3Di

Ohio State Fire Marshal

3Di Engage

Version: 2.0

Ohio Fire Incident Reporting Management System (OFIRMS) - User Manual for Vendors

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1 Introduction

This document is created to outline all the features included in the Ohio Fire Incident Reporting Management System (OFIRMS). The document is a reference/manual for software vendors who are using the OFIRMS System.

1.1 Overview

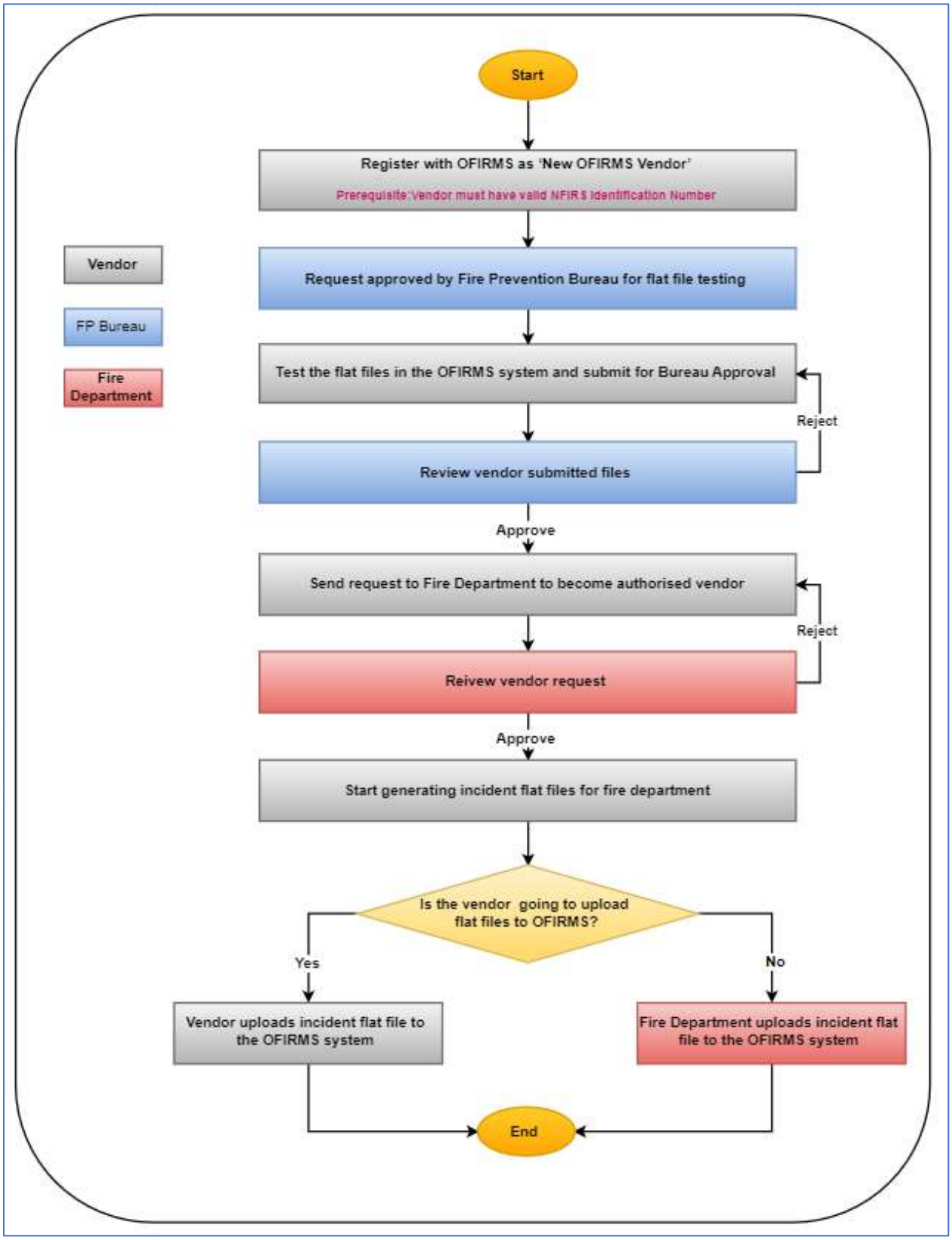
The software vendors can generate flat files to report fire incidents for the fire departments of Ohio State Fire Marshal. The guidelines to generate such files were published by the National Fire Incident Reporting System (NFIRS), review the Reference section for reference URLs. All vendors currently working with Ohio State's fire departments and new vendors must go through the registration steps provided in this document.

The below steps and diagram describe the registration process at a high level:

1. Register with the OFIRMS system and get approval from the Fire Prevention Bureau (FPB) to test flat files in the OFIRMS Test Environment.
2. Test the incident files, if needed fix the issues, and send the files to the bureau for review.
3. Once the FPB validates the flat file and provides the approval, the vendor needs to send a request to the fire department to get associated with them.
4. The fire department chief will review the request and provide approval for the vendor's request.
5. Vendor will start generating incident flat files on behalf of the fire department.
6. Every month, either the vendor or fire department submits the incidents to the OFIRMS system.

Note: A vendor must be approved by NFIRS and have an NFIRS Vendor Identification Number before starting the registration process with the OFRIMS system.

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1.2 Environment Details

1.2.1 Production Version

- Web Portal – https://sfmengage.com.ohio.gov

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2 Vendor Registration Steps

The Ohio Fire Incident Reporting System (OFIRMS) system is accessible to registered users only. OHID is a prerequisite to access the OFIRMS system in production. The vendor staff can register and get a new Ohio ID(OHID) or use an existing OHID account.

Steps:

If users have registered with OHID, follow these to register with the fire department.

Step 1: Launch the portal by clicking the URL below and then click the **Register | Sign in** button.

- Production Link: https://sfmengage.com.ohio.gov

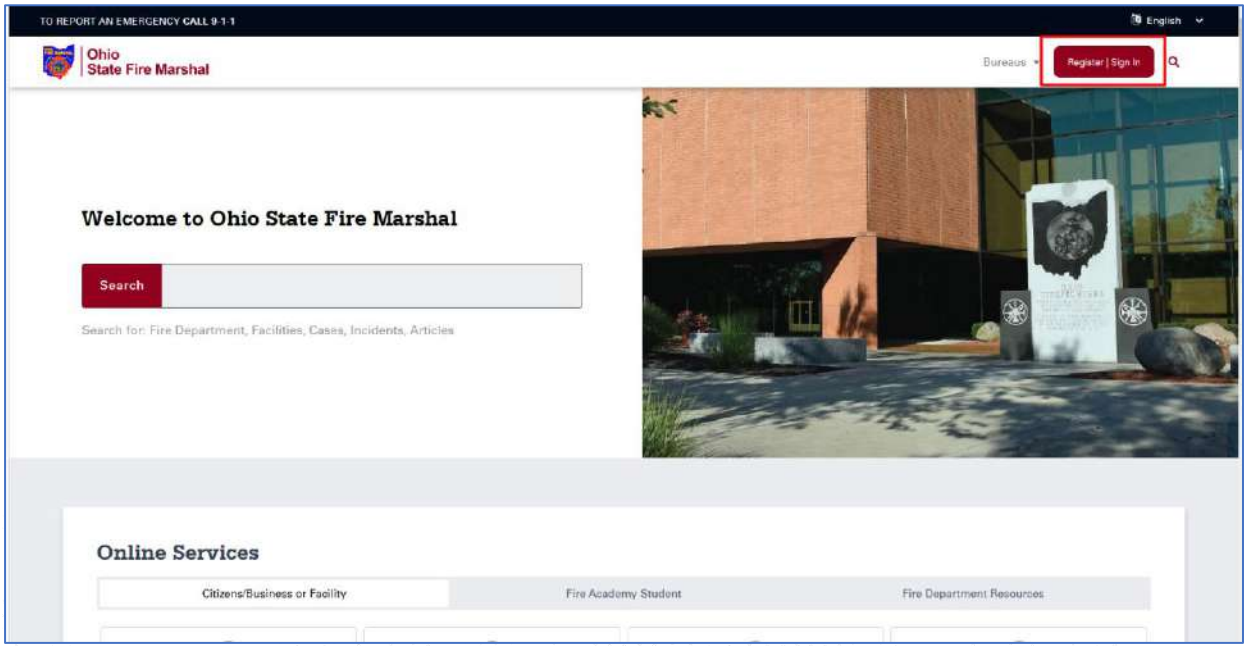


Figure 1: OHIO State Fire Marshal Portal

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Step 2: Provide **OHID** credentials and press login.

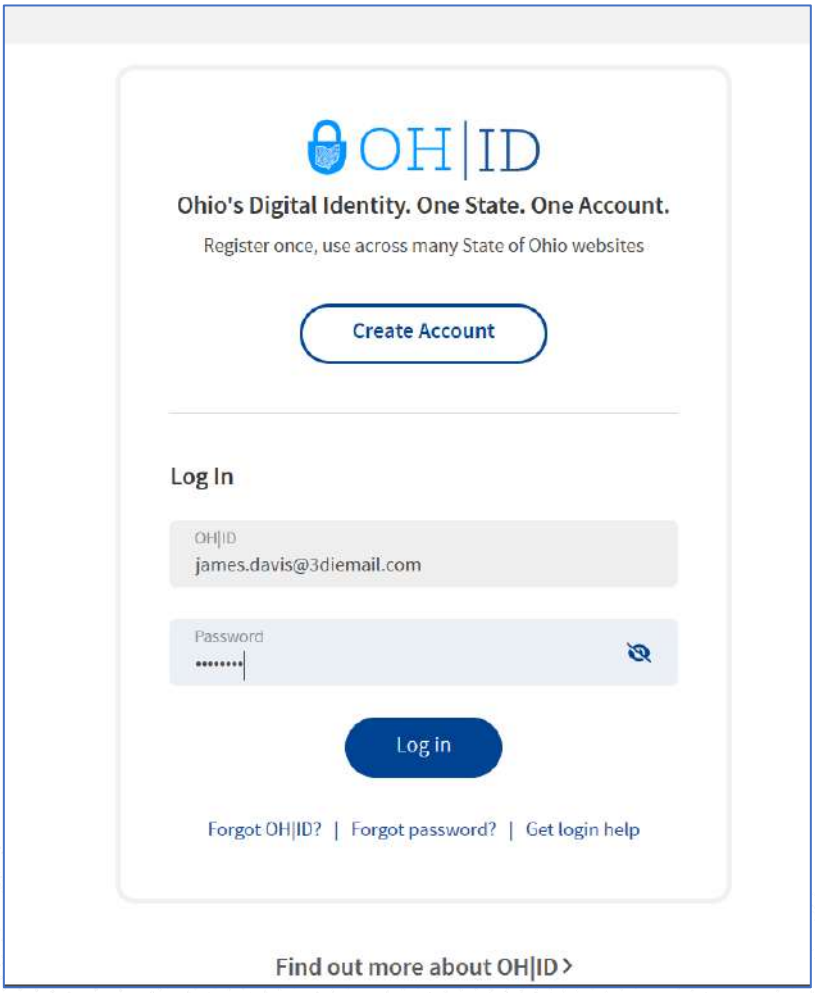


Figure 2: OHID login screen

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Step 4: After successful login, the system displays a registration form. To begin with, select the association as 'New OFIRMS Vendor'.

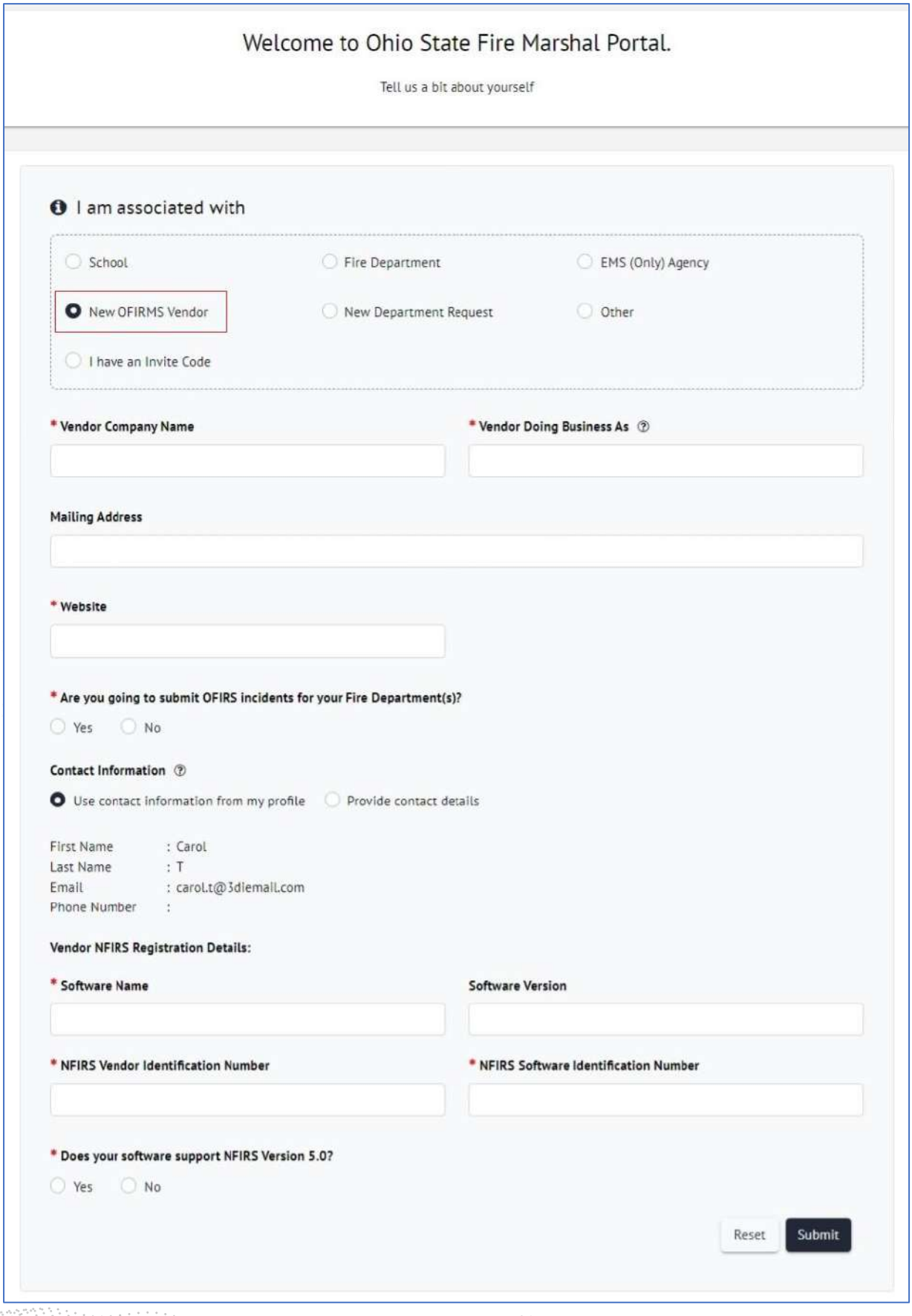


Figure 3: New Vendor Registration Screen

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- **Vendor Company Name**
- **Vendor Doing Business As** – vendor name
- **Mailing Address**
- **Website**
- **Are you going to submit OFIRMS direct incidents for your Fire Department(s)?**
  - **Yes** – Yes indicates that the Vendor will be uploading the Incident Files in the system on behalf of all associated fire departments.
  - **No** – No Indicates that the Vendor will not be uploading the Incident Files for any of the fire departments that they are associated with. The Fire Department users will be uploading the incident files in the system.
  - **Important:**
    - This question determines the vendor's choice for the OFIRMS system, and it cannot be set differently for each fire department a vendor will work with. That means if a vendor reports incidents on behalf of one fire department, then the vendor is committing to do it for all associated fire departments and vice versa.
    - Irrespective of preference for uploading incidents, the vendor must complete the registration process as described in the overview section.
- **Contact Information**
  - **First Name**
  - **Last Name**
  - **Email**
  - **Phone Number**
- **Vendor NFIRS Registration Details –** NFIRS registration details are a prerequisite for OFIRMS registration.
  - **Software Name**
  - **Software Version**
  - **NFIRS Vendor Identification Number**
  - **NFIRS Software Identification Number**
- **Does your software support NFIRS Version 5.0?**

Step 5: Upon submitting the form, the system will show a confirmation message and number for tracking purposes. The request will go to the Fire Prevention Bureau for approval.

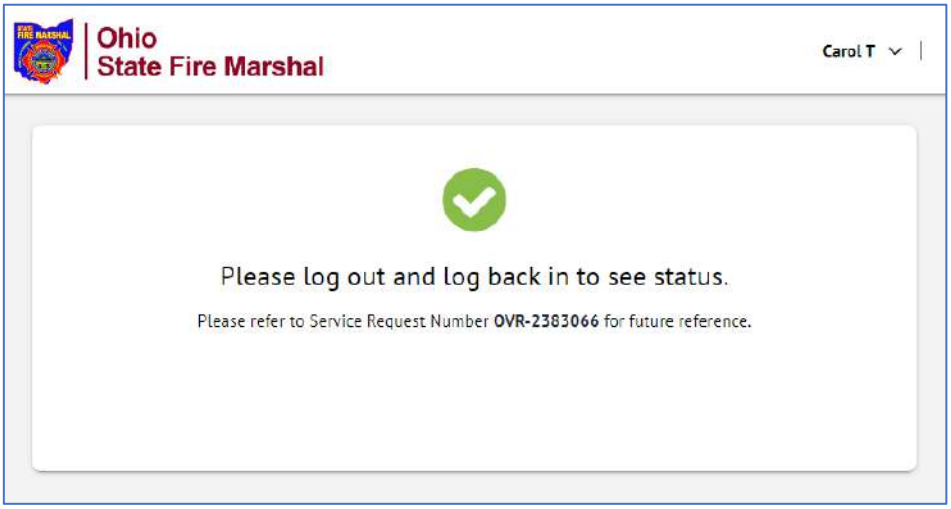


Figure 4: Vendor Registration Confirmation Screen

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Log out of the system and log in again to see the status of the request. In the example below, the status appears as Under Review.

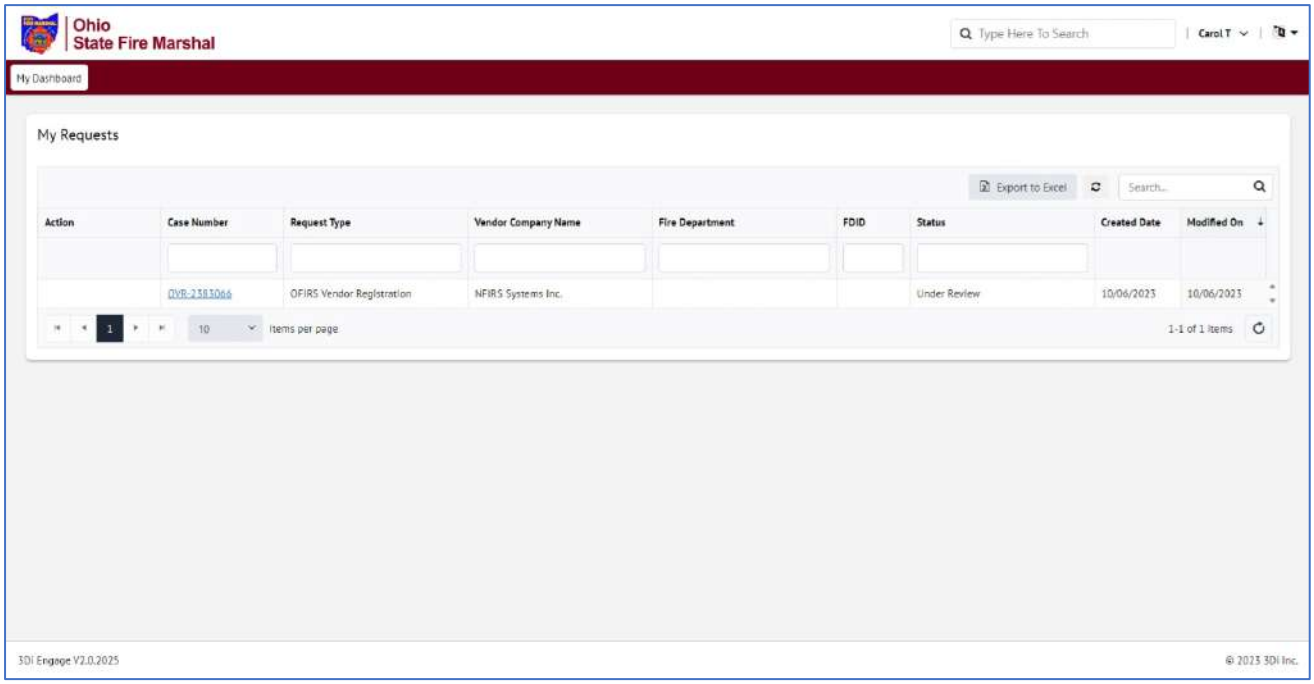


Figure 5: Vendor Dashboard before Approved for Testing

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3 For Vendors Approved for Testing - How to Validate/ Test Incident flat files

Post Registration, the Vendor will be approved for testing. In this phase, the vendor will upload the test Incident file generated from the Vendor Software in OFIRMS. The test files will be validated by the OFIRMS system and give feedback immediately to the Vendors.

Important: The Ohio Division of State Fire Marshal must approve all NFIRS software vendors prior to use by Ohio Fire Departments per the Ohio Fire Code 104.6.3.1 and the Ohio Administrative Code 1301:7-7-01.

We require all vendors to register on our OFIRMS system and upload valid incidents that cover all of the incident series within NFIRS.

The OFIRMS system will automatically validate your incidents. If your incidents have critical errors, you must repair your internal validations to conform to NFIRS 5.0 specifications 2015 editions outlined in the NFIRS Design Documentation Relation Edits and all NFIRS rules.

Once you have successfully uploaded the required incidents without critical errors, we will approve your status in Ohio. This means fire departments within the state will be able to use your software.

If you report for your customers, no activity is also required to be reported. Our system does not allow type 3 incidents indicating “no activity”. You have access to a button on your incident screen that allows you to enter a “no activity” report for the month the fire department had no incidents. If you have chosen not to do this, it is YOUR responsibility to communicate this to your departments. **DO NOT ADD NO ACTIVITY** if the fire department had incidents during the month of any incident type. This is considered a fraudulent report.

We recommend you review the Ohio Fire Code section 104.6.3 to familiarize yourself with reporting requirements within the state and the timelines required.

Step 1: Once the registration is approved by the FPB, the vendor needs to test the flat files for the listed incident types using the Test Upload screen. Log out and log in again in case the Test Upload menu is not visible at the top. These are the required incident types to be submitted for validation:

Incident Type	Comments
111 - Building fire	without casualties and with the Fire and Structure Fire Modules
111 - Building fire	with casualties (both civilian and fire) with Fire, Structure Fire, Civilian and Fire casualty modules
111 - Building fire	with Exposure
140 - Natural vegetation fire, other	
140 - Natural vegetation fire, other	with Exposure
321 - EMS call, excluding vehicle accident with injury	
422 - Chemical spill or leak	with hazardous material module
554 - Assist invalid	
561 - Unauthorized burning	
611 - Dispatched & canceled enroute	
735 - Alarm system sounded due to malfunction	
811 - Earthquake assessment	
911 - Citizen complaint	

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Step 2: Click on Test Uploads Tab to navigate to Test Upload Screen. On the Test Uploads screen, click the Upload File(s) button to start uploading test incident flat files.

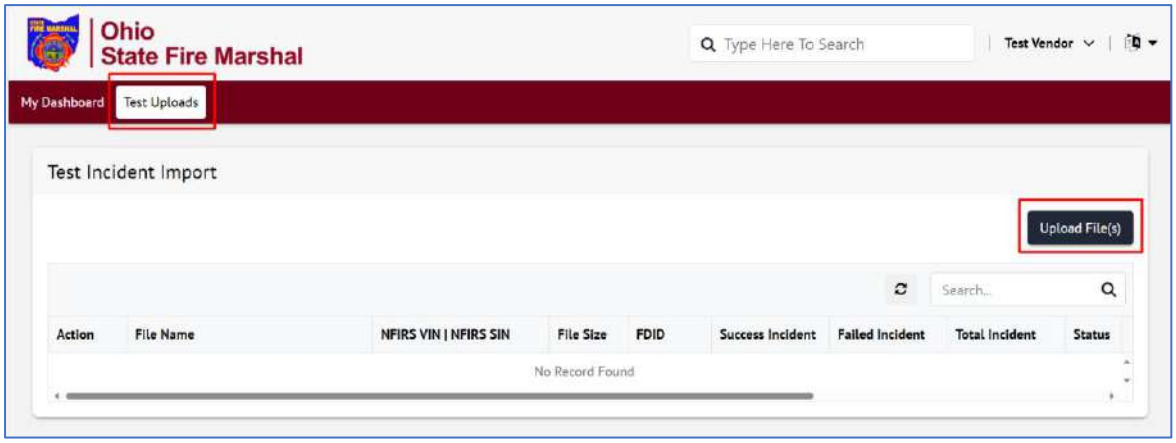


Figure 6: Test Uploads Screen

The Upload File(s) popup appears on the screen. Once the file upload completes successfully, the system provides confirmation.

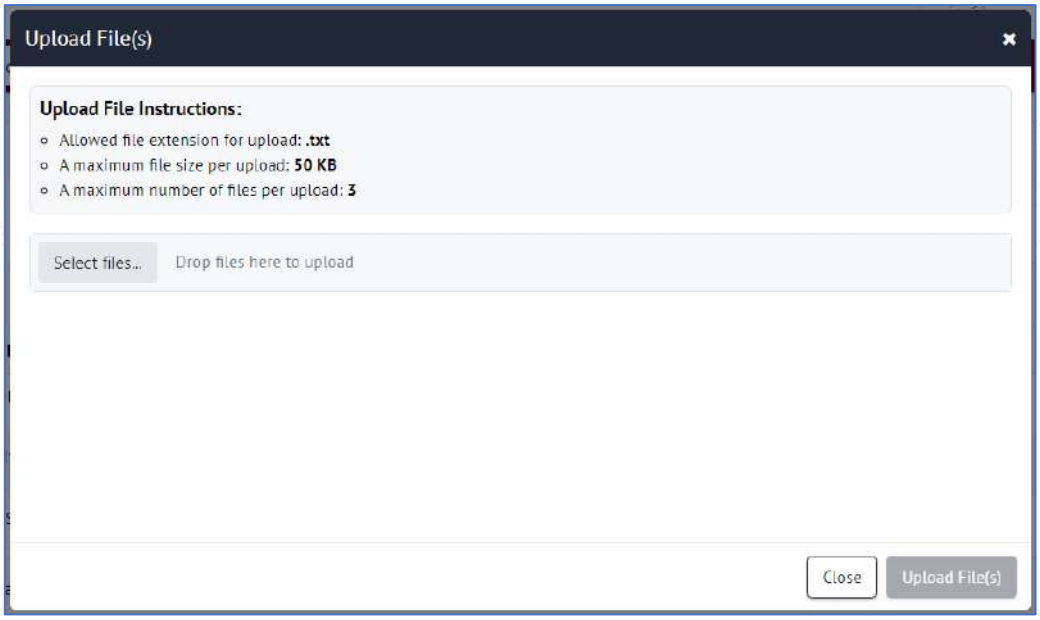


Figure 7: Upload files pop-up

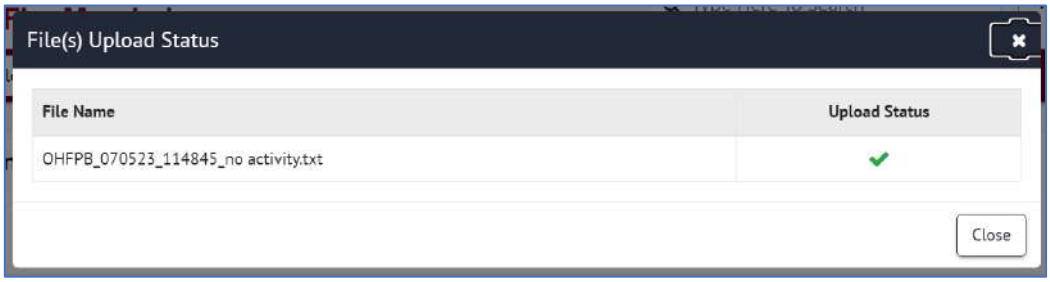


Figure 8: Upload file confirmation pop-up

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Once the file is uploaded, the file is queued for processing.

In the Test Incident Import grid, the status pending indicates that the uploaded file has not been processed yet.

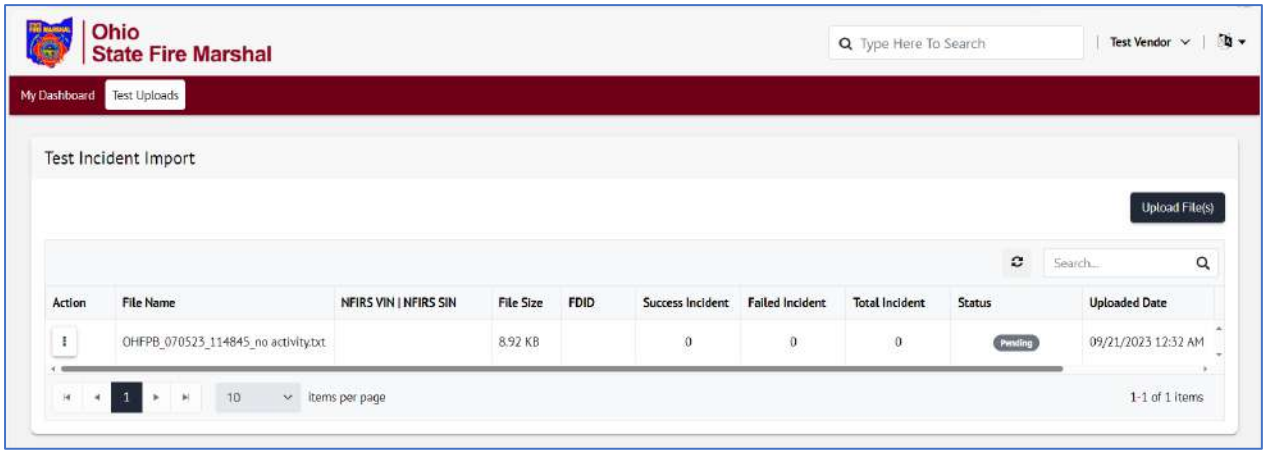


Figure 9: Test Uploads Screen with File Processing Pending

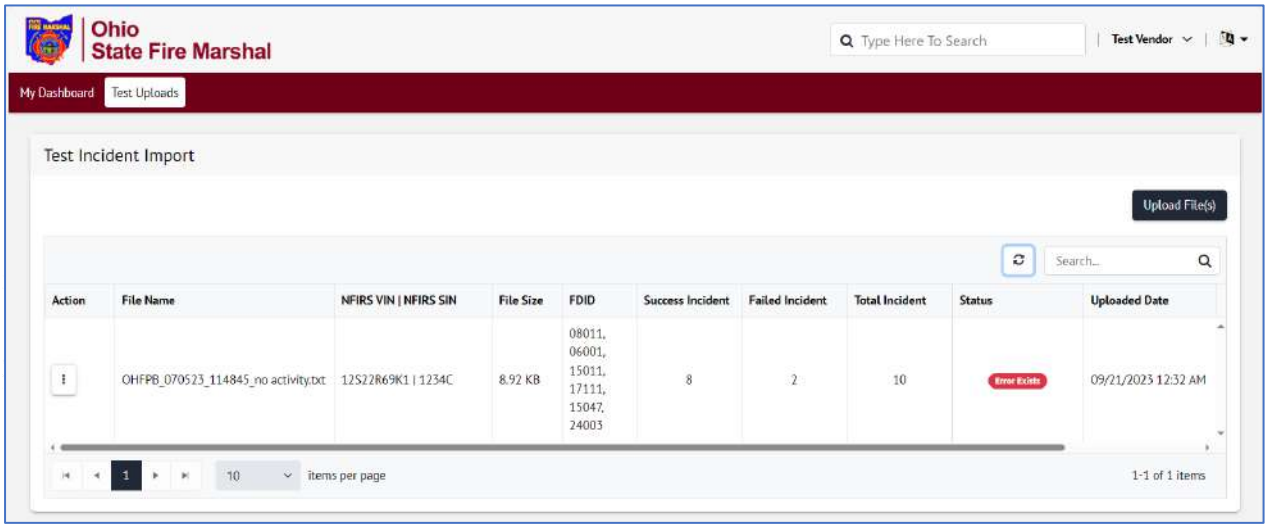


Figure 10: Test Uploads screen with File processing completed

Once processed, the OFIRMS system displays the uploaded file status.

- **Success Incident** – Total no. of incidents successfully processed
- **Failed Incident** - Total no. of incidents failed during the upload processed
- **Total Incident** – Total count of incidents found in the uploaded flat file
- **Status**
    - Pending – The uploaded flat file is in processing queue
    - Error Exists – Some of the incidents from the uploaded file succeed while other fails e.g. out of 10 total incidents present in the flat file, 8 were successfully processed while 2 failed.
    - Failed – All incidents present in the file failed
    - Success – All incidents present in the file uploaded successfully

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Step 3: The action menu on the grid provides various options to get more details about the error.

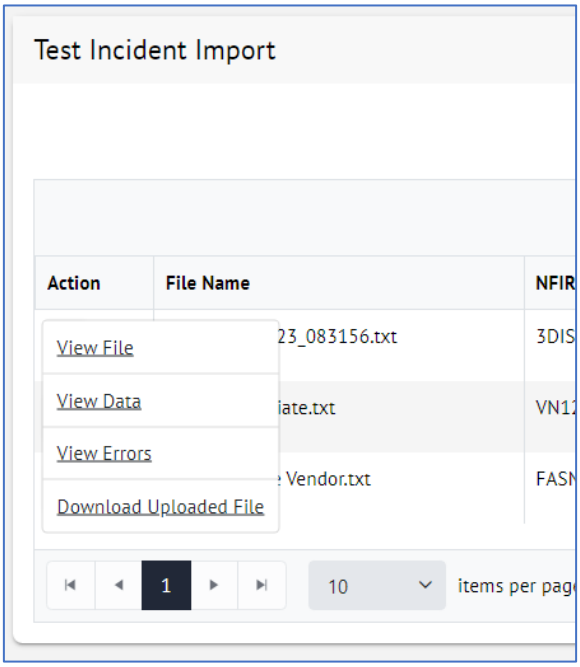


Figure 11: Action Menu for uploaded files

- **View File** – allows to view uploaded file.

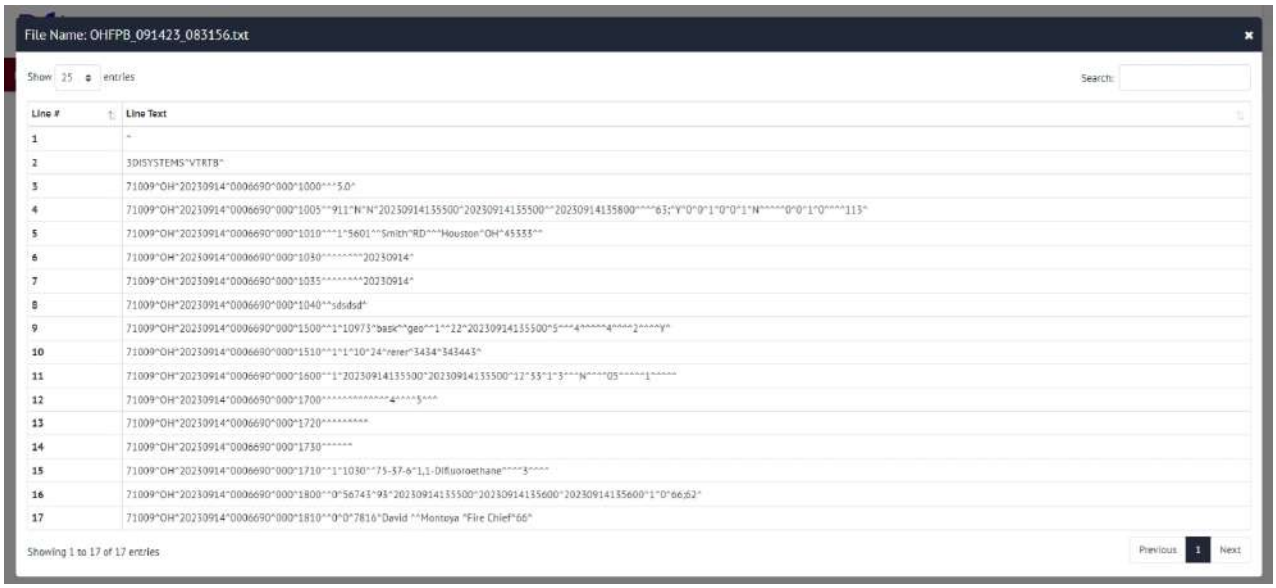


Figure 12: View File pop-up

- **View Data** – allows to view details about errors. Click on the record expansion icon from the first column of the grid.

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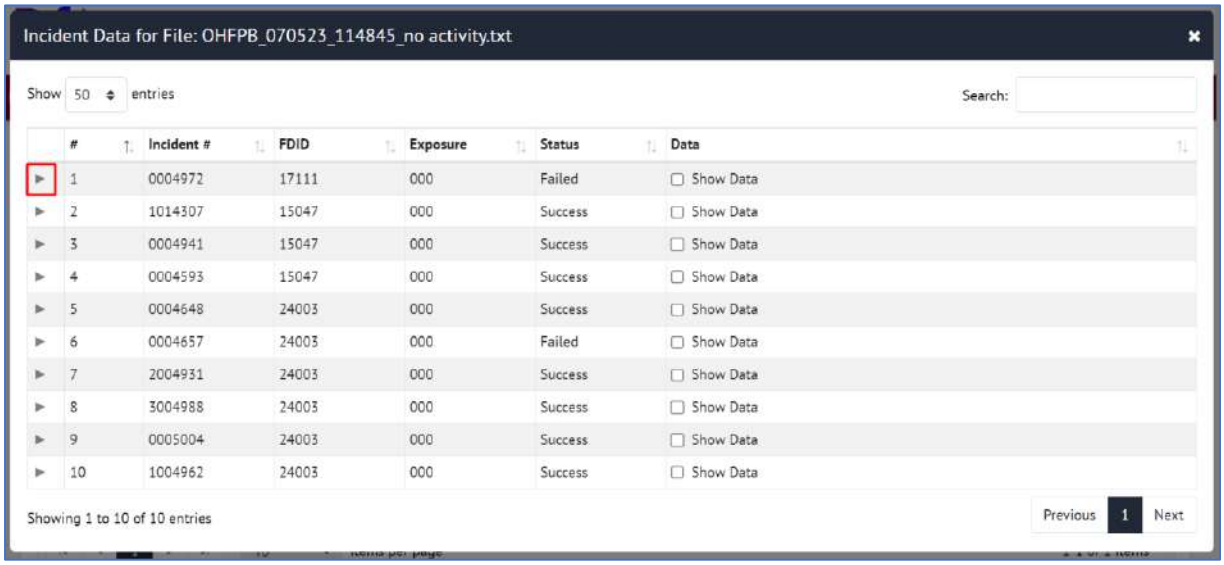


Figure 13: View Data pop-up

The grid shows the error type, the rule that caused the error (RE - Relational Edit/ER - Edit Requirements/ MR - Incident Module Rules), and the error message. The Show Data checkbox opens up incident records in the hierarchical format.

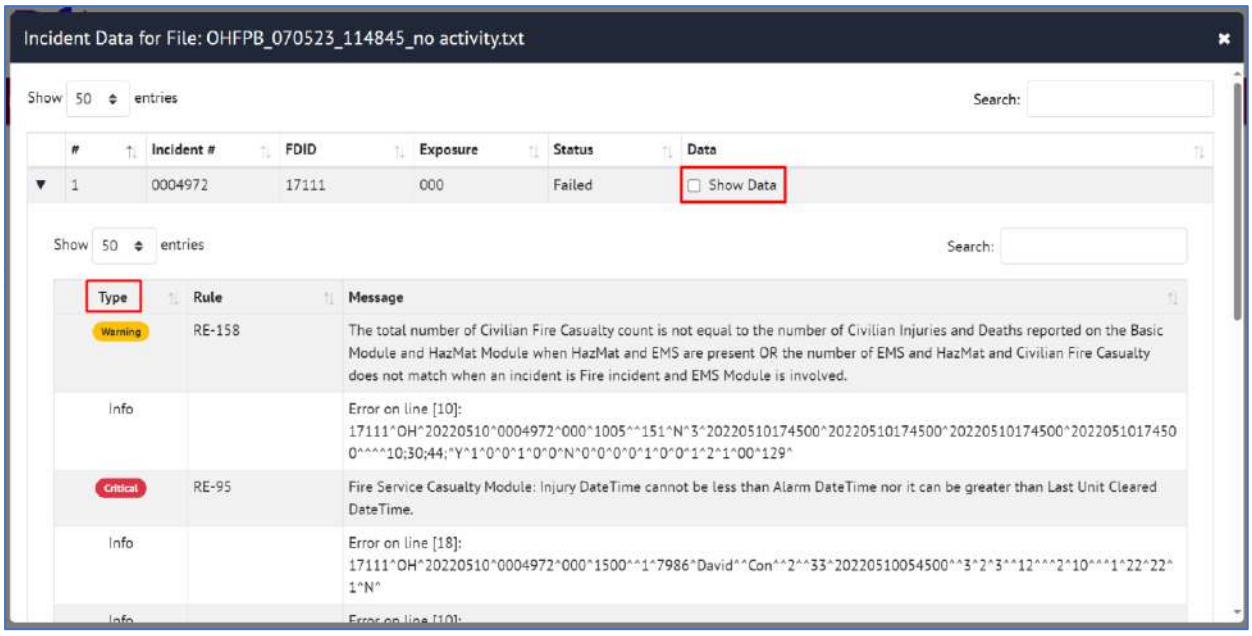


Figure 14: View Data pop-up with Expanded Incident

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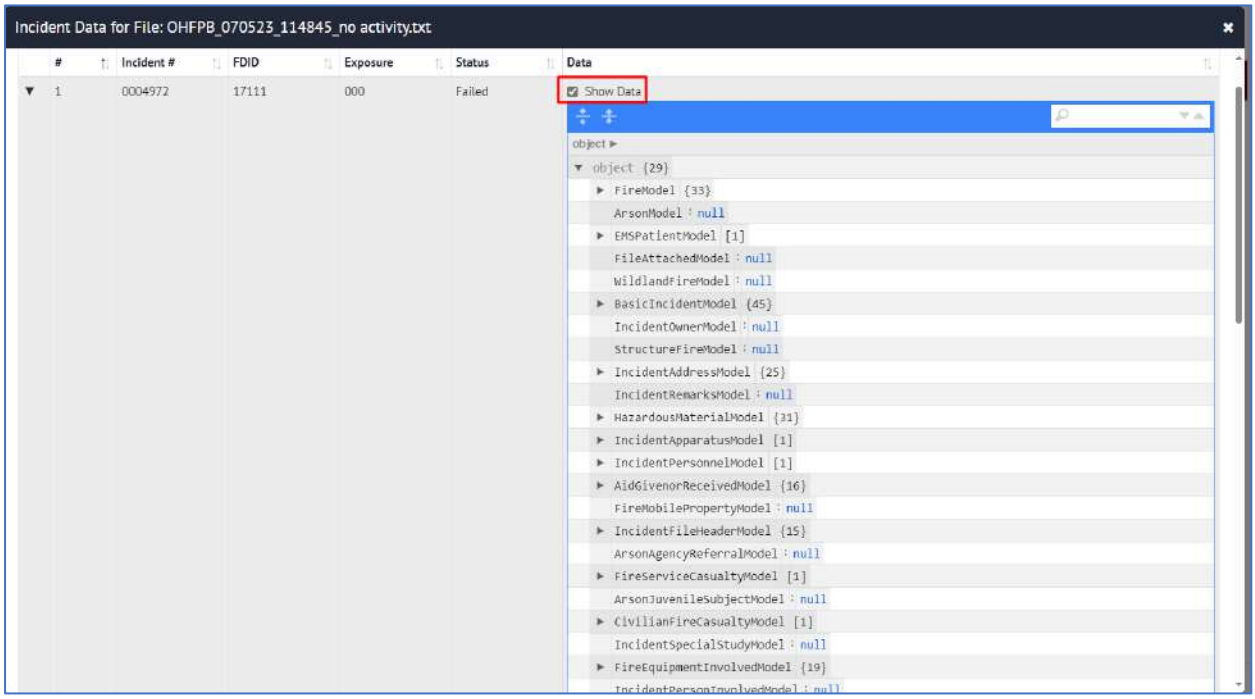


Figure 15: View Data pop-up with show data selected

Step 4: Once all critical errors are resolved, submit incident files (incident types listed in Step 1) for the bureau's review. To submit, go to My Dashboard, click on the action menu, and select Testing Completed – Submit for Approval.

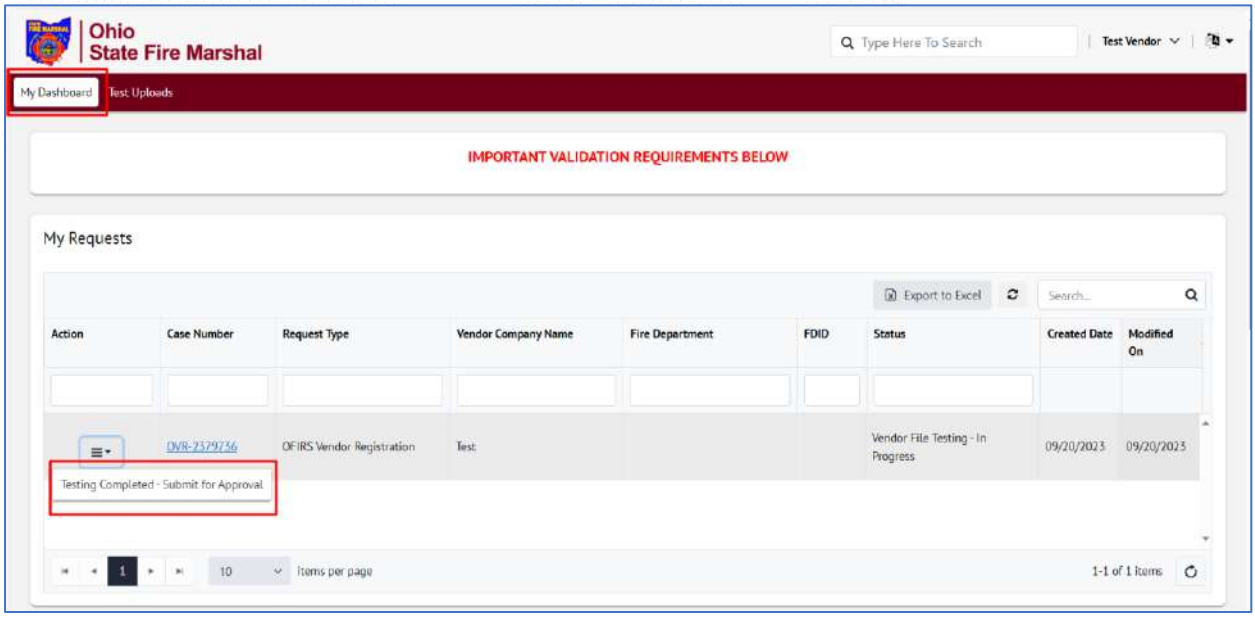


Figure 16: Vendor Dashboard

If needed, provide comments, and submit the request.

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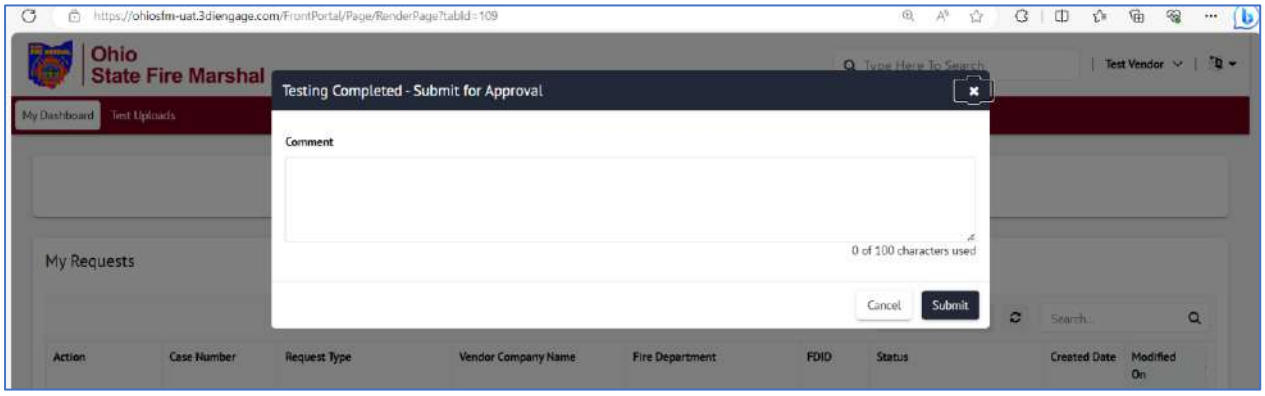


Figure 17: Vendor Testing Complete Action pop-up.

The case status changes to “Vendor Testing Completed - Pending Approval”.

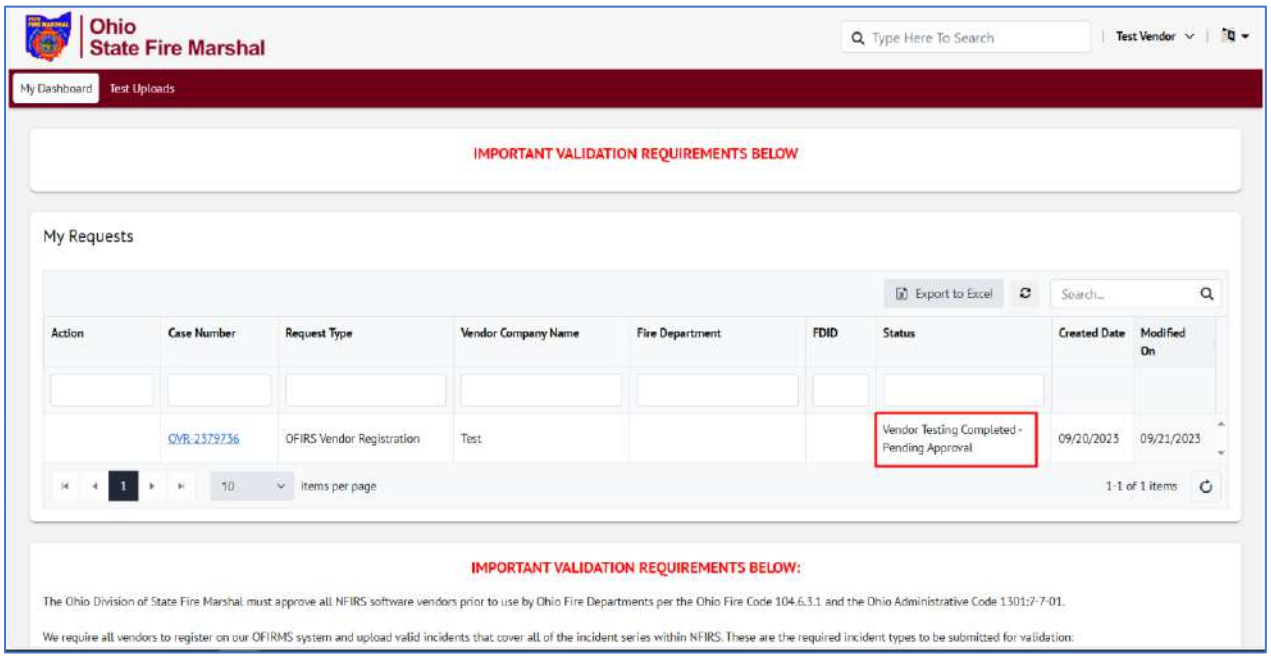


Figure 18: Vendor Dashboard with Vendor Testing Completed status

The Fire Prevention Bureau will review the files. Upon satisfactory review of uploaded files, the bureau will approve the request. In case of inadequate incident files or files with critical errors, the bureau will provide suggestions and the vendor has to resubmit the files after making necessary updates.

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4 For Approved Vendors – How to associate with Fire Department

If a Vendor's software is used by a Fire Department to generate the incident files that will be uploaded to OFIRMS, then the Vendor must associate with the fire department and await the Fire Chief's and Fire Prevention Bureau's approval. Once you have this, the incident files generated by the Vendor's Software will be accepted by the system for the associated fire department.

Only an OFIRMS Approved Vendor can request access to Fire Department. Follow the below steps for registering with a Fire Department.

Step 1: From the **My Fire Departments** screen, click on the **Request FD Access** button. This will open the OFIRS Vendor FD Access Request form.

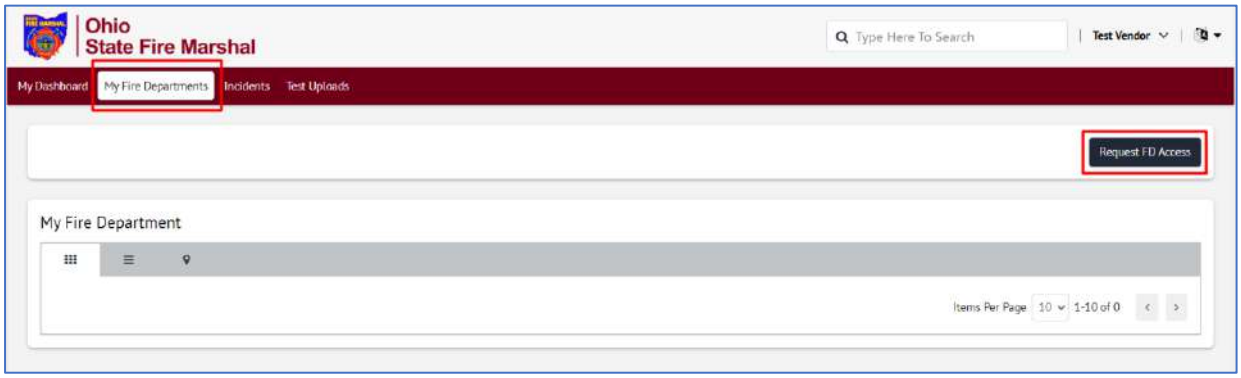


Figure 19: My Fire Department Screen for Vendor

Step 2: On the OFIRS Vendor FD Access Request form, select the county and fire department(s) and hit the **Submit** button. The request will go to the department's fire chief for approval.

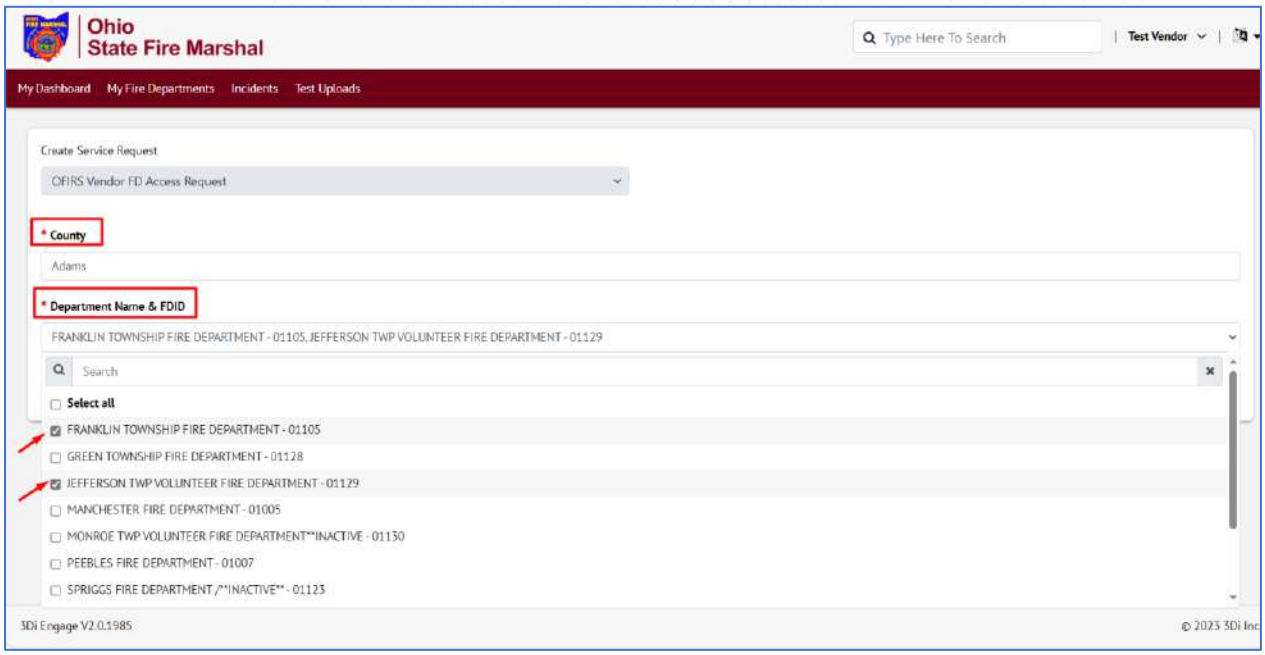


Figure 20: OFIRS Vendor FD Access Request form

Upon submission, a confirmation message appears.

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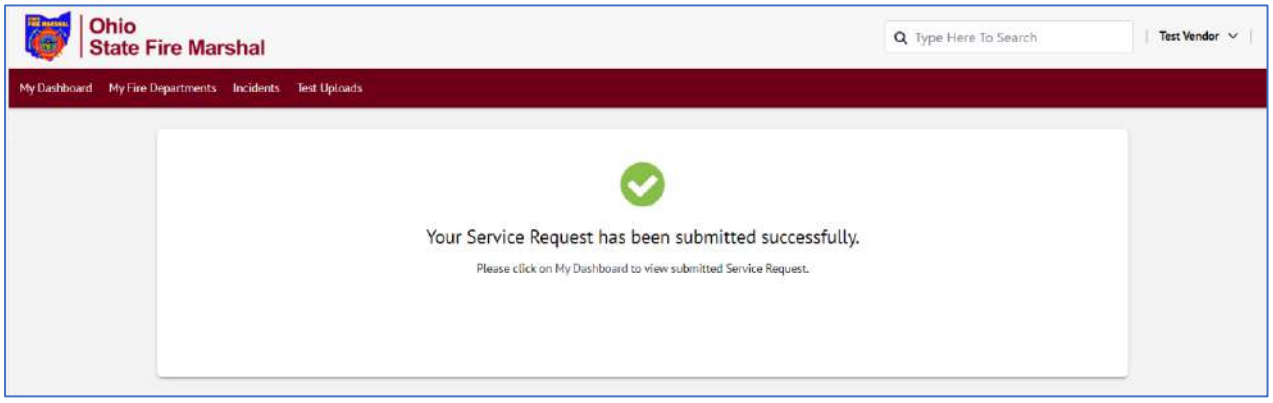


Figure 21: OFIRS Vendor FD Access Request confirmation pop-up

The submitted request appears under **My Dashboard** with the status as **Pending Fire Chief Approval**.

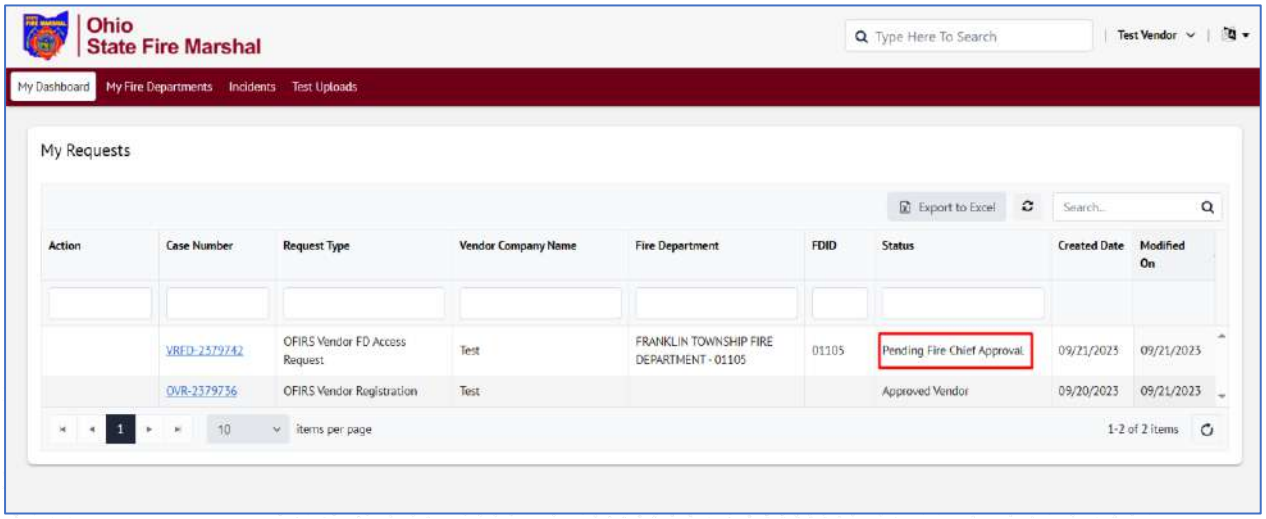


Figure 22: Vendor Dashboard

Once the department fire chief approves the request, the department starts appearing under the **My Fire Department** page.

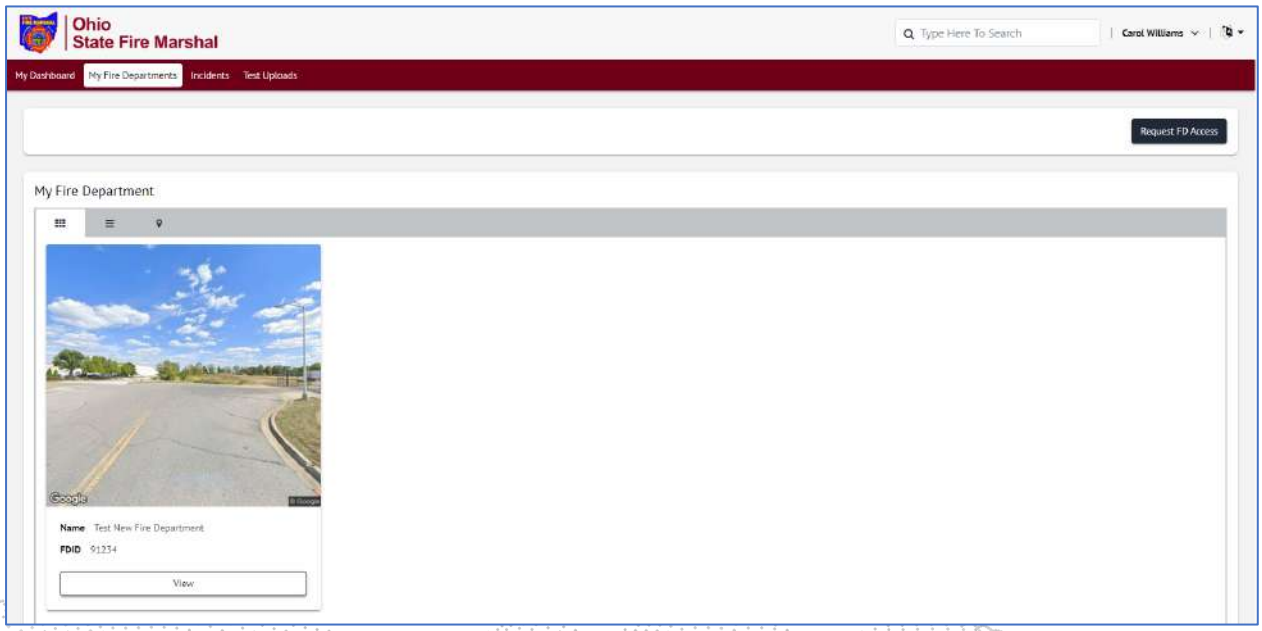


Figure 23: My Fire Departments screen with associated Fire Departments

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5 Upload Incidents

During the registration, if the vendor has set **Are you going to submit OFIRMS incidents for your Fire Department(s)?** As **Yes** then the vendor will have access to the **Incidents** page.

Use the **OFIRS Incident Import** tab to upload the document.

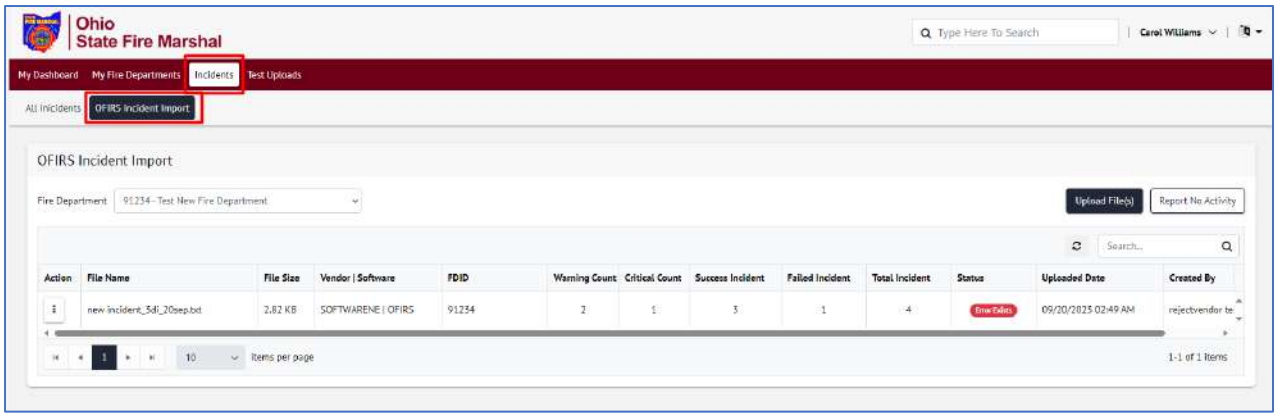


Figure 24: Upload Incidents screen

The **All Incidents** tab displays the uploaded incidents into the OFIRMS system for the Fire Departments that the Vendor is associated with. The incident details can be viewed by clicking on the **Incident Number**.

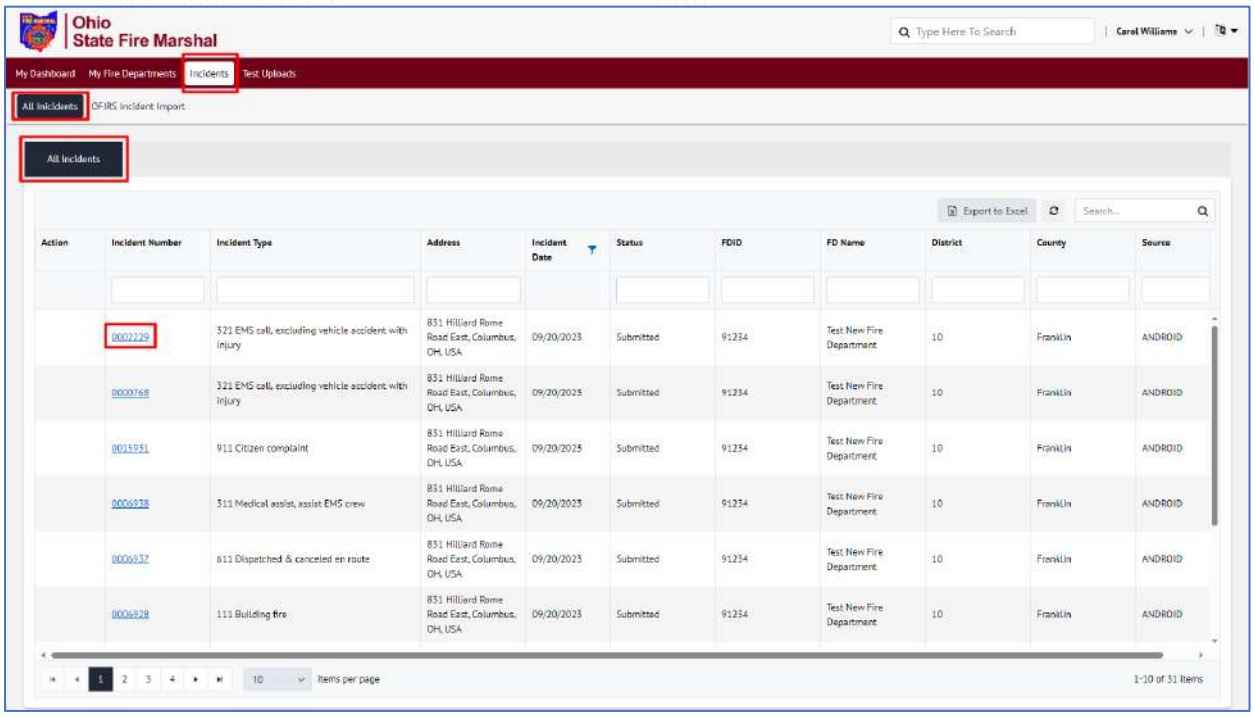


Figure 25: All Incidents screen for Vendors

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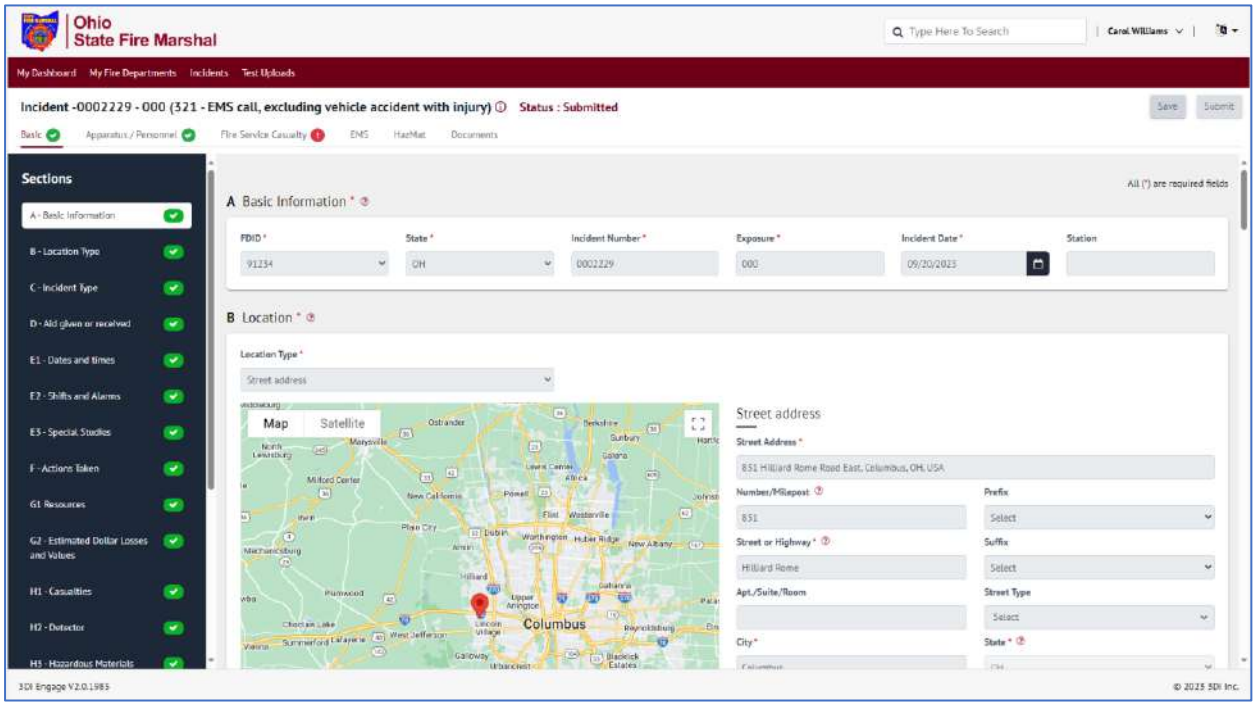


Figure 26: Incident Detail Screen

6 Register as Vendor Staff

This section outlines the process of a Vendor Staff registration with an existing Vendor Company in OFIRMS. The user trying to register with a vendor needs to log in to the Portal using the OHID credentials. The process of OHID login and account creation is outlined in the Prerequisite section above in this document.

Upon successful login, the user will be presented with the following options on the OFIRMS Portal.



Figure 27: Welcome Screen for vendor Users registration

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On the above screen, select the Vendor User Registration Option as shown in the screenshot below:

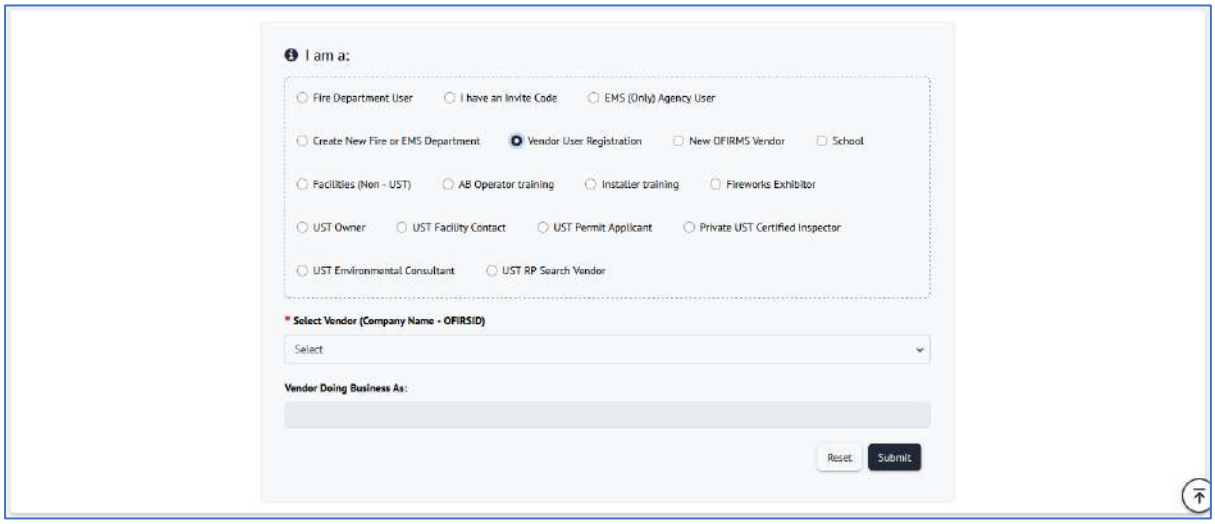


Figure 28: Welcome Screen for vendor Users registration

Description of the fields in the Form

- **Select Vendor (Company Name – OFIRSID)** – select vendor company from the options.
- **Vendor Doing Business As:** – displays the vendor's company's doing business as name

Step 1: Upon selecting the Vendor company, the system will display the vendor's doing business as name. Search and select the **Vendor Name** from the list and submit the request.

Upon submitting the form, the system will show a confirmation message and number for tracking purposes. The request will go to the Fire Prevention Bureau for approval.



Figure 29: Vendor User Registration Confirmation Screen

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Log out of the system and log in again to see the status of the request. In the example below, the status appears as Under Review.

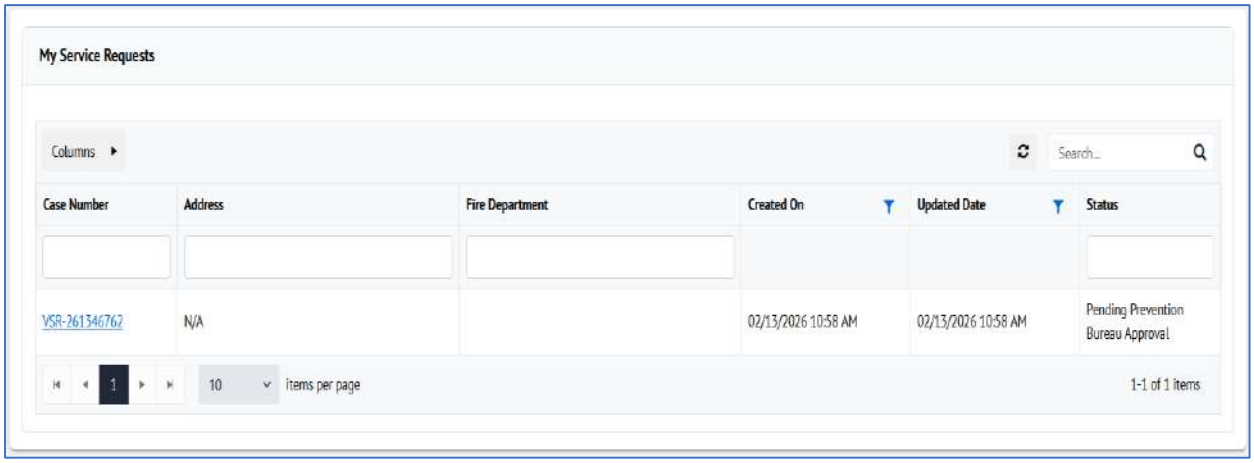


Figure 30: Vendor Dashboard before Approved for Testing

7 Glossary

- NFIRS – National Fire Incident Reporting System
- OFIRMS – Ohio Fire Incident Reporting Management System
- FPB – Fire Prevention Bureau

8 Reference

- NFIRS Portal: https://www.usfa.fema.gov/nfirs/
- NFIRS Documentation: https://www.usfa.fema.gov/nfirs/documentation/

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