



**Ohio
State Fire Marshal**

3Di Engage

Version: 1.0

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

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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 Staging 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.

Steps:

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>

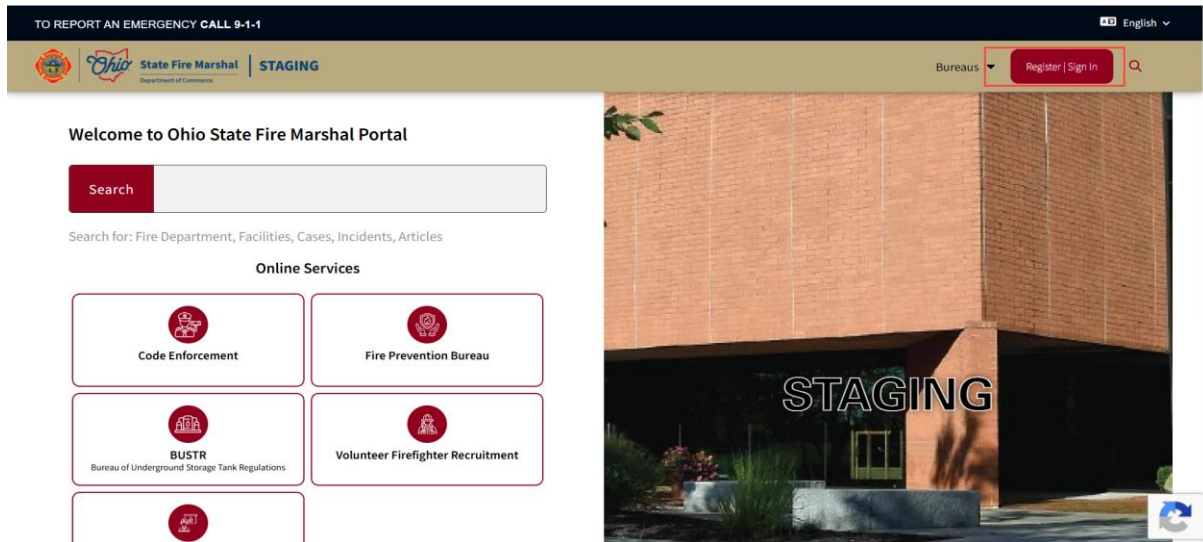


Figure 1: OHIO State Fire Marshal Portal

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

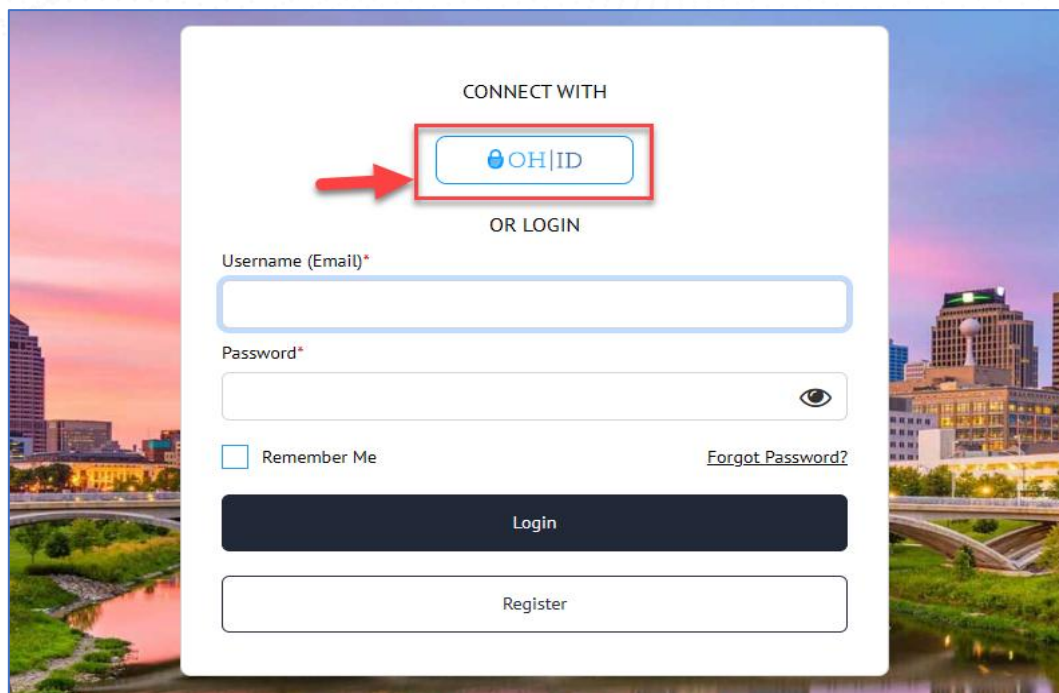


Figure1.1: OFIRMS Login Screen

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



The OHID login screen features the OHID logo at the top, followed by the text "Ohio's digital identity. One state. One account." and "Register once, use across many State of Ohio websites." Below this are input fields for "OHID username" and "Password" (with a toggle for visibility). A blue "Log in" button is centered below the fields. At the bottom, there are links for "Forgot your OHID or password? Can't get your pin?" and "Need help? Watch our video guides."

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.



The welcome screen displays the title "Welcome to OHIO State Fire Marshal Portal." and the subtitle "Tell us a bit about yourself". Below this is a section titled "Select Your Association Type" with several categories and options:

- OFIRMS**
 - ☐ Fire Department User
 - ☐ I have an Invite Code
 - ☐ EMS (Only) Agency User
 - ☐ Create New Fire or EMS Department
- OFIRMS VENDOR**
 - ☒ NERIS Vendor Registration
 - ☐ NERIS Vendor User Registration
- CODE ENFORCEMENT**
 - ☐ Facilities (Non - UST)
 - ☐ School
 - ☐ Fireworks Exhibitor
- BUSTR**
 - ☐ AB Operator training
 - ☐ Installer training
 - ☐ UST Owner
 - ☐ UST Permit Applicant
 - ☐ Private UST Certified Inspector
 - ☐ UST Environmental Consultant
 - ☐ UST RP Search Vendor

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

Welcome to OHIO State Fire Marshal Portal.

Tell us a bit about yourself

Select Your Association Type

OFIRMS

☐ Fire Department User
 ☐ I have an Invite Code
 ☐ EMS (Only) Agency User
 ☐ Create New Fire or EMS Department

OFIRMS VENDOR

☒ NERIS Vendor Registration
 ☐ NERIS Vendor User Registration

CODE ENFORCEMENT

☐ Facilities (Non - UST)
 ☐ School
 ☐ Fireworks Exhibitor

BUSTR

☐ AB Operator training
 ☐ Installer training
 ☐ UST Owner
 ☐ UST Permit Applicant
 ☐ Private UST Certified Inspector
 ☐ UST Environmental Consultant
 ☐ UST RP Search Vendor

NERIS Vendor Registration

By registering for the Ohio Fire Incident Reporting Management System (OFIRMS), the vendor acknowledges and agrees that all fire incident data, including "No Activity Reports," submitted on behalf of the fire department, political subdivision, or fire prevention officer and, in accordance with Ohio Fire Code 104.6.3.1, mandatorily to the State Fire Marshal, in the format and manner prescribed and approved by the State Fire Marshal, within fifteen days of the end of the calendar month in which the incident referenced in the report occurred. Vendors will report to any national database in the manner prescribed by that system (i.e. NERIS), as Ohio currently does not report national level data on behalf of a vendor.

☐ * I acknowledge that I have read and understand the above requirements.

If your Vendor Company is already registered with NERIS, select it from the dropdown. Otherwise, select No and enter your company information manually.

☒ Select Your Vendor Company from the NERIS Vendor List
 ☐ Is your Vendor Company or Integration Partner listed in the NERIS Vendor dropdown? [?](#)

☐ Yes
 ☐ No

Vendor Company Name

Vendor Doing Business As

☒ Software Name [?](#)

☒ Software Version [?](#)

Mailing Address

Website

Vendor Primary Contact Information [?](#)

☒ First Name

☒ Last Name

☒ Phone Number

☒ Email

If you have multiple individuals who want to become Portal Users, each individual must register separately with OHID. This contact will be used for communication purposes only.

Administrative & Other Contacts

*First Name	*Last Name	Phone Number	*Email	Action
+				

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.

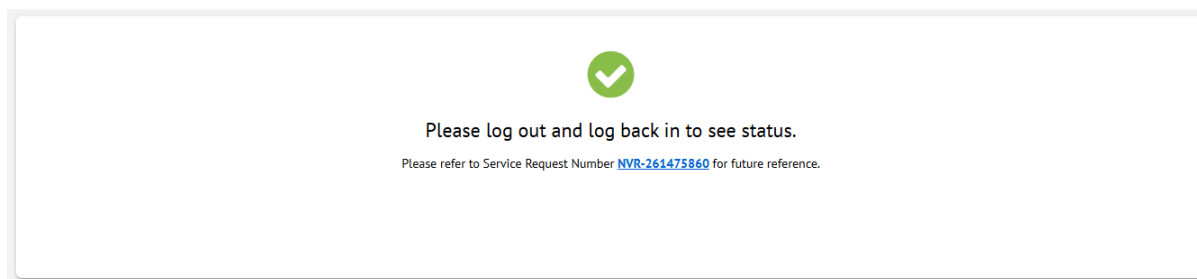


Figure 4: Vendor Registration Confirmation Screen

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**.

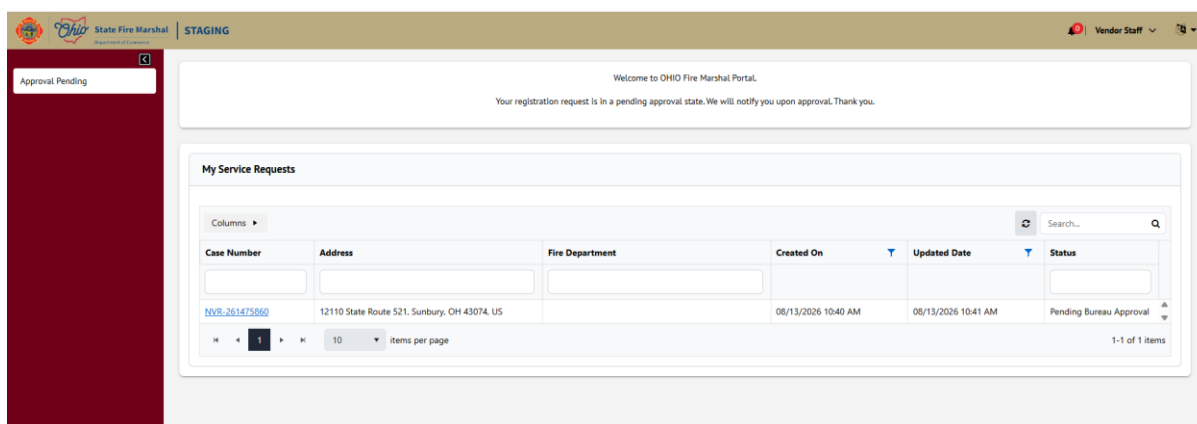


Figure 5: Vendor Dashboard before Approve by Bureau

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

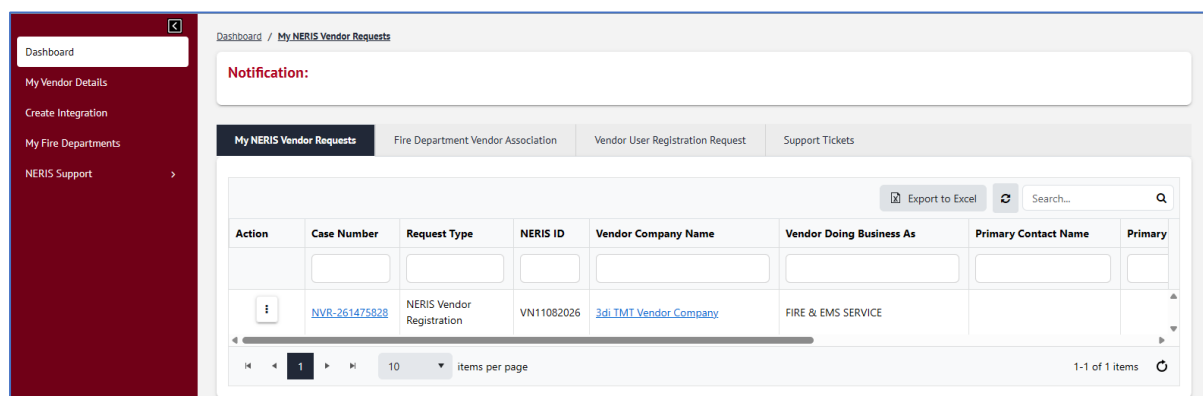


Figure 6.1: Vendor Dashboard after Approve by Bureau

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.

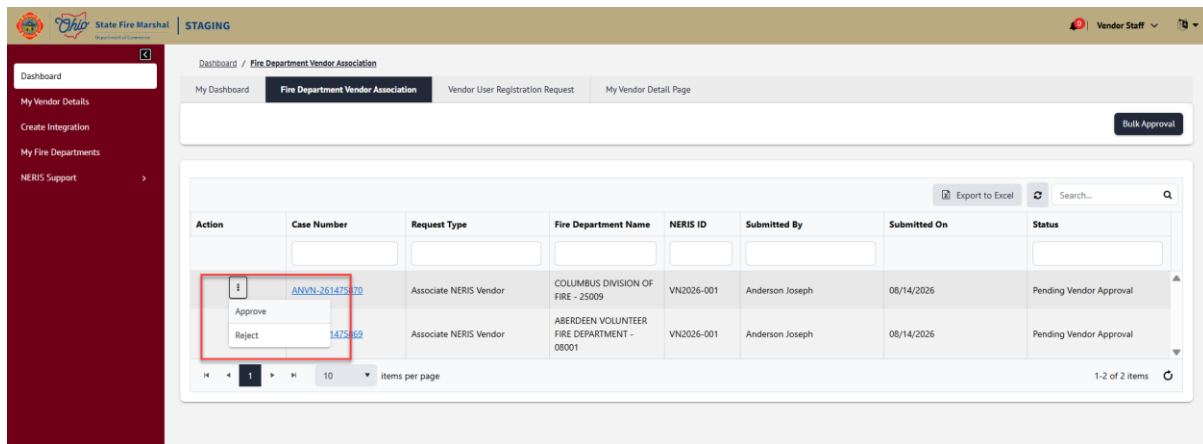


Figure 6: Dashboard Screen for Vendor

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.

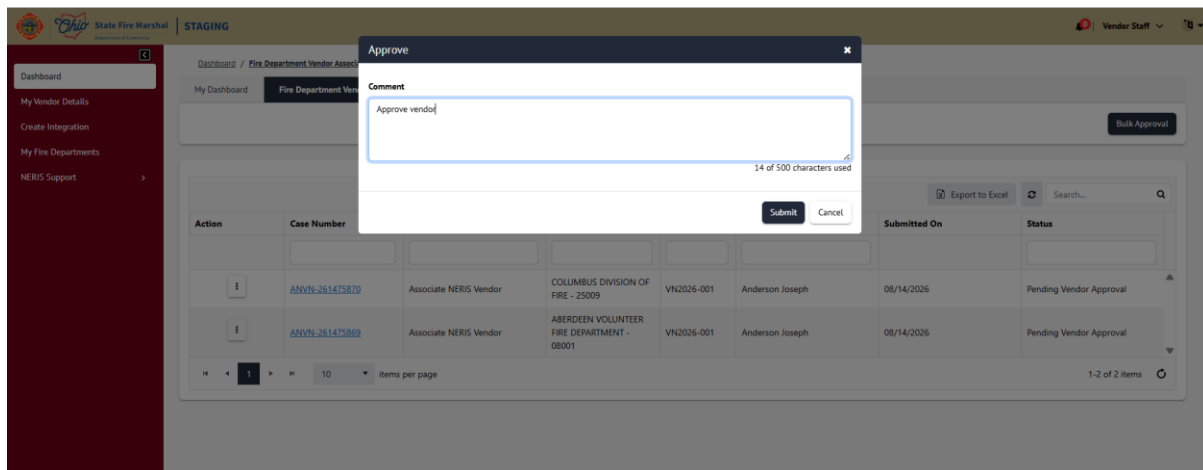


Figure 7: Vendor FD Access Approved Comment Box

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

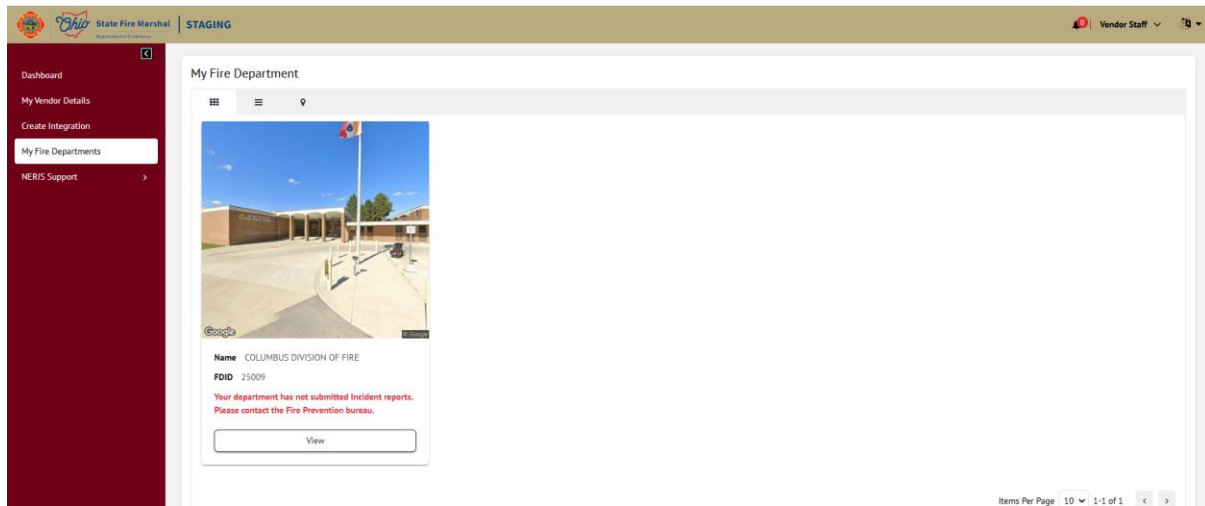


Figure 8: My Fire Departments screen with associated Fire Departments

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

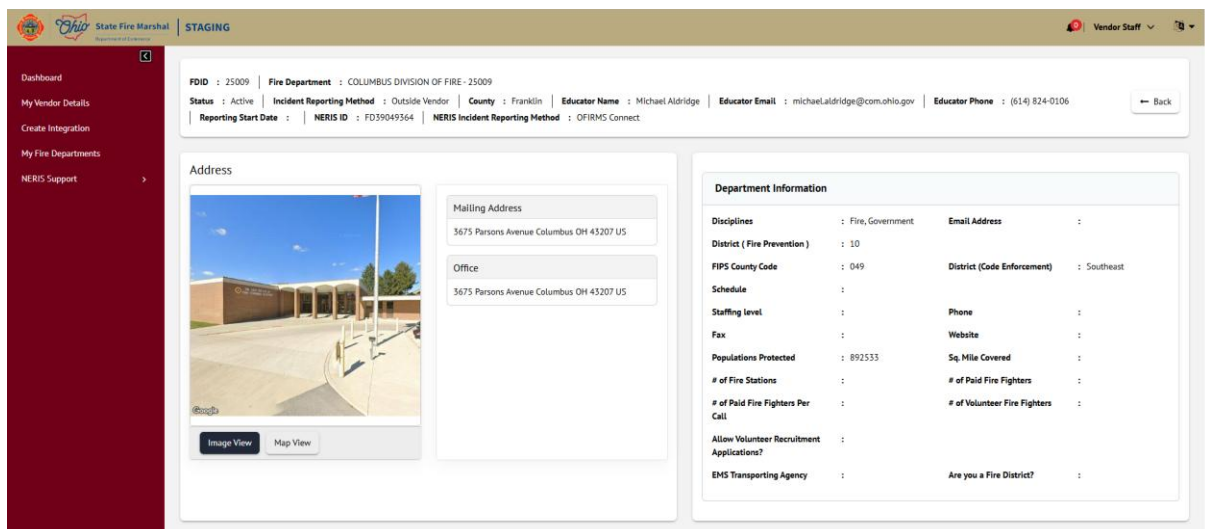


Figure 9: Fire Department Details Page

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.

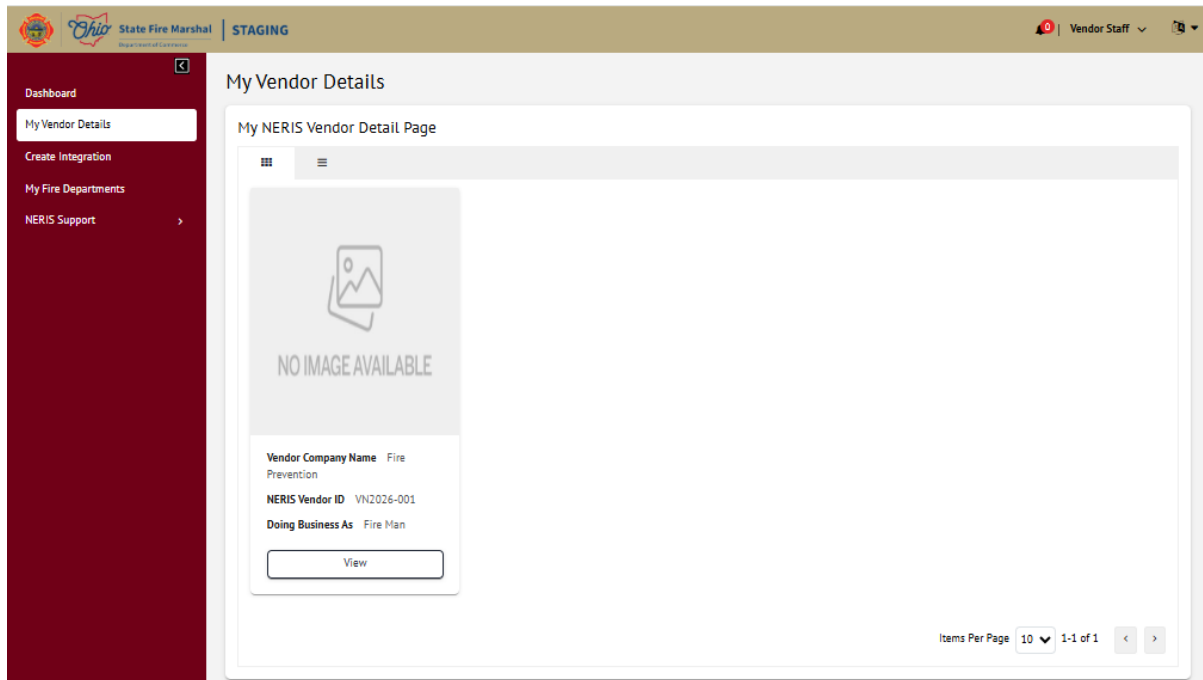


Figure 10: My Vendor Details Page Card View

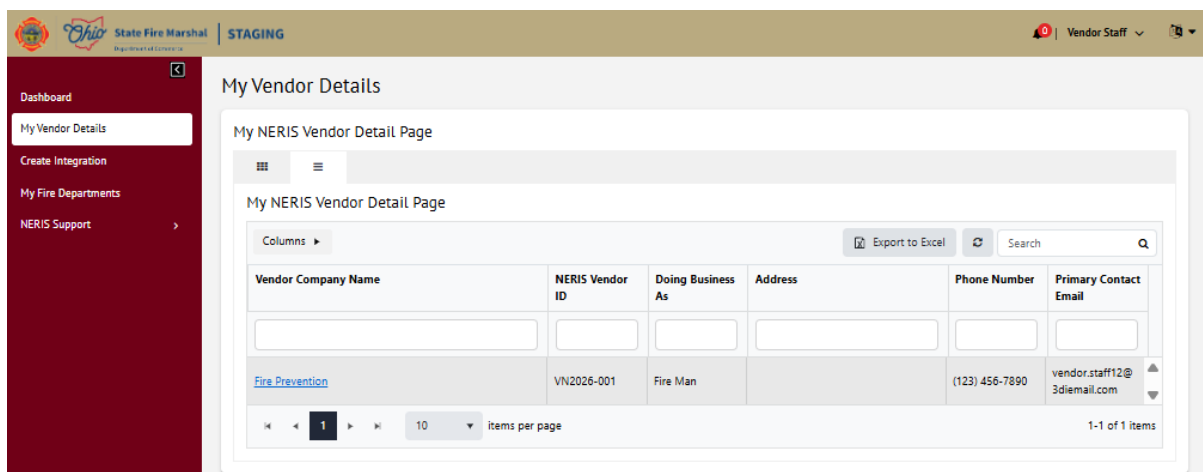


Figure 11: My Vendor Details Page List View

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

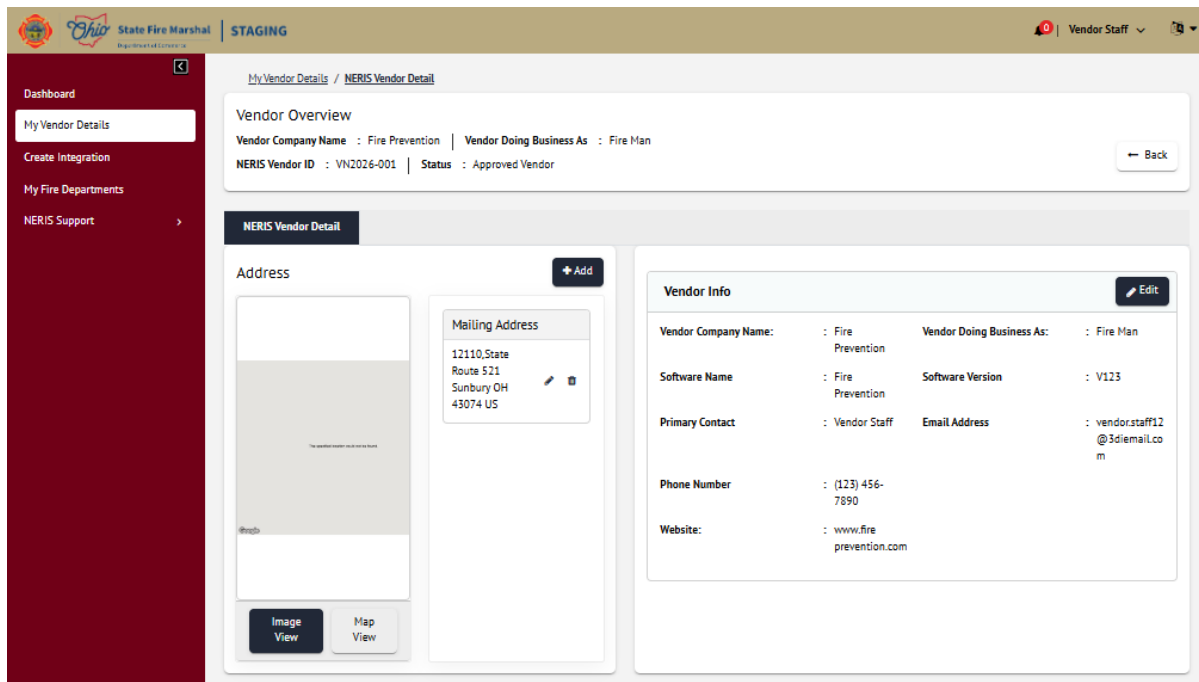


Figure 12: Vendor Overview Page

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.

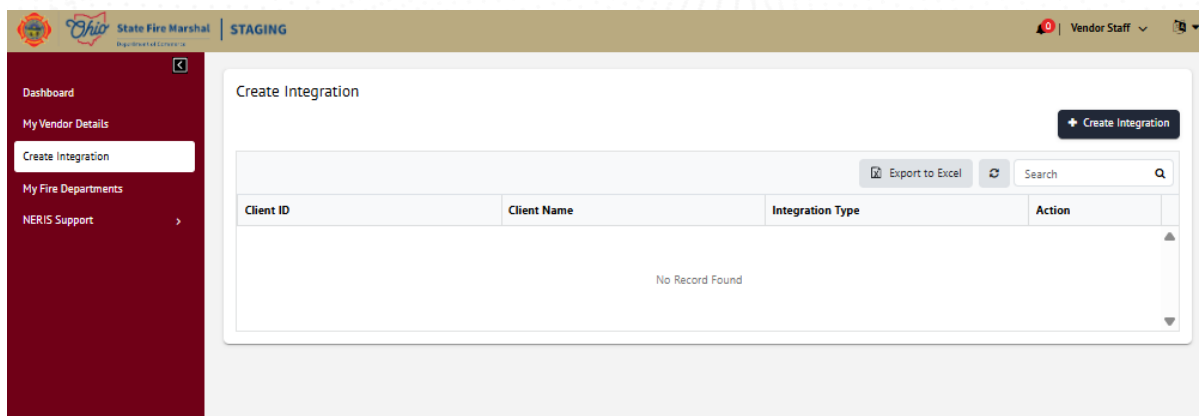
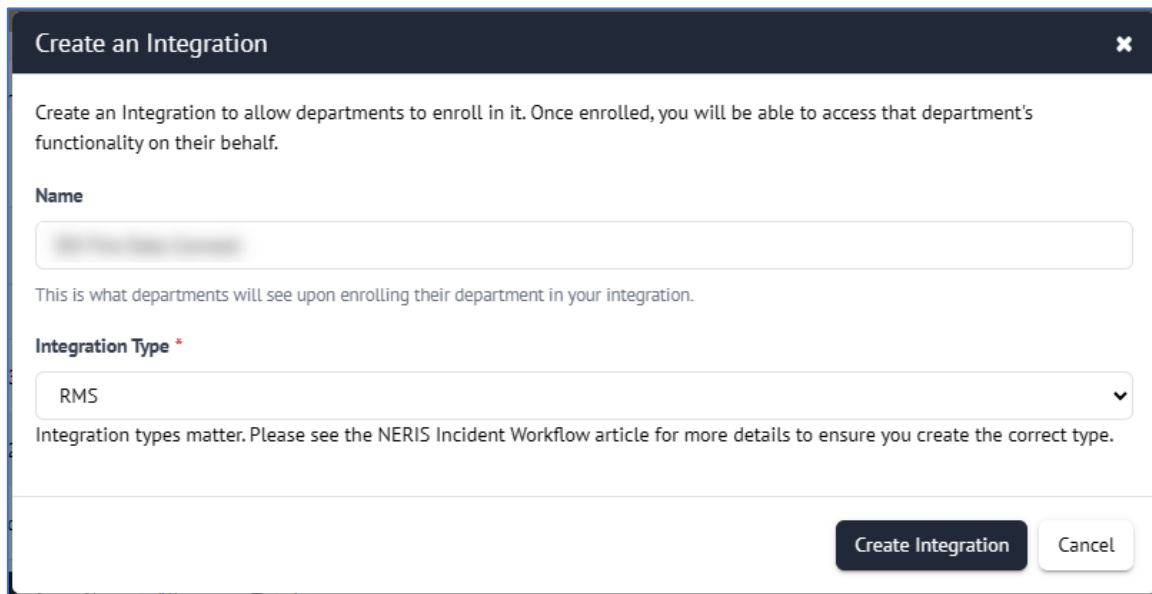


Figure 13: Create integration screen

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



Create an Integration [X]

Create an Integration to allow departments to enroll in it. Once enrolled, you will be able to access that department's functionality on their behalf.

Name

[Text input field]

This is what departments will see upon enrolling their department in your integration.

Integration Type *

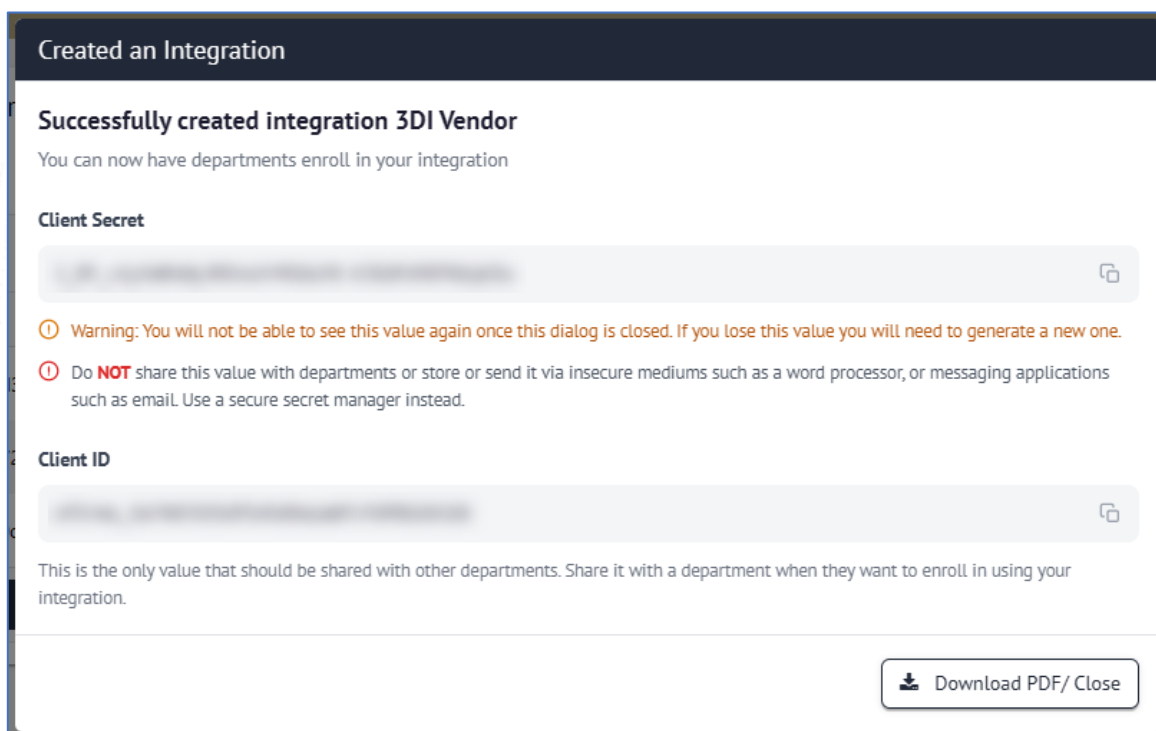
[Dropdown menu showing RMS]

Integration types matter. Please see the NERIS Incident Workflow article for more details to ensure you create the correct type.

[Create Integration] [Cancel]

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.



Created an Integration

Successfully created integration 3DI Vendor

You can now have departments enroll in your integration

Client Secret

[Text input field] [Copy icon]

ⓘ Warning: You will not be able to see this value again once this dialog is closed. If you lose this value you will need to generate a new one.

ⓘ Do **NOT** share this value with departments or store or send it via insecure mediums such as a word processor, or messaging applications such as email. Use a secure secret manager instead.

Client ID

[Text input field] [Copy icon]

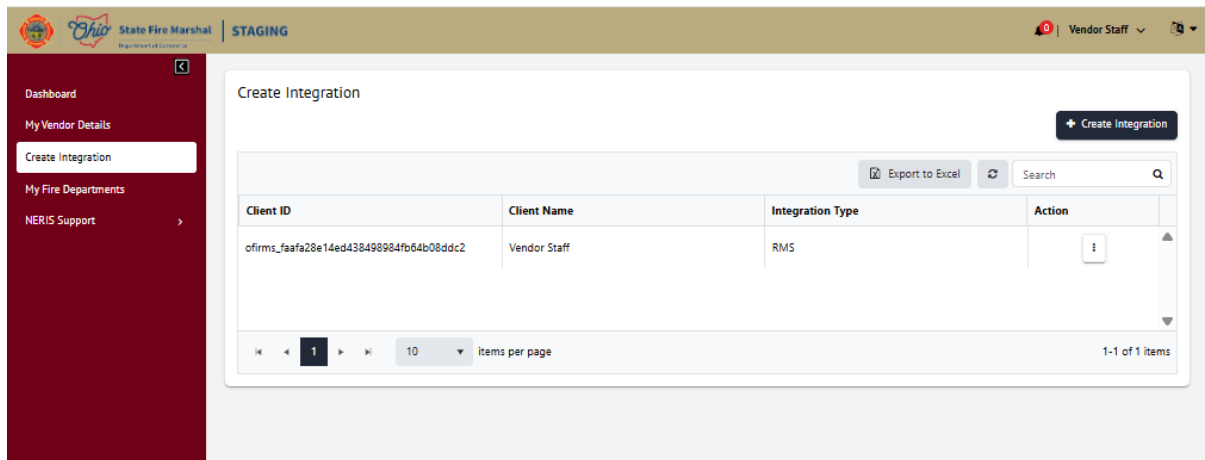
This is the only value that should be shared with other departments. Share it with a department when they want to enroll in using your integration.

[Download PDF/ Close]

Figure 15: Create integration

Figure 15.1: Download integration PDF Screen

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



Client ID	Client Name	Integration Type	Action
ofirms_faafa28e14ed438498984fb64b08ddc2	Vendor Staff	RMS	!

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 OFIRMS 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 **Create Support Ticket** in the upper-right.

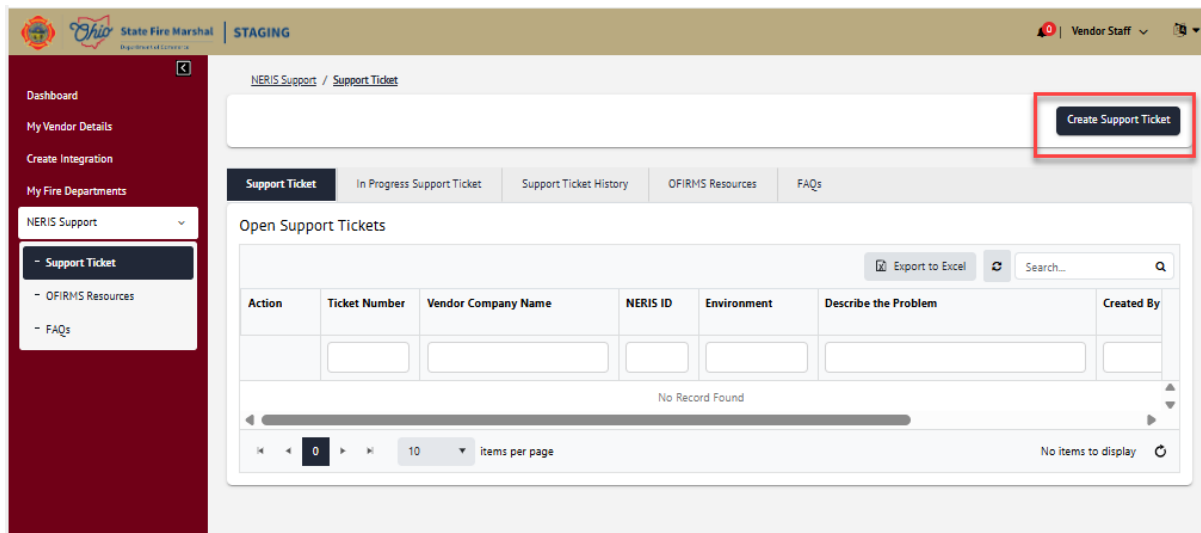


Figure 17: NERIS Support ticket grid

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.

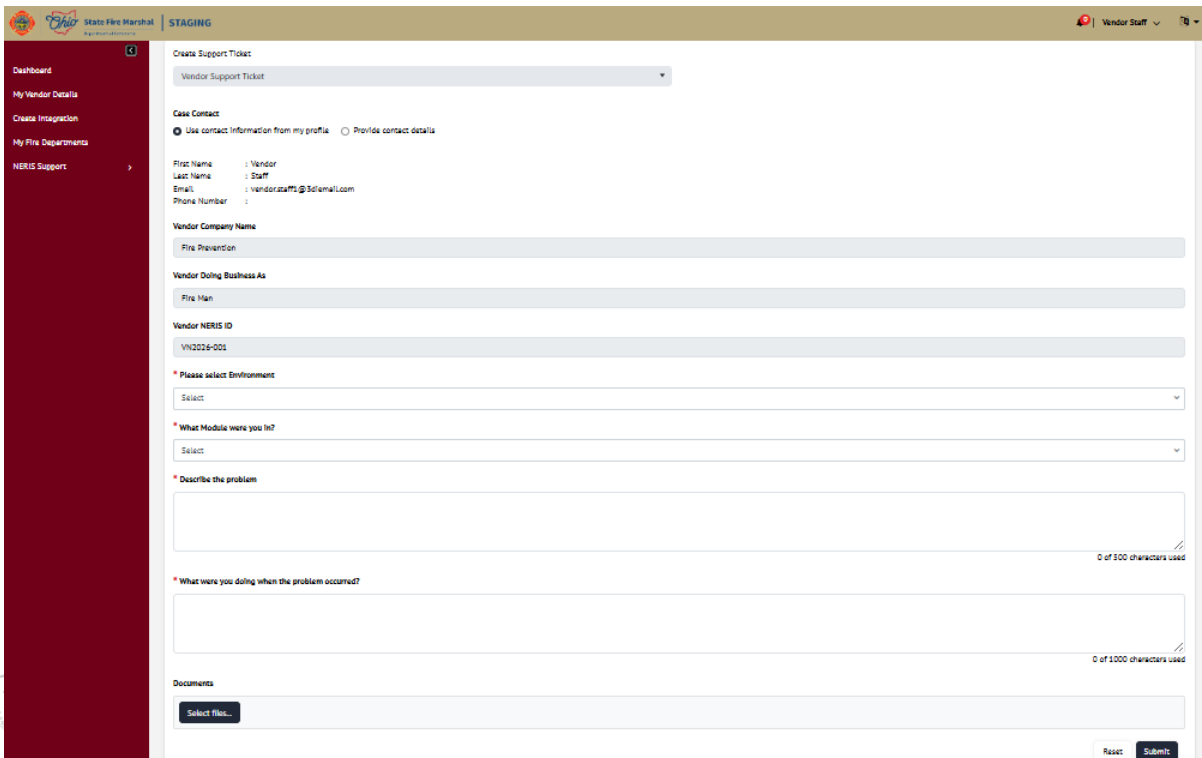


Figure 18: Create support Ticket

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

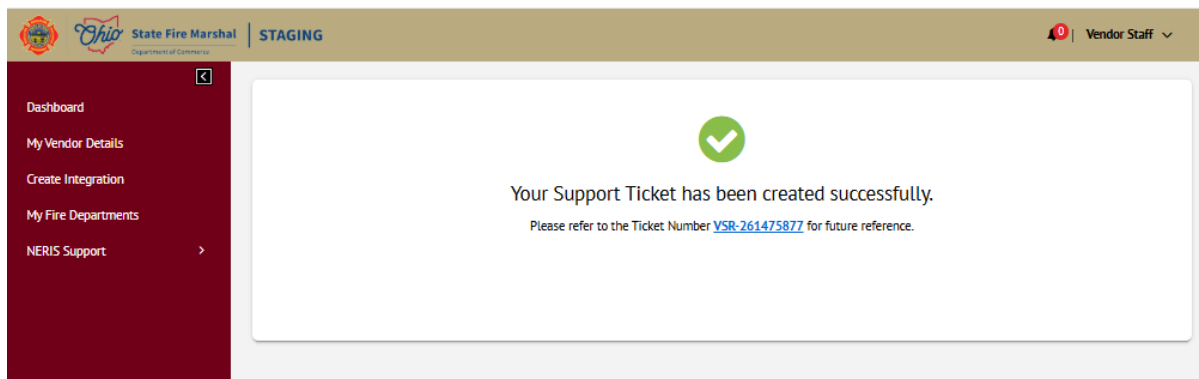


Figure 19: Case Created support Ticket

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

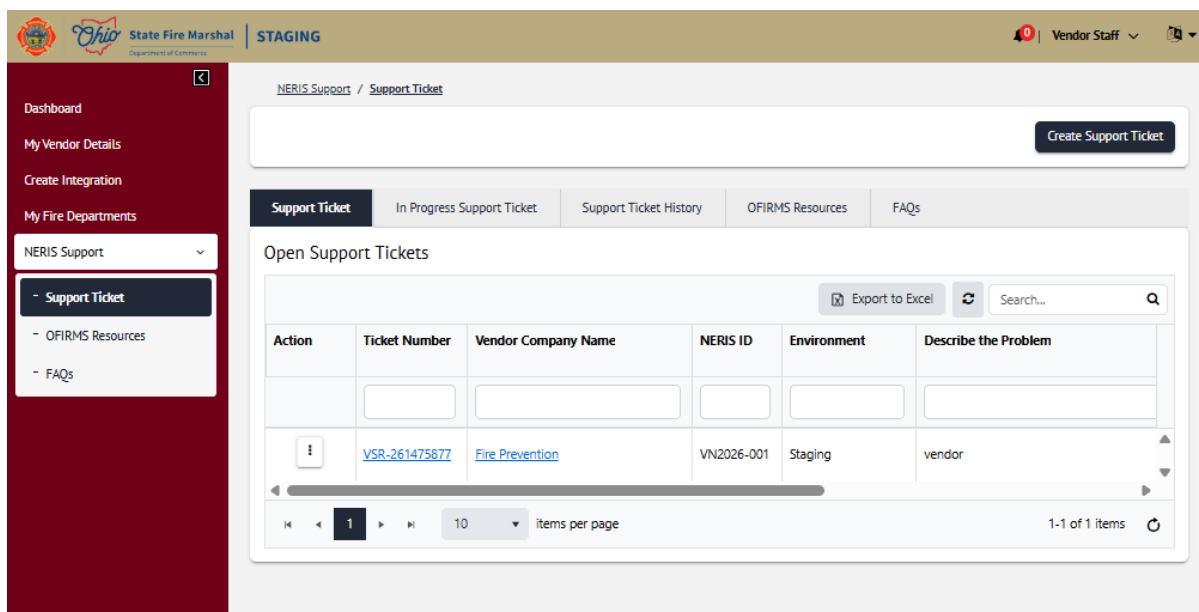


Figure 20: Case Created support Ticket Grid

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.

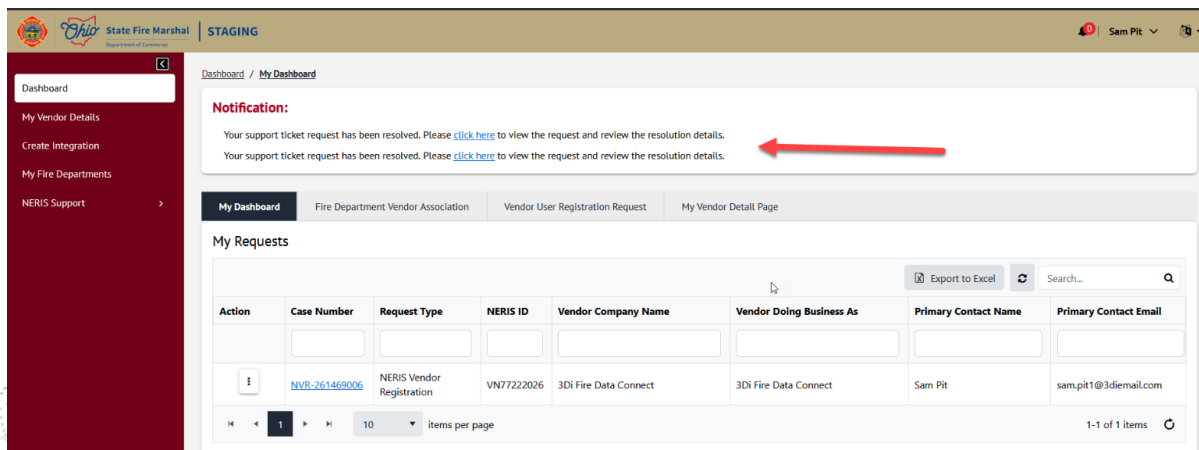


Figure 20: Vendor Dashboard

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.

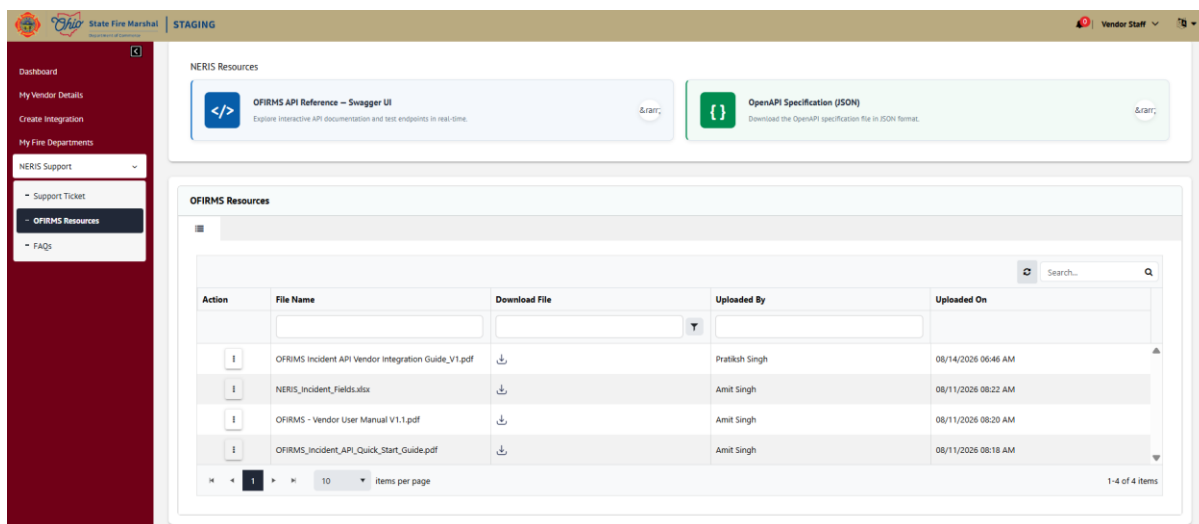


Figure 21: NERIS Resources screen

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

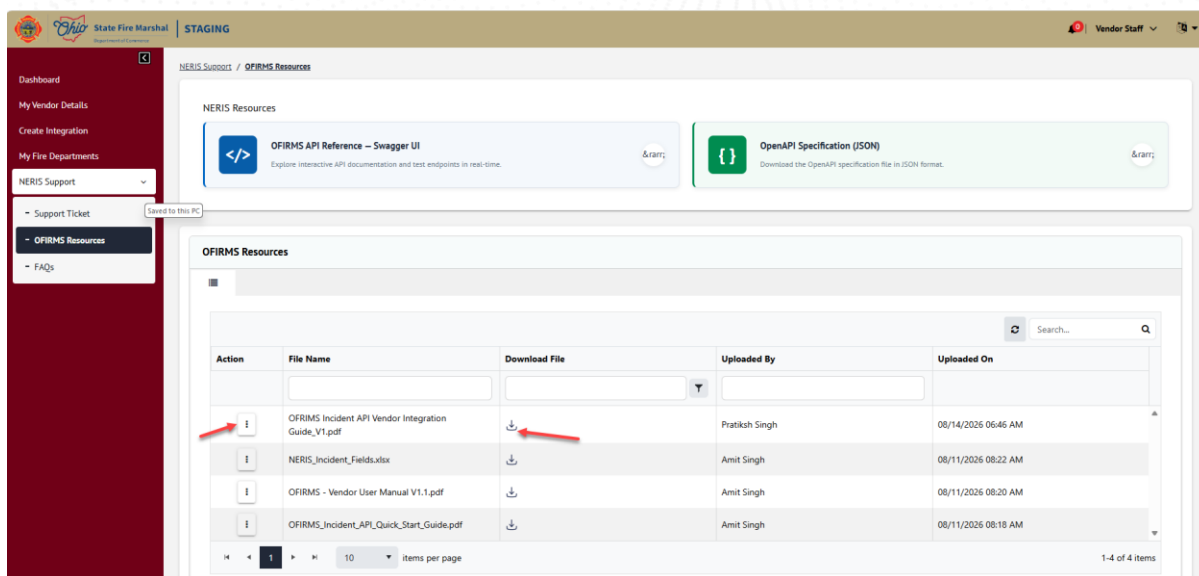


Figure 22: NERIS Resources screen

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.

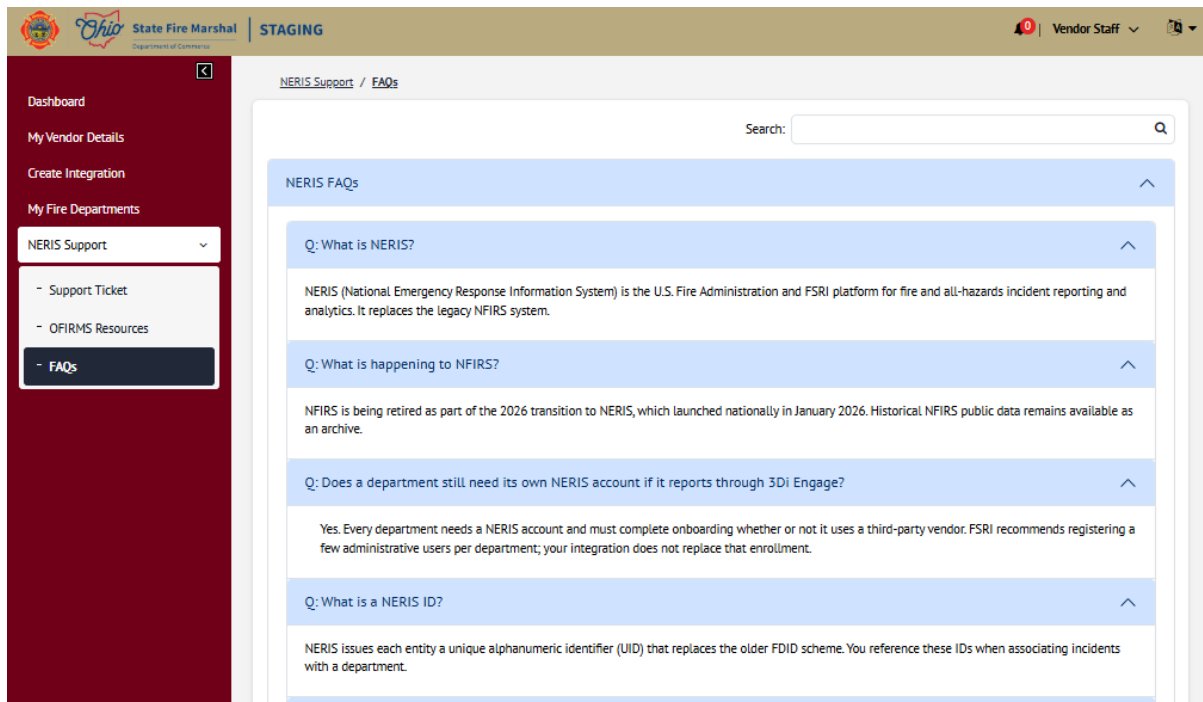


Figure 23: FAQs screen

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.

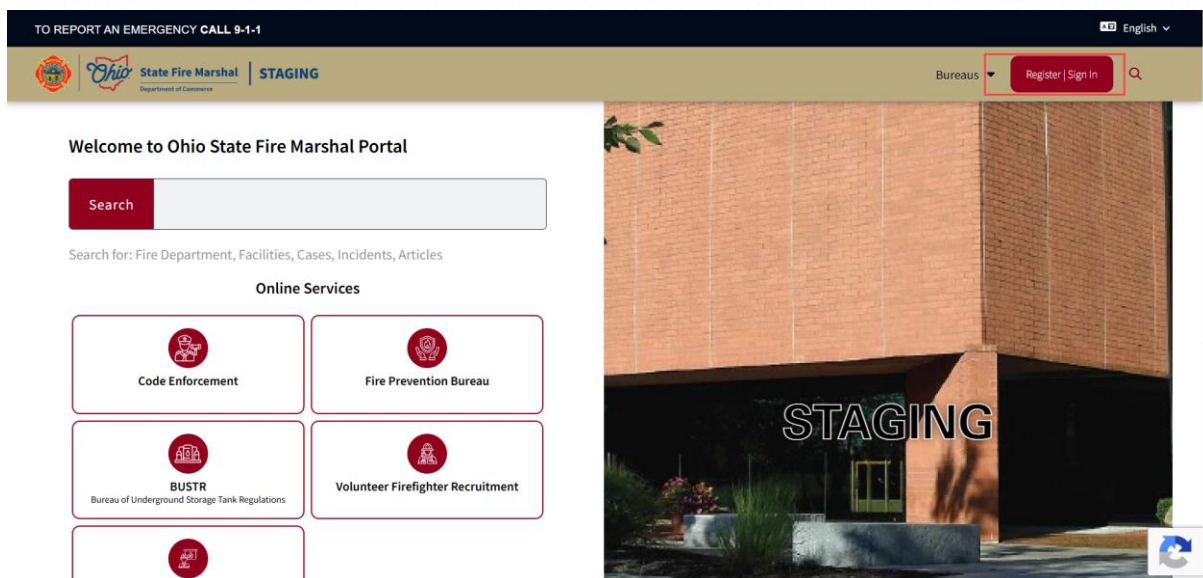


Figure 24: OHIO State Fire Marshal Portal

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

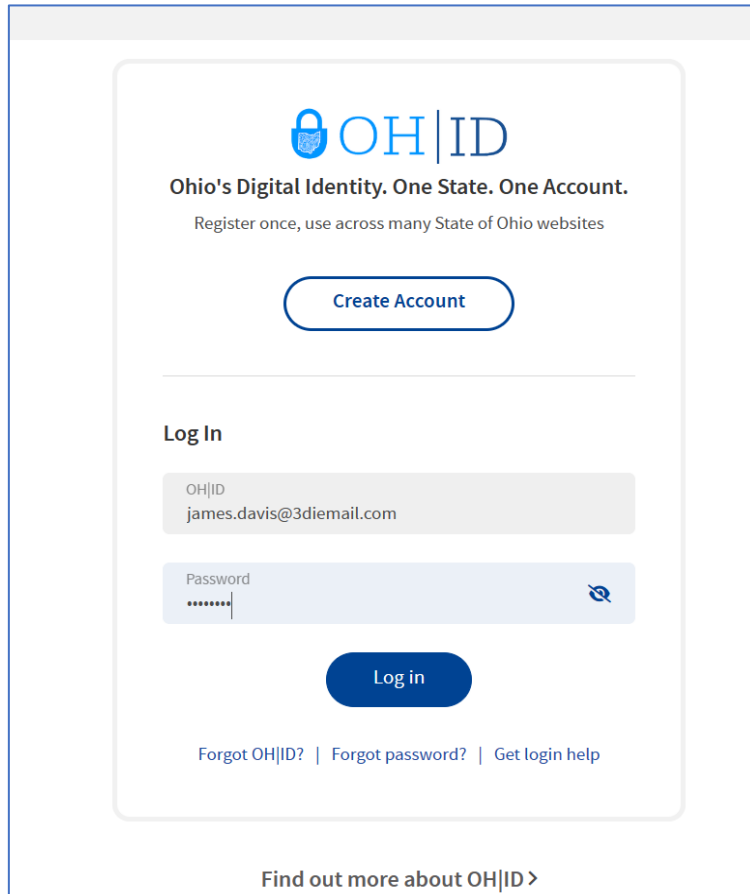


Figure 25: OHIO State Fire Marshal Portal

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

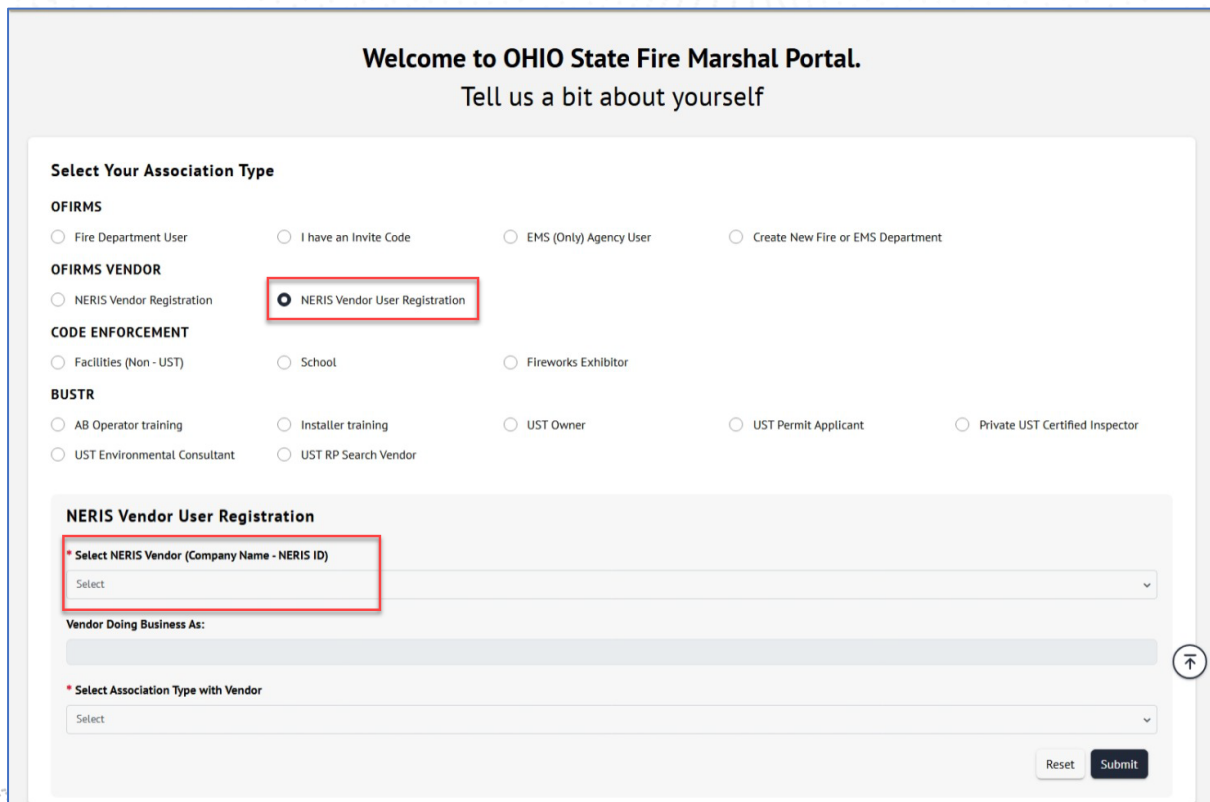


Figure 26: Vendor User Registration screen

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.



Your request has been submitted to the Vendor for review and approval.

If you have any questions, please contact the Bureau at sfmprevention@com.ohio.gov

Please refer to Case Number [NYSR-261475878](#) in all future correspondence regarding this request.

Thank you.

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:**