



# DEMES Mutual Aid Job Aid Portal Overview

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Version 2 | External Views



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## Introduction

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.

## 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 \(fdemportal.com\)](https://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*

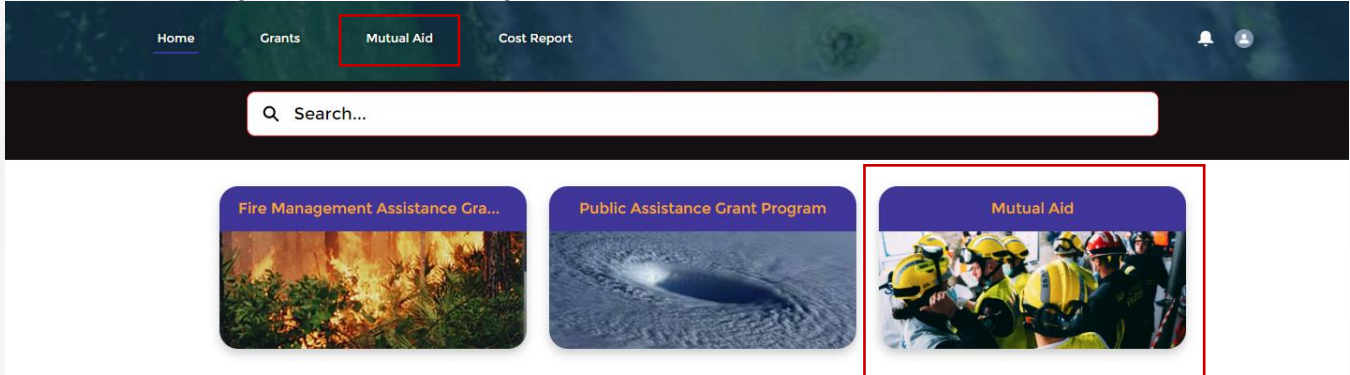
The Financial Point of Contact must have already set up their account on the Grant Management Portal as a new user, and must already be associated with an Assisting Agency.

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**.

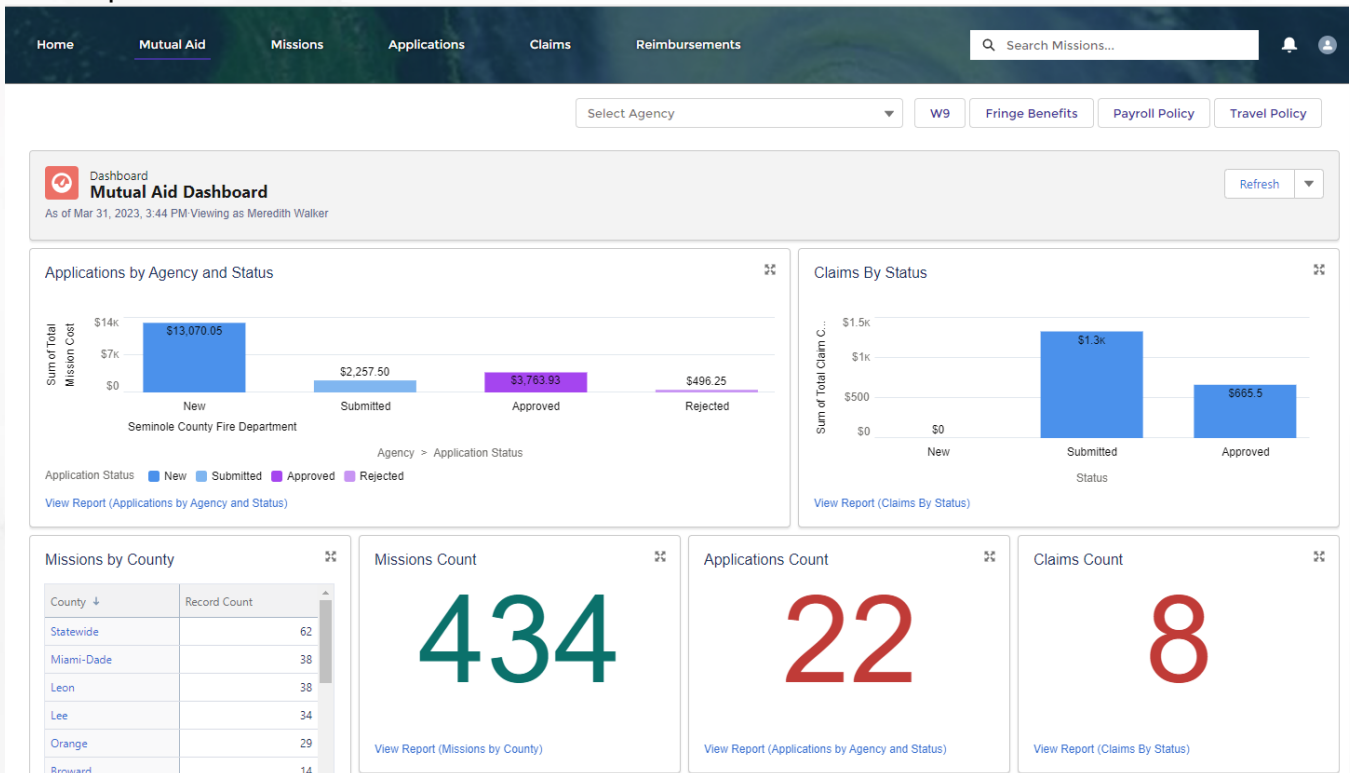


## Scenario: How to Access the Mutual Aid Portal

1. Once a Financial Point of Contact logs in, they will be taken to the Grants Management Portal.
2. There are two ways the 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.
  - c. Clicking either icon will navigate to the Mutual Aid dashboard.



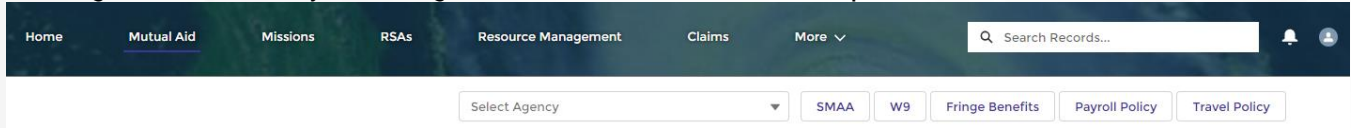
4. The system will display the Financial Point of Contact's Mutual Aid Dashboard homepage. Each component of the dashboard is outlined in detail below.





## 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

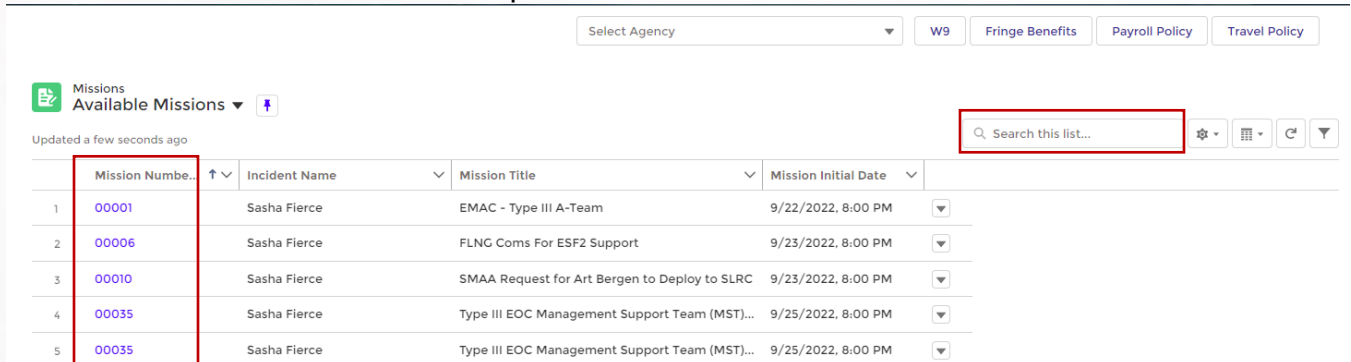
Selecting Home navigates the user back to the Grants Management Portal landing page.

### 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](mailto: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.

Invoices  
My Invoices ▾

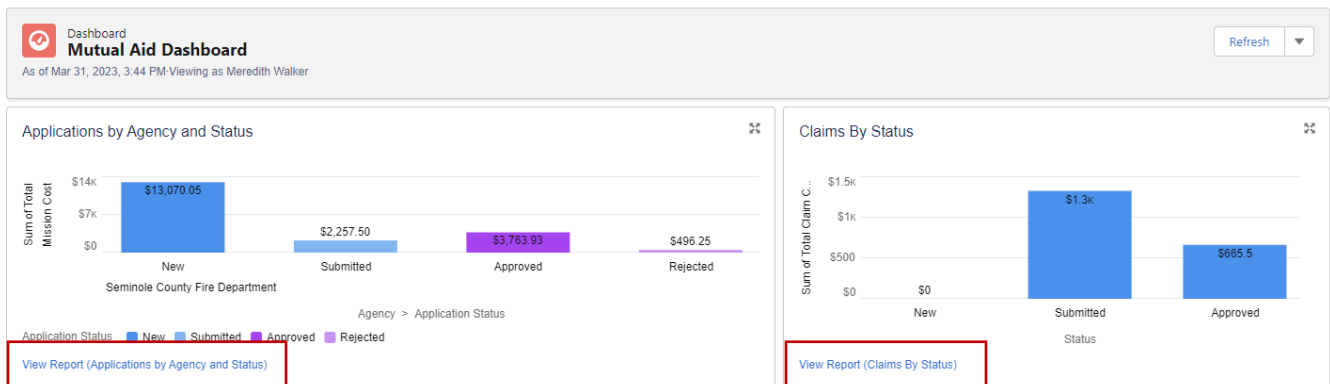
Invoice Number ↑	Vendor Name	Invoice Amount	Invoice Status
1 a3f23000000FPdY	Seminole County Fire Department	\$665.48	Payment Processing
2 a3f23000000FPVH	Seminole County Fire Department	\$516.00	Pending Validation
3 a3f23000000FPyW	Seminole County Fire Department	\$346.48	Pending Validation

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.

Home Grants Mutual Aid Cost Report

Report: Assisting Agencies  
**Applications by Agency and Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 22    Total Total Mission Cost: \$19,587.73

Agency	Application Status	Assisting Agency: Assisting Agency Name	Mission Title	Mission Incident Name	Total Miss
Seminole County Fire Department (22)	New (9)	AA-00205	Lighting repairs	Sasha Fierce	
		AA-00206	Destruction of Ammunition	2022 Ian	
		AA-00202	ARC Shelters		
		AA-00207	Nomex aircrew life vest (Personal Floatation Devices	Sasha Fierce	
		AA-00208	10 GPS positioning devices - Personal Locator Beacons	Sasha Fierce	
		AA-00139	-	2021 Piney Point Incident	

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

Home Grants Mutual Aid Cost Report

Report: Claims  
**Claims By Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 8    Total Personnel Cost: \$918.48    Total Travel Cost: \$252.00    Total Equipment Cost: \$300.00    Total Rental Cost: \$319.00    Total Materials & Other Cost: \$0.00    Total Total Claim Cost: \$1,996.60

Status	Claim: Claim Name	Claim: Created Date	Assisting Agency	Personnel Cost	Travel Cost	Equipment Cost	Rental Cost	Materials & Other Cost	Total Claim Cost
New (4)	C-00000005	3/29/2023	AA-00081	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000004	3/29/2023	AA-00078	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000003	3/29/2023	AA-00008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000002	3/29/2023	AA-00082	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Submitted (3)	C-00000006	3/29/2023	AA-00200	\$230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$346.48
	C-00000001	3/24/2023	AA-00189	\$432.64	\$36.00	\$0.00	\$0.00	\$0.00	\$468.64

3. **Missions by County:** mission count by all counties in the state of Florida

Home Grants Mutual Aid Cost Report

Report: Missions  
**Missions by County**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 434

County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k000003Uwel	4/12/2021	Testing Mission #1	SERT Training	test	Partially Filled
	1-0048	4/12/2021	Testing Mission #3	SERT Training	Boynton Beach	Assigned
	1-0034	4/12/2021	Test Title	SERT Training	Tallahassee	Tasked
	40460	2/11/2021	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	Gainesville	Assigned
Subtotal						
Bay (13)	00283	10/5/2022	test	SERT Training	test	Tasked
	00272	6/13/2022	Test	SERT Training	tallahassee	Tasked
	00271	6/13/2022	test mission	SERT Training	test	Assigned
	00532	4/29/2022	Request assistance to move animals from flooded shelter	-	Panama City	Assigned





#### 4. Missions Count: total # of missions in the system

Home Grants Mutual Aid Cost Report

Report: Missions  
**Missions by County**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 434

County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k00003Uwel	4/12/2021	Testing Mission #1	SERT Training	test	Partially Filled
	1-0048	4/12/2021	Testing Mission #3	SERT Training	Boynton Beach	Assigned
	1-0034	4/12/2021	Test Title	SERT Training	Tallahassee	Tasked
	40460	2/11/2021	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	Gainesville	Assigned
<b>Subtotal</b>						
Bay (13)	00283	10/5/2022	test	SERT Training	test	Tasked
	00272	6/13/2022	Test	SERT Training	tallahassee	Tasked
	00271	6/13/2022	test mission	SERT Training	test	Assigned
	00532	4/29/2022	Request assistance to move animals from flooded shelter	-	Panama City	Assigned
	00225	11/30/2021	Fuel for Kitchen	SERT Training	panama city	Tasked

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

Home Grants Mutual Aid Cost Report

Report: Assisting Agencies  
**Applications by Agency and Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 22  
Total Total Mission Cost: \$19,587.73

Agency	Application Status	Assisting Agency: Assisting Agency Name	Mission Title	Mission Incident Name	Total Miss
Seminole County Fire Department (22)	New (9)	AA-00205	Lighting repairs	Sasha Fierce	
		AA-00206	Destruction of Ammunition	2022 Ian	
		AA-00202	ARC Shelters		\$
		AA-00207	Nomex aircrew life vest (Personal Floatation Devices	Sasha Fierce	
		AA-00208	10 GPS positioning devices - Personal Locator Beacons	Sasha Fierce	
		AA-00139	-	2021 Piney Point Incident	\$
		AA-00204	Send Sharecare Registration Info DAILY to Alachua County	COVID-19 Public Health Emergency	

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

Home Grants Mutual Aid Cost Report

Report: Claims  
**Claims By Status**

Enable Field Editing Search Add Chart Filter Refresh

Total Records: 8  
Total Personnel Cost: \$918.48  
Total Travel Cost: \$252.00  
Total Equipment Cost: \$300.00  
Total Rental Cost: \$319.00  
Total Materials & Other Cost: \$0.00  
Total Total Claim Cost: \$1,996.60

Status	Claim: Claim Name	Claim: Created Date	Assisting Agency	Personnel Cost	Travel Cost	Equipment Cost	Rental Cost	Materials & Other Cost	Total Claim Cost
New (4)	C-00000005	3/29/2023	AA-00081	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000004	3/29/2023	AA-00078	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000003	3/29/2023	AA-00008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	C-00000002	3/29/2023	AA-00082	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Subtotal</b>				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Submitted (3)	C-00000006	3/29/2023	AA-00200	\$230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$346.48
	C-00000001	3/24/2023	AA-00189	\$432.64	\$36.00	\$0.00	\$0.00	\$0.00	\$468.64



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.
- 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	✓	✓	✓	✓

## Available Support

### DEMES Support Resources

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

For non-DEMES Mutual Aid business related questions, email the FDEM Statewide Mutual Aid Coordinator, Chasity Brown at [Chasity.Brown@em.myflorida.com](mailto:Chasity.Brown@em.myflorida.com).

### Feedback

Your input is important to the success of this initiative. Please share your feedback and ideas for enhancements via the DEMES Support process by creating a case.