

TO INSTALL NFIRS ON YOUR COMPUTER (note from Maine Fire Marshal Office: if you use a Macintosh computer, this installation won't work. You will need to submit information through the web at: <https://www.nfirs.fema.gov/NFIRSWebTools/welcome.do>. At this site, choose "Report Incidents" on the left-side navigation menu to access the online system).

Go to WWW.NFIRS.FEMA.GOV

Click on User Section in the navigation bar.

Click on User Home in the blue box (upper left corner) to get to the User Login Page.

Log in with your credentials.

Agree to the Federal System warning

Once the new page loads in the blue box (upper left corner), click on **Download Software**.

Once the new page loads click on the NFIRS 5.0 version 5.9.11 executable link. (Single File 24.1 MB)

Once the new page loads, right-click on the **Download Now** link and choose **Save Target As** or **Save Link As**.

Save the executable file to your desktop.

Once the download ends, double-click on the executable icon and install the software utilizing all of the default settings.

Windows XP users should download and install the software using all of the default settings, performing a typical install. (NOTE: You must be logged into your PC as an Administrator to install NFIRS)

Windows Vista users should download and install the software using all of the default settings, performing a typical install, then follow the steps below to change the settings on the cache and logs folders. (NOTE: You must be logged into your PC as an Administrator to install NFIRS)

Windows 7 & 8 users should download and install the software using all of the default settings, (NOTE: You must be logged into your PC as an Administrator to install NFIRS) performing a typical install then follow these steps as the NFIRS software will not run in the standard configuration of Windows 7 or Windows 8. **To change these settings:**

Windows 7

Click on your Start Button

Click on computer control panel

Click on system & security

Click on system

Click advanced systems settings

Click system performance OR performance settings

Click "adjust for best performance"

Click apply

Close the control panel

Windows 8

Click on your Start Button

Click on all apps

Click on control panel

Click on system & security
Click on system
Click advanced systems settings
Click system performance OR performance settings
Click "adjust for best performance"
Click Apply
Close the control panel

NOTE: This will set your computer to run at best performance for ALL programs being used. If you are a "power user" and run multiple programs at the same time on a laptop while on battery power you will most likely see a drop in battery time.

When installing on Windows Vista, Windows 7, Windows 8, and Windows 10 machines, the current version of NFIRS also installs two folders as “read-only “instead of full control, which prohibits the software from running. The following instructions will walk you through the steps to change these settings:

Changing the NFIRS Software Read Only Permissions to Full Control

Click on Start (Windows 7 and Windows 10) **OR** Right-Click on the Start Screen and then click on the ALL APPS button (Windows 8)

Click on Computer (Windows 7 & Windows Vista) **OR** File Explorer (Windows 8 and Windows 10)

(Windows 10 only) Click on **Public** and then **This PC**

Double-Click on your C Drive (C:)

Double-Click on Program Files(x86) for Windows 7, 8, & 10 **OR** Program Files For Windows Vista.

Right-Click on NFIRSV5911 and select the properties option.

Click on the tab labeled Security.

Find the line that says “Users (**Your Computer Name**\Users)” under the “Group or user names” area and click on it to highlight it.

Click on the Edit button.

On this “permissions screen” find the line that says “Users (**Your Computer Name**\Users)” under the “Group or user names” area and click on it to highlight it. (Please note though the step is similar to the one before, it is a different screen)

On the permissions area make sure Full Control is checked under the Allow column.

Click on Apply and make sure the information is saved.
Click OK and exit the pop up screens. This takes you back to the main list of folders in the Program Files directory.

Close all of the open windows.

Start the NFIRS Software.

Windows Vista, 7 & 10 users should click on the Start Button and then All Programs or All Apps and then NFIRSV5910. Click on the DET (Data Entry Tool) icon and start the software.

Windows 8 users should go to the Windows 8 “Start” screen and RIGHT CLICK on the start screen and select All Apps. Search for NFIRS in the list and click on the DET Icon to start the software. You can also “Pin” the DET Icon to the Start Screen.

***** You should see a quick black flash and then the log in screen should appear. If the log in screen does not appear, then one of the permissions you changed did not take effect. Go through the steps again ensuring that all of the proper permissions have been saved.

For further assistance you can contact your state program manager for NFIRS (a list of state contacts can be found on the USFA web page: www.usfa.dhs.gov/poc/) **OR** you may contact the NFIRS Support Center between the hours of 8:00 AM Eastern and 4:30 PM Eastern, Monday through Friday at 888-382-3827 or fema-nfirshelp@fema.dhs.gov

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