



## **SOUTH CAROLINA STATE FIRE**

141 Monticello Tr., Columbia, SC 29203

(803) 896-1250 / [scfirs@llr.sc.gov](mailto:scfirs@llr.sc.gov)

### **South Carolina NERIS Transition Document**

#### **NERIS Regional Trainings:**

The transition from the National Fire Incident Reporting System (NFIRS) to the National Emergency Response Information System (NERIS) will begin in South Carolina in June of 2025. The transition process will occur over the course of this year.

The South Carolina State Fire Marshal's Office held four NERIS Regional Trainings across the state in order to better prepare our departments for the transition. These trainings were held on the following dates at the following locations:

**April 15<sup>th</sup>, 2025** – Boiling Springs Fire District Headquarters in Greenville, SC.

**April 29<sup>th</sup>, 2025** – South Lynches Fire Department Training Facility in Lake City, SC.

**May 20<sup>th</sup>, 2025** – Dorchester County Emergency Operations Center in Summerville, SC.

**May 27<sup>th</sup>, 2025** – South Carolina Fire Academy in Columbia, SC.

Throughout the course of these trainings, the available information from the Fire Safety Research Institute (FSRI) and the United States Fire Administration (USFA) increased and NERIS expanded and added new features. This in turn, led to the material reviewed in training as well as the answers to some frequently asked questions (FAQs) to change. Although we experienced great turnout from our fire service to these trainings, we are aware that there are still departments across the state who have not had the opportunity to access the information relevant to this transition.

With all of the aforementioned points in mind, the State Fire Marshal's Office recorded the most recent training session and will be posting not only the recording but also some onboarding guidelines, answers to FAQs from our fire service, and a list of helpful links, all of which can be found within this document.



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#### NERIS Onboarding – Two Phase Process:

1. **Initial Account Setup:** This step involves responding to the initial onboarding email sent to your department. If you attended training either you or the individual you attended with will be the first person to receive the initial email (aside from the select few who designated someone in particular earlier on). If a department did not register and attend training, the default for the initial email will be the chief. The initial email may also go to your County RMS Admin or Fire Coordinator if your department is a county department in one of the following counties:
  - a. Abbeville County
  - b. Anderson County
  - c. Bamberg County
  - d. Charleston County
  - e. Newberry County
  - f. Orangeburg County

The initial account admin is responsible for adding any other necessary users. An account admin will then update the department, station, and unit information. If you will be using an RMS to send reports to NERIS, then you do not need to complete the station and unit information since this information should be sent over when you connect your RMS. However, you will still need to complete the other parts of the initial account setup as that needs to be done by the department. **This step is the main focus for the month of June!**



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Each department will receive their initial onboarding email at different times depending on where the department is:

- g. Upstate – June 2<sup>nd</sup>
  - h. Pee Dee – June 9<sup>th</sup>
  - i. Lowcountry – June 16<sup>th</sup>
  - j. Midlands – June 23<sup>rd</sup>
2. **Reporting:** This step involves switching from reporting to NFIRS to reporting to NERIS. You are not required to switch over until your department is ready and comfortable in the new system. Those of you who have access to the State NERIS Test Site will keep it and if anyone else in your department requires access reach out to [scfirs@llr.sc.gov](mailto:scfirs@llr.sc.gov). The **deadline to switch is December 31, 2025** but the State Fire Marshal's Office is recommending and asking departments to switch by the September/October timeframe so that we may assist you in the new system prior to the start of the 2026 calendar year. **Until you make the switch to NERIS, you will keep reporting into NFIRS.**



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#### **FAQs from SC Fire Service**

The questions listed below were frequently asked during our NERIS Regional Trainings as well as emails and phone calls to the South Carolina State Fire Marshal's Office over the last couple months. Before reaching out to FSRI or the State Fire Marshal's Office, please review the answers to the questions listed below. If you have a question that is not one of the ones listed below, please visit the FAQ website pages from FSRI and USFA respectively.

1. USFA NERIS Frequently Asked Questions (FAQs):

<https://www.usfa.fema.gov/nfirs/neris/faq/>

2. FSRI NERIS Frequently Asked Questions (FAQs):

<https://neris.fsri.org/faqs>

If you still do not see an answer to your question please visit the various links listed at the bottom of this document. Still can't find an answer to your question?

1. For NERIS-related questions or assistance, please contact the NERIS Helpdesk:

<https://neris.atlassian.net/servicedesk/customer/portals>

2. For all other questions, please email [scfirs@llr.sc.gov](mailto:scfirs@llr.sc.gov).



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#### Account Management in NERIS

1. Do I need to create a different account for the official NERIS Site if I already have a login for the NERIS Test Site?
  - a. Yes, you will need to go through the account creation process again for the official site. You may use the same email and password if you choose, however, this is not recommended.
2. How much department/station/unit information will carry over from my department's record management software (RMS) once they are an integrated enrollment?
  - a. Almost all record management software should have station/unit information and can populate that information in NERIS on the department's behalf. Other department information that is stored within the RMS may also transfer over but it differs by RMS. The South Carolina State Fire Marshal's Office requests all departments to complete the department information on their own regardless of whether they have an RMS or not (at least initially in June). If your department has an RMS, you do not need to populate the station and unit information. If your department does not have an RMS, then you will need to complete the station and unit information.
3. The city is constantly annexing new areas and the jurisdiction changes quite frequently. When my department's jurisdictional boundaries need to be changed within NERIS, what does the process look like?
  - a. The best course of action would be to reach out to FSRI directly through the NERIS Helpdesk to request assistance with updating the department's boundaries. The



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State Fire Marshal's Office will not be able to offer much assistance with this function within NERIS.

4. Will county and district-wide fire coordinators, fire marshals, and RMS Admins eventually be able to see all fire departments within their jurisdiction on the same dashboard?
  - a. Currently the only options for nodes within NERIS are State Fire Marshals' Offices, Local Fire Departments, and Federal Fire Departments. County Fire Marshals will be the next node added within the system and will be able to see all of the departments in the county. Those that are not fire marshals can still have admin or user access for your department but will not see everything on one dashboard. NERIS is constantly evolving though so this type of functionality may become available at a later date. Make sure to stay up to date on the latest information and updates released by FSRI regarding NERIS.



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#### Inviting Users & User Roles in NERIS

1. Can the State Fire Marshal's Office assist with password resets? Adding and removing users? Changing user roles?
  - a. The State Fire Marshal's Office can no longer assist with password resets, adding or removing users, or changing user roles. For password reset assistance, reach out to the NERIS Helpdesk. Adding/removing users and changing user roles is the responsibility of the NERIS Admin for your department.
2. A member of my department did not get one or both registration emails after being invited to our department's account in NERIS. What do they need to do?
  - a. First, check to make sure the individual's email was entered correctly in the invitation by checking their information in the *Users* tab of NERIS. If the email is correct, then the individual should check for one or both emails within their spam folders. This issue was experienced by many users that were invited to the South Carolina State Training Fire Department account during training. If the issue persists after following the previous step, reach out to the NERIS Helpdesk for assistance.
3. Will a "read-only" user role for situations where people only need to read reports but not log or edit incidents be coming to NERIS?
  - a. This feature was suggested to FSRI by the State Fire Marshal's Office. A ticket has been opened by a member of the NERIS Development Team. NERIS is constantly evolving though so this type of functionality may become available at a later date. Make sure to stay up to date on the latest information and updates released by FSRI regarding NERIS.



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4. Will it eventually be possible to filter by inactive/active users?
  - a. This feature was suggested to FSRI by the State Fire Marshal's Office. A ticket has been opened by a member of the NERIS Development Team. NERIS is constantly evolving though so this type of functionality may become available at a later date. Make sure to stay up to date on the latest information and updates released by FSRI regarding NERIS.
  
5. Will it eventually be possible to see more than just 10 users per page?
  - a. This feature was suggested to FSRI by the State Fire Marshal's Office. A ticket has been opened by a member of the NERIS Development Team. NERIS is constantly evolving though so this type of functionality may become available at a later date. Make sure to stay up to date on the latest information and updates released by FSRI regarding NERIS.





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#### Mutual & Automatic Aid

1. How do I search for the NERIS IDs of my department's mutual and automatic aid partners?
  - a. Navigate to the main NERIS page at the following link: <https://neris.fsri.org/>. Once you are on this page, you simply need to search for the department's name in the search bar at the top. Once you have searched the department name, find the appropriate department in the list below. Their NERIS ID will be in the second column in the table. You are not required to login to the system to find this information.
2. My department has mutual or automatic aid with one or more federal fire departments. Will I be able to locate their NERIS IDs in the system as well?
  - a. Although the State of South Carolina does not have authority over these departments, you will be able to find Department of Defense (DoD) and Department of Energy (DoE) fire departments in NERIS. If you do not see these entities in the system at first, please wait a few more months before reaching out.
3. Will there eventually be a field or fields to enter common mutual and automatic aid departments so that they can appear in a dropdown (similar to the unit dropdown)?
  - a. This feature is currently being developed by FSRI. Make sure to stay up to date on the latest information and updates released by FSRI regarding NERIS. In the meantime, the State Fire Marshal's Office recommends keeping a document with the department's common mutual and automatic aid partners near the computer (hard copy) or on the computer (electronic document) to assist with the completion of incident reports.



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#### NERIS Incident Reporting – General

1. My department will be direct reporting into NERIS. Where is the *Log an Incident* button located?
  - a. By default, the *Log an Incident* button is hidden. If your department seeks to direct report into the NERIS system, please reach out to the NERIS Helpdesk and request access to direct report.
2. My department direct reports and hasn't logged any incidents into NFIRS this year yet. Can we wait and log all of them into the new NERIS system when we onboard?
  - a. Your department can log incidents from January 1, 2025 onward if they have not already been entered into NFIRS. Please do not enter them into NERIS if they have already been entered into NFIRS.
3. Will there still be valid/invalid incident reports in NERIS?
  - a. NERIS will not have valid and invalid incident reports in the same way that NFIRS did. The new system has many checks in place to reduce the chance of being able to submit something that is invalid. If your department will be direct reporting, you will notice that you cannot move to the next page until all required fields are answered. You will also notice that the number of fields in the report expands and contracts based upon the choices selected. The *Data Validity Score* is a feature that FSRI is working on that will capture the quality of the incident report that is submitted. More information on this feature is expected to be released later this year or next year.



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4. Can NERIS store photos or videos?
  - a. NERIS does not have the capability to store photos or videos. This information will most likely not be collected by the system as it could potentially lead to issues with personally identifiable information (PII) and sensitive personally identifiable information (SPII).
  
5. During regional training we discussed the issue about minimum staffing for units with regard to incident reports. What should I set minimum staffing for units to be?
  - a. When the State Fire Marshal's Office was first preparing to deliver these trainings, we had members of our team go through the system and the new incident report to see what features were different. If you entered a report with a unit below minimum staffing, it would flag that part of the report. After revisiting this part of the report, it appears this no longer happens in the system. Although it was discussed during the initial regional trainings to set that number to 1 or 0 in order for no issues to arise within your report, the number should actually match whatever your department's expectations or guidelines for the unit are. Apologies for the confusion regarding the minimum staffing of units in the system.
  
6. Will there be a paper form to accompany the new NERIS incident report?
  - a. The paper form is currently being developed by FSRI. The paper form will not contain all the possible fields in the NERIS incident report but will be a good starting place when you go to enter the report into the system.



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#### NERIS Incident Reporting – RMS

1. How do I know if my department's record management software (RMS) is ready to switch from NFIRS to NERIS?
  - a. RMS vendors are working on compatibility with NERIS throughout the course of this year. In order to be compatible, the vendor must complete a series of steps and receive their NERIS V1 Data Exchange Compatibility Badge. This badge, does not necessarily mean your RMS is ready for your specific case in the new system but it is an indicator to reach out directly to your RMS to inquire about switching.
2. How will departments be notified that an incident wasn't accepted by NERIS although it may have been accepted within their RMS?
  - a. The goal for data exchange between your RMS and NERIS is for your RMS to not accept a report if it does not meet the requirements of NERIS. However, since we are still early in the initial phases of the new system, your RMS may accept an incident report that NERIS will not. It is up to the RMS to notify you if your report wasn't accepted by NERIS. You can also log in to NERIS and see if your department's incident reports are being uploaded properly.
3. Will I have to upload a .txt file from my record management software (RMS) to NERIS similar to how it is done currently with NFIRS?
  - a. Once your RMS is compatible and you enroll your RMS as an integration, then your incident reports should be sent over to NERIS automatically. Incident reports should appear in NERIS approximately 1-2 days after it has been approved in your RMS. Any edits to incident reports you make in your RMS will also be reflected in NERIS.



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#### NFIRS Decommissioning

1. What do I do about my incident reports that are on NFIRS? Will they transfer over to NERIS?
  - a. NERIS will not consume historical NFIRS data. It is up to each department to export their incident reports off NFIRS. Please visit the links at the bottom of this page under SCOSFM and NFIRS for tutorials, help guides, and more information regarding the decommissioning of NFIRS.
  
2. What is the deadline to get my incident reports off NFIRS?
  - a. The deadline to get your incident reports off NFIRS is December 31, 2025. The State Fire Marshal's Office recommends doing so prior to October.



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#### South Carolina State Training Fire Department Site

1. My department would like additional members to be added to the test site. How do I go about adding them?
  - a. Please email a list of department members and their email addresses to [scfirs@llr.sc.gov](mailto:scfirs@llr.sc.gov). Once the individuals have been added, they will receive two emails from NERIS Registration.
2. How do I know I am on the Demo Site?
  - a. There are four indicators you can use to determine whether or not you are on the NERIS Test Site as opposed to the official NERIS Site.
    - i. The NERIS Test Site will have a red bar at the top with an exclamation mark in a circle as well as the following text: **"Demo Site - For Development & Test Use Only"**
    - ii. The web address for the NERIS Test Site is <https://test.neris.fsri.org/> while the web address for the official NERIS Site is <https://neris.fsri.org/>
    - iii. The NERIS Test Site does not require Multi-Factor Authentication (MFA) when logging in.



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#### **NERIS Onboarding & NFIRS Decommissioning Links:**

The links below are in three different categories: SCOSFM, NERIS, & NFIRS. Links under the SCOSFM category are links that are hosted by the South Carolina State Fire Marshal's Office and include materials our office has created – with the exception of the NERIS Onboarding Guide which was created by FSRI. The links under NERIS pertain to account setup and reporting in the new system. The links under NFIRS are related to the decommissioning of NFIRS. If your department has trouble accessing one of the links, please email [scfirs@llr.sc.gov](mailto:scfirs@llr.sc.gov).

#### **SCOSFM Links**

1. NERIS Onboarding Survey for Fire Safe SC Designation: <https://arcg.is/1a5bH53>
2. Fire Safe SC Goal Survey: <https://arcg.is/0vbviP>
3. NERIS Onboarding Guide: NEED LINK
4. NERIS Regional Training Slides: NEED LINK
5. NERIS Regional Training Recording: NEED LINK
6. NFIRS Bulk Incident Export (TXT Files) Help Guide: NEED LINK
7. NFIRS Data Warehouse (Excel Exports) Help Guide: NEED LINK
8. NFIRS Data Warehouse (Excel Exports) Video Tutorial: NEED LINK

#### **NERIS Links**

3. USFA NERIS Frequently Asked Questions (FAQs):  
<https://www.usfa.fema.gov/nfirs/neris/faq/>
4. FSRI NERIS Frequently Asked Questions (FAQs): <https://neris.fsri.org/faqs>
5. NERIS Helpdesk: <https://neris.atlassian.net/servicedesk/customer/portals>
6. NERIS Onboarding Center: <https://neris.fsri.org/onboarding>



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- a. NERIS Onboarding Checklist: [https://d1gi3fvbl0xi2a.cloudfront.net/2025-02/NERIS-Onboarding%20Checklist Final%20\(2\)%20\(1\).pdf](https://d1gi3fvbl0xi2a.cloudfront.net/2025-02/NERIS-Onboarding%20Checklist%20Final%20(2)%20(1).pdf)
- b. NERIS 2025 Rollout Information: [https://d1gi3fvbl0xi2a.cloudfront.net/2025-04/NERIS 2025%20Rollout%20SellSheet 2-Page 040925.pdf](https://d1gi3fvbl0xi2a.cloudfront.net/2025-04/NERIS%202025%20Rollout%20SellSheet%202-Page%20040925.pdf)
- c. NERIS Fact Sheet: [https://d1gi3fvbl0xi2a.cloudfront.net/2025-03/NERIS Fact%20Sheet%20v3.pdf](https://d1gi3fvbl0xi2a.cloudfront.net/2025-03/NERIS%20Fact%20Sheet%20v3.pdf)
- d. NERIS Vendor Enrollment Quick Start Guide: <https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/NERIS+-+API+-+Vendor+Integration+Enrollment+QSG.pdf>
- e. NERIS Core Data Schemas Executive Guide: [https://d1gi3fvbl0xi2a.cloudfront.net/2024-05/beta\\_schema\\_executive\\_guide.pdf](https://d1gi3fvbl0xi2a.cloudfront.net/2024-05/beta_schema_executive_guide.pdf)
7. NERIS Integration Partners: <https://neris.fsri.org/integration-partners>
8. NERIS Technical References: <https://neris.fsri.org/technical-reference>
9. NERIS User References: <https://neris.fsri.org/user-reference>
  - a. NERIS Data Dictionary: <https://neris.fsri.org/data-dictionary>
  - b. NERIS User Guide: <https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/NERIS-User-Guide-V1.0.pdf>
  - c. NERIS Top Level Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/incident\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/incident_types.neris.pdf)
    - i. NERIS Fire Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/fire\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/fire_types.neris.pdf)
    - ii. NERIS Medical Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/medical\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/medical_types.neris.pdf)





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- iii. NERIS Hazardous Situation Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/hazsit\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/hazsit_types.neris.pdf)
- iv. NERIS Rescue Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/rescue\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/rescue_types.neris.pdf)
- v. NERIS Public Service Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/pubserv\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/pubserv_types.neris.pdf)
- vi. NERIS No Emergency Incident Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/noemerg\\_types.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/noemerg_types.neris.pdf)
- d. NERIS Location & Use Types: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/locations\\_uses.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/locations_uses.neris.pdf)
- e. NERIS Actions & Tactics: [https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/actions\\_tactics.neris.pdf](https://neris-prod-public.s3.us-east-2.amazonaws.com/docs/actions_tactics.neris.pdf)

10. NERIS Blog: <https://neris.fsri.org/blog>

#### NFIRS Links

NFIRS Sunset: <https://www.usfa.fema.gov/nfirs/sunset/>

NFIRS Exporting Incident Data: <https://www.usfa.fema.gov/downloads/pdf/nfirs/nfirs-transitioning-handout.pdf>

NFIRS Public Data Releases: <https://www.usfa.fema.gov/nfirs/access-data/>