DEMES Frequently Asked Questions
State Agency Cost Tracking - External

Updated June 2023

STATE AGENCY EVENT COST REPORTING

Why are we making the shift to report our costs via DEMES?

- We have moved to DEMES to minimize the number of systems used to report costs and provide greater visibility into costs associated with a given incident. In addition, DEMES allows for all of the documentation that pertains to a specific incident to be housed in the same location.

How do I log in to access the new features?

- Assisting agencies and FDEM partners can access DEMES via Login (fdemportal.com). Anyone experiencing access issues, should contact DEMES.Support@em.myflorida.com for assistance.

When will I need to use this feature?

- Starting with the next incident, State Agencies will submit and update event cost estimates incurred due to a declared event-related emergency via DEMES. The new functionality helps each State Agency update their agency's estimated expenses daily for a particular disaster.

What if I have no new costs to report?

- State Agency staff are able to go into their agencies incident report and click the No Changes button (top right) to indicate their report is accurate for the day.

Can I submit more than one report for my agency for a disaster?

- No. Only one report can exist for each agency for each incident.

Can I report two funding sources on one report?

- It is recommended that if you are using distinct funding sources, that you create a separate cost report.

Am I able to upload attachments for my report?

- Yes. Agencies are encouraged to upload their contacts or supporting documents when they adjust their cost numbers.

Who can I reach out to for support?

- Reach out to the **FDEM Finance team** at EOC-ChiefFinance@em.myflorida.com for assistance.

ACCESS

How do I register for DEMES?

- Assisting agencies and FDEM partners can access DEMES via [Register (fdemportal.com)](#). Submit the information requested and click Sign Up. For instructions on how to register, click [here](#).

How long will it take for my account to be approved?

- Our goal is to approve requests within 48 hours. However, during peak time, it may take longer. If you have not received confirmation that your account is active after 72 hours, please email DEMES.Support@em.myflorida.com for assistance.

I have an account with DEMES but unable to see the Cost Reporting section.

- To activate the cost reporting feature on your grants management portal, reach out to [DEMES.Support@em.myflorida.com.](mailto:DEMES.Support@em.myflorida.com)

SUPPORT

I'm new to using DEMES - where can I go to learn about the basics and obtain information on what is changing??

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

Where can I find tools to help me learn about DEM*ES* 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.

Where do I go for troubleshooting?

- If you are having access or troubleshooting issues, please contact DEMES.Support@em.myflorida.com for assistance.

DEMES 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 throughout 2023 and will be announced on the DEMES site.

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.

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.