

FAQs for New Incident Reporting System

How do I sign up for an account with Emergency Networking (EN)?

If your department is not adding additional feature and plans on only using the State provided PennFIRS solution, there is no need for individual departments to sign up. OSFC will be providing to EN a list of departments and primary contacts. Each department will receive an invitation email to sign into their PennFIRS account. Please be on the lookout for this email.

Who do I contact if I want to purchase additional modules that the State does not provide?

If your department would like to purchase additional modules not provided in the free State provide system, you can request more information from Emergency Networking using this form link if you haven't done so already: [EN Info/Pricing/Demo Request](#) or go to www.emergencynetworking.com and fill out the demo/pricing request form.

What all is included free from the State?

Cloud-based, SAAS solution.

- Licensing comes with unlimited concurrent users
- iPad app including offline mode for all modules
 - Android & Windows app coming by Q4 2025

Modules Included:

- Incident Reporting {(NERIS and Fire/NFIRS (Historical data))}
- Daily Log
- Events
- Health Exposures
- Document Library
- Personnel Management and Certification Tracking
- Insights – Standard and AdHoc Reporting
- LOSAP and Staff Activity/Payroll tracking

Can I demo PennFIRS before we transition?

For a demo of the PennFIRS platform, please attend one of the two webinars scheduled on July 29, 2025, at 10:00 a.m. and 7:00 p.m. A link to the webinars will be posted on our webpage.

How will I access the system?

Fire departments will be able to complete incident reports from the field either online via a web browser on the EN solution or offline via EN's app. At this time Emergency Networking has an iPad-based app but will be releasing an Android and Windows based application by the end of this year.

Agencies can access all modules offline without any cellular or WIFI connection required. This feature is designed to allow crews to capture real-time data in the most challenging environments including rural / wildland areas and in structures with no connectivity. Once the crews are back in range of a connection, all data is synched up to the cloud.

What are the advantages of using Emergency Networking? How does EN go beyond NERIS?

The State provided PennFIRS solution will collect critical data not collected in the NERIS system.

The following are non-NERIS related data elements agencies can enable to track if desired:

1. Documenting Personnel & Staff Activity (LOSAP, Paid Per Call, Points)
2. BLS ePCR – document vitals, procedures & medications plus historical patient lookup.
 - a. Agencies can add heart monitor integration if they wish
3. People Involved
4. Fire Billing – Custom built Fire billing module to Fire Recovery USA standards
5. Vehicle Tab – Includes Vin # integration via National Highway Traffic Safety Admin (NHTSA)
6. Property Loss with Tax Assessor custom link
7. Weather data automatically pulled back on date/time & location
8. General historical data points: Dispatched As, Shift, Station, Alarms, District/Zone
9. Personnel Management with Certification Tracking
10. And much more...

What does the transition timeline look like?

Accounts for fire departments will be set up by Emergency Networking by predetermined regions. There will be 3 regions and each region's departments will be set up during a 2-week window. This process will begin the first week in August and will continue for 6 weeks.

When can I start using Emergency Networking?

We are working towards a start date of October 1, 2025, and are hopeful that we can have all departments transitioned and on the new system by then.

Your department will be able to start using EN as soon as you have access to the system. We ask that you begin entering incidents into the EN NERIS module on the 1st of any given month and do not enter a partial month to start.

If you are behind on your incident reporting, you will be able to enter “past” incident data in NERIS versus NFIRS in EN.

Can multiple companies within one department use the same EN account to report (i.e., 5 different stations reporting under the same account)?

Each department will report under their own FDID. Departments that have multiple stations will have a single login to access multiple departments and easily be able to switch between agencies and have different levels of user rights and permissions per agency. Individual reporting scenarios can be discussed with OSFC PennFIRS Staff for complex organizational structures, such as multiple chartered organizations operating as one organization.

To enable this feature users will need to put in an internal support ticket requesting that their existing email/username be associated with another agency. Please make sure you include the agencies name, county and FDID #.

Is EN compatible with NERIS?

EN is fully NERIS compliant and was the 1st vendor in the country to submit data to NERIS.



Do I have to send my incidents to OSFC every month?

If you are using EN, you will not need to do anything in order for OSFC to get your incidents. However, please keep in mind that your incidents are only transmitted to NERIS when they are sent to the "export" stage in EN. Incidents in "Draft", "1st Review", "2nd Review" and "Needs Attention" buckets aren't sent to NERIS and OSFC will not count these incidents. This topic will be covered extensively in the coming training sessions.

How do I get my incidents to you if I don't use the State provided incident reporting system?

If you are using another incident reporting vendor, you will not need to do anything. EN will pull your competed incidents from the new NERIS system and make them available to the State. Each department, regardless of whether you use EN or another system, will have an account set up in EN where your incidents will reside.

EN has user-friendly canned reports and ad hoc reporting functionality so agencies using another 3rd party vendor may want to access their account for creating reports locally using your NERIS data.

How do I get my incidents (historical data) out of my current incident reporting system and into Emergency Networking?

You can contact your vendor and ask for your historical data. (This must be in the NFIRS file format for EN to import) in a text file (.txt) or you can refer to our "Data Exporting Guide" available via our website.

In addition, OSFC will be bulk exporting PA incident files from NFIRS and importing them into EN and is working with ESO to get a clean export.

Will training be provided for the new system?

Given the speed with which we need to transition everyone to the new system, web based online training will be offered up front as part of the initial onboarding and training process. Onsite regional training will be made in September (dates to be provided as soon as possible) and OSFC will host additional regional/local onsite training session throughout 2026. Self-service materials including training videos, knowledge base articles and release notes will also be provided.

Is there a limit to how many people can log into and use one account?

There is no limit to the number of users you can have for your account, nor is there any limit to the number of users than access the system at the same time.

What if I have an issue with my account? Who do I contact for help?

EN provides live phone-based support (844)347-3367, email support: support@emergencynetworking.com, and in app ticketing system support built into the solution. Live phone-based and in app support normal hours are 8 am to 8 pm ET. On call support is offered after hours and on weekends for any critical issues which need immediate resolution for the state solution.

Will I be able to get the same type of reports that I now use and need out of the new system?

Yes. In addition, EN has ad hoc reporting capabilities, so you will be able to create your own reports using any of the data fields contained in the system.

If I choose to use NERIS for my incident reporting instead of the State provided system, will that affect my qualifying for the FCEMS grant?

No, it will not affect your FCEMS grant. The State will have the ability access your incidents in the NERIS system.

Please note that NERIS platform does not allow any PII (Personal Identifiable Information) on its platform so agencies using this system will be not able to document which personnel arrived on scene in what unit nor will they be able to track exposures to hazardous environments.

Can I customize my fire department reporting beyond PennFIRS requirements?

The system provides individual departments with the ability to configure and customize the solution to meet their specific needs and coverage areas. These features include field level controls to add and remove options, hide fields, set default values and add custom helper text. In addition, departments can build custom checklists and templates for various modules.

IS NERIS ID different then FDID? How do I acquire a NERIS ID?

The NERIS Entity ID is 10-digit alpha-numeric identifier for entities in the NERIS platform. The first two digits are letters which describe the entity type. Below are two examples:

- FD is a fire department that provides fire services and may or may not include EMS services
- FM is a fire marshal, which may be county, state, local, or tribal

The middle five numeric digits are a geographic identifier — the FIPS code for the headquarters location of the entity or organization. The last three numeric

digits are randomly generated to ensure uniqueness and to support multiple entities of each type headquartered within the same FIPS code.

How many years of incident data will be available in the new system?

7 years of data will be available dependent on what OSFC is able to get out of NFIRS/Emergency Reporting. However, you may have data from as far back as 2001 in the system.