NERIS Technology FAQs

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Getting Started

How do I turn on NERIS in Elite?

NERIS must be turned on at the system level in the Agency Tree. Click the Edit button for the agency, then set Fire – NERIS to Yes. If you are ready to create NERIS incidents for this agency, also set Create NERIS Incident to Yes.

Can we be proactive and start now rather than waiting for onboarding?

Yes. In fact, we recommend you begin your Elite configuration as soon as possible to give you more time for testing and to ensure your configurations perform as expected.

Is there a step-by-step checklist for transitioning?

Yes, you can download a step-by-step checklist in Help/University.

NERIS ONBOARDING

When will we receive an onboarding invitation from NERIS?

NERIS will email your agency's primary contact the month before or during the month your FEMA region is scheduled to onboard. Many states are notifying their agencies to expect the email ahead of it being sent. If your agency has not received the email, contact your state fire data authority (usually the State Fire Marshal's Office) to confirm the primary contact for your agency. If you are the primary contact, check your email spam folder. You may need to request a new temporary password because these are time-sensitive.

How do we confirm our NERIS primary contact?

Contact your state fire data authority (usually the State Fire Marshal's Office) to confirm your agency's primary contact.

Where do I get my NERIS ID?

Your NERIS ID will be provided during NERIS onboarding. You may also get it from your state fire data authority (usually the State Fire Marshal's Office).

We have our NERIS ID; what is our next step?

Generally, if you haven't already started, you need to configure and test NERIS in Elite. If your configuration and testing are complete and you have configured the RMS integration in NERIS, you may begin live data collection. Help/University has checklists to ensure you are go-live ready.

Where can I find the Client ID?

ImageTrend's Client ID can be found on the NERIS transition page of Help/University. It is in a gray banner near the top of the page.

What if our SFMO says they will not be ready by the NERIS onboarding timeline?

The national deadline to stop reporting to NFIRS is 12/31/2025, with a full transition to NERIS on 1/1/2026. Since there is no national mandate to report to NERIS, your state may choose to delay the transition date. You should follow your state's transition plan and timeline.

I CAN'T FIND...

I do not have the NERIS tab in Agency Information.

You must first turn on NERIS for the agency in the Agency Tree. If you do not have system-level access to turn it on, please contact your system administrator. If you are the system administrator, have turned on NERIS for the agency, and do not see the NERIS tab, please contact our Support team.

Why don't I see NERIS validations in the Library?

Incident validation rules can only be imported at the system level. If you are at the system level and do not see NERIS validations, please contact our Support team.

We do not have anything NERIS on our site.

You must first turn on NERIS for the agency in the Agency Tree. If you do not have system-level access to turn it on, please contact your system administrator. If you are the system administrator, have turned on NERIS for the agency, and do not see the NERIS tab, please contact our Support team.

Where can we find definitions of NERIS terms?

You can find all definitions in the NERIS Data Dictionary.
Many of the definitions can be found in the NERIS Incident dataset in Dataset Manager.

FORM MANAGER

Will our current NFIRS settings/data be transitioned to the new forms, or do we have to manually do them again?

Because NERIS is a new dataset in Elite, you will need a new form, validation rules, print report, etc. You will also need to update most configuration settings.

Why was the form on a previous webinar so different from the one in the Library?

We have published several updates to the form. The webinar version might also have been an earlier version, or it may have been edited for the presentation.

When can we create the NERIS form?

You can create the form now. We have published a Deploy NERIS Form in the Library that you can import and customize for your data collection needs.

Is there a standard NERIS form we can use and customize?

Yes, we have published a Deploy NERIS Form in the Library that you can import and customize for your data collection needs.

There have been a lot of updates to the Deploy NERIS Form, and it is a little confusing which form to use and whether I need to import the update.

We do not expect to make any significant changes to the deploy form after the 25.08 release. We will soon update the Library to have only one Deploy NERIS Form. Once that is done, you should not need to import future updates to the form. However, we recommend reading the release notes for each future release to determine whether you want to add any of the new custom fields that will be included in the 25.10 and 25.11 releases. Release notes are found on the landing page of Help/University.

Will there be a mini-NERIS form?

Because NERIS allows you to document more than one incident type, we do not plan to publish a mini-NERIS form at this time. Instead, you will associate the full NERIS form with your EMS form. Visibility rules already hide all non-required sections until you select the incident type. The Medical (formerly EMS) section will become visible when selecting a medical incident; however, most clients remove this section from the Fire form since patient care is documented in the EMS form. This will also assist with documenting a fire that resulted in a patient.

Is there any talk about Field for Fire to allow offline incident reporting?

Yes, we are looking to have Field available for offline Fire incident reporting in Q1 of 2026. However, this timeline is an estimate.

NERIS REQUIREMENTS

Which NERIS fields are required?

The National (NERIS) Validation Rules published in our Library are compliant with the NERIS API requirements found in the NERIS Swagger UI and supplemented with guidance in the NERIS Core Schemas and Draft Technical Reference Guide. These documents do not include conditional requirements, so it may appear that validation rules are not working or do not exist. Example: When selecting a “Fire” incident type, the Fire section does not flag red. The NERIS documents do not require the Fire section; rather, when submitting the Fire section, certain requirements apply. When you enter any single field, the requirements will flag. We will update the validation rules as NERIS publishes updates and new documents. As a result, you may need to write local validation rules to flag these sections when you would like them to be required.

Are all fields in the data dictionary required by NERIS?

No; please see above.

Are all EMS incidents required to report to NERIS, or only EMS incidents associated with fires?

NERIS data is intended to provide better decision-making in preparedness and response to all-hazards incidents. Therefore, it is recommended that you report all incidents, regardless of type, to ensure local, state, and federal decision-makers have accurate data on all hazards, including EMS-only incidents.

TESTING

What is the best way to test our NERIS configuration without going live?

The best way to test is by creating test incidents in a demo agency. You can use past or current incidents, or even make up scenarios.

If you do not have access to a demo agency, contact your system administrator for guidance.

Can we test the NERIS endpoints?

NERIS has not provided a way for third-party RMS users to test the endpoints. Currently, the only way to test is to send data to NERIS. However, this is not recommended, because that data will then need to be deleted from NERIS.

Can we test our CAD integration?

Once your CAD integration has been set up for NERIS, you may test the CAD download. However, it is not likely that your CAD feed is connected to your demo agency. If you test CAD in your live/production agency, you will need to delete those test incidents before going live.

How can we fully test our workflow before CAD is set up?

While it does not fully test your actual workflow, you can manually enter data normally imported from CAD. This allows you to test validation and visibility rules right away, with full workflow testing once CAD is set up.

CAD

When will NERIS CAD be available?

You can request NERIS CAD now by creating a case with our Support team. The support agent will ask for some additional information. Once you provide the necessary information, your case will be routed to our CAD team. Someone from the CAD team will work with you on the setup. Please allow 4-6 weeks for the CAD team to contact you.

What will populate from CAD?

The 25.10 release notes found in Help/University include a list of fields that will populate.

Will we be able to map incident types from CAD?

Our initial NERIS CAD integrations will map existing NFIRS data to the corresponding NERIS fields and values where there is a 1:1 match. Because there is no 1:1 incident type value match from NFIRS to NERIS, we will not be able to populate the NERIS incident type from CAD. However, additional development will provide this in the future.

Can we test our CAD integration?

Once your CAD integration has been set up for NERIS, you may test the CAD download. However, it is not likely that your CAD feed is connected to your demo agency. If you test CAD in your live/production agency, you will need to delete those test incidents before going live.

Can we turn on auto-NFIRS and auto-NERIS for testing?

Yes; however, we recommend turning on auto-NERIS in your demo agency for testing. If your CAD feed is not set up in your demo agency or you do not have access to a demo agency, we recommend manually downloading CAD for testing.

Can we submit a CAD case before our official NERIS onboarding date?

Yes. In fact, we recommend you submit the case as soon as you know your estimated NERIS go-live date.

PLUS-ONE CODES

If we add plus-one codes, will they be lost when we receive a new release version?

Plus-one codes are not affected by releases.

Can we create plus-one codes so incident types match NFIRS?

Because the incident type values are so different between the datasets, it will be virtually impossible to recreate all NFIRS incident types in the NERIS dataset using plus-one codes.

API

What will trigger incidents to export to NERIS?

Once your site receives the 25.10 release, you can set up the auto-post criteria that determine when incidents export to NERIS. Auto-post criteria are customizable for your workflows.

Can we delay exporting some incidents to complete additional documentation or CQI?

If you would like to delay exporting incidents, ensure your auto-post criteria are set to allow for the delay.

Can we edit incidents after export?

Any incident that meets the export criteria will export each time the incident meets those criteria. This means that if you update an incident so that it no longer meets the export criteria (e.g., Validation < 100) and then update it to meet the export criteria (e.g., Validation = 100), the updated incident will export again.

All incident editing must be completed in Elite. NERIS has set all imported incidents to be read-only to ensure the incident at its source (Elite) remains the source of truth to protect data integrity.

If we use a stand-alone ImageTrend Elite site and our state also uses ImageTrend Elite, do we need to enter entity information on our site, the state site, or both?

Entity data that was populated by NERIS should be verified and updated when you activate your NERIS account. All other entity data should be entered in your stand-alone site. Once you have completed the integration setup, you will export the entity file and post it to NERIS.

If your state requires your entity data in the state site, they will be able to import the data from NERIS once the state site is on version 26.01.

Should the incident data be sent to the state or NERIS?

In compliance with the governance model of NERIS, incident data must export to NERIS. If the state also requires you to export to the state repository, you will use our NERIS JSON export to almost simultaneously send the data to the state. The JSON export will be included in the 25.11 release.

What is the timeline for availability of the NERIS API from other vendors?

The 25.11 release will include a NERIS JSON export that other vendors can use to send NERIS incidents to ImageTrend. We are happy to work with other vendors and provide the necessary documentation for the JSON data exchange.

How does the recent ImageTrend position statement affect data with no state repository?

The position statement does not affect clients with no state repository. The statement was intended to convey that ImageTrend will support a variety of data flows while maintaining the governance model of NERIS. We will provide instructions to set up each data flow option in Help/University.

REPORTING

When will data be available in Report Writer and Data Mart?

The NERIS dataset will be added to Report Writer in the 25.10 release. However, additional development must be completed before you see these changes. This development is released independently of the Elite release. Please monitor Help/University for the announcement of availability.

External Data Marts require additional development once Report Writer is released. Please monitor Help/University for the announcement of availability.

Are there basic NERIS reports we can use and customize?

We plan to add pre-built reports in the ImageTrend Reports section that you will be able to customize.

With the removal of codes from the NERIS dataset, will the Data Mart data structure include unique codes for the NERIS text values to support efficient ETL and reporting

processes?

In our NERIS dataset, values are broken into categories where it makes sense, such as for fields like "incident type." This breaks up concatenated values into their own hierarchical structure. These options are also available in criteria and filters.

When will Data Mart data structure tables be available?

These are currently available; however, these files are being updated regularly to match changes to the Data Mart as we make adjustments, so you may need to request additional files in the future.

Will we be able to report across NFIRS and NERIS in a single report?

We plan to release a new Report Writer dataset in Q1 of 2026 that will allow you to report on a limited number of fields from both NFIRS and NERIS.

SECONDARY SCHEMAS

When will the NERIS secondary schemas be available in ImageTrend Elite?

Discovery and planning for the development for the secondary schemas will begin in Q1 of 2026. Development can begin once that is complete. The secondary schemas will be released to Elite once NERIS publishes its secondary schema API documentation and development is complete.

GENERAL QUESTIONS

Where can I find my site version?

To find your site version, log in to Elite and click the tab with your name in the top right, then click About Elite. Here, you will find your release version and the date your site was updated.

How can I enter a NERIS incident?

Once NERIS is turned on for your agency, you will create a NERIS incident just as you would an NFIRS incident. If you do not see Create New NERIS Fire Incident, contact your system administrator.

What is the NERIS release timeline?

You can find our NERIS release roadmap (timeline) on the bottom left of our NERIS Transition page in Help/University.

I like that NERIS is all-hazards. Will NERIS replace EMS reporting?

No, NERIS will not replace EMS reporting to NEMSIS. NERIS has clearly warned against collecting any PHI or PII.

Will there be an Apparatus Power Tool and unit narratives?

Yes, the current Unit Response grid has a unit narrative field.

The Unit Response Power Tool will be added in the 26.01 release. We decided to move development to a later date to include an improved power tool that better meets client needs. However, this does not prevent you from going live—you should document unit information in the Unit Response grid. CAD will also populate the grid.

Can you change the colors of NFIRS and NERIS to make them easier to identify?

We like this idea and will take it to our team for consideration.

Is there an option to publish/import Preset Values in the Library?

No, Preset Values cannot be published to the Library.

Where do we find supporting agencies' NERIS ID?

The supporting agency can provide their NERIS ID. Your state's Fire Marshal's Office should also be able to provide NERIS IDs of other agencies in the state.

We need to collect additional data (e.g., vehicle license plate). How can those be added?

We have already added many of the NFIRS fields into our NERIS dataset and are adding more in the 25.10 and 25.11 releases. A list of fields will be included in the release notes. Some of the fields you may need will be included in the NERIS secondary schemas. If there are additional data points you need to collect that are not included in these, you can add a Supplemental Question to collect the data.

Will NERIS data populate/transfer to Investigations?

At this time, NERIS data will not populate Investigations records because the Investigations module uses NFIRS values. During our secondary schema development, we will update the Investigations module with the new NERIS values and secondary schema fields as appropriate.

What is the biggest hurdle in transitioning to NERIS?

ImageTrend has updated very little functionality in Elite during the NERIS transition, so the biggest hurdle is learning the new data standard. If you are a system or agency administrator, you may find your biggest hurdle to be finding time to complete the configuration since virtually all NFIRS settings now have to be set for NERIS.

Are any ImageTrend clients live reporting to NERIS?

Not at the time of posting this document. However, the 25.10 release includes the NERIS API that will allow clients to submit live data to NERIS.

How does NERIS affect the Checklist module/manager?

NERIS does not affect any other Elite modules. However, the Locations/Occupants/Inspections and Investigations modules will be updated with the NERIS values as part of our NERIS secondary schema development.

We use a state ImageTrend site. How is that different for NERIS?

NERIS is a free federal tool to collect data on fire departments' responses to all-hazard incidents. The state ImageTrend site allows you to collect NERIS data and additional data as directed by your state. ImageTrend sites also offer the ability to collect other data such as Training, Activities, Inspections, Hydrants, Inventory, and Checklists.

What happens to our NFIRS data?

Your NFIRS data will remain in your Elite site and will remain available for viewing, editing, and reporting. Also refer to the NFIRS Sunset page on the USFA website for more information on NFIRS data not currently stored in Elite.

Do we need to sign up users?

NERIS does not collect personnel data unless you choose to allow others to access your entity in NERIS.