



IRS/Facility Reported Incident (FRI) Portal FAQs

Question #1: Does every field in the IRS portal require completion/character entry?

Answer: Remember every step has to have something placed in the box. IF you leave a box without a character or entry then it will not be accepted.

Question #2: Is there a way to save entered information if need to leave session and complete later?

Answer: Yes. Use the SAVE button which begins in section 2. The SAVE button will give you a 30-minute timeframe each time the SAVE button is used.

Question #3: After logging into the IRS/FRI portal, how/where do I go to begin?

Answer: Incident Entry Tab at the top left-hand side of the page or the hyperlink found on the main page.

Question #4: The IRS/FRI Portal is not working for me. Do I need to clear my browser/cache? If so, how do I do this?

Answer: The attached example [\(Clear Cache Browsers\)](#) provides a detailed explanation on how to clear your browser/cache.

Question #4: What information should be provided in the IRS/FRI portal on/for a self-reported incident?

Answer: As seen by the attached examples [\(Example #1-Detailed Instructions FRI Initial Intake/Report Form; Example #2- FRI Resident Specific; and Example #3-FRI No Resident\)](#) every step of the process requires a response even if NA/NONE/UNKOWN. These provided examples show the information needed to triage correctly and to prevent additional calls or emails to you for information.