3Di

Ohio
State Fire Marshal

3Di Engage

Version: 1.0

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

Document Version: v 1.0

Release date: 08/14/2026

Table of Contents

1 Introduction

This document is created to outline all the features included in National Emergency Response Information System (NERIS). The document is a reference/manual for software vendors who are using the NERIS System.

1.1 Overview

Software vendors can integrate with the National Emergency Response Information System (NERIS) using the NERIS APIs to submit incident data on behalf of participating fire departments. Vendors must ensure that their applications comply with the NERIS API specifications, data standards, and implementation guidelines. Refer to the **Reference** section for the applicable NERIS documentation and API resources. All vendors supporting participating fire departments, as well as new vendors, must complete the registration and onboarding process described below.

The following steps provide a high-level overview of the vendor registration process:

1. Register with the NERIS system and obtain approval to begin API integration and testing in the NERIS test environment.
2. Develop and test the API integration by submitting sample incident data. Resolve any validation errors and retest until the integration meets the required NERIS validation criteria.
3. After the API integration has been successfully validated and approved, the vendor must request authorization to integrate with the participating fire department.
4. The fire department administrator or authorized representative reviews the vendor's request and approves the association.
5. Once the association is approved, the vendor can begin submitting incident data to NERIS on behalf of the fire department using the NERIS APIs.
6. The vendor or fire department submits incident data to the NERIS production environment through the approved APIs in accordance with the established reporting requirements.

Note: The information provided in this User Manual is intended for the **Staging Environment** and is provided to help Vendors complete the required **API integration, testing, validation** process.

Vendors must successfully complete the required API validation and integration process and comply with the current **OFIRMS API specifications** in the Staging Environment before submitting incident data in the Production Environment on behalf of a Fire Department.

Production environment details and access information will be shared separately once the required changes are deployed to Production.

1.2 Environment Details

1.2.1 Stagging Version

- **Staging Portal Link:** https://sfmprodportal.3diengage.com

2 Vendor Registration Steps

In NERIS, a **Vendor** is an organization that provides software solutions used to integrate with NERIS and submit incident data on behalf of participating Fire Departments. Vendors use approved NERIS APIs and must comply with NERIS API specifications, data standards, and implementation guidelines.

<u>Steps:</u>

If users have registered with OHID, follow these steps to register as a NERIS Vendor in **OFIRMS**.

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

- **Staging Portal Link**: https://sfmprodportal.3diengage.com

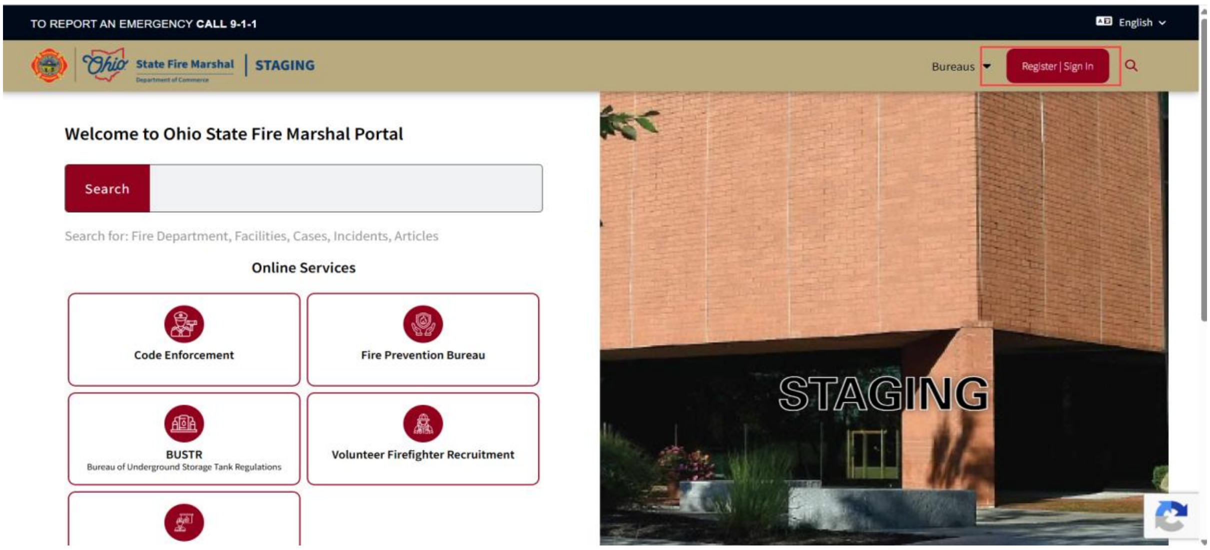


Figure 1: OHIO State Fire Marshal Portal

Step 2: Please click on **OHID** button on login screen.

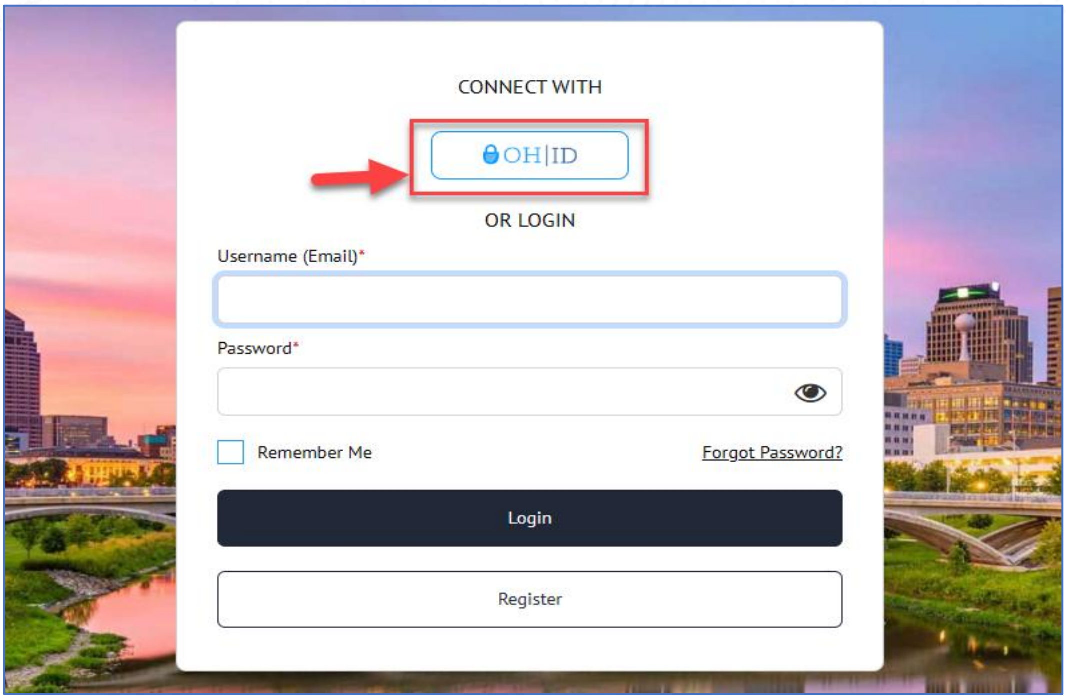
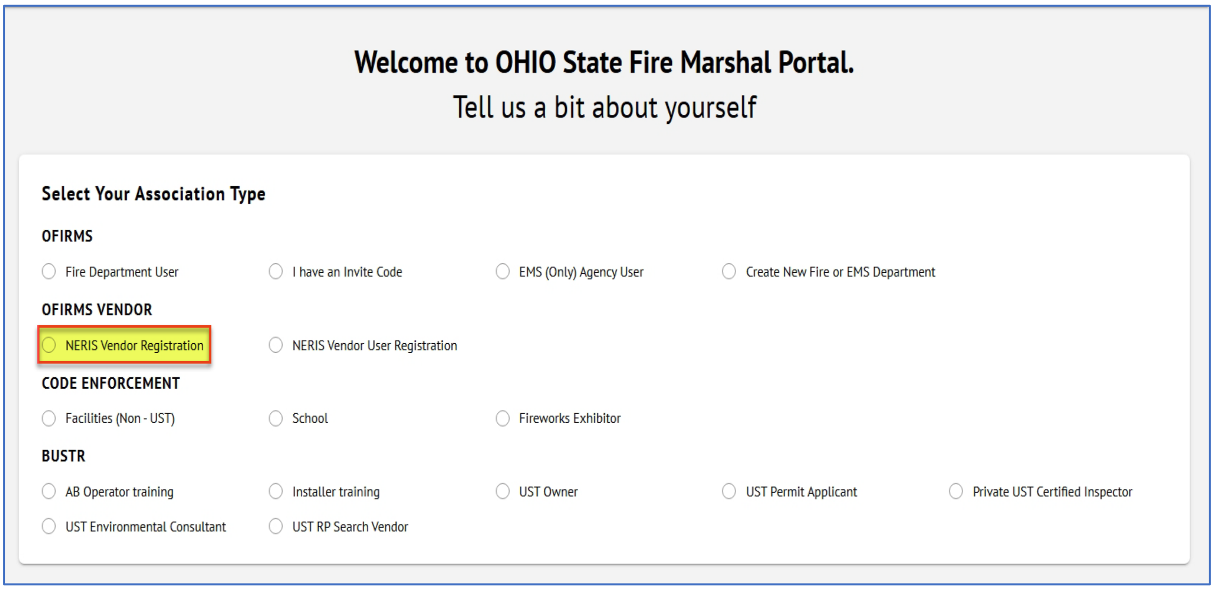


Figure1.1: OFIRMS Login Screen

Step 3: Provide **OHID** credentials and press login.

Figure 2: OHID login screen

Step 4: After successful login, the system displays a Welcome screen. To begin with, select the association type as '**NERIS Vendor Registration'** under **OFIRMS Vendor** section.



Step 5: After selecting '**NERIS Vendor Registration'**, the system displays the NERIS Vendor registration form.

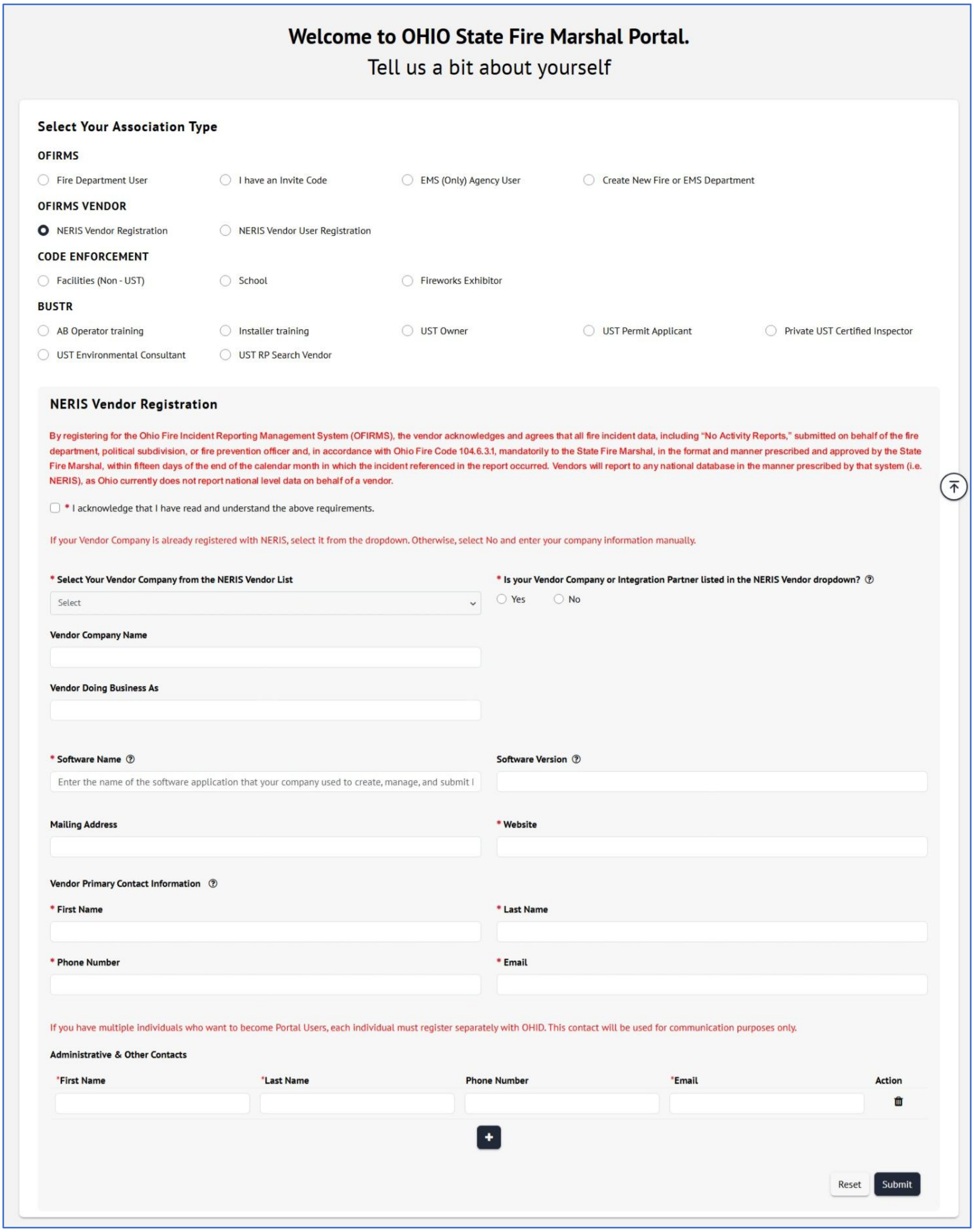


Figure 3: New Vendor Registration Screen

- Is Your Vendor Company Listed in the NERIS Vendor List? Radio button (Required)

  If Yes – Indicates that the vendor company is registered with NERIS as an Integration Partner.
  If No – Provide the **NERIS Vendor ID**, **Vendor Company Name**, and **Vendor Doing Business As (DBA)** details.
- Provide all **mandatory details** and submit the **registration form**.

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.

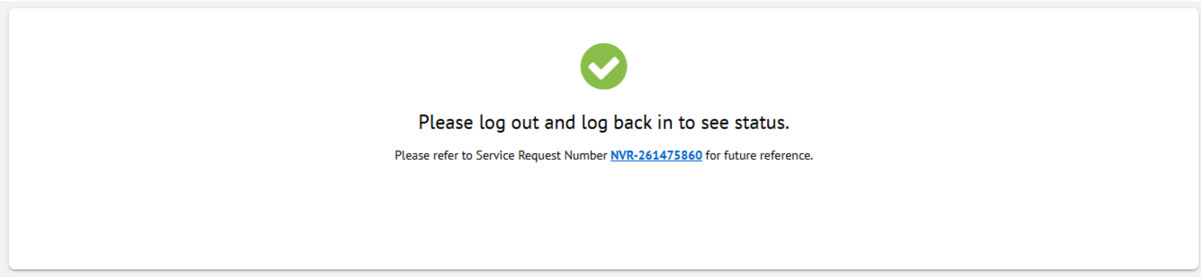


Figure 4: Vendor Registration Confirmation Screen

After submitting the registration form, log out of the system and log in again to view the status of the registration request. The request status will be displayed on the **Vendor Dashboard**, such as **Under Review**.

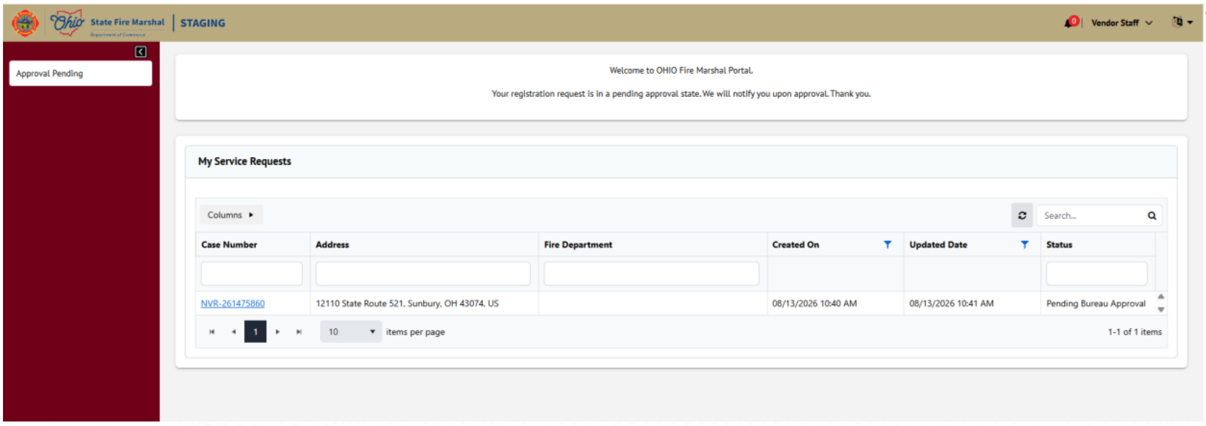


Figure 5: Vendor Dashboard before Approve by Bureau

Note: After the Bureau approves the registration request, the vendor will receive an **email notification confirming that the registration request has been approved**.

Vendor Dashboard: After logging in, an approved vendor is directed to the **Vendor Dashboard**, where they can view their requests and access vendor-related features

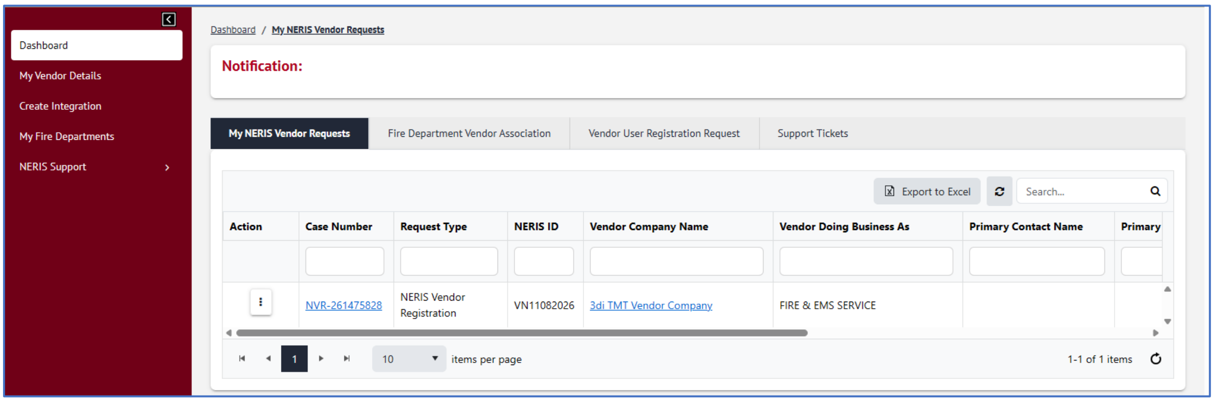


Figure 6.1: Vendor Dashboard after Approve by Bureau

3 For Approved Vendors – Fire department association with NERIS vendor

Fire Department will send an **association request** to the vendor to associate with the Fire Department. The request will appear on the vendor's **dashboard in fire department vendor association tab**. The vendor can review the request and **Approve** or **Reject** it.

Step 1: From the **Vendor Dashboard → Fire Department Association** tab, the vendor can review Fire Department association requests and **Approve** or **Reject** them using the **Action** button.

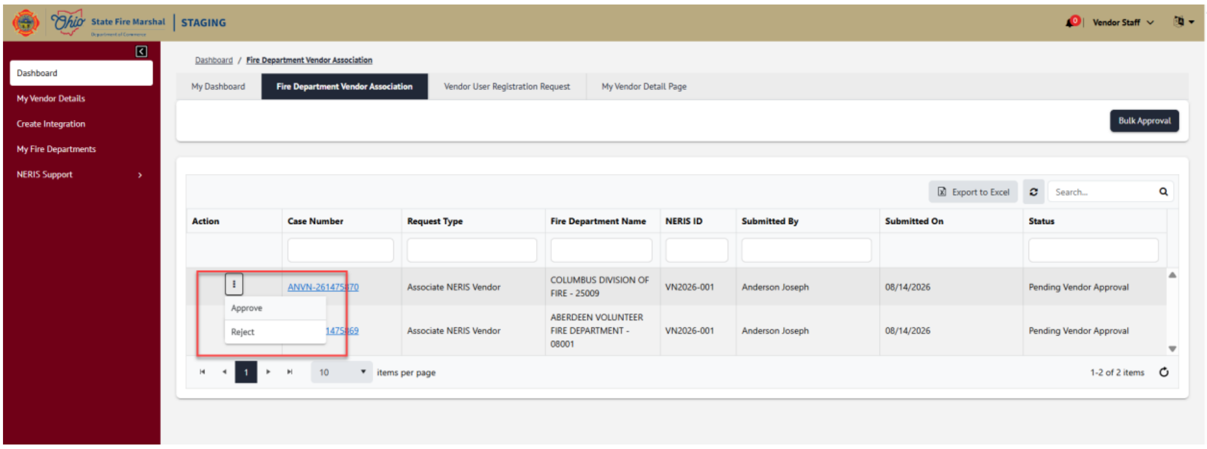


Figure 6: Dashboard Screen for Vendor

Step 2: Click **Approve** for the Fire Department association request. A **Comment** box will open, where the vendor can add a comment (**Optional**). Click **Submit** to complete the approval.

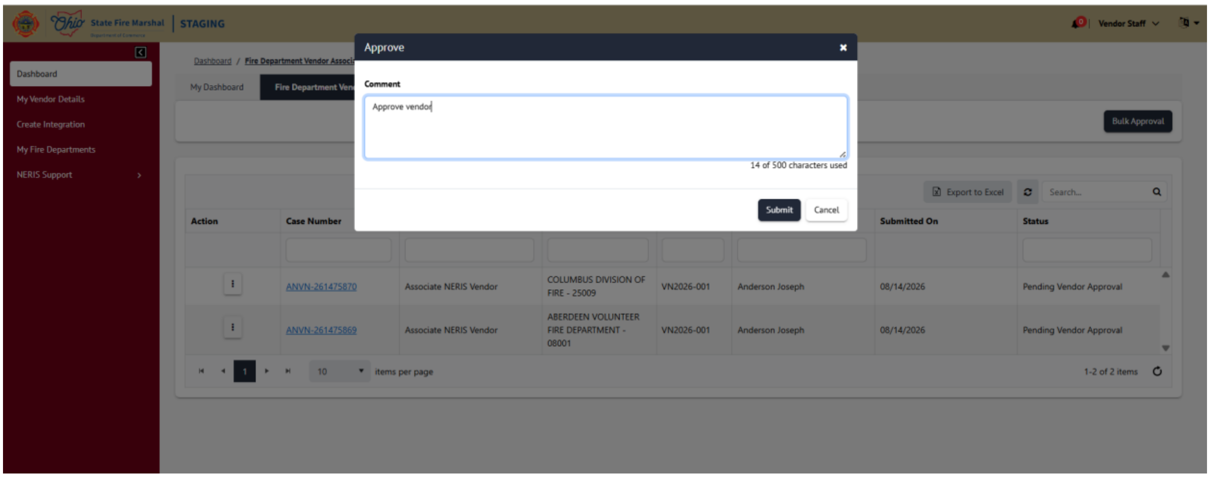


Figure 7: Vendor FD Access Approved Comment Box

The approved Fire Department will appear on the vendor's **My Fire Departments** page.

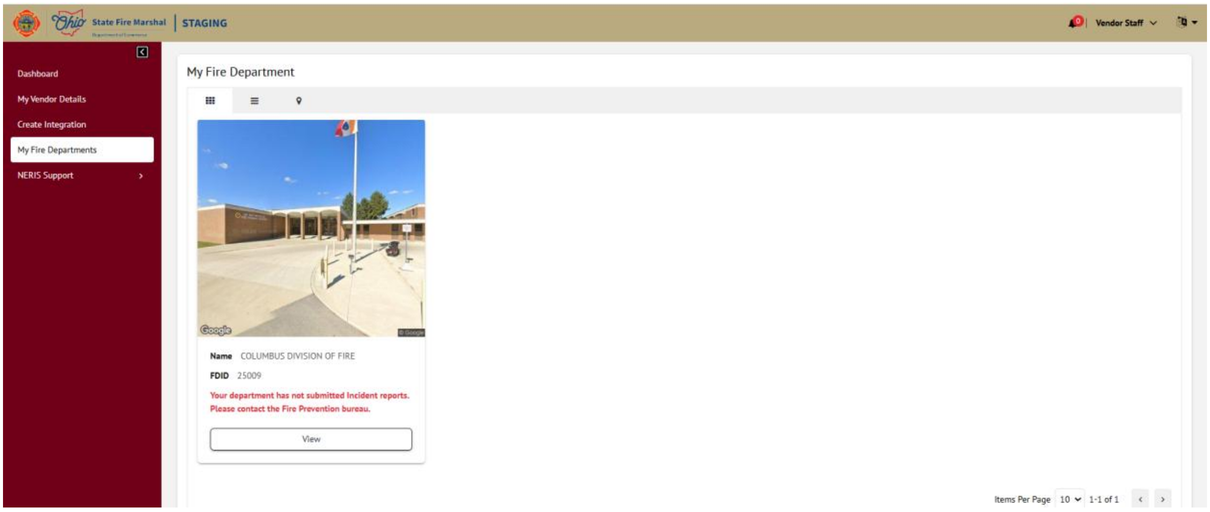


Figure 8: My Fire Departments screen with associated Fire Departments

Vendor will click on view button the fire department detail page open.

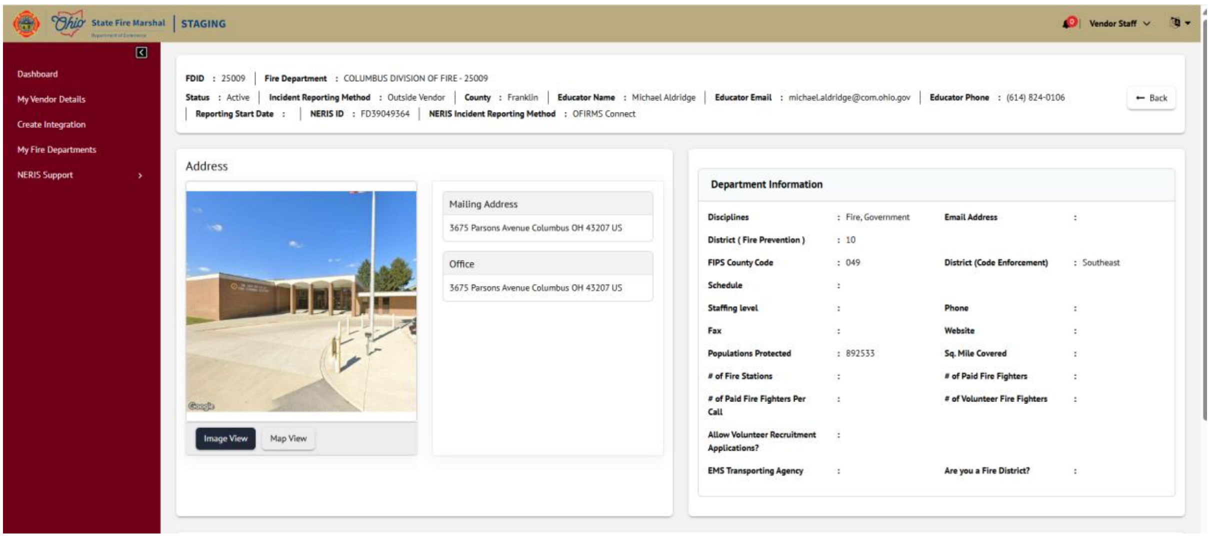


Figure 9: Fire Department Details Page

4 My vendor details page

After the NERIS Vendor Registration request is approved, the vendor can access the **My Vendor Details** page from the navigation menu.

- The **My NERIS Vendor Detail Page** displays the vendor information in **Card View** by default. Vendor can also switch to **List View** to view the vendor information in a list format.

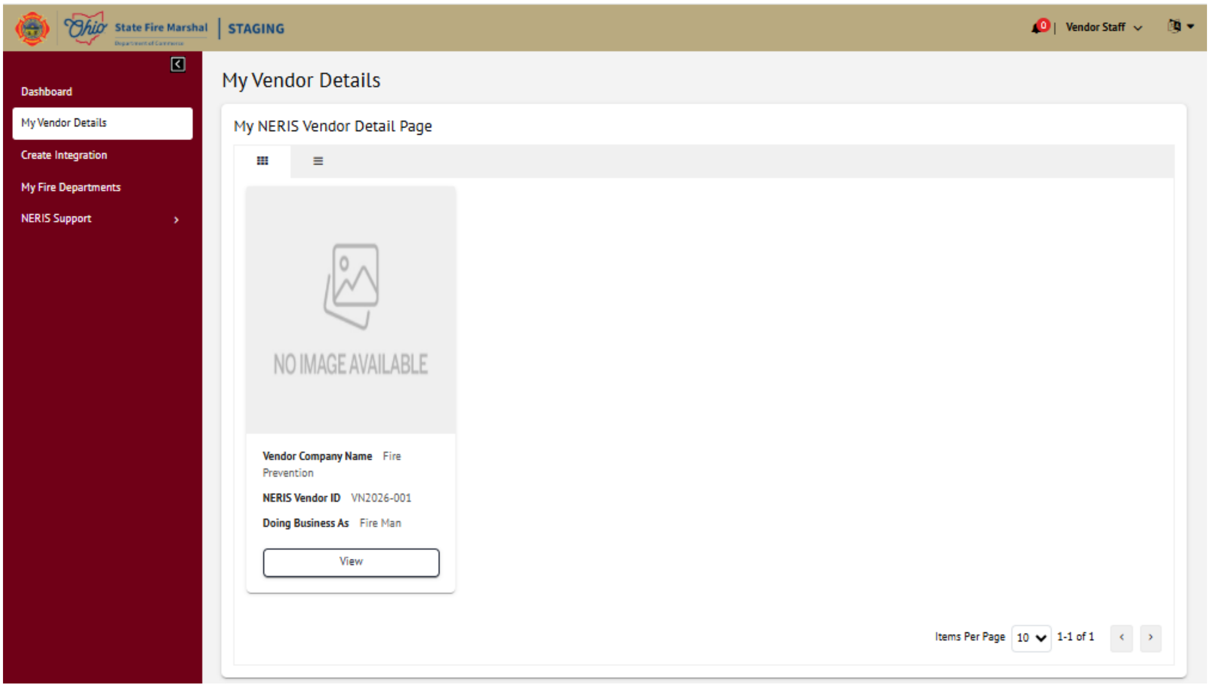


Figure 10: My Vendor Details Page Card View

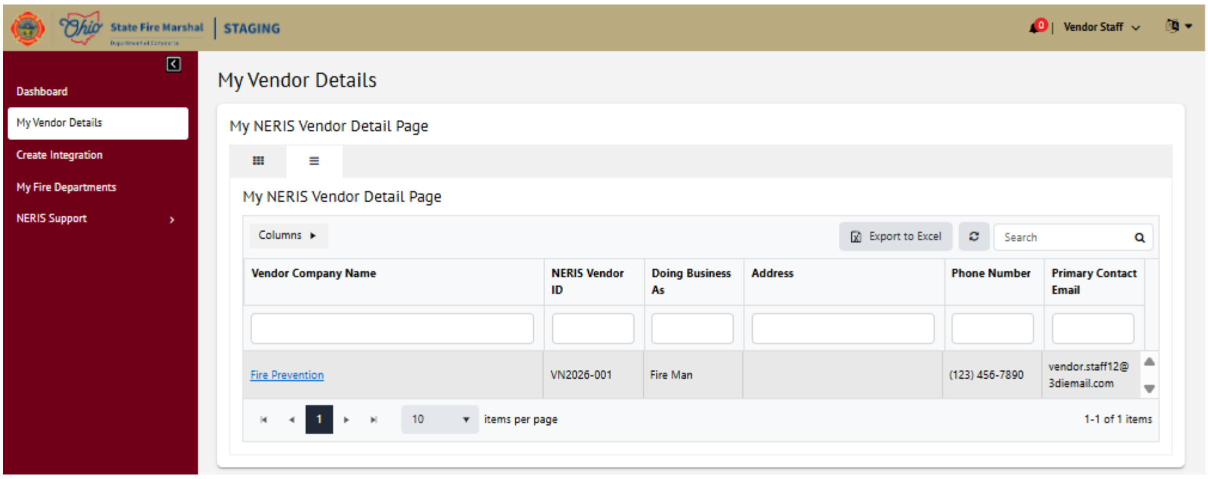


Figure 11: My Vendor Details Page List View

- Click **View** to open the **NERIS Vendor Detail Page** and view the vendor's detailed information.

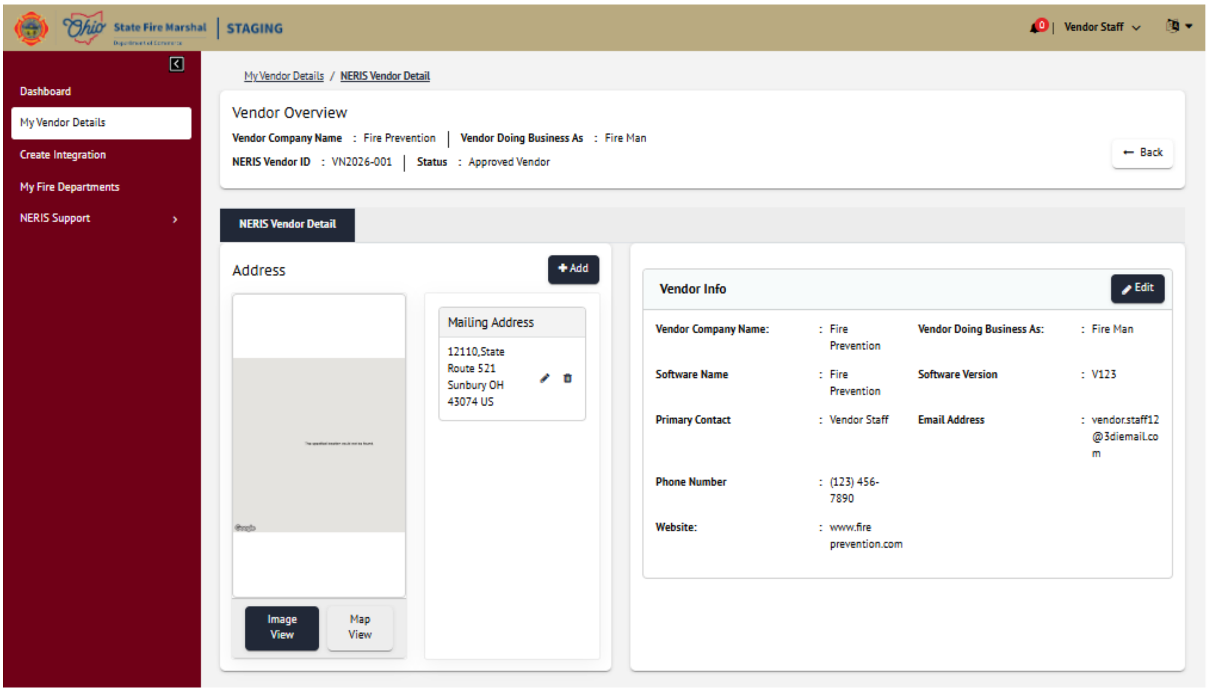


Figure 12: Vendor Overview Page

5 Create integration

NERIS Vendor Create integration.

The **Integration Management** feature allows Vendor users to create and manage secure API integrations for their RMS software.

Step 1: Select **Create Integration** from the navigation menu.

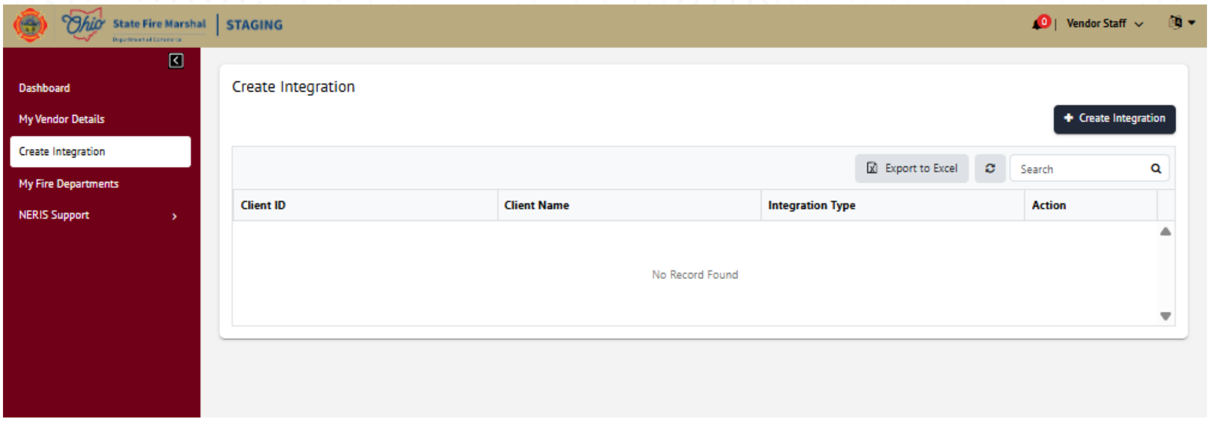


Figure 13: Create integration screen

Step 2: Click **Create Integration**. Enter the Integration Name and select RMS as the Integration Type. (RMS integration type by default). Click **Create Integration**.

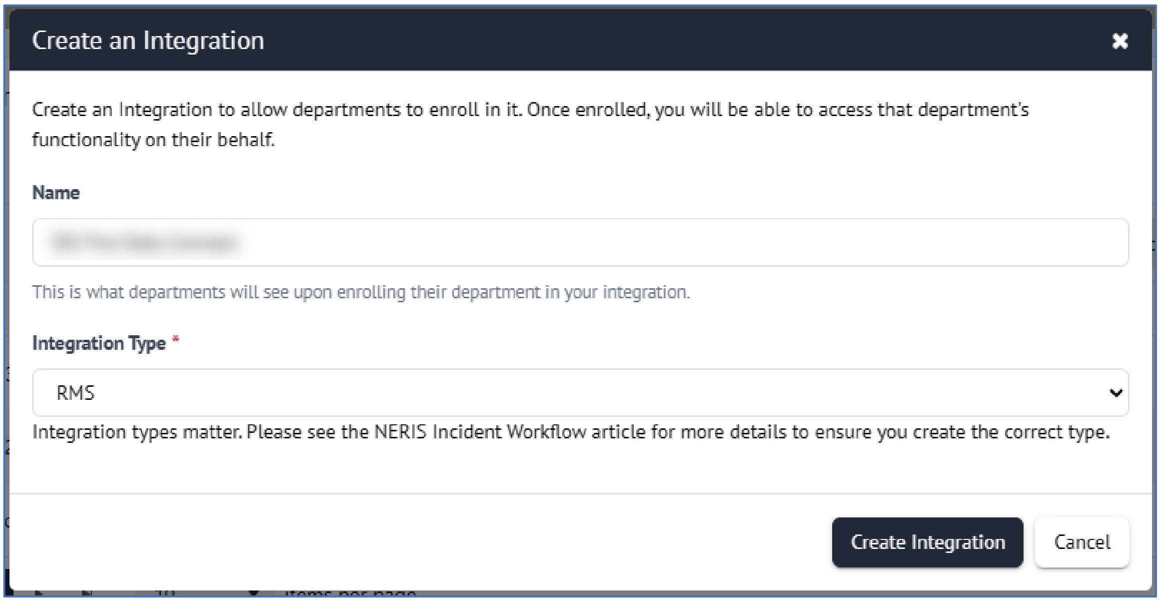


Figure 14: Create integration

Step 3: The system generates a unique Client ID and Client Secret. Vendor downloads the integration credentials and closes the preview window.

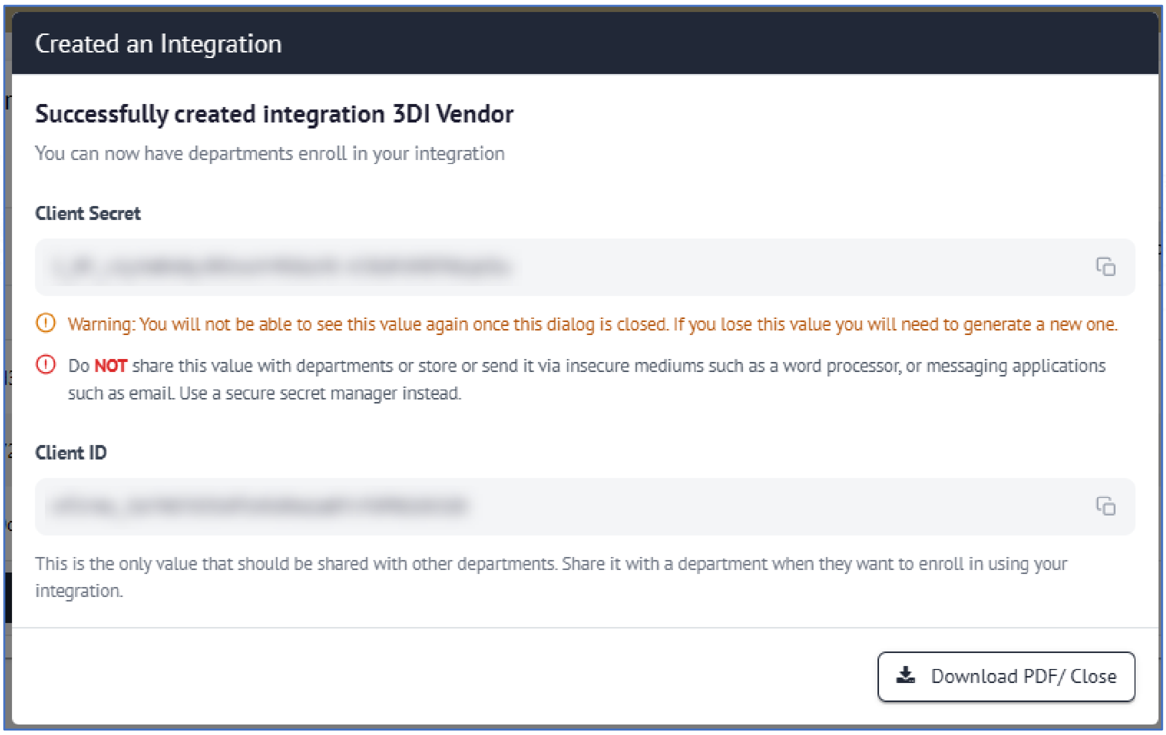


Figure 15: Create integration

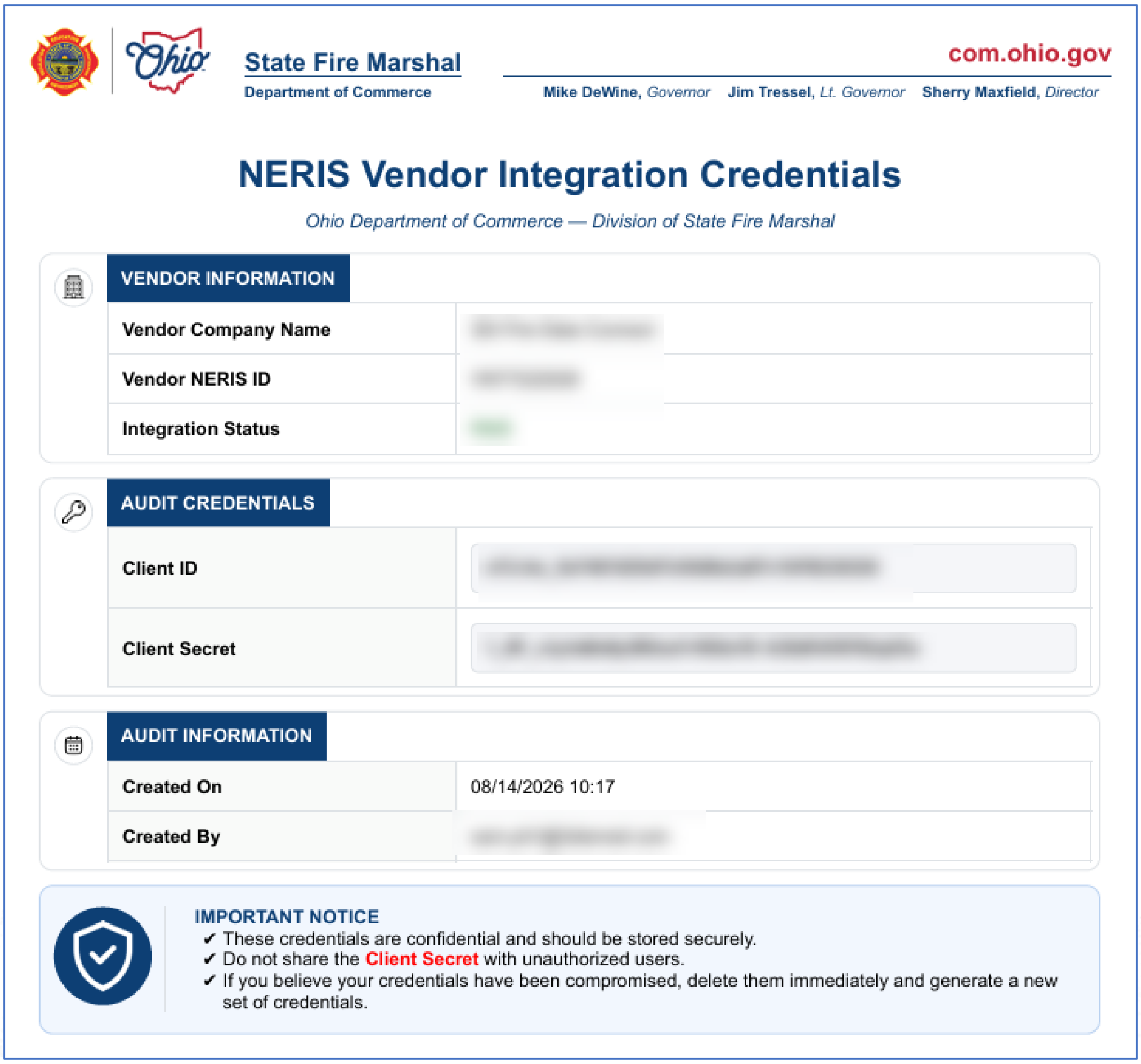


Figure 15.1: Download integration PDF Screen

Step 6: The created integration will be displayed in the grid.

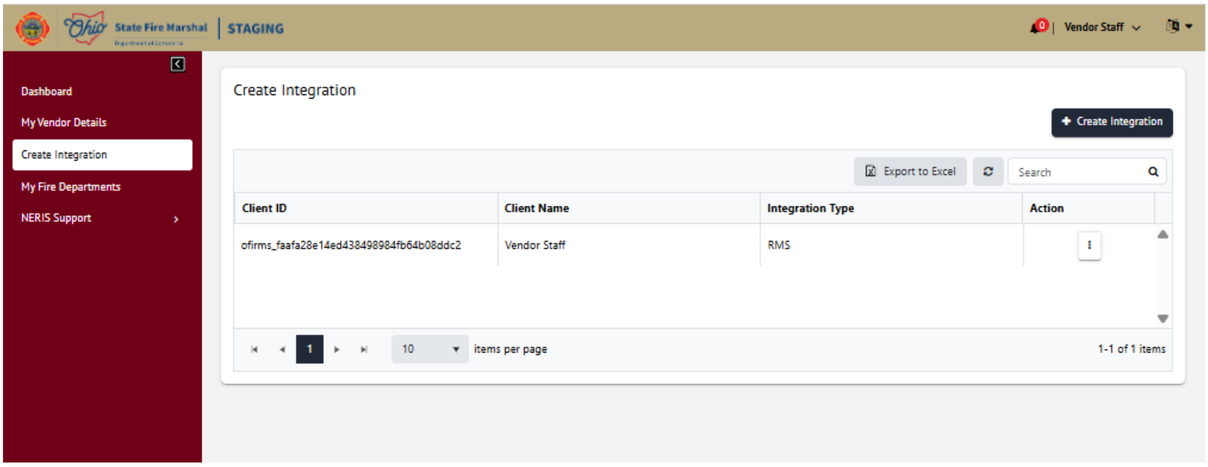


Figure 16: Create integration Grid

7 Support Ticket

The **Support Ticket** tab has been added to OFIRMS for registered Vendors. Through this tab, vendors can create and submit a **Support Ticket** when they encounter any difficulty, technical issue, or problem while integrating their software with OFIRMS through the OFRIMS API.

The Support Ticket allows vendors to provide details about the issue and communicate with the **Support Team** for troubleshooting and resolution. Vendors can also track the status and responses related to their submitted support requests.

7.1 Create a Support Ticket

To create ticket, click on click **Create Support Ticket** in the upper-right.

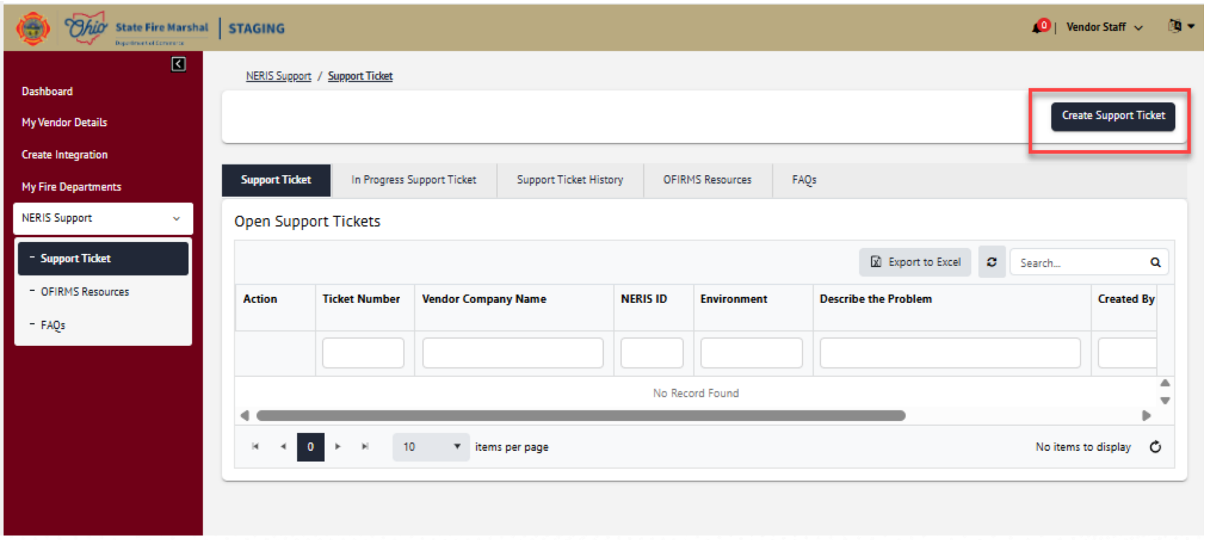


Figure 17: NERIS Support ticket grid

Step 2: Select NERIS Support and choose Create Support Ticket. Review the prefilled vendor information, select the Environment and Module, describe the problem and what you were doing when it occurred, attach documents if required, and click Submit.

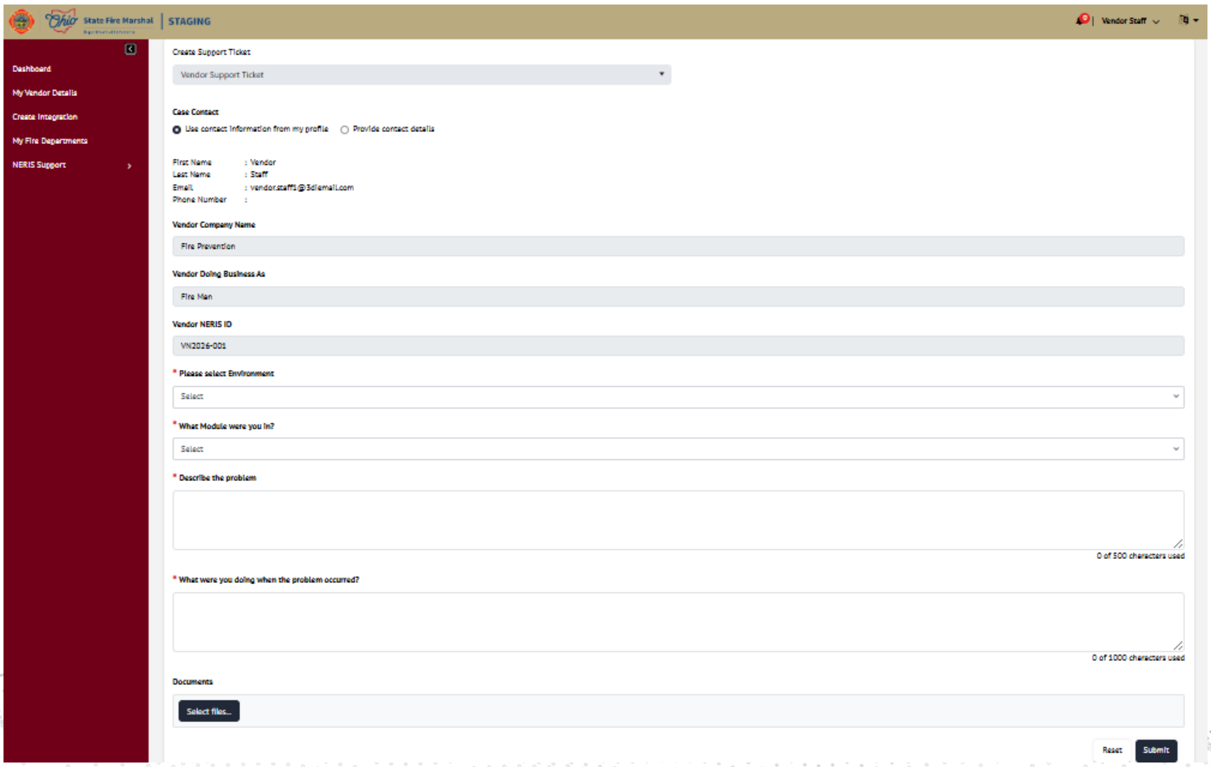


Figure 18: Create support Ticket

Step 3: After submission, the support ticket is created successfully.

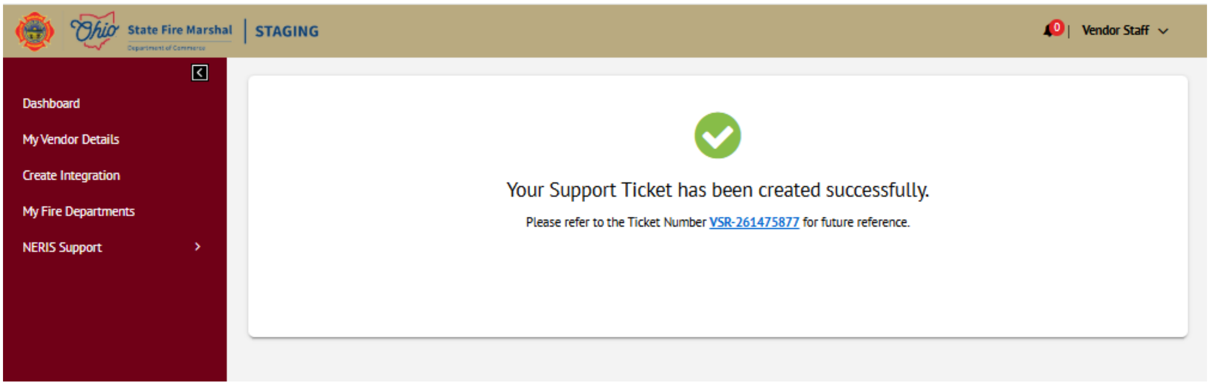


Figure 19: Case Created support Ticket

Step 4: The support ticket will display in the **Support Ticket Grid**.

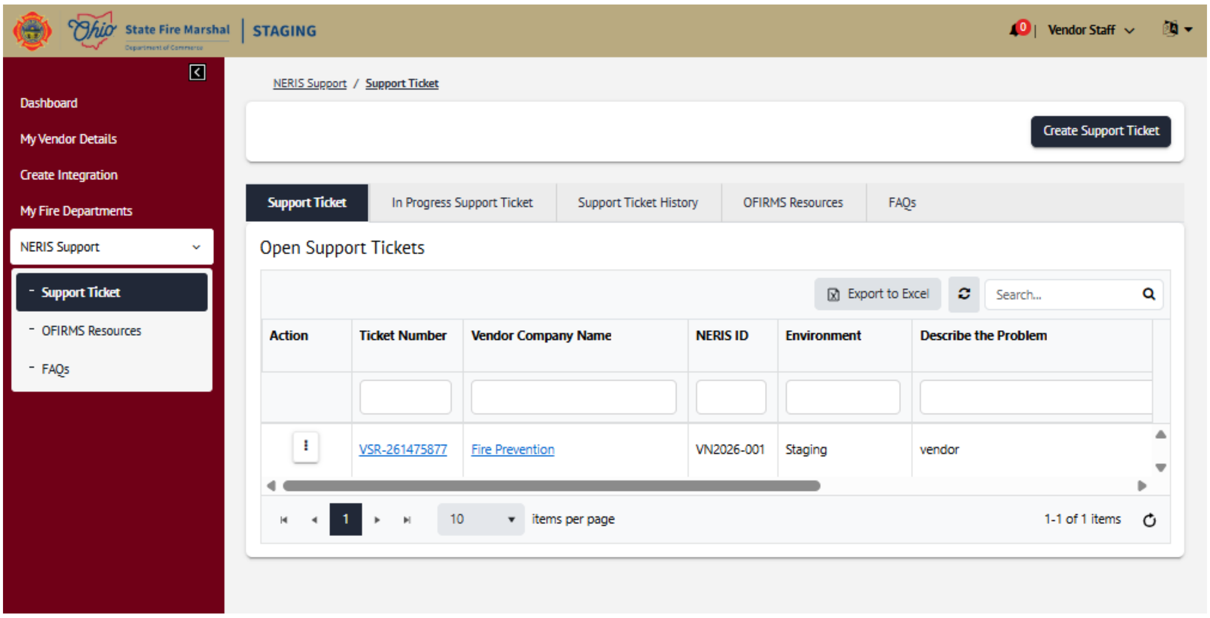


Figure 20: Case Created support Ticket Grid

When a support ticket is resolved, a **notification** will be displayed on the **Dashboard**. The notification informs the vendor that the support ticket request has been resolved.

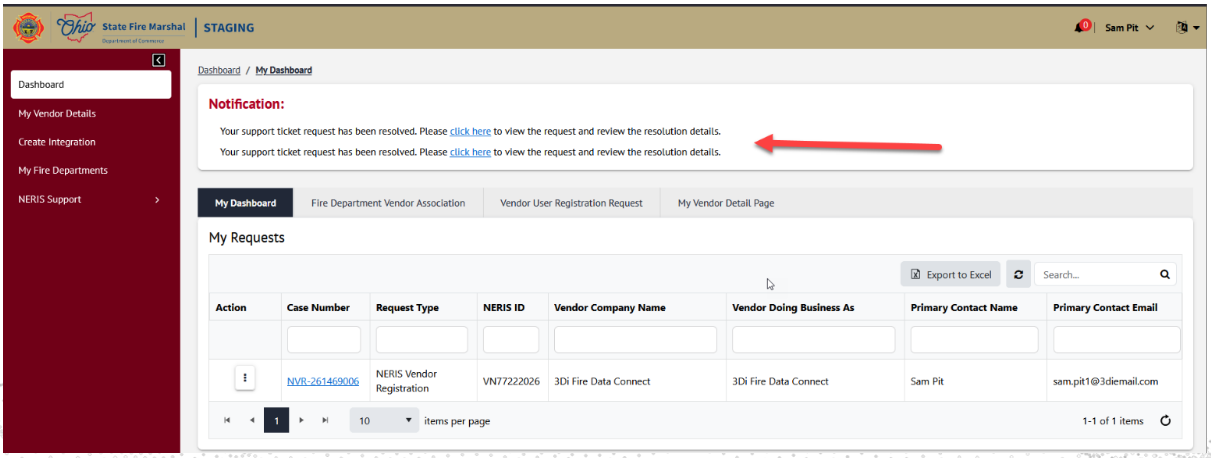


Figure 20: Vendor Dashboard

8 NERIS Resources

NERIS Vendors require easy access to technical documentation, API references, integration guides, and other implementation resources necessary for integrating with and supporting the NERIS platform. A centralized resource library will allow Vendors to download the latest approved documentation at any time.

Step 1: Open NERIS Resources from NERIS Support.

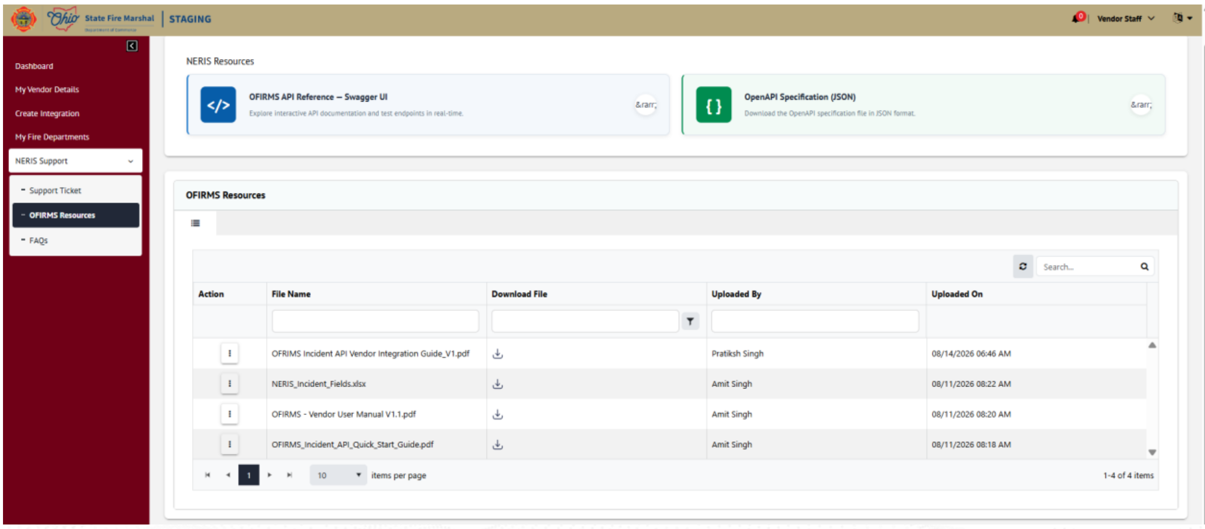


Figure 21: NERIS Resources screen

Step 2: Click on download required document or action to view.

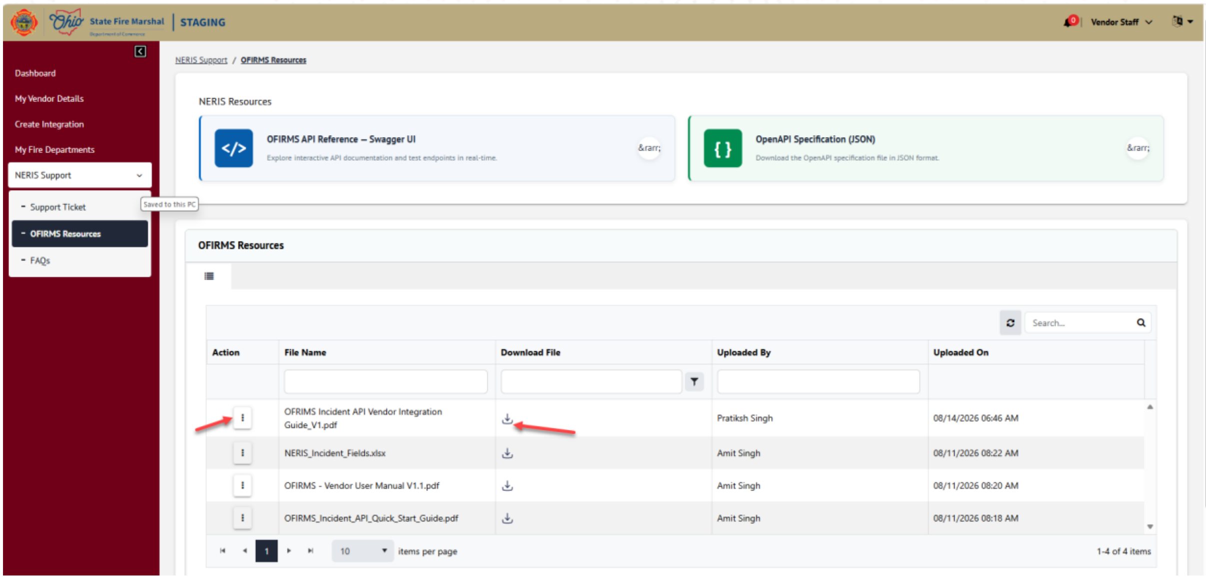


Figure 22: NERIS Resources screen

9 FAQs

The **NERIS FAQs** page provides Vendor users with quick access to frequently asked questions and answers related to NERIS. Users can **search for specific FAQs** and **expand or collapse questions** to view the corresponding answers.

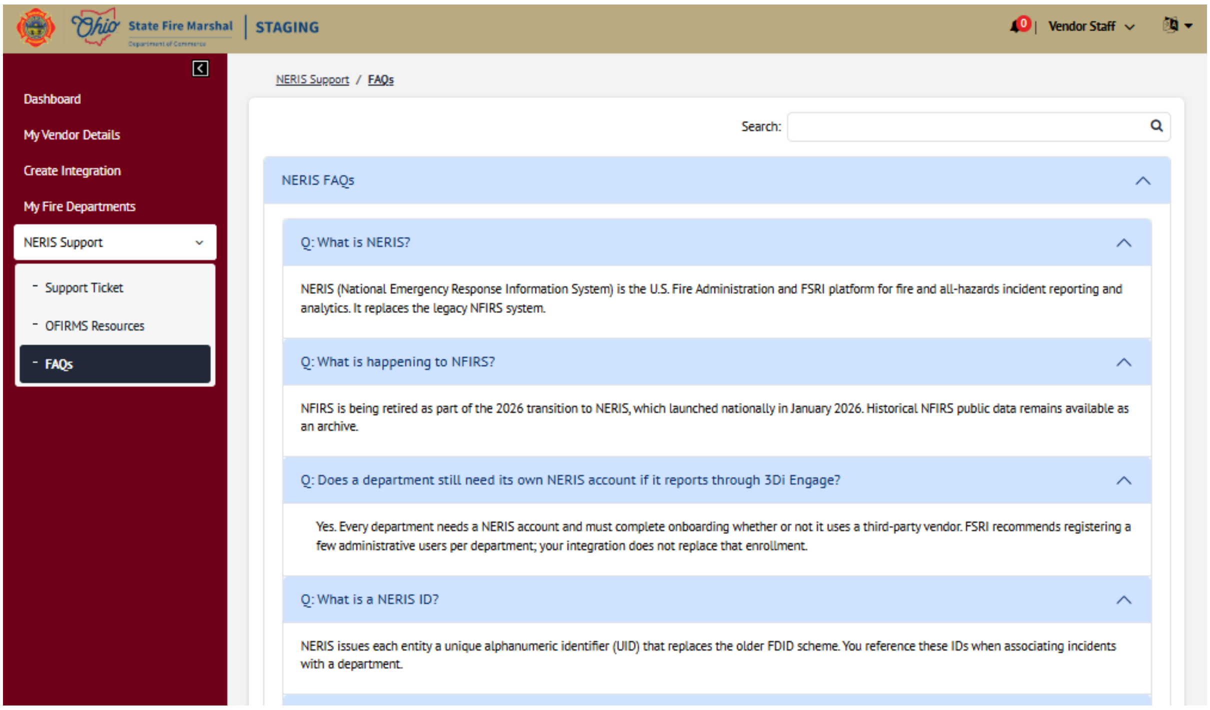


Figure 23: FAQs screen

10 NERIS Vendor User Registration

This process allows a user to submit a Vendor Staff Registration Request. Upon submission, the request will be assigned to the Vendor's Primary Contact for review and approval. Once approved, the user will be associated with the selected vendor.

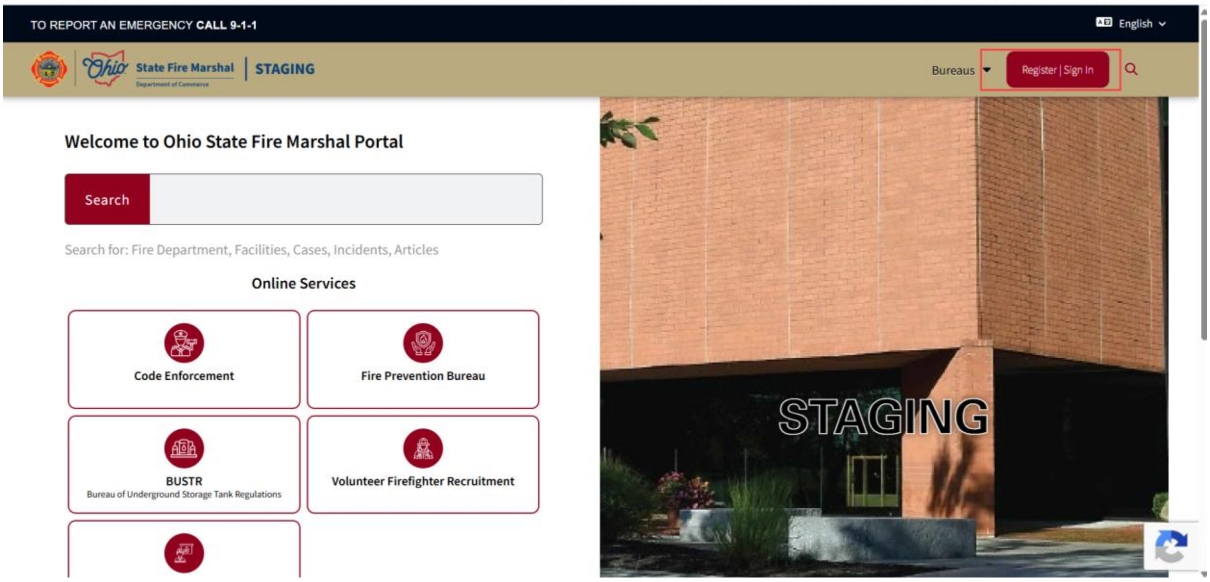


Figure 24: OHIO State Fire Marshal Portal

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

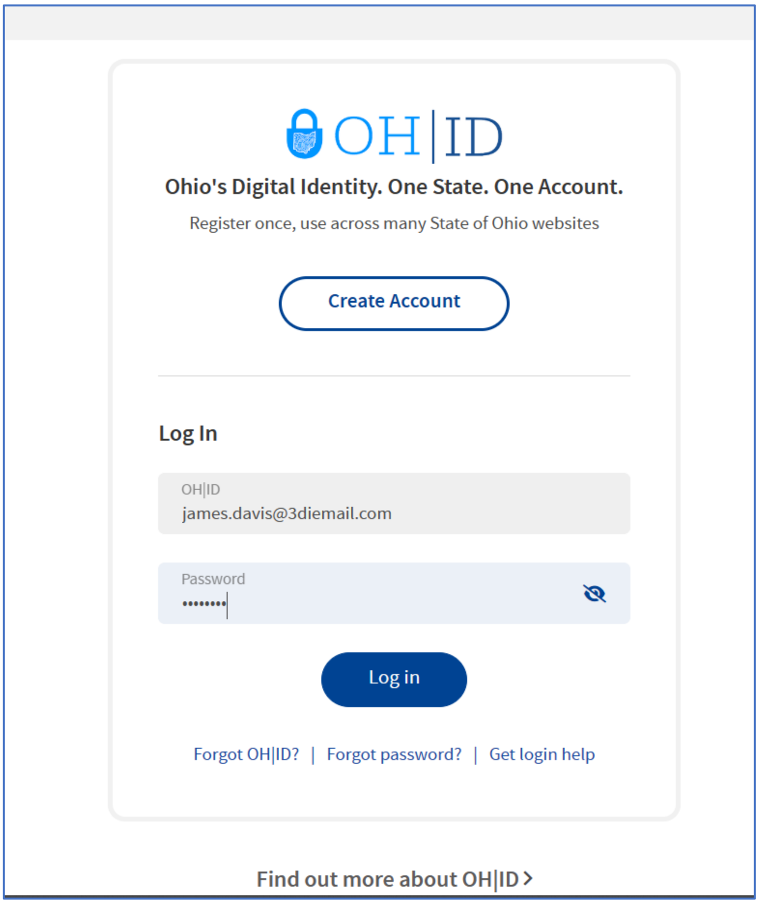


Figure 25: OHIO State Fire Marshal Portal

Step 3: After successful login, the system displays a registration form. To begin with, select the association as '**NERIS Vendor User Registration'.**

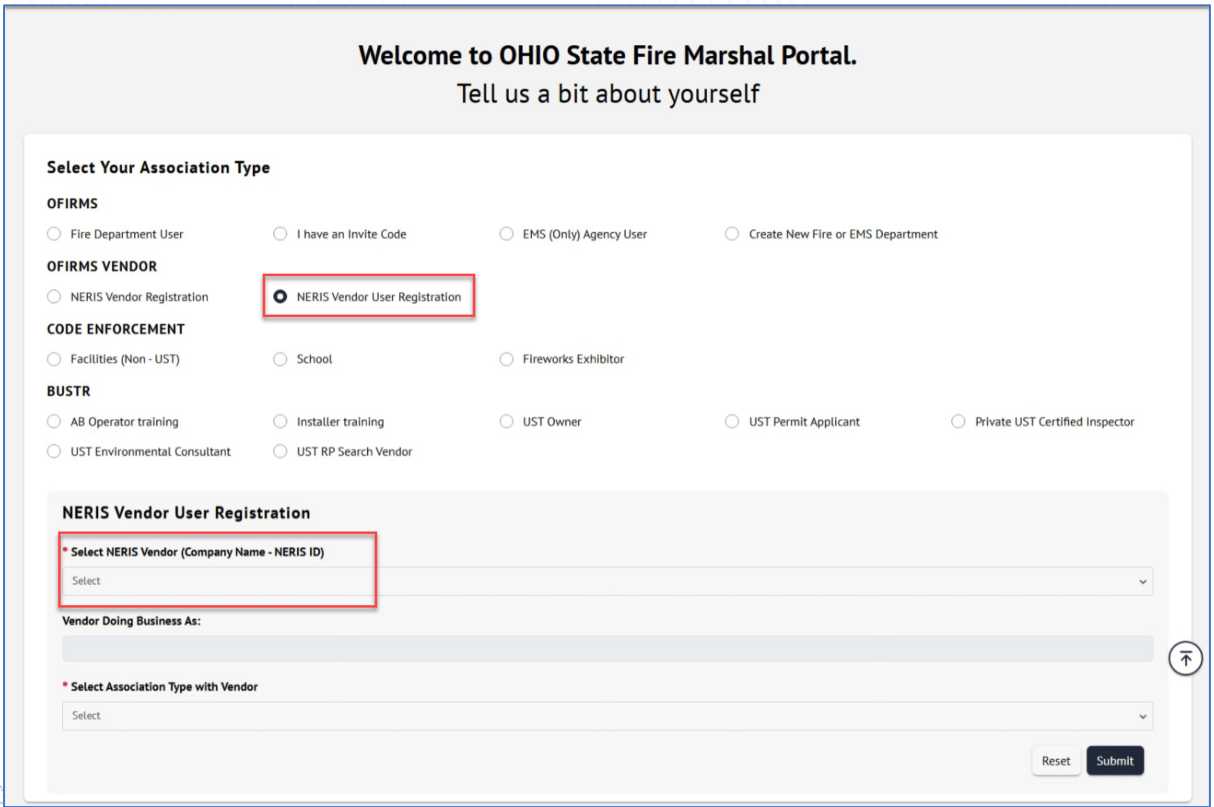
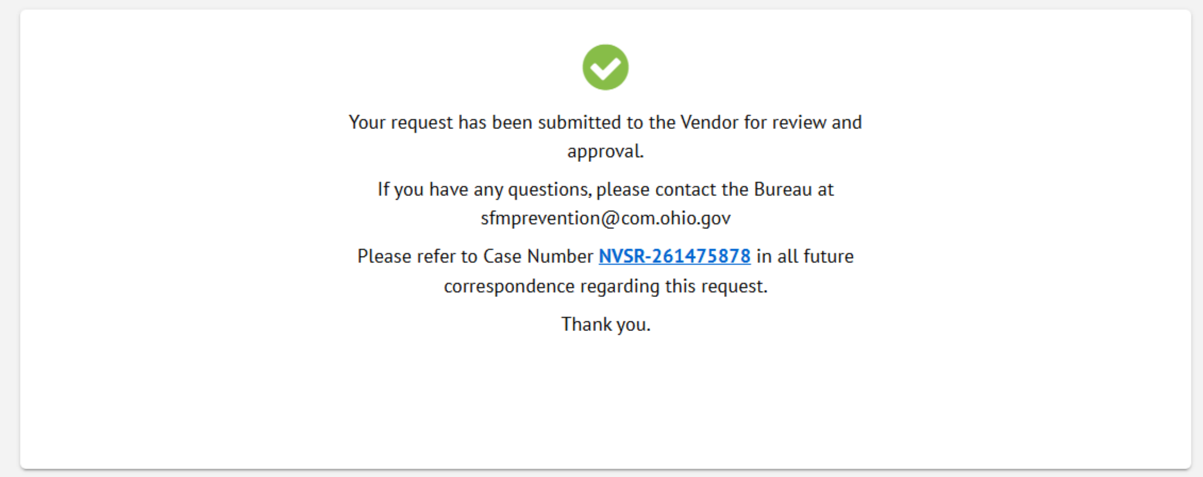


Figure 26: Vendor User Registration screen

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
- **Select association type with vendor:** Primary contact/ Administrative contact

Step 4: Upon submitting the form, the system will show a confirmation message and number for tracking purposes. The request will go to the Vendor for approval.



11 Glossary

- NERIS – National Emergency Response Information System.
- OFIRMS – Ohio Fire Incident Reporting Management System
- FPB – Fire Prevention Bureau

12 Reference

- NERIS Portal:
- NERIS Documentation: