



# DEMES Mutual Aid Job Aid Amend a Resource Support Agreement

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## Table of Contents

Introduction.....	3
Purpose & Objectives .....	3
Outcomes & Benefits .....	3
Scenario: Log In to DEMES .....	4
Access Mutual Aid Portal .....	4
Scenario: Amend Resource Support Agreement .....	4
Initiate Request to Amend RSA .....	4
Amended RSA Approval Process .....	5
Support Available.....	5
DEMES Support Resources .....	5
Feedback.....	5



## Introduction

### *Purpose & Objectives*

The purpose of this document is to provide users FDEM an overview of the views of the externally-facing Mutual Aid Portal for assisting agencies that serves as their landing point to view, apply for, and track status of missions, resource support agreements/cost estimates, and claims. This document serves as a self-guided learning with details on features and accompanying visuals.

### *Outcomes & Benefits*

## Streamlining the Digital FDEM Processes | Project Grey Sky

FDEM is continuously looking for ways to **improve and scale our mission and emergency operations**. Modernizing our processes is part of a larger steppingstone to digitizing and driving efficiencies in the way we operate and serve people.

### What are we trying to accomplish?

#### Drive efficiency, accuracy and speed

By **digitizing** manual processes, eliminating paper forms, **integrating systems** and providing a centralized platform with **accurate production data**

#### Improvements to current functionality

By **refining current workflows**, **clarifying fields and requirements**, and **eliminating system challenges** that create duplications or allow for errors

#### Improve user experience

By **improving the user interface**, providing clearer instructions and pre-populating fields, when possible, to facilitate navigation and accurate workflow completion



## Scenario: Log In to DEMES

### Access Mutual Aid Portal

1. Once a Financial Point of Contact logs in, [Login \(fdemportal.com\)](http://fdemportal.com), they will be taken to the Grants Management Portal.
2. There are two ways the Agency Financial Point of Contact can access the Mutual Aid dashboard. They can either
  - a. Select the tile titled **Mutual Aid** on the right-hand side of the screen, or
  - b. Select the heading also titled **Mutual Aid** in the top left-hand corner.
3. Clicking either icon will navigate to the Mutual Aid dashboard.

## Scenario: Amend Resource Support Agreement

In some circumstances, an RSA will need to be updated after it is either approved or rejected.

### Initiate Request to Amend RSA

1. Log in to DEMES via [Login \(fdemportal.com\)](http://fdemportal.com).
2. Select the **Mutual Aid** tab in the header bar.
3. Select the **RSAs** tab in the header bar.
4. Select the RSA (blue link) to amend from either the Approved or Rejected column.

5. Click the Amend RSA button (top right).

6. A new window will appear with the below message indicating you are recalling the RSA. Click **Next**.



7. A new window will appear indicating your RSA can be amended. Click **Finish**.

Amend RSA

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Your Resource Support Agreement can now be amended. Please complete your modifications then resubmit the Resource Support Agreement for approval.

**Finish**

8. At this time, the RSA will be unlocked and you will be able to edit fields within your RSA.
9. Once your desired edits are made to the RSA, return to the RSA **Acknowledgements** tab.
10. Review total costs included for each category reflect your anticipated estimate for the mission.
11. When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the **Acknowledgement** button and select **Submit**.
  - a. **Once you hit submit, you will not be able to make edits to the RSA.**
12. FDEM will be notified that you have submitted an RSA for review.

### ***Amended RSA Approval Process***

1. The RSA will be routed to the Mutual Aid team for review.
2. The RSA will follow the same approval and signature process as if it was brand new.
3. The agency will be asked to review and sign a new RSA agreement.
4. Review RSA approval and signature steps outlined in this section: Approving and Signing the RSA

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## **Support Available**

### ***DEMES Support Resources***

For more information and to stay informed of project updates, please visit the DEMES [website](#). Site contains support resources, including support contacts, FAQs, videos, and additional job aids.

- For **Mutual Aid** support, email the FDEM Statewide Mutual Aid Coordinator, Chasity Brown at [Chasity.Brown@em.myflorida.com](mailto:Chasity.Brown@em.myflorida.com).
- **Technical Support** can be requested by emailing [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).

### ***Feedback***

Your feedback and input is important to the success of this initiative. Please share your feedback and ideas for enhancement at [DEMES.Support@em.myflorida.com](mailto:DEMES.Support@em.myflorida.com).