



# DEMES Grey Sky Frequently Asked Questions

## External General

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Updated June 2023

### GENERAL

#### What is DEMES?

- DEMES stands for the **Division of Emergency Management Enterprise Solution**, which was enhanced utilizing existing buildouts of the Salesforce Platform.

#### What is DEMES's Purpose?

- FDEM is on a journey towards more enhanced digital operations. DEMES modernizes and digitizes FDEM's forms and processes so we can move faster, leverage grant funding more efficiently, and provide an easier navigation experience for our agencies, partners, and internal staff.

#### How will DEMES impact me and my teams?

- Assisting Agencies and FDEM partners will need to transition their current processes with paper forms to using the new digital functionality within DEMES. DEMES functionality mimics current forms reducing the learning curve and providing an easier user interface.

#### When will DEMES Go Live?

- DEMES is currently live. The initial release of DEMES, in mid-April, focused on a new and improved Mutual Aid Portal, offering a digital collection process for State Agency Event Cost Reporting, and providing digitized travel forms for internal FDEM staff. Additional releases are scheduled in 2023.

#### I prefer using paper forms – will I still be able to perform the old processes?

- No, paper forms will no longer be accepted. Our new digital ways of working provide faster processing times, reduced work via pre-populated data fields, quality controls for data accuracy, and an improved user interface.

#### Why are we making changes to our operations now?

- FDEM is continuously looking for ways to improve, scale and enhance our operations and experience for those involved in FDEM missions. DEMES enables us to collect data in a holistic way, ensuring the right data is collected from resources, allowing for easier reimbursements.

#### What is expected of me now that DEMES has launched?

- Assisting agencies and FDEM partners should familiarize themselves with the new DEMES functionality and work with their FDEM Point of Contact to learn about the direct impact on their operations. Agencies and FDEM partners are expected to begin taking the steps needed to start using the new digital processes via DEMES. Teams are encouraged to ask questions, participate in training sessions, and provide feedback on DEMES enhancements.



## DEMES PLATFORM

### How do I log in to access the new features?

- Assisting agencies and FDEM partners can access DEMES via <https://www.fdemportal.com/grants>.

### What if an external agency or FDEM partner is unable to access DEMES?

- Anyone who experiences access issues, should contact [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com) for assistance.

### I'm new to using DEMES - where can I go to learn about the basics?

- Assisting agencies and FDEM partners can visit the [DEMES site](#) for general information, project updates, training tools, and resources.

### When will future releases of new functionality be available?

- DEMES's initial release of new functionality took place on April 17, 2023. Additional releases are scheduled throughout 2023 and will be announced on the [DEMES site](#).

### How do I provide feedback or ideas for enhancement for DEMES?

- Your feedback and input is important to the success of this initiative. Feedback and ideas for enhancements should be directed to [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).

## SUPPORT

### Where do I go for troubleshooting?

- If you are having access or troubleshooting issues, please contact [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com) for assistance.

### Where can I go to obtain updates and information on what is changing?

- Assisting agencies and FDEM partners are encouraged to visit the [DEMES site](#) for project updates, training tools, and resources. FDEM will share updates on new functionality that impacts your operations, as needed. Agency contacts will be asked to cascade messages, shared by FDEM, to their respective partners to further drive awareness and adoption.

### Where can I find tools to help me learn about DEMES and its new functionality?

- Assisting agencies and FDEM partners are encouraged to visit the [DEMES site](#) for training tools and resources.

### Where can I find training sessions to help me learn about new processes and functionality?

- FDEM will be offering training sessions to introduce DEMES and its functionality to our Assisting agencies and FDEM partners. Training sessions will be posted on the [DEMES site](#) and Agencies will be notified via email.