



DEMES Quick Reference Guide Mutual Aid Portal: Missions, RSA's-Cost Estimates, & Claims

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Introduction

As an external partner with FDEM, I would like to find and apply for a mission, update my activity logs, and submit a claim for a mission we supported.

Login

1. External partners can access the Mutual Aid portal via <https://www.fdemportal.com/grants>

Access Mutual Aid Portal

1. Once on the portal, click on the **Mutual Aid** tab: header bar or icon
2. The **Mutual Aid Dashboard** page will appear; an aggregate view of mission and claim information

Find a Mission

1. Click on the **Mission** tab: *header bar*
2. Select the **link for the mission** you would like to submit a cost estimate for.

Apply for a Mission

1. Once on the mission page, review the information provided.
2. Click on **Apply as Assisting Agency** button: *top right*
 - a. Note: take note of the RSA number at the top of the page

Add in Cost Estimates into RSA & Submit

To be considered to support the mission, the FPOC will need to enter estimated costs into relevant categories on the RSA.

- i.e. Personnel Cost, Travel Cost, Equipment, Materials & Other, Acknowledgements
 - Take note of the RSA-## at the top of the page: *left*
1. Resource Support Agreement (RSA) tab
 - a. Pay special attention to Deployment Logistics
 - b. If needed, add content into open text fields
 - c. Click **Finalize**: *bottom*
 2. Click on Personnel Cost tab to add in associated mission costs
 - a. Under **Contact**, search the name of personnel you want to assign to mission or add contact
 - i. Key fields will pre-populate rates provided via contact record
 - ii. To add a new contact, click the "Can't Find Contact" box
 - b. Verify all rates: salary, OT, fringe, benefit
 - c. Enter in regular hours per day, OT hours, # of mission days
 - d. Click **Add Personnel**
 - e. Verify a new bottom box will appear with the contacts name
 - f. Click **Finalize**



3. Click on Travel Cost to add in associated mission costs
 - a. Meals & Per Diem Estimate: if provided
 - i. Verify amounts pre-populated are accurate.
 - b. Lodging Estimate: if provided
 - i. Add in nightly rate, # of mission nights, # of rooms
 - ii. Add in travel date
 - iii. Add Accommodations
 - iv. Click **Add Lodging**
 - a. Vehicle Estimate: if provided
 - i. Add in vehicle type, mileage rate, estimated mileage *or*
 - ii. Add in daily rental rate and # of mission dates
 - iii. Click **Add Vehicle**
 - iv. Click **Finalize**
4. Click on Equipment to add in associated mission costs
 - b. Search for equipment to add in rate; **select item**
 - c. Add in hours & days
 - d. Click **Add Equipment**
 - e. Note: If multiple equipment needs, click add equipment to submit more than one.
 - f. Click **Finalize**
5. Click on Materials & Other
 - g. Add in associated item
 - h. Add reason for purchase
 - i. Add in unit price and quantity
 - j. Note: If multiple material is needed, click add item to submit more than one.
 - k. Click **Finalize**
6. Click on Acknowledgements
 - l. Confirm all circles on left side are green
 - i. Red X circles indicate a task is incomplete in that section - most often the finalize button was not clicked. Green X indicates tab is good.
 - m. Click acknowledgements button.
 - n. Click **Submit**.
7. Clicking submit moves the Resource Service Agreement (RSA) to the Mutual Aid Coordinator to review and approve.
8. The Financial Point of Contact will be notified by email once their RSA is approved.
9. The status of the RSA (New, Submitted, Approved, Rejected) can be tracked in the portal on the RSA landing page.



Resource Service Agreement Approved: Update Time/Activity Logs

Best practice is for all fields and documentation to be included prior to submitting a claim.

1. From the **RSA** tab, locate the **RSA#** (box) you would like to modify.
2. From the approved column, click on the **RSA#** of the cost estimate you need to update.
3. Click on **Cost Estimate** (next to details) to bring up the Resource Support Agreement (RSA).
4. Review each tab to update estimate and add documentation.
 - a. Personnel Cost, Travel Cost, Equipment, Materials & Other
5. Click on Personnel Cost tab to add in associated mission costs
 - a. Click on contact name to either manually enter in hours worked or upload timesheet
 - b. Note: orange boxes means documentation is missing
6. Click on Travel Cost tab to add in associated mission costs
 - a. Click on blue links to either manually enter in costs or upload documentation
7. Click on Equipment Cost tab to add in associated mission costs
 - a. Click on blue links to either manually enter in costs or upload documentation
8. Click on Material Cost tab to add in associated mission costs
 - a. Click on blue links to either manually enter in costs or upload documentation
9. Click on Acknowledgements
 - a. Confirm all circles on left side are green
 - i. Red X circles indicate a task is incomplete in that section - most often the finalize button was not clicked.
 - b. Click acknowledgements button.
 - c. Click **Submit**.

Resource Service Agreement Final: Submit a Claim

Best practice is for all fields and documentation to be included prior to submitting a claim.

1. Go to **RSA** tab
2. From the approved column, click on the **RSA#** of the cost estimate you need to update.
3. Click on **Cost Estimate** (next to details) to review each category to ensure costs are accurate and documentation is attached.
 - a. Personnel Cost, Travel Cost, Equipment, Materials & Other
 - b. Look for orange box to highlight where documentation is needed
4. Click **Create Claim**: top right

Submit for Approval

1. Conduct one final review that all estimates are accurate and all documentation is included.
2. If modification are made, click **Update**.
3. Click **Submit for Approval**.
4. Verify amounts outlined are accurate.
5. Click **Submit**.
6. Clicking submit moves the application to the FDEM review process and initiates the Invoice Approval Process. An email confirmation will be sent to indicate next steps.



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.