



DEMES Mutual Aid Job Aid

Submit Agency SMAA Document: Full Process

Updated February 28, 2024



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Introduction

Purpose & Objectives

The purpose of this document is to provide external users with an overview of steps one would take to upload and submit their agencies Statewide Mutual Aid Agreement (SMAA doc). This document serves as a self-guided learning experience with details on features and accompanying visuals.

Key Submission Steps

To complete the SMAA process, an agency must complete the following steps.

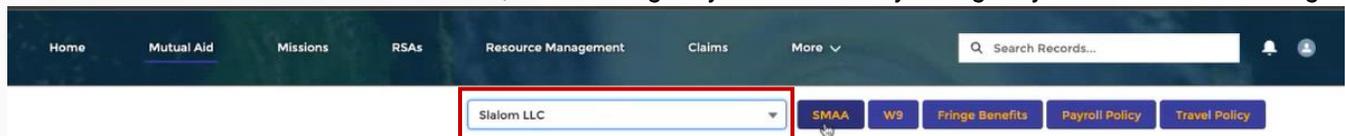
1. Ensure Mutual Aid contacts are assigned for key agency roles
 - a. Financial Point of Contact
 - b. Authorized Representative
 - c. Mutual Aid POC
2. Upload the full SMAA document, along with any signature pages to DEMES.

Log In to DEMES to Access Mutual Aid Portal

1. Log into DEMES, via [Login \(fdemportal.com\)](http://fdemportal.com) to arrive at the Grants Management Portal.
2. Select the **Mutual Aid** tab located in the header bar - top left corner.

Confirm SMAA Agency Contacts

1. On the Mutual Aid Portal dashboard, **click** the agency bar to **select** your agency name from the listing.



2. Click on the **SMAA button** adjacent to the agency bar.
 - a. Boxes marked **blue** = missing documentation.
 - b. Boxes marked **green** = documentation uploaded.



3. A pop-up screen will display, asking you to confirm or add key contacts for your agency. This step ensures the contacts required for your agency have been provided for the SMAA process.



SMAA Contacts

[Contacts and Roles](#) [New Contact](#)

Contacts and Roles:
Please assign a Contact to any vacant Role(s) below. If you need to change a Role that is already in place, email fdemsupport@slalom.com. If everything is accurate, please click "OK".

| | | | | | |
|----------|--|----------|--|----------|---|
| Role | <input type="text" value="Financial POC"/> | Role | <input type="text" value="Authorized Representative"/> | Role | <input type="text" value="Mutual Aid POC"/> |
| *Account | <input type="text" value="Test Account"/> | *Account | <input type="text" value="Test Account"/> | *Account | <input type="text" value="Test Account"/> |
| *Contact | <input type="text" value="Meredith Walker"/> | *Contact | <input type="text" value="Zane Test3"/> | *Contact | <input type="text" value="Zane Test2"/> |

Review SMAA Contacts

1. Review the agency contacts listed that DEMES has on file. Ensure contacts are provided in all three roles. If so, click the **Submit** button.
 - a. Contacts previously populated cannot be edited.
 - b. Need to update a contact? Submit a case via DEMES to notify FDEM of the desired change. Include your agency name, the role that needs to be updated, and the new contact's name.

SMAA Contacts

[Contacts and Roles](#) [New Contact](#)

Contacts and Roles:
Please assign a Contact to any vacant Role(s) below. If you need to change a Role that is already in place, email fdemsupport@slalom.com. If everything is accurate, please click "OK".

| | | | | | |
|----------|--|----------|--|----------|---|
| Role | <input type="text" value="Financial POC"/> | Role | <input type="text" value="Authorized Representative"/> | Role | <input type="text" value="Mutual Aid POC"/> |
| *Account | <input type="text" value="Test Account"/> | *Account | <input type="text" value="Test Account"/> | *Account | <input type="text" value="Test Account"/> |
| *Contact | <input type="text" value="Meredith Walker"/> | *Contact | <input type="text" value="Zane Test3"/> | *Contact | <input type="text" value="Zane Test2"/> |

Assign Contact to a Vacant Role

1. If a contact box is vacant, click **Search Contacts** box to find and select the appropriate individual for the role.
 - c. Type in the name of the individual to add to the appropriate role.
 - i. If the individual is registered in DEMES, their name and affiliated agency will appear.
 - d. Select desired name with the correct affiliated agency.
 - e. Don't see the contact you need? Refer to page 5 for instructions.



Contacts and Roles [New Contact](#)

Contacts and Roles:

| | | | | | |
|-----------|---|-----------|--|-----------|---|
| Role | <input type="text" value="Financial POC"/> | Role | <input type="text" value="Authorized Representative"/> | Role | <input type="text" value="Mutual Aid POC"/> |
| * Account | <input type="text" value="Jacob Test1"/> | * Account | <input type="text" value="Jacob Test1"/> | * Account | <input type="text" value="Jacob Test1"/> |
| * Contact | <input type="text" value="Search Contacts..."/> | * Contact | <input type="text" value="Search Contacts..."/> | * Contact | <input type="text" value="Search Contacts..."/> |

2. Continue adding names until **all three** Contacts are filled.

Contacts and Roles:

| | | | | | |
|-----------|--|-----------|--|-----------|---|
| Role | <input type="text" value="Financial POC"/> | Role | <input type="text" value="Authorized Representative"/> | Role | <input type="text" value="Mutual Aid POC"/> |
| * Account | <input type="text" value="Slalom LLC"/> | * Account | <input type="text" value="Slalom LLC"/> | * Account | <input type="text" value="Slalom LLC"/> |
| * Contact | <input type="text" value="Red Donaldson"/> | * Contact | <input type="text" value="Red Donaldson"/> | * Contact | <input type="text" value="Red Donaldson"/> |

3. Once all contacts are entered, click the **Submit** button to save your updates.

Add New Contact to DEMES for SMAA Document

Has your Agency Contact not yet registered for DEMES? Add their contact via the below steps.

1. After you have determined your contact is not already in DEMES (see page 4), click the **New Contact** tab.

SMAA Contacts

Contacts and Roles [New Contact](#)

2. Enter in the **requested information** for your contact, then click the **Create Contact** button.

SMAA Contacts

Contacts and Roles [New Contact](#)

Create a New Contact:

* First Name

* Last Name

* Email

Upload SMAA Document

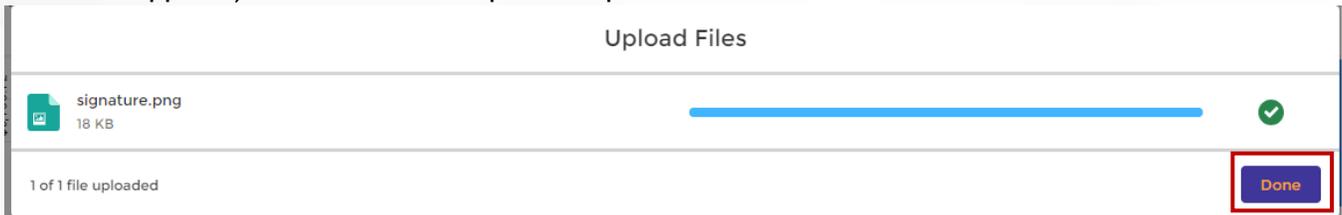
1. Once you have confirmed your agency roles are accurate, you will be directed to the Mutual Aid dashboard for your agency.



2. Click the **Upload Files** button to upload your SMAA document.
 - a. Note: If you do not see the upload files button, you have not completed the pre-steps immediately prior to landing on the dashboard page and will need to repeat the pre-steps for the Upload Files button to appear.



3. A pop-up window will appear, allowing you to select a file from your computer to upload.
4. The document you select to upload must include the full SMAA document, along with any signature pages to DEMES.
5. **Select file.** Wait for the status bar to indicate it has been uploaded (upload is complete when the green check appears). Click **Done** to complete the process.



6. A notification will be sent to FDEM informing them of your submission for their review and signature.

Confirm SMAA Document Is Attached to Agency Record

1. Once you have validated your agency roles are accurate and uploaded your document, you can confirm the document is attached to your agency record by returning to your Mutual Aid Portal dashboard.
2. **Click** the agency bar to **select** your agency name from the listing.



3. View the **SMAA button**, adjacent to the agency bar, to confirm your **SMAA box is green**.
 - a. Boxes marked **blue** = missing documentation.
 - b. Boxes marked **green** = documentation uploaded.





4. If your SMAA box is blue, your record is not attached to your agency. Repeat the steps provided.

SMAA Rejected

If FDEM determines the document you uploaded does not meet their requirements, they may reject your submission. The individual who uploaded the SMAA document for your agency, will be notified via email. Comments as to why the document was rejected will be provided.

To resubmit your SMAA documents, you will need to start from the beginning and complete all of the steps outlined above.

Support Available

DEMES Support Resources

For more information, please visit the DEMES [website](#). The site contains support resources, including support contacts, FAQs, videos, and additional job aids. If personalized support is needed, please use the DEMES Chatbot to obtain knowledge articles or submit a case.

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.