



DEMES Job Aid: Mutual Aid Portal Overview

Updated April 12, 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.

External Overview: Mutual Aid Portal

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

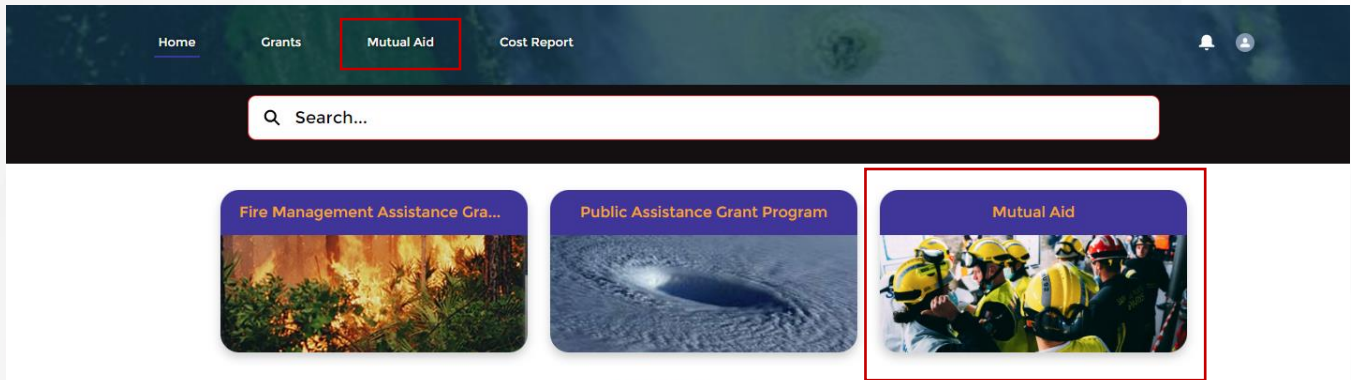
The following is an overview of the Mutual Aid Portal dashboard with a visual and description of each of the tiles that an assisting agency's Financial Point of Contact or other designated user can view and navigate once they have logged in to the Mutual Aid Portal. Note that the Financial Point of Contact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

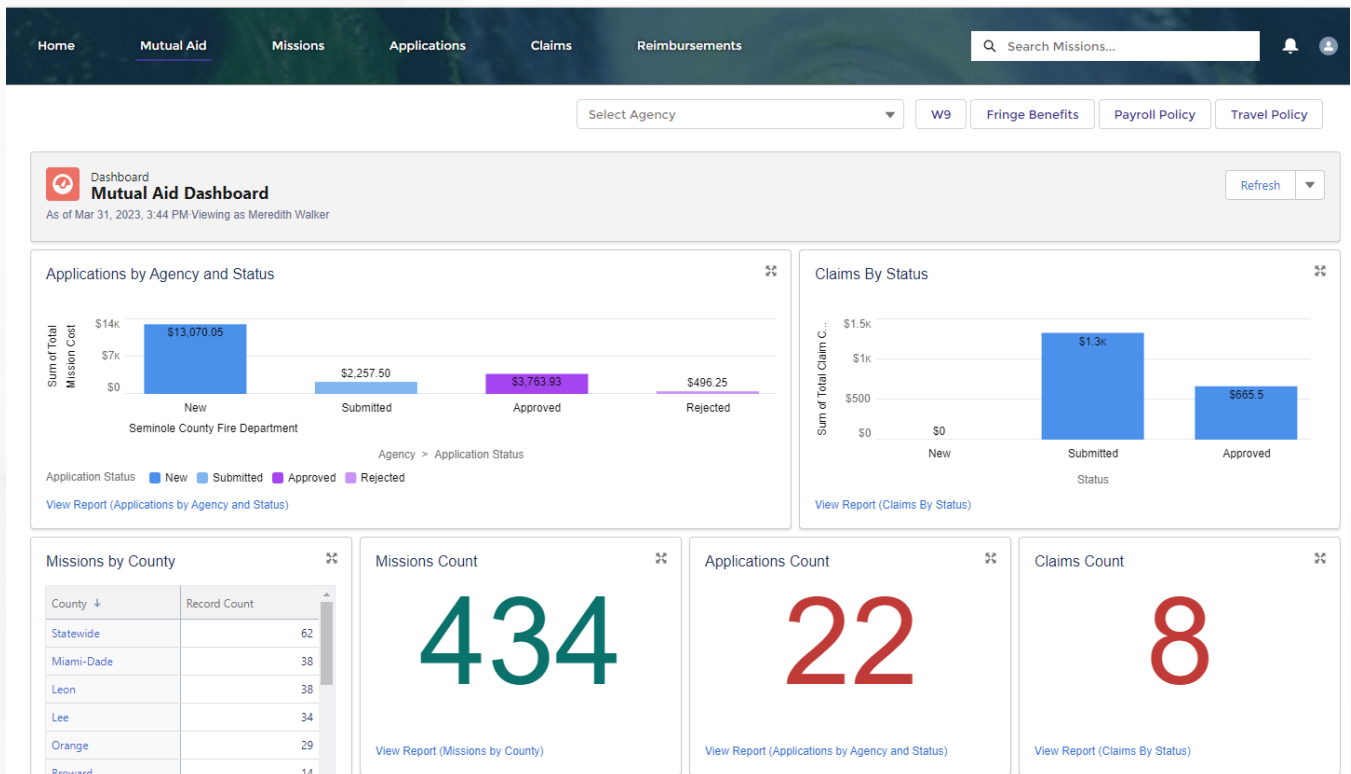
1. Once a Financial Point of Contact logs in, they will be taken to the Grants Management Portal.
2. There are two ways the Financial Point of Contact can access the Mutual Aid dashboard. They can either select the tile titled **Mutual Aid** on the right-hand side of the screen, or select the heading also titled Mutual Aid in the top left-hand corner. Clicking either icon will navigate to the Mutual Aid dashboard.



CARES Act Grant

To view your CARES Act Agreement, please click the Grants tab in the header and select the CARES Act Agreement from the list. For more information on the CARES Act, you can visit the [US Department of the Treasury Guidance for local governments](#), email ELCares@em.myflorida.com, or visit the [FAQ Community](#)

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





Mutual Aid Portal Dashboard: Header

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.

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.

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.
 - a. From this page, the user can
 - i. Click on a particular mission to view the details of that mission.
 - ii. Use the search box to find a particular mission.

Select Agency ▼

W9

Fringe Benefits

Payroll Policy

Travel Policy

Missions

Available Missions ▼

Updated a few seconds ago

Search this list...

⚙️

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🔄

🔍

	Mission Numbe... ↑ ▼	Incident Name ▼	Mission Title ▼	Mission Initial Date ▼	
1	00001	Sasha Fierce	EMAC - Type III A-Team	9/22/2022, 8:00 PM	▼
2	00006	Sasha Fierce	FLNG Coms For ESF2 Support	9/23/2022, 8:00 PM	▼
3	00010	Sasha Fierce	SMAA Request for Art Bergen to Deploy to SLRC	9/23/2022, 8:00 PM	▼
4	00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM	▼
5	00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM	▼

Resource Support Agreements

1. Selecting RSAs in the header bar navigates the user to the [Resource Support Agreements](#) page.





2. This page displays all RSAs/cost estimates for the Financial Point of Contact and the assisting agencies under their purview and where they are located in the process.
 - a. Status options for RSAs are: New, Submitted, Approved or Rejected
 - b. Note: System will automatically update status when it is changed by FDEM administrators.
 - c. The user can always click on an RSA/cost estimate to view and adjust the details (if they are the designated Financial Point of Contact).

Assisting Agencies
All Applications by Status ▾

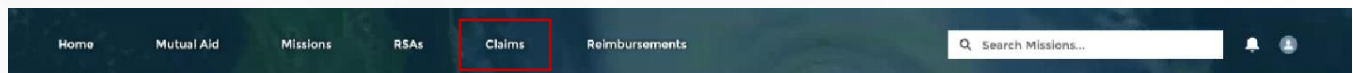
Updated 4 minutes ago

Search this list...

New (14)	Submitted (5)	Approved (13)	Rejected (1)
\$2,986	\$13,789	\$15,272	\$496
<div>AA-00203 Seminole County Fire Department PO for lighting repairs at SLRC Sasha Fierce</div>	<div>AA-00139 Seminole County Fire Department 2021 Piney Point Incident</div>	<div>AA-00008 Seminole County Fire Department COVID-19 Public Health Emergency</div>	<div>AA-00194 Seminole County Fire Department Request for Support for Substantial Dam... 2022 Ian</div>
<div>AA-00204 Seminole County Fire Department Send Sharecare Registration Info DAI... COVID-19 Public Health Emergency</div>	<div>AA-00197 Seminole County Fire Department Removal of Debris Mound behind Old... Sasha Fierce</div>	<div>AA-00078 Seminole County Fire Department COVID-19 Public Health Emergency</div>	
<div>AA-00205 Seminole County Fire Department Lighting repairs Sasha Fierce</div>	<div>AA-00198 Seminole County Fire Department Request PO for SEOC Badges Sasha Fierce</div>	<div>AA-00079 Seminole County Fire Department COVID-19 Public Health Emergency</div>	
		<div>AA-00080 Seminole County Fire Department</div>	

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. Each claim is displayed on the page based on the current status and will include the **Claim Number**, the **Claim Amount Requested**, and the associated **Assisting Agency**. The user can click on any claim to see more details.
 - 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. The user can always click on a claim to view and adjust the details (if they are the designated Financial Point of Contact).



Claims

All Claims By Status

Updated a few seconds ago

Search this list...



New (2)	Submitted (7)	Approved (1)	Returned (0)	Paid (0)
\$0	\$1,392	\$665		
<div>C-00000003 \$0.00 AA-00008</div>	<div>C-00000000 \$516.00 AA-00136</div>	<div>C-00000007 \$665.48 AA-00201</div>		
<div>C-00000010 \$0.00 AA-00079</div>	<div>C-00000001 \$468.64 AA-00189</div>			

Reimbursements

1. Selecting Reimbursements navigates the Financial Point of Contact to the Reimbursement page that provides a listing of invoices for the agency.

Home

Mutual Aid

Missions

Applications

Claims

Reimbursements

Search Missions...

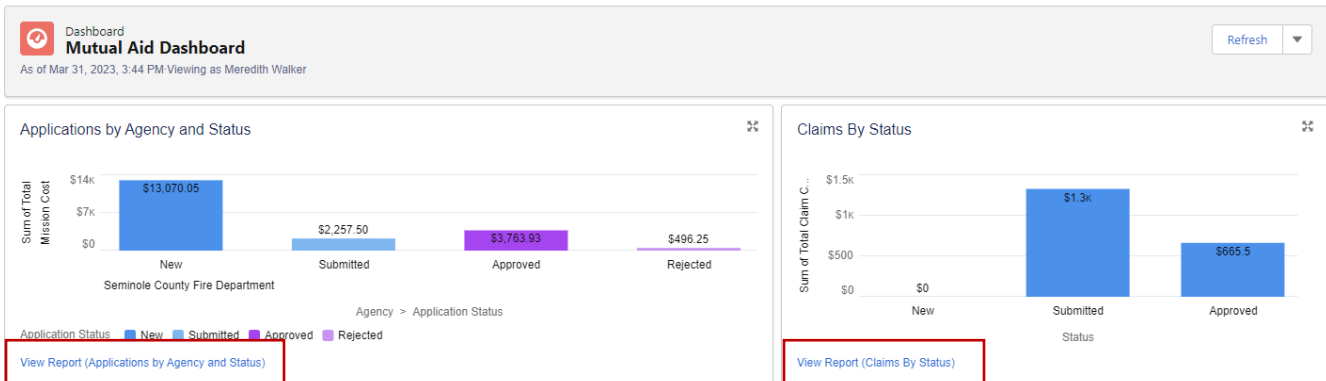
Invoices

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

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						
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		
		AA-00203	PO for lighting repairs at SLRC	Sasha Fierce		\$
		AA-00197	Removal of Debris Mound behind Old FMB Town Hall	Sasha Fierce		
	Subtotal					\$1
	Submitted (2)	AA-00198	Request PO for SEOC Badges	Sasha Fierce		\$
		AA-00199	FEMA Travel Trailer - Drop -Addresses Collier Coordination	2022 Ian		

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										
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	
	C-00000000	3/24/2023	AA-00136	\$0.00	\$216.00	\$300.00	\$0.00	\$0.00	\$516.00	
Subtotal				\$662.64	\$252.00	\$300.00	\$0.00	\$0.00	\$1,331.12	
Approved (1)	C-00000007	3/30/2023	AA-00201	\$255.84	\$0.00	\$0.00	\$319.00	\$0.00	\$665.48	
Subtotal				\$255.84	\$0.00	\$0.00	\$319.00	\$0.00	\$665.48	
Total (8)				\$918.48	\$252.00	\$300.00	\$319.00	\$0.00	\$1,996.60	

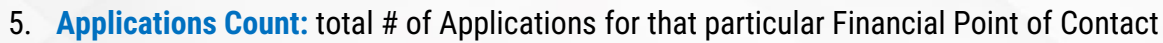


3. Missions by County: mission count by all counties in the state of Florida

Home Grants Mutual Aid Cost Report						
Report: Missions						
Missions by County						
Total Records						
434						
County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k000003Uwef	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
	00225	11/30/2021	Fuel for Kitchen	SERT Training	panama City	Tasked
	03369	10/27/2021	Lynn Haven Senior Center_E01	-	Lynn Haven	Tasked
	1-0049	4/12/2021	test	SERT Training	Tallahassee	Tasked
	0076	4/12/2021	test	SERT Training	tallahassee	Tasked
	0117	4/12/2021	test	SERT Training	test	Assigned
	0147	4/12/2021	test	SERT Training	sdfsda	Assigned
Row Counts Detail Rows Subtotals Grand Total						

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

Home Grants Mutual Aid Cost Report						
Report: Missions						
Missions by County						
Total Records						
434						
County	Mission: Mission Number Name	Mission: Created Date	Mission Title	Incident Name	City	Mission Status
Alachua (4)	a253k000003Uwef	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
	00225	11/30/2021	Fuel for Kitchen	SERT Training	panama City	Tasked
	03369	10/27/2021	Lynn Haven Senior Center_E01	-	Lynn Haven	Tasked
	1-0049	4/12/2021	test	SERT Training	Tallahassee	Tasked
	0076	4/12/2021	test	SERT Training	tallahassee	Tasked
	0117	4/12/2021	test	SERT Training	test	Assigned
	0147	4/12/2021	test	SERT Training	sdfsda	Assigned
Row Counts Detail Rows Subtotals Grand Total						



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

10



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.

Report: Accounts Agency Documents Status					
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 page](#) on the Florida Disaster website. This site contains support resources, including support contacts, FAQs, videos, and additional job aids.

Feedback

Your feedback and input is important to the success of this initiative. The project team encourages you to share your feedback and ideas for enhancement at DEMES.Support@em.myflorida.com.