



DEMES Mutual Aid Process Job Aid Update Agency & Contacts Information

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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 \(fdemportal.com\)](http://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

Divya
Rawal
Agency for State Technology
Management
Program Administrator
divya.rawal@gmail.com
divya.rawal@gmail.com
.....
.....
Sign Up
Already have an account?

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**.

Account Access Search
Enter Account Name
Can't find your account?



- 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.*

The screenshot shows two instances of the 'Account Access Search' form. The left instance has a search box containing 'Test CC GMS' and a 'Can't find your account?' button. The right instance shows a list of search results with 'Test CC GMS' selected. A red box highlights the 'Request Access' button next to the selected account, with a 'Can't find your account?' button also visible.

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

The screenshot shows the 'Register for Access' form. It includes fields for Name (First Name, Last Name), User (Email: melissa.hancock@em.myflorida.com), Business Phone, Phone extension, and Mobile Phone. There are dropdown menus for 'Please Select Your User Type:' (set to 'Representative for an Applicant Organization') and 'Please Select the Bureau You intend to Work With:' (set to 'Recovery'). A text area is provided for 'Reason for Requesting Access'. A red box highlights the 'Next' button at the bottom right.

- A pop-up confirming the creation of your request will appear. Click **Finish** to submit.
- 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.
- 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.



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: Viewing and Updating Agency Documents in Mutual Aid Portal

As required, agencies will be requested to upload their W9 Form, Fringe Benefits, Payroll Policy, Travel Policy. Items only need to be uploaded once, until a new file is needed (expired, updated, etc.). Items to note:

- a. Boxes marked **blue** = missing documentation. Boxes marked **green** = documentation uploaded.
- b. Agencies can upload more than one document to each category. Each document must be uploaded separately (i.e one at a time – no batch uploads).
- c. Files uploaded are associated with the agency and will appear for any contact associated with that agency.

Upload Agency Documents

1. Verify your current agency is listed in the box.
 - a. If not listed, click the box, enter in your agency name, and select your agency name from the listing.

Select Agency ▼ SMAA W9 Fringe Benefits Payroll Policy Travel Policy

2. To upload a document, click any of the boxes to populate the Upload Files tab.
3. Click the desired tab: SMAA , W9 Form, Fringe Benefits, Payroll Policy, Travel Policy
4. Click the **Upload File** button.

SMAA Test ▼ SMAA W9 Fringe Benefits Payroll Policy Travel Policy

Upload Files Or drop files

5. Select the file from your computer.
6. Click **Done**, once the file has uploaded completely.
7. Verify the box of uploaded document has turned green.



View Status of Agency Documents

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**.

- 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	✓	✓	✓	✓

Scenario: View Your Agency Information

Locate Agency Record

1. Log into the DEMES Grant Management site via this link: [Login \(fdemportal.com\)](http://fdemportal.com).
2. Select the **Mutual Aid** tab in the header bar.

3. On the Mutual Aid dashboard page, scroll to the **Agency Document Status** section (bottom right).

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	✓	✓	✓	✓



4. Select your **agency name** (blue link) in the Account Name column.
 - a. In most cases, only one agency will be listed on your dashboard. If you are a member of multiple agencies, each agency will be listed here.

Agency Documents Status

Account Name ↑	W9 Attached	Fringe Benefits Attached	Payroll Policy Attached	Travel Policy Attached
Northeast Florida Regional Council			✓	
Seminole County Fire Department	✓	✓		
Seminole County Fire Department	✓	✓	✓	✓
SMAA Test				

[View Report \(Agency Documents Status\)](#)

5. Your agency page will appear. Two tabs are displayed that contain key agency information.
 - a. **Details** = displays general agency information: contact info, location, etc
 - b. **Related** = displays past history of DEMES activities and contacts associated with agency

Account **Seminole County Fire Department** Edit

Phone Billing Address Website
150 Eslinger Way
Sanford, FL 32773
United States

DETAILS RELATED

Account Name: [Seminole County Fire Department](#) Account Record Type: [Grants Management Accounts](#)

6. Click on either the **Details** tab or **Related** Tab to view your agency information.

Edit Your Agency Information

1. To edit your agency information, verify you are on the **Details** tab of your agency record and click the **Edit** button in the top right.

Account **Seminole County Fire Department** Edit

Phone Billing Address Website
150 Eslinger Way
Sanford, FL 32773
United States

2. A new window will appear granting you the ability to add and update your agency information.



3. Review the enclosed information and make any desired changes.
 - a. Categories include: Account Information, Address Information, Fringe Benefits, & Documentation
 - b. Adding information on this page will not override existing records for any contact.
4. Click **Save** to record the new information.

Edit Seminole County Fire Department

Account Information

*Account Name <input type="text" value="Seminole County Fire Department"/>	Account Record Type Grants Management Accounts
Type <input type="text" value="County"/>	Account Owner Kimberly ZZ_INACTIVE_Alvarez-Estrada
County <input type="text" value="Seminole"/>	Parent Account <input type="text" value="Search Accounts..."/>
Website <input type="text"/>	Phone <input type="text"/>
Fiscal Year Month Beginning <input type="text" value="--None--"/>	FEIN Number <input type="text" value="1234"/>
Fiscal Year Month End <input type="text" value="--None--"/>	DUNS <input type="text"/>
	Federal Applicant Number <input type="text"/>
	Description <input type="text"/>
	Recovery Grants Manager Test Grant Manager

Address Information

View Agency Activities in DEMES

1. To view your agency activities in DEMES, verify you are on the **Related** tab of your agency record.

Account **Seminole County Fire Department**

Phone	Billing Address	Website
	150 Eslinger Way Sanford, FL 32773 United States	

DETAILS RELATED



2. On this page you can view the following for your Agency: Approval History, Agency Related Contacts, Uploaded Files, Activity History, and Resource Support Agreements.
3. Double click into any blue link on this page to obtain additional information or access that item.

Approval History

Approval History (6+)

Related Contacts

Lists all contacts that are associated with your agency.

Related Contacts (3) New Contact Add Relationship			
Contact Name	Title	Direct	Phone
Sweta Shah		<input type="checkbox"/>	(330) 330-3333 ▼
Sweta TestProd		<input type="checkbox"/>	▼

Uploaded Files

Inventory of all files uploaded that are associated with your agency.

Files (6+) Add Files		
SMAA_2023_County Jul 14, 2023 • 119KB • pdf	PO Terms and Conditions E... Apr 27, 2023 • 159KB • pdf	BERG MANUFACTURING IN... Mar 31, 2023 • 508KB • pdf
BERG MANUFACTURING IN... Mar 31, 2023 • 508KB • pdf	TAR Voucher - a4s7700000... Mar 28, 2023 • 123KB • pdf	logo idea Mar 28, 2023 • 2.9MB • png
View All		

Activity History

Inventory of approvals and communications associated with your agency.

Activity History (4)			
Subject	Name	Task	Due Date
Email: Notice Eligible fo...	Meredith Walker	<input checked="" type="checkbox"/>	6/26/2023 ▼
Email: Notice Eligible fo...	Meredith Walker	<input checked="" type="checkbox"/>	6/22/2023 ▼



Resource Support Agreements (RSA)

Inventory of RSAs associated with your agency.

Resource Support Agreements (6+) New			
Resource Support Agre...	Mission	Application Status	Approval Status
AA-00194	07394	Rejected	Rejected ▼
AA-00197	07496	Submitted	Approved ▼
AA-00198	49037	Submitted	Under Review ▼

Update a Contact's Information Associated with your Agency

1. From your agency page, click on the **Related** tab. See pg4 for instructions.

Account
Seminole County Fire Department Edit

Phone Billing Address Website
150 Eslinger Way
Sanford, FL 32773
United States

DETAILS **RELATED** ↕ ▼

2. On the Related tab, scroll down to the **Related Contacts** section. Contacts listed in this section are associated with your agency.

Related Contacts (3) New Contact Add Relationship			
Contact Name	Title	Direct	Phone
Sweta Shah		<input type="checkbox"/>	(330) 330-3333 ▼
Sweta TestProd		<input type="checkbox"/>	▼

3. To update a contact's information associated with your agency, click the **name of the contact** (blue link).

Related Contacts (3) New Contact Add Relationship			
Contact Name	Title	Direct	Phone
Sweta Shah		<input type="checkbox"/>	(330) 330-3333 ▼
Sweta TestProd		<input type="checkbox"/>	▼



4. This will bring you to the contacts record within DEMES where you can view/edit the following. Scroll down to view all categories.
 - a. Contact Information: Name, Title, Email/Phone, Agency role
 - b. Address Information: Mailing Address
 - c. **Rates:** Employee Number, Salary Rate, OT Hourly Rate, Fringe Rate, OT Fringe Rate
5. To edit a contacts information, click the Edit button in the top right.

Contact Sweta TestProd Edit

Title Account Name Phone (2) Email Contact Owner

Seminole County Fire Department Kadair Brissett

Name Sweta TestProd Contact Owner Kadair Brissett

Account Name Seminole County Fire Department Registration Agency

Related Accounts (4) Add Relationship

Account Na...	Roles	Direct	Start Date
---------------	-------	--------	------------

6. A new window will appear allowing you to update the contact's info. Scroll down until you find the item you need to update. Click **Save** to record edits.

Edit Contact

Contact Information

* Name Salutation --None-- Contact Owner Kadair Brissett

First Name Sweta

Middle Name

* Last Name TestProd

Suffix

* Account Name Seminole County Fire Department Registration Agency

Address County Search County... Registration Division

Title Division Role

Email Reports To Search Contacts...

Cancel Save & New **Save**

7. Verify information updated has been reflected on the Contacts Record. You may need to refresh the page to verify edits have been made.



Add/Update an Agency Associated Contact's Rates

Follow steps outlined on page 8-9 to access the Contact's record associated with your agency.

1. Once on the contacts record, scroll down to the rates section of the page.

Contact: Sweta TestProd (Edit)

Title: Account Name: Seminole County Fire Department Phone (2): Email: Contact Owner: Kadair Brissett

Name: Sweta TestProd Contact Owner: Kadair Brissett

Account Name: Seminole County Fire Department Registration Agency:

Related Accounts (4) (Add Relationship)

Account Na...	Roles	Direct	Start Date
4R CENTRAL...	Authorized Re...	<input type="checkbox"/>	

2. At the rates section, click the pencil icon to edit/add any of the following: Salary Rate, OT Hourly Rate, Fringe Benefit Rate, OT Fringe Rate for this individual.

Rates

Employee Number: 123456

Regular Salary Rate: \$12.00

Fringe Benefit Rate (%): 14.57

Program: Program

OT Hourly Rate: \$24.00

OT Fringe Benefit Rate (%): 14.57

3. A new window will appear. Update your desire field(s), then click **Save**.

Add a New Contact to your Agency

1. From your agency page, click on the **Related** tab. See pg4 for instructions.

Account: Seminole County Fire Department (Edit)

Phone: Billing Address: 150 Eslinger Way, Sanford, FL 32773, United States Website:

DETAILS **RELATED**

Search this feed...

2. On the Related tab, scroll down to the **Related Contacts** section.
 - a. Contacts listed in this section are associated with your agency.



3. To add a new contact to your agency, click the **New Contact** button.

Contact Name	Title	Direct	Phone
Sweta Shah		<input type="checkbox"/>	(330) 330-3333
Sweta TestProd		<input type="checkbox"/>	

New Contact Add Relationship

4. A new window will appear. Select **General Contact**, then click **Next**.

New Contact

Select a record type

Grants Management Contact

General Contact

Cancel **Next**

5. A second new window will appear. Enter in the required field, and any other critical information for the contact. When finished, click **Save**.

New Contact: General Contact

Contact Information

* Name
Salutation: --None--
First Name:
Middle Name:
* Last Name:
Suffix:

Contact Owner: Meredith Walker

* Account Name:

Contact Type: --None--

Title:
Department:
Mailing Address:
Mailing Street:

Email:
Phone:
Mobile:

Cancel Save & New **Save**

6. Confirm individual has been added to your contact listing in the Related Contacts section.



Update SMAA Roles in DEMES

1. From the Mutual Aid dashboard page, scroll to the **Agency Document Status** section (bottom right).

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	✓	✓	✓	✓

2. Select your **agency name** (blue link) in the Account Name column.
 - a. In most cases, only one agency will be listed on your dashboard. If you are a member of multiple agencies, each agency will be listed here.

Agency Documents Status

Account Name	W9 Attached	Fringe Benefits Attached	Payroll Policy Attached	Travel Policy Attached
Northeast Florida Regional Council			✓	
Seminole County Fire Department	✓	✓		
Seminole County Fire Department	✓	✓	✓	✓
SMAA Test				

3. Your agency page will appear. Select the **Related** tab.
 - a. **Related** = displays past history of DEMES activities and contacts associated with agency

Account
Seminole County Fire Department Edit

Phone Billing Address Website
150 Eslinger Way
Sanford, FL 32773
United States

DETAILS **RELATED**

Account Name: Seminole County Fire Department Account Record Type: Grants Management Accounts

4. Scroll down to the **Related Contacts** section and click **View All** (bottom right) to view all contacts and roles related to your agency.

Related Contacts (2) New Contact Add Relationship

Contact Name	Title	Direct	Phone
Brad Bell	COMM SUPPORT	<input type="checkbox"/>	(330) 330-3333
Meredith Walker	Project Coordinator II	<input type="checkbox"/>	

[View All](#)



5. A listing will appear showing your contacts and their assigned role(s) related to your agency.

Accounts > SMAA Test
Related Contacts
Updated a few seconds ago

New Contact Add Relationship

Contact Name	Title	Direct	Phone	Email	Roles
1 Brad Bell	COMM SUPPORT	<input type="checkbox"/>	(330) 330-3333	brad.bell@slalom.com	Authorized Representative; Mutual Aid POC
2 Meredith Walker	Project Coordinator II	<input type="checkbox"/>		sweta.rawal@slalom.com	Financial POC

6. Click the drop-down arrow, of your preferred contact, to **View, Edit, or Remove** an assigned role.

Accounts > SMAA Test
Related Contacts
Updated a few seconds ago

New Contact Add Relationship

Contact Name	Title	Direct	Phone	Email	Roles
1 Brad Bell	COMM SUPPORT	<input type="checkbox"/>	(330) 330-3333	brad.bell@slalom.com	Authorized Representative; Mutual Aid POC
2 Meredith Walker	Project Coordinator II	<input type="checkbox"/>		sweta.rawal@slalom.com	Financial POC

7. A new window will appear allowing you to add or remove roles from the contact selected.

- a. Multiple roles can be added for each contact.
- b. SMAA required roles for your agency in DEMES include
 1. Authorized User
 2. Financial POC
 3. Mutual Aid POC

Edit Account Contact Relationship

* = Required Information

Account Contact Relationship Information

Account SMAA Test	Roles Available DEM Primary Lead DEM Secondary Lead DOH Primary Lead Laundry	Chosen Financial POC
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8. To edit a role...

a. Add a role to a contact

1. **Select** the desired Role from the Available listing (left side)
2. Click the **Top Arrow Button** to add the role to the contact
3. Confirm new role name has been added to the Chosen listing

b. Remove a role from a contact

1. **Select** the desired Role from the Chosen listing (right side)
2. Click the **Bottom Arrow Button** to remove the role from the contact
3. Confirm role name has been removed from the Chosen listing

Edit Account Contact Relationship

* = Required Information

Account Contact Relationship Information

Account
SMAA Test

Contact
Meredith Walker

Start Date

End Date

Roles

Available

- DEM Primary Lead
- DEM Secondary Lead
- DOH Primary Lead
- Laundry

Chosen

- Financial POC

Active

Direct

Cancel Save & New **Save**

9. Once your edits are made, click **Save** to record your edits.

10. Your Related Contacts page for your agency will appear. Confirm your edit are reflective.

Accounts > SMAA Test
Related Contacts

Updated a few seconds ago

New Contact Add Relationship

Contact Name	Title	Direct	Phone	Email	Roles
1 Brad Bell	COMM SUPPORT	<input type="checkbox"/>	(330) 330-3333	brad.bell@slalom.com	Authorized Representative; Mutual Aid POC
2 Meredith Walker	Project Coordinator II	<input type="checkbox"/>		sweta.rawal@slalom.com	Financial POC



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.