DEMES Mutual Aid Job Aid
Portal Overview

Updated October 23, 2023

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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
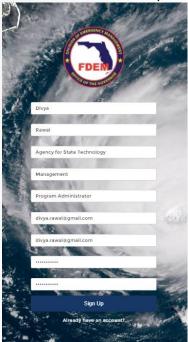
Scenario: Register for DEMES
Introduction
The purpose of this section is to provide users instructions on how to access and register for DEMES. DEMES (Department of Emergency Management Enterprise Solution) provides access to the Grants Management, Mutual Aid, and State Agency Cost Reporting portal. Registering establishes a contact within DEMES attached to the assisting agency indicated during the process.

Register for DEMES
1. To access DEMES, visit Register (fdemportal.com).
2. On the register page, **Enter** in your personal details in the fields provided.
   a. Fields include: First Name, Last Name, Agency (i.e. Agency for Health Care Administration), Division, Role, Email, Username (auto populates when you click on it if your email is filled out), Create Password, Confirm Password

3. Click **Sign Up** to submit your request.
4. Next, you will need to search for your entity's account. This will allow you to see the subrecipient agreements your entity has with FDEM. **Type** your entity's name in the Account Name box and **hit enter**.
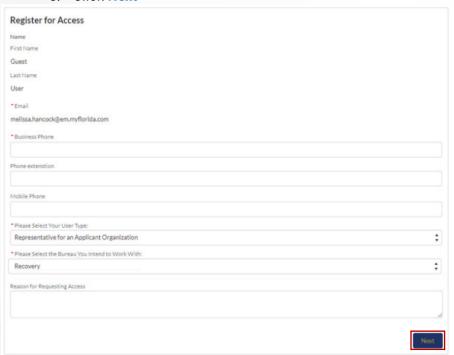
5. A list of accounts that match your query will appear on the screen below the search box. **Select** the appropriate account and click the **Request Access** button. *Can't find your entity's account, reach out to your grant manager for assistance.*

6. Once you have selected an account the final registration page will appear.
   a. **Type** in your Business phone (required field), extension, and mobile phone
   b. Select your **User Type**
   c. Select the **Bureau** you intend to work with: *selection does not limit which Bureau you can work with*
   d. Provide reason for requesting access
   e. Click **Next**

7. A pop-up confirming the creation of your request will appear. Click **Finish** to submit.
8. Once submitted, your contact information is sent to FDEM for approval. You will receive email communication from FDEM about access to your organization's account once it is reviewed and approved.
9. If you do not see the Mutual Aid tab or icon box when you log into the landing page of DEMES, please reach out to Chasity Brown at Chasity.Brown@em.myflorida.com and request the Mutual Aid Portal be added to your account.

Mutual Aid Portal: Overview

Key Features of the Mutual Aid Portal

The Mutual Aid Portal is the externally-facing Salesforce application that a Financial Point of Contact for an assisting agency will use as their source of truth to complete all of their tasks associated with missions, resource support agreements/cost estimates, and claims. The following section outlines the layout and navigation of the external Mutual Aid Portal, dashboard, and reports that a Financial Point of Contact will see. Though FDEM internal users will not interact directly with this Portal, this job aid is intended to provide a high-level overview of what assisting agencies will see and how they input information that is then ingested into the FDEM Mutual Aid Portal.

Mutual Aid Portal Walkthrough

The following is an overview of the Mutual Aid Portal dashboard with a visual and description of each of the tiles that an assisting agency's Financial Point of Contact or other designated user can view and navigate once they have logged in to the Mutual Aid Portal. Note that the Financial Point of Contact must already be registered as a Portal user.

The Mutual Aid Portal dashboard serves as a landing point for a Financial Point of Contact to view and complete key actions related to missions, applications, and claims.

Access Mutual Aid Portal

1. Once a Financial Point of Contact logs in, Login (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.

Assumptions

The Financial Point of Contact must have already set up their account on the Grant Management Portal as a new user, and must already be associated with an Assisting Agency.

The Assisting Agency must have all of their key documents uploaded onto the Mutual Aid Portal (**SMAA, W9, Fringe Benefits, Payroll Policy, Travel Policy**). To validate those documents are uploaded, the FPOC can scroll to the bottom of the Mutual Aid Portal dashboard and view the **Agency Document Status.**
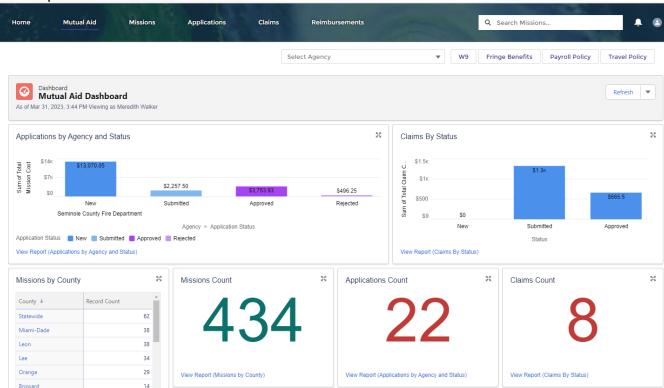
Scenario: How to Access the Mutual Aid Portal

1. Once a Financial Point of Contact logs in, they will be taken to the Grants Management Portal.
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   a. Select the tile titled **Mutual Aid** on the right-hand side of the screen, or
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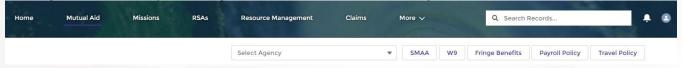   c. Clicking either icon will navigate to the Mutual Aid dashboard.

4. The system will display the Financial Point of Contact's Mutual Aid Dashboard homepage. Each component of the dashboard is outlined in detail below.

Understanding the Mutual Aid Portal Header Bar

Use the dashboard's header located horizontally across the top of the Mutual Aid Portal to navigate to specific pages on the Portal. The Financial Point of Contact can also use the many tiles below the header to navigate to where they need to go. Each item on the header is explained below:
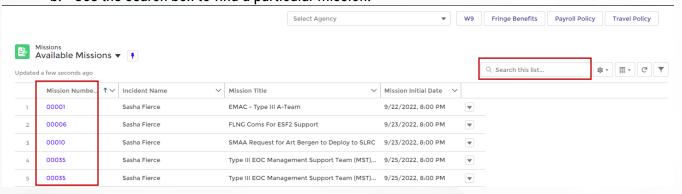

Home

Selecting Home navigates the user back to the Grants Management Portal landing page.

Mutual Aid

If the Financial Point of Contact is not already on the Mutual Aid Portal Dashboard, selecting Mutual Aid navigates the user back to the Mutual Aid Portal Dashboard homepage. If you can't view the Mutual Aid tab, contact DEMES.Support@em.myflorida.com and request access to the Mutual Aid portal. Include your name and agency in the email.

Missions

1. Selecting Missions navigates the user to the **Missions** page.
2. This page displays all missions currently in the FDEM system. The system defaults to displaying a list view of all available missions. From this page, the user can
    a. Click on a particular mission to view the details of that mission.
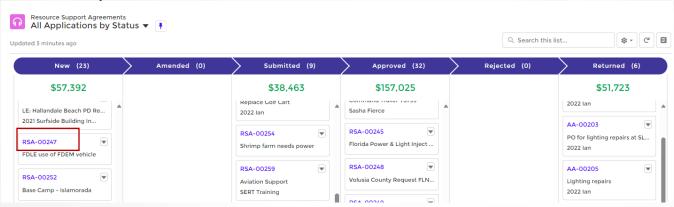   b. Use the search box to find a particular mission.

RSAs = Resource Support Agreements

1. Selecting RSAs in the header bar navigates the user to the **Resource Support Agreements** page.
2. This page displays a board where all RSAs/Cost Estimates for the Agency are shown. The placement of the RSA indicates where it is in the process.
    a. Status options for RSAs are: New, Amended, Submitted, Approved, Rejected, Returned
    b. Note: System will automatically update status of your RSA when it is changed by FDEM administrators to the next approval level (i.e. submitted to approved).
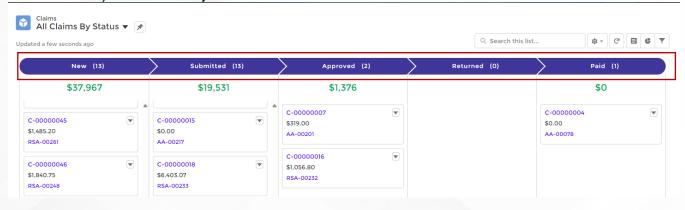
3. Identified Financial Points of Contacts for the Agency can click on an RSA/Cost Estimate (blue link) to view and adjust the details.

Claims

1. Selecting Claims navigates the Financial Point of Contact to the Claims page.
2. This page displays all claims for the Financial Point of Contact and the assisting agencies under their purview.
   a. Status options for Claims are: New, Submitted, Approved, Returned, Paid
   b. Note: System automatically updates the status when it is changed by FDEM administrators.
   c. Identified Financial Points of Contacts for the Agency can click on an RSA/Cost Estimate (blue link) to view and adjust the details.
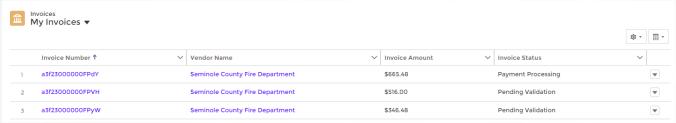

Each claim is displayed on the page based on the current status and will include the **Claim Number** and **Claim Amount Requested**. The user can click on any claim to see more details.

Reimbursements

1. Selecting Reimbursements (might be listed under the More tab) navigates the Financial Point of Contact to the Reimbursement page that provides a listing of invoices for the agency.
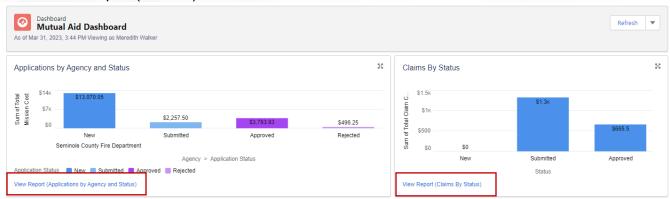

2. Click the **blue invoice#** to drill down into the individual invoice for additional information.
3. View the Invoice Status column to see where the invoice is in the process.

Mutual Aid Portal Dashboard
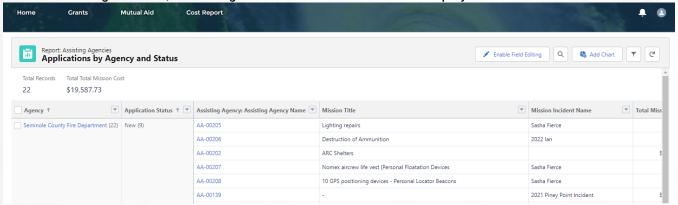
Homepage & Reports

Selecting Mutual Aid tab navigates the user to the **Mutual Aid dashboard** homepage. In addition to the quick links on the homepage outlined in the section above, the Mutual Aid dashboard homepage has the following tiles listed and will navigate the user to a Report with additional details. To access the report, click the View Report (blue link) in each section.
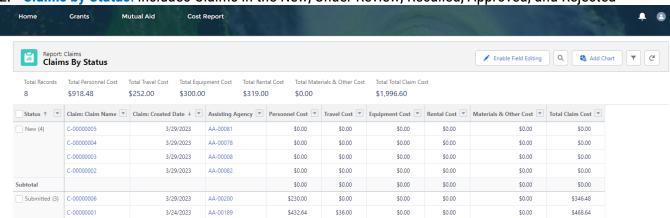
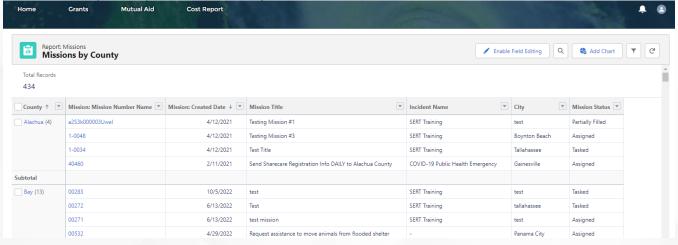The details of those reports are covered in the next section.

1. **Applications by Agency & Status:** displays existing applications by their current status in the FDEM Salesforce system. If the Financial Point of Contact has more than one Assisting Agency associated with their login details, all heir Agencies and status details will display.

2. **Claims by Status**: includes Claims in the New, Under Review, Recalled, Approved, and Rejected
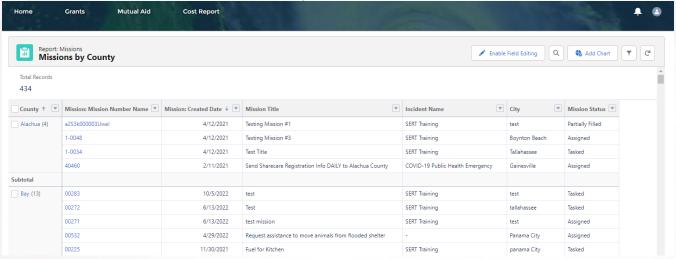

3. **Missions by County:** mission count by all counties in the state of Florida
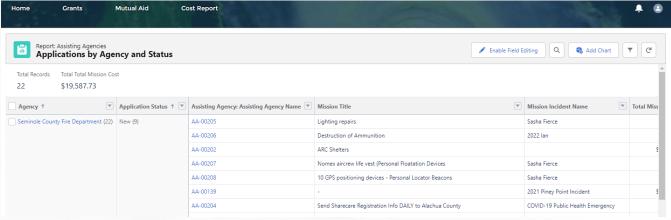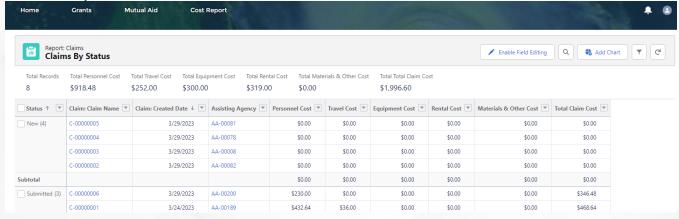
4. **Missions Count:** total # of missions in the system

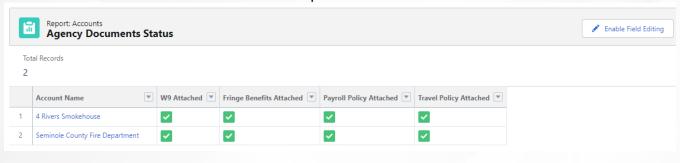5. **Applications Count:** total # of Applications for that particular Financial Point of Contact

6. **Claims Count:** total # of Claims for that particular Financial Point of Contact. Shows same report as Claims by Status.

7. **Agency Documents Status:** Ability for Financial Point of Contact to add all necessary documentation. These documents include: **W9 Form, Fringe Benefits, Payroll Policy, Travel Policy**. View also indicates which of these documents have been uploaded and which are still needed.
   a. Green check box means it has been uploaded.

Report: Accounts
Agency Documents Status

Enable Field Editing

Total Records
2

	Account Name	W9 Attached	Fringe Benefits Attached	Payroll Policy Attached	Travel Policy Attached
1	4 Rivers Smokehouse	✅	✅	✅	✅
2	Seminole County Fire Department	✅	✅	✅	✅

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.
- **Technical Support** can be requested by emailing 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.