InciWeb Quick Help

InciWeb Access

Access to InciWeb is granted by the hosting unit, typically the unit PAO or Web Manager. If the unit PAO, or designated representative, cannot grant access, or is unavailable, the HelpDesk can assist. A unit line officer will need to contact the HelpDesk to authorize users access. At this time the unit will also want to ensure they have proper access to InciWeb.

New account information is emailed to the new user so the user will need access to an email account. Two email accounts can be added to a user's account. It highly recommended that users use an agency email address and a public address (Hotmail, Gmail, Yahoo, etc.) as a backup.

Logging In

To log in, go to http://inciweb.org/admin. Enter your username and password to log in. Your user name is typically your primary email address. Persons with existing accounts who have forgotten their InciWeb password may reset their password by clicking the "forgot" tab on the login screen. Enter your user name and the system will email a new password to the email accounts associated with your account.

Creating an Incident

Adding an Incident

To create an incident you will need the latest 209 and a contact (name and phone number) for public/media inquiries.

If you are not on the unit home page click the “**Unit Home**” link in your menu. You add a new incident by selecting “**Add a New Incident**” from the menu. You will be prompted to verify that the the incident you are about to create is for the unit your are currently logged into.

After confirming you are logged into the correct unit, a form will be displayed for entering very basic incident information. Enter your information. You can preview your information before adding it, or just add it by clicking the "add" button. Click the "continue" button when prompted.

After creating the incident you will be able to manage all aspects of the incident: 209 data, contacts, summary, articles, images, related links, and cooperators.

Editing 209 Data for an Existing Incident

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Overview

Each incident has single entry for 209 data. The initial record is created when a new incident is entered. The data entered on the 209 Data form comes from the 209 Database. You will need the most current 209 to update an incident. Filed names an number correspond with the 209 form.

Process

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident you wish to edit and select the corresponding “**209 Data**” link from the incident table.

Click the "**edit**" button to access the 209 form. Not that the incident name and type are required fields. Edit the form as needed and click the "**submit**" button.

Tips for editing 209 data

- Do not add the incident type to the incident title. The title and type are joined together when displayed on the public web site. This means the incident type will be displayed twice if it included with the incident name.
- Fire incidents that fall under 50 acres in size are not displayed on the national or state level tables on the public side of InciWeb. They will, however, be available on unit tables and in the incident dropdown menu.
- If you enter the coordinate a Google map will be added to the incident home page to display the point of origin.

Incident Contacts

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Overview

Incident contact allow you to include multiple points of contact for an incident. Each contact record allows your to provide email, phone number, and hours of operation. An incident can have as many contacts as needed, yet only one can be identified as the primary. The primary contact is made available on all incident pages. A link to contact page will automatically be included if more than one contact is available.

Process

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident you wish to add a contact to and select the corresponding “**Contacts**” link from the incident table.

Adding a New Contact

A primary contact should already be available. Click the "**add**" button and enter the the new contact information into the form and click the "**add**" button.

You also have the option of copying an existing contact into a new contact, which may save time. From the contacts table select the corresponding “**Copy**” link. Edit the information as needed and select the "**add**" button.

Editing an Existing Contact

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident you wish to edit and select the corresponding “**Contacts**” link from the incident table. Edit the information as needed and click the "**update**" button.

Selecting the Primary Contact

The primary contact is viewable on every page for an incident while others are located on a auxiliary page. If you wish to change the primary contact select the "**Make this the primary**" link for the desired contact. The link is a simple toggle that changes the primary with a single click.

Incident Summaries

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Overview

The summay is the information that is presented on the incident home page. It is meant to be an area where a narrative of the of the entire incident can be provided to the public. A historical accounting of all summary entries is kept and only the most recent entriy is included on the home page.

Process

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Summary**" link in the table.

Adding a Summary

If there are no summaries you will be provided a link to add a new summary. If summaries already exist you can select the "**Add**" button. Clicking the link/button will result in a form for your summary. Enter the content for your summary.

Here are some tips for adding summaries:

- The most recent summary will be displayed on the incident home page.
- Word-like formatting options are available for body of your content. Highlight the text and click the desired button to apply the formatting.
- Summary content can be copy/pasted from a Word document. To do this click the Word button in the format menu. A new window will appear where you can paste the content from a Word document. All formatting will be retained.
- Web links can be added to your summary using the same formatting toolbar. Highlight the text and click the link button in the format menu. Enter the label name and destination in the new window. Click the "Insert" button wen finished.

When your summary is complete select the "**add**" button.

Editing Summaries

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Summary**" link in the table.

It is recommended you create a new summary for each update (excluding corrections). You can speed up this process by using the "**copy**" link in the summary table. This will copy the content for the from the selected summary for use in a new one.

To correct an existing summary click the "**edit**" link for the corresponding summary. Make your corrections in the proceeding form and click the "**update**" button.

Incident Articles

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Overview

You can add new releases and articles to any incident and an incident can have any number of articles associated with it.

All incident can include related links and related files. In addition, links to web sites can be added inline to article text. an example of when a related file and/or link may be added to an article in the case of an evacuation. An announcement might describe an upcoming evacuation. A related file for the announcement might be a map of the affected area and a related links may be to shelter information, or the local sheriff's office.

Process

If you are not on the unit home page click the "**Unit Home**" link in your menu. Locate the incident from the incident table and select the corresponding "**Articles**" link in the table.

Adding an Article

If there are no articles you will be provided a link to add an article. If articles already exist you can select the "**Add**" button. Clicking the link/button will result in a form for your article. Select the article type, enter a date and time for your release (releases can be scheduled), enter a title, and then the content of your article.

Here are some tips for adding articles:

- Word-like formatting options are available for body of your content. Highlight the text and click the desired button to apply the formatting.
- Article content can be copy/pasted from a Word document. To do this click the Word button in the format menu. A new window will appear where you can paste the content from a word document. All formatting will be retained.
- Web links can be added to your article using the same formatting toolbar. Highlight the text and click the link button in the format menu. Enter the label name and destination in the new window. Click the "Insert" button wen finished.
- When adding links avoid using generic meaningless link labels such as "HERE", or "CLICK HERE". Link labels should describe the result of the link. for example, "The **map of the affected area** shows current road closures." would link to a map for a closure area and is a much more affective link label than "**click here**". This greatly increases indexing in most search engines and also increases the usability of the site for technologies such as screen readers.
- There is **NO NEED** to include the incident name in the title of the announcement/news release. This information is automatically added to your article on the public page.
- You can add links to other InciWeb content.

When your article is complete select the "**add**" button.

Editing an Existing Article

If you are not on the unit home page click the "**Unit Home**" link in your menu. Locate the incident from the incident table and select the corresponding "**Articles**" link in the table. Locate the desired article in the resulting page. Click the "**Edit**" link for the corresponding article title. Edit the article as needed and click the "**save**" button.

Adding Related Links to an Article

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Articles**" link in the table. Locate the desired article in the resulting page. Click the "**Related Links** " link for the corresponding article title. Enter the URL and a link label (the words a user will click) click the "**add**" button.

Adding Related Files to an Article

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Articles**" link in the table. Locate the desired article in the resulting page. Click the "**Related Files** " link for the corresponding article title. Enter a link label (the words a user will click) then click the "**Browse...**" button and select the file you wish to upload. Click the "**upload**" button when ready.

Highlighting an Article on Incident Home Page

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Articles**" link in the table. Locate the desired article in the resulting page. Click the "**Add to Home** " link for the corresponding article title. The link is a simple toggle that changes the highlighted article with a single click. A shorter version of the article will now be visible on the home page.

Incident Cooperators

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Overview

Cooperators are local, state, and federal agencies that are working on the incident. Cooperators can also be Incident management teams (IMT) assigned to the incident. The cooperator information is displayed on every page of the incident. You can create and attach as many cooperators to an incident as you see fit. Cooperators are listed by agency type (federal, state, local) and then alphabetically. This means the Six Rivers NF would be listed before the CalFire (aka CDF).

Process

Select the incident you wish to manage from the **Unit Home** page. Once the incident has been identified click the **Cooperators** link on the main menu. An add form will be displayed by default, as well as a list of current cooperators for your incident, as well as a list of pre-loaded cooperators.

The **Cooperators** screen allows you to perform the following functions:

- **Add**
  After checking the list of available cooperators you can use the provided form to add a new cooperator. The name and agency type are required fields. The cooperator will be automatically added to the incident unless you check the "No" radio button.
  NOTE: Newly created cooperators will be available for selection for any incident for the entire unit. Many federal cooperators have been preloaded and some units may have preloaded local cooperators. Check the available cooperators prior to adding new ones.
- **Edit**
  Cooperators can be edit by click the "Edit" link in on the list of Available Cooperator on the Cooperator Management page. If a cooperator is attached to multiple incidents then all incidents will be updated with the new cooperator information.
- **Attach**
  Cooperator are attached to incidents by clicking the "Attach" link on the list of "Available Cooperators" on the Cooperator Management page. A single cooperator can be attached to multiple incidents.

- **Detach**
  Cooperator can dropped or detached from incidents by clicking the "Detach" link on the list of "Cooperators Attached to Incident" on the Cooperator Management page. Detaching a cooperator does not delete it or affect any other incident that the cooperator may be attached to.
- **Delete**
  Cooperators are deleted by clicking the "Delete" link in the list of "Available Cooperators" on the Cooperator Management page. You cannot delete a cooperator if it is attached to an incident. If you attempt to delete a cooperator that is attached to an incident you will be provided the opportunity to detach the cooperator from the incident.

Incident Maps and Photographs

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Overview

You can add any number of photographs and maps to an incidnet. The default files must be GIF, PNG, or JPEG format. Once the default files is upload alterrnitve file type, like a PDF, can be added to accompany the default image.

Process

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding “**Images**” link in the table.

Adding a Map or Photograph

If there are no maps of photographs you will be provided a link to add some. If either exist you can select the "**Add**" button. On the next page select the number of files you wish to upload and select the "**go**" button. Use the "**Browse...**" button to locate each file on your local system and select the "**Upload**" button when all files have been selected. When the upload is complete, the pictures will appear on the screen with where image specific data can be entered.

Here are some tips for adding images:

- The server will currently accept maps and photos in JPEG, GIF, or PNG format. Be sure to check them after uploading, as the results are sometimes unpredictable, especially with the GIF or PNG format.
- File size is limited 2 MB, which is quite generous for photographs. However, maps at this size are not as detailed. Use the alternative file option to upload PDF versions of maps. There is no file size restriction for related files.
- Be sure to add appropriate alternative text to make this site **508** compliant.
- If you are on a weak network connection (wireless, dial-up, satellite) you mat experience problems when uploading multiple files. It's is best to upload no more than 2 to 3 at a time.

Editing an Existing Map or Photograph

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding “**Images**” link in the table. Click the image you with to edit on the resulting page. Edit the information as needed and click the "**edit**" button.

Adding Related Files for a Map

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Images**" link in the table. Locate the desired image in the resulting page. Click the "**Related Files** " link for the corresponding article title. Click the "**Browse...**" button and select the file you wish to upload. Click the "**upload**" button when ready.

Note: An image can have only one related file.

Highlighting an Image on Incident Home Page

If you are not on the unit home page click the “**Unit Home**” link in your menu. Locate the incident from the incident table and select the corresponding "**Images**" link in the table. Locate the desired image in the resulting page. Click the "**Add to Home** " link for the corresponding article title. The link is a simple toggle that changes the highlighted image with a single click. The image is now on the visible on the incident home page.