of changes made to an IR audit log for each IR.

13.2 View Audit Log for an IR

Note: These instructions assume that you have the "View IR" permission.

Step 1 Select **Incident Reports > View Incident Reports**.
Step 2 Select the case number link of the IR you want to view.
Step 3 To view the audit log for the selected IR, select **IR History**.

14. Search

14.1 Overview

The purpose of the FIMS Search Feature is to find Incident Reports (IRs) by different search methods. Incident Reports can be searched by Quick Search and Advanced Search.

14.2 Quick Search

You need the "Quick Search" permission to use the quick search option of the Search feature to find a specific incident report.

Step 1 Select **Incident Reports > Search Incident Reports**.
FIMS displays the Search Incident Reports page. Quick Search is the default tab selection.

Step 2 Enter the desired filters. Note: None of the filter selections are mandatory.

Step 3 Select **Search** to generate a list of the filtered incident reports.

Step 4 To view a specific IR, select the Incident Report Case Number link for the IR you want to view.

Step 5 To view the filtered incident reports on a map, select **View Map**. The View Map: Quick Search pop-up shows the filtered incident reports on a map. To view the search criteria, select the + icon on the Search Criteria bar. To further filter the map, select the + icon on the Status, Nature of Incident, State, and/or Region/District bars. Uncheck the checked fields to further filter the map.

Step 6 To download the list of filtered incident reports as an Excel document, select the **Download Excel**.

14.3 Advanced Search

You need the "Advanced Search" permission to use the advanced search option of the Search feature to find a specific incident report.

Step 1 Select **Incident Reports > Search Incident Reports**.
FIMS displays the Search Incident Reports page. Quick Search is the default tab selection if you also have permission to view the Quick Search.

Step 2 If not already selected, select the Advanced Search tab.

Step 3 Select a filter from the drop-down. Select values for the additional fields that appear. To add a rule on the same level as the previous selection, select **Add Rule**. To add a group as a subsection of the previous selections, select **Add Group**. Select **AND** to search for specified filters. Select **OR** to search one filter or another.

Step 4 Select **Search** to generate a list of the filtered incident reports.

Step 5 To view a specific IR, select the Incident Report Case Number link for the IR you want to view.

Step 6 To view the filtered incident reports on a map, select **View Map**. The View Map: Advanced Search pop-up shows the filtered incident reports on a map. To view the search criteria, select the + icon on the Search Criteria bar. To further filter the map, select the + icon on the Status, Nature of Incident, State, and/or Region/District bars. Uncheck the checked fields to further filter the map.

Step 7 To download the list of filtered incident reports as an Excel document, select **Download Excel**.

15. Duty Roster

15.1 Overview

This section explains how to create and view a Duty Roster in the FIMS system, which users can refer to in the event of an Emergency Management Committee (EMC) Alert or Activation, and which users are associated with corresponding IR records.

15.2 View Duty Roster

Note: These instructions assume that you have the "View Duty Roster" permission.

Step 1 Select **Duty Roster > View Duty Roster**.
FIMS displays the Duty Roster day view for the current day. The status is listed in the upper right corner, along with the Last Updated date. The duty roster displays the Duty Officer, IT support, and EMC members for each assigned day. Assignments can be in the Draft, No Response, Accepted, and Rejected status.

Step 2 To view the week view of the duty roster, select **Week**.

Step 3 To download the duty roster, select **Download Roster**.

15.3 Manage Duty Roster: View Manage Screens

You need the "Create Roster" permission to assign, edit, and publish the duty roster. Note: with the 2.2 release, the Duty Officer and IT Support roles are no longer office specific.

Step 1 Select **Duty Roster > Duty Roster Management**. FIMS displays the Duty Roster Management view for the following week. The status is listed in the upper right corner, along with the Last Updated date. The duty roster displays the Duty Officer, IT support, and EMC members for each assigned day. Assignments can be in the Draft, No Response, Accepted, and Rejected status.

Step 2 To view the day view of the duty roster, select **Day**.

Step 3 To view and manage the month view of the duty roster, select **Month**.

Step 4 To view the roster for the week from the Month view, select **View**.

Step 5 To download the duty roster in the day or week view, select Download Roster.

Step 6 To publish the roster from the Month or Week view, select **Publish** (for rosters that have previously been published, select **Republish**).

15.4 Create Duty Roster

Note: These instructions assume that you have the "Create Roster" permission.

Step 1 Select Duty Roster > Duty Roster Management. FIMS displays the Duty Roster Management view for the following week.

Step 2 To view and manage the month view of the duty roster, select **Month**.

Step 3 Select **Create** for a week during which the duty roster has not been assigned. FIMS displays the Duty Roster Assignments page.

Step 4 To assign the duty roster, select **Add** for the office and the position you want to assign.

Step 5 Select a user from the **Person** drop-down. Select the checkboxes for the dates during which the user selected should be assigned.
Note: A user must be assigned for each date in the week.

Step 6 To save the roster as a draft, select **Save Duty Roster as Draft**.
FIMS changes the status of the duty roster to Draft.

Step 7 When all the offices and positions have been filled, the assignment requests can be sent. To send requests, select **Send Assignment Requests**.
FIMS changes the status of the duty roster to Sent. FIMS generates the "Confirm Duty Roster Assignment" notification for the users assigned to the duty roster and the EMC scheduler for ODIFP.

15.5 Edit Duty Roster

Note: These instructions assume that you have the "Modify Roster" permission.

Step 1 Select Duty Roster > Duty Roster Management. FIMS displays the Duty Roster Management view for the following week.

Step 2 To edit the roster from the week view, select **Edit Roster**. To edit the roster from the month view, select **Month**. On the month view, select **Edit**.

Step 3 Make the desired changes.

Step 4 Do one of the following:

- To save a Draft duty roster as a draft, select **Save Duty Roster as Draft**. The status of the duty roster remains Draft.
- To send assignment requests for a completed duty roster, select **Send Assignment Requests**. The status of the duty roster changes to Sent and FIMS generates the "Confirm Duty Roster Assignment" notification for the users assigned to the duty roster and the EMC scheduler for ODIFP. FIMS generates the "Change to Duty Roster" notification for the users assigned to the duty roster and EMC.

15.6 Publish/Republish Duty Roster

Note: These instructions assume that you have the "Publish Roster" permission.

Step 1 Select **Duty Roster > Duty Roster Management**.

Step 2 FIMS displays the Duty Roster Management view for the following week.

Step 3 To publish, do one of the following:

- To publish the roster from the week view, select **Publish**.
- To publish the roster from the month view, select **Month**. On the month view, select **Publish**.

Step 4 On the confirmation pop-up, select **Publish**.
The status of the duty roster changes to Published, and FIMS generates the "Duty Roster Published" notification for users assigned to the duty roster and the users with the duty officer role.

Step 5 To republish do one of the following:

- To republish a published roster from the week view, select **Republish**.
- To republish a published roster from the month view, select **Month**. On the month view, select **Republish**.

15.7 Manage Assignment Requests

A user can accept or reject assignment requests from the Assignment Requests page. FIMS sends out the "EMC Duty Unconfirmed" reminder notification to users who have failed to confirm their availability for EMC duty for one day after the requests are sent out and the EMC scheduler for ODIFP. Note: These instructions assume that you have the "Roster Assignable" permission.

Step 1 Select **Duty Roster > Assignment Requests**.
FIMS displays the Assignment Requests page.

Step 2 Select **Reply** to respond to an assignment request for the dates highlighted in the My Assignment Requests table.

Step 3 The Accept radio buttons are the default selection for each assignment request. To reject an assignment for any of the assigned days, select the **Reject** radio button.

Step 4 To save the responses to the assignment request, select **Save**. On the confirmation pop-up, select **Save**. If assignments are rejected, FIMS prompts you to enter a rejection reason; once you have entered the reason for rejection, select **Reject** to save your responses. FIMS saves your responses to the duty roster.

15.8 Manage Assignment Requests on Behalf of other users in any office

An administrator or Duty Officer can accept or reject an assignment request on behalf of another user who has not responded to an assignment request. Note: These instructions assume that you have the "Accept from all Offices" permission.

Step 1 Select **Duty Roster** > **Duty Roster Management**.
FIMS displays the Duty RosterManagement page.

Step 2 Select **Reply** To Assignment icon to respond to an assignment request.

Step 3 To accept the assignment request for the entire week:
Select the **Accept** icon corresponding to the user on behalf of whom you want to accept the request. Select the **Accept** button in the confirmation pop-up to accept the assignment request.

Step 4 To accept or reject the assignment requests for specific days, select the **Reply** icon corresponding to the user on behalf of whom you want to respond to the request.
The Accept radio buttons are the default selection for each assignment request. To reject an assignment for any of the assigned days, select the **Reject** radio button.

Step 5 To save the responses to the assignment request, select **Save**. On the confirmation pop-up, select **Save**. If assignments are rejected, FIMS prompts you to enter a rejection reason; once you have entered the reason for rejection, select **Reject** to save your responses. FIMS saves your responses to the duty roster.

15.9 Manage Assignment Requests on Behalf of other users in the same

office

An EMC Scheduler can accept or reject an assignment request on behalf of another user in the same office who has not responded to an assignment request. Note: These instructions assume that you have the "Roster Accept on Behalf" permission.

Step 6 Select **Duty Roster** > **Duty Roster Management**.
FIMS displays the Duty Roster Management page.

Step 7 Select **Reply To Assignments icon** to respond to an assignment request.

Step 8 To accept the assignment request for the entire week:
Select the **Accept** icon corresponding to the user on behalf of whom you want to accept the request. Select the **Accept** button in the confirmation pop-up to accept the assignment request.

Step 9 To accept or reject the assignment requests for specific days, select the **Reply** icon corresponding to the user on behalf of whom you want to respond to the request.
The Accept radio buttons are the default selection for each assignment request. To reject an assignment for any of the assigned days, select the **Reject** radio button.

Step 10 To save the responses to the assignment request, select **Save**. On the confirmation pop-up, select **Save**. If assignments are rejected, FIMS prompts you to enter a rejection reason; once you have entered the reason for rejection, select **Reject** to save your responses. FIMS saves your responses to the duty roster.

15.10 Edit EMC Contact Information

Note: These instructions assume that you have the "Modify Roster" permission.

Step 1 Select **Duty Roster > Duty Roster Management**.
FIMS displays the Duty Roster Management view for the following week.

Step 2 Select the + icon next to the Contact Information bar.
The Contact Information section is maximized.

Step 3 Select **Edit EMC Contacts**.
FIMS displays the Edit Contact Information page.

Step 4 Do one of the following:

- To edit an existing contact, select in any of the text fields and edit the text.
- To enter a new contact line, select **Create Contact**.
- To rearrange the order of the contacts, select the icon to the left of each contact line and drag it to the desired position.

Step 5 Select **Save**.

On the confirmation pop-up, select **Save**.

16. Recalls

16.1 Overview

Recalls are pulled from the Recalls database. The FIMS application allows users to view a list of recalls, details on specific recalls, and IRs associated with specific recalls.

16.2 View Recalls

You need the "View Recall" permission to view a list of recalls in the FIMS system, details on specific recalls, and IRs associated with specific recalls.

Step 1 Select **Recalls > View Recalls**.
FIMS displays the View Recalls page.

Step 2 To filter the list, enter information in any of the filter fields and select **Apply Filter**.

16.3 View Recall Details

Note: These instructions assume that you have the "View Recall" permission.

Step 1 Select **Recalls > View Recalls**.
FIMS displays the View Recalls page.

Step 2 Select **View** for the recall you want to view.
FIMS displays the Recall Detail page for the selected recall.

16.4 View Found IRs

Note: These instructions assume that you have the "View Recall" permission.

Step 1 Select **Recalls > View Recalls**.
FIMS displays the View Recalls page.

Step 2 To view the associated IRs, select the number in the Found IRs column for the selected recall.
FIMS displays the Recall Incident Report List page for the selected recall.
Note: if there are no associated IRs for the selected recall, the number listed under the Found IR column will be 0, and it will not be a hyperlink).

17. Reports

17.1 Overview

The Reports feature gives users the ability to download IR, Recall, and IR-Recall reports. Users with the "Admin/Security Reports" permission can also access Administration reports.

17.2 Download IR Reports to Excel or PDF

Step 1 Select **Reports > View Reports**.
FIMS displays the Reports page. IR is the default tab selected on this page.

Step 2 Select the desired report category and apply the desired filters. To apply multiple selections for filters, select the **Add** button after each selection. To apply additional filters, open the Additional Filters panel by selecting the + icon and select the desired additional filters.

Step 3 Do one of the following:

- To download the report as a PDF, select **Download PDF**.
- To download the report as an Excel file, select **Download Excel**.

17.3 Download Recall Reports to Excel or PDF

Note: These instructions assume that you have the "Create Reports" permission.

Step 1 Select **Reports > View Reports**.
FIMS displays the Reports page.

Step 2 Select the Recall tab.

Step 3 Select the desired report category and apply the desired filters. To apply multiple selections for filters, select the **Add** button after each selection.

Step 4 Do one of the following:

- To download the report as a PDF, select **Download PDF**.
- To download the report as an Excel file, select **Download Excel**.

17.4 Download IR Recall Reports to Excel or PDF

Note: These instructions assume that you have the "Create Reports" permission.

Step 1 Select **Reports > View Reports**.
FIMS displays the Reports page.

Step 2 Select the IR Recall tab.

Step 3 Select the desired report category and apply the desired filters. To apply multiple selections for filters, select the **Add** button after each selection.

Step 5 Do one of the following:

- To download the report as a PDF, select **Download PDF**.
- To download the report as an Excel file, select **Download Excel**

17.5 Download Administration Reports to Excel or PDF

Note: These instructions assume that you have the "Admin/Security Reports" permission.

Step 1 Select Reports > View Reports.
FIMS displays the Reports page.

Step 2 Select the Administration tab.

Step 3 Select the desired report category and apply the desired filters. To apply multiple selections for filters, select the **Add** button after each selection.

Step 4 Do one of the following:

- To download the report as a PDF, select **Download PDF**.
- To download the report as an Excel file, select **Download Excel.**

18. Forms and Library

18.1 Overview

All FIMS users can access forms and library items in the FIMS application. Users with the appropriate permissions can manage form and library items in the application.

18.2 View/Download Forms

Step 1 Select **Forms & Library > View Forms & Library**.
FIMS displays the View Forms and Library page.
Step 2 Select **Download** for the form you want to download.

18.3 View Library

Step 1 Select **Forms & Library > View Forms & Library**.
FIMS displays the View Forms and Library page.
Step 2 Select the Library tab.
Step 3 Select **Download** for the library item you want to download.

18.4 Create Form

Note: These instructions assume that you have the "Manage Forms/Library" permission.

Step 1 Select **Forms & Library > Forms & Library Management**.
FIMS displays the Forms & Library Management page.
Step 2 Select **Create Form Item**.
FIMS displays the Create Form Item page.
Step 3 Enter the required fields.
Step 4 Select **Save**.
Step 5 On the confirmation pop-up, select **Save**.

18.5 Create Library Item

Note: These instructions assume that you have the "Manage Forms/Library" permission.

Step 1 Select Forms & Library > Forms & Library Management.
FIMS displays the Forms & Library Management page.
Step 2 Select the Library tab.
Step 3 Select **Create Library Item**.
FIMS displays the Create Library Item page.
Step 4 Enter the required fields.
Step 5 Select **Save**.
Step 6 On the confirmation pop-up, select **Save**.

18.6 Edit Form

Note: These instructions assume that you have the “Manage Forms/Library” permission.

Step 1 Select **Forms & Library > Forms & Library Management**.
FIMS displays the Forms & Library Management page.
Step 2 Select **Edit** for the form you want to edit.
FIMS opens the Edit Form Item page.
Step 3 Edit the required fields as needed.
Step 4 Select **Save**.
Step 5 On the confirmation pop-up, select **Save**.

18.7 Edit Library Item

Note: These instructions assume that you have the “Manage Forms/Library” permission.

Step 1 Select **Forms & Library > Forms & Library Management**.
Step 2 Select the Library tab.
Step 3 Select Edit for the library item you want to edit.
FIMS displays the Edit Library Item page.
Step 4 Edit the required fields as needed.
Step 5 Select **Save**.
Step 6 On the confirmation pop-up, select **Save**.

18.8 Remove Form

Note: These instructions assume that you have the “Manage Forms/Library” permission.

Step 1 Select **Forms & Library > Forms & Library Management**.
FIMS displays the Forms & Library Management page.
Step 2 Select Remove for the form you want to remove.
Step 3 On the confirmation pop-up, select **Remove**.

18.9 Remove Library Item

Note: These instructions assume that you have the “Manage Forms/Library” permission.

Step 1 Select **Forms & Library > Forms & Library Management**.
FIMS displays the Forms & Library Management page.
Step 2 Select the Library tab.
Step 3 Select **Remove** for the library item you want to remove.
Step 4 On the confirmation pop-up, select **Remove**.

19. Call Downs

19.1 Overview

The Call Downs feature of FIMS allows users with the appropriate permissions to initiate Call Downs and send emergency information to a selected group of FIMS users. A user can choose which call down roster to send a message by selecting either an office or another FSIS list and selecting previously saved messages or writing a new message to send. Administrators can also edit call down rosters, view and delete call down reports, and terminate call downs that are in progress. Call Downs automatically close after 24 hours.

19.2 Initiate Call Down by Program Office Lists

Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select **Call Downs > Create Call Down**.
FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.

Step 2 Select the desired office and roster and chose **Select Message**.

Step 3 On the message page, select the message types.
The call down message will be sent by the selected message types.

Step 4 Once you have selected the message types, set the priority for each message type. Selecting a priority of FSIS Cell will send a voice message to the FSIS cell number.

Step 5 Choose **Select Message**.

Step 6 In the Select Message to Send dialog, select the desired message. You can edit the **Subject** and **Message** text for the selected message.

Step 7 To continue with the selected message, select **Continue,** or you can also select **Create New Message** to create a new message. If you choose to create a new message, enter the desired text in the Subject and Message fields. To save the new message as a template and continue with the message, select **Save as Template and Continue**. To continue without saving, select **Continue**.

Step 8 To initiate the call down, select **Initiate Call Down**.

Step 9 On the confirmation pop-up, select **Initiate**.

19.3 Initiate a Call Down by FSIS Lists

Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select Call Downs > Create Call Down. FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.

Step 2 Select the FSIS Lists tab.

Step 3 Select the desired list and roster and chose **Select Message**.

Step 4 On the message page, select the message types.
The call down message will be sent by the selected message types.

Step 5 Once you have selected the message types, set the priority for each message type. Selecting a priority of FSIS Cell will send a voice message to the FSIS cell number.

Step 6 Choose **Select Message**.

Step 7 In the Select Message to Send dialog, select the desired message. You can edit the **Subject** and **Message** text for the selected message. To continue with the selected message, select **Continue,** or you can also select **Create New Message** to create a new message. If you choose to create a new message, enter the desired text in the Subject and Message fields. To save the new message as a template and continue with the message, select **Save as Template and Continue**. To continue without saving, select **Continue**.

Step 8 To initiate the call down, select **Initiate Call Down**.

Step 9 On the confirmation pop-up, select **Initiate**.

19.4 Create Custom List

You need the "Initiate Call Down" permission to create a custom list from which to initiate a call down. The custom list is a private list that only the user who created the list can see.

Step 1 Select Call Downs > Create Call Down. FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.

Step 2 Select the FSIS Lists tab.

Step 3 Under **FSIS List**, Select Custom.

Step 4 Select the users to be part of the custom list under **Please add at least one user to roster**. Select **Add Selected Users.**

Step 5 Do one of the following:

- To save the list, select **Save List**.
- To initiate the call down without saving the list, choose **Select Message.**

Step 6 If you opt to save the custom list, enter a name for the custom list in the Save Custom List As dialog and then select **Save**.

19.5 Edit Custom List

You can edit only the lists you created. Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select **Call Downs > Create Call Down**. FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.

Step 2 Select the FSIS Lists tab.

Step 3 Under **FSIS List**, select Custom.

Step 4 Select the custom list you want to update.

Step 5 Make the desired changes. You can add and remove users from the custom list. When you are ready to save the list, select **Save List**.

Step 6 On the confirmation pop-up, select **Save**.

19.6 Remove Custom List

You can remove only the lists you created. Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select Call Downs > Create Call Down. FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.
Step 2 Select the FSIS Lists tab.
Step 3 Select **X** for the custom list you want to remove.
Step 4 On the confirmation pop-up, select **Remove**.

19.7 Administrator Creates Custom List

An Administrator may create a custom list from which to initiate a call down. This list can be a private list, shared with all users, or shared with a selected set of users. Note: These instructions assume that you have the "Share Custom List" permission.

Step 1 Select **Call Downs > Create Call Down**.
FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.
Step 2 Select the FSIS Lists tab.
Step 3 Under FSIS List, select **Custom**.
Step 4 Select the users to be part of the custom list.
Step 5 Select **Add Selected Users**.
Step 6 Do one of the following:

- To save this list as a private list to which only you have access, select **Save List** (the default selection is Only Me).
- To let all users who have permission to initiate call downs, select **All Users** under **Who can view this custom list?** and select **Save List**.
- To share this list with a select group of users, chose **Selected Users**, select the users with whom you want to share the list. select **Add Selected Users** and select **Save List**.
- To initiate the call down without saving the list, choose **Select Message**.

Step 7 If you opt to save the custom list, enter a name for the custom list in the Save Custom List As dialog and then select **Save**.

19.8 Administrator Edits Custom List

An Administrator can edit a custom list. Note: These instructions assume that you have the "Share Custom List" permission.

Step 1 Select Call Downs > Create Call Down.
FIMS displays the first page of Create Call Down. The default tab selection is Program Office Lists.
Step 2 Select the FSIS Lists tab.
Step 3 Under FSIS List, select **Custom**.
Step 4 Select the custom list you want to update.
Step 5 Make the desired changes. You can add and remove users and change the privacy level of the list.

Step 6 Select **Save List**.
Step 7 On the confirmation pop-up, select **Save**.

19.9 View Call Down Roster by Office

Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select Call Downs > Create Call Down.
FIMS displays the first page of Create Call Down.
Step 2 Select the desired office and roster and choose **Select Message**.
Step 3 To view the roster, select the + icon in the View Roster bar to expand the roster.

19.10 View Call Down Roster by FSIS List

Note: These instructions assume that you have the "Initiate Call Down" permission.

Step 1 Select Call Downs > Create Call Down.
FIMS displays the first page of Create Call Down.
Step 2 Select the FSIS Lists tab.
Step 3 Select the desired FSIS list and roster and choose **Select Message**.
Step 4 To view the roster, select the + icon in the View Roster bar to expand the roster.

19.11 View Call Down Reports

Note: These instructions assume that you have the "View Call Down Reports" permission.

Step 1 Select Call Downs > View Call Down Reports.
FIMS displays a list of call down reports.
Step 2 Select to view the desired call down report.
FIMS displays a short report of the call down.
Step 3 To view a detailed call down report, select **View Detailed Report**.

19.12 Terminate a Call Down that is Still Running

You need the "Terminate Call Down" permission to terminate a call down that is still running.

Step 1 Select **Call Downs > View Call Down Reports**.
FIMS displays a list of call down reports.
Step 2 Select the hand icon for the running call down you want to terminate.
Step 3 On the confirmation pop-up, select **Terminate**.

19.13 Delete a Call Down Report

You need the "Delete Call Down Report" permission to delete a call down report after it has finished running.

Step 1 Select **Call Downs > View Call Down Reports**.
FIMS displays a list of call down reports.

Step 2 Select **Delete** for the call down you want to delete.

Step 3 On the confirmation pop-up, select **Delete**.

20. Notification and Subscription Management

20.1 Overview

The FIMS application has two types of messages that it classifies as notifications: Notifications and Subscriptions. The difference between these message types is that FIMS sends a subscription to a user only when the user has subscribed (asked) to receive that notification, while general notifications are distributed based on factors other than a subscription. Subscriptions are a type of notification, but not all notifications are subscriptions.

General notifications are triggered by an action and distributed based on one or more factors, such as a user's role, user's location, or the user's relation to the trigger action. Factors are built into a notification's definition. An example of a general notification is a Profile Update notification. FIMS sends the Profile Update notification to Administrators, the user whose profile was updated, and the direct supervisor of that user. No users subscribe to a Profile Update notification, FIMS delivers it based on the pre-defined factors.

In contrast, subscriptions are distributed to a user only when a user has subscribed to the notification. The ability to subscribe to a notification is available only to users who have access to view Incident Reports (IRs). FIMS displays both types of notifications on the Notifications & Subscriptions tab, but you can filter the view to see just subscriptions. You can also use the Notification Management tab to determine additional delivery methods. Note: As of the 2.2 release, the ability to deliver notifications as text messages has been disabled.

20.2 View and Mark Notifications & Subscriptions

All FIMS users can access the Notifications & Subscriptions tab.

Step 1 Select **Account > Notifications & Subscriptions**.
FIMS displays the Notifications & Subscriptions tab with the default search settings. The default search settings are to display unread notifications and subscriptions

Step 2 Do one of the following:

- To mark individual items as read, select the desired items, and then select **Mark Selected as Read**. On the confirmation pop-up, select **Mark Selected as Read**.
- To mark all the items as read, select **Mark All as Read**. On the confirmation pop-up, select **Mark All as Read**.

20.3 Determine Notification Delivery Methods

All FIMS users can access the Notifications Management tab. Notifications appear within the FIMS application for all users. With the 2.2 release, the text option is disabled, but users can still opt to receive notifications by email.

Step 1 Select **Account > Notifications.**

Step 2 Select the Notifications Management tab.

Step 3 To filter the view by Notification type, select one or more of the options.

Step 4 To receive the selected notification by email, select the email checkbox.

20.4 Elect to Receive Subscriptions

You must have the "View IR" permission to access the Subscription Management tab.

Step 1 Select **Account > Notifications**.
Step 2 Select the Subscriptions Management tab.
Step 3 Select **Edit**.
FIMS displays the list of states in the first column and a list of regions/districts in the third column.
Step 4 If applicable, find a state and select an incident type that you want to be notified about and select **Add**. Add as many incident types as applicable.
Step 5 If applicable, find a region or district and select an incident type that you want to be notified about and select **Add**. Add as many incident types as applicable.
Step 6 Select **Save**.
Step 7 On the confirmation pop-up, select **Save**.
FIMS refreshes the page with the updated subscription list.

20.5 Elect to Discontinue Receiving Subscriptions

You must have the "View IR" permission to access the Subscription Management tab.

Step 1 Select **Account > Notifications**.
Step 2 Select the Subscriptions Management tab.
Step 3 Select **Edit**.
FIMS displays the list of states in the first column and a list of regions/districts in the third column.
Step 4 If applicable, find a state and remove the incident type that you no longer want to receive. Remove as many incident types as applicable.
Step 5 If applicable, find a region or district and remove the incident type that you no longer want to receive. Remove as many incident types as applicable.
Step 6 Select **Save**.
Step 7 On the confirmation pop-up, select **Save**.
FIMS refreshes the page with the updated subscription list.

20.6 View Notification Failures

You need the "General Management" permission to view notification failures, (messages that were undeliverable.)

Step 1 Select **Account > Notifications**.
Step 2 Select the Notification Failures tab.
FIMS displays several columns to help you identify who didn't get the notification and why.

21. Manage System Announcements

21.1 Overview

System announcements display on the FIMS homepage for all users.

21.2 Add System Announcements

Step 1 Select **Account > Notifications**.
Step 2 Select the Announcement Management tab.
Step 3 Select Create Announcement.
Step 4 On the Create Announcement page, complete the required fields.
Step 5 Select **Save**.
Step 6 On the confirmation pop-up, select **Save**.
FIMS refreshes the Announcement Management tab with a new row in the list.

21.3 Edit System Announcements

Step 1 Select **Account > Notifications**.
Step 2 Select the Announcement Management tab.
Step 3 Select **Edit** for the announcement you want to edit.
Step 4 On the Edit Announcement page, make the necessary changes the required fields.
Step 5 Select **Save**.
Step 6 On the confirmation pop-up, select **Save**.
FIMS refreshes the Announcement Management tab.

21.4 Remove System Announcements

Step 1 Select **Account > Notifications**.
Step 2 Select the Announcement Management tab.
Step 3 Select **Delete** for the announcement you want to delete.
On the confirmation pop-up, select **Delete**.
FIMS refreshes the Announcement Management tab.