FIREWISE USA™
Residents reducing wildfire risks

Firewise Online Management Portal Training Document

Resident Leaders

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How do I submit my annual renewal criteria?

1. **Login to your account at portal.firewise.org**

2. **To begin the application renewal process, there are two options:**
   - » From your user dashboard, select "Start Renewal Application" under the Community/ Site Profile you're renewing.
   - » From your Community/Site Profile dashboard, select "Start Renewal Application" from the Application tile in the left hand corner.

3. **Once you have selected "Start Renewal Application," you will be redirected to Firewise Renewal Application Overview page.**
   - » Review page and update any community/site information that has changed.
   - » If no information has changed, or you have completed your updates, select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the application.

4. **OPTIONAL: Update the "Risk Assessment" section**
   - » If you have a new Risk Assessment, upload a scanned copy, or indicate that you will mail Firewise a hard copy.
   - » Indicate the date your assessment was completed.
   - » If you are updating this section, all fields with an orange asterisk are required.
   - » Select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the renewal application.

5. **OPTIONAL: Update the "Board/Committee" section**
   - » Confirm that you have an established board/committee for your Firewise Community/ Site by selecting the checkbox.
   - » If you have your board/committee contact information, enter that information into the fields that appear upon selecting the checkbox.
   - » Select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the application.

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6. **OPTIONAL: Update your "Action Plan"**
   » (If you have an updated action plan).
      » *Generally, the plan should include at least three board/committee generated action items that will improve the community's wildfire readiness.*
   » Upload a digital copy of your Action Plan, or indicate that you will mail Firewise a hard copy.
   » Select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the application.

7. **Complete the "Educational Outreach" section**
   » Each participating site is required to hold a minimum of one wildfire risk reduction educational outreach event or activity annually. You may track multiple activities and events over the year, or add them all at once.
      » *Input the Date of your activity/event, the location and number of attendees in the related fields.*
      » *From the list, select what educational outreach activities or events were completed.*
      » *Describe your activity or event in the notes field.*
      » *Select the "Add Activity or Event" button.*
      » *If your Community/Site has not yet completed any educational outreach events or activities, you may move on to other steps in the application process. However, you will not be able to submit the application until all steps have been completed.*
   » Select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the application.

8. **Complete the "Risk Reduction Investment"**
   » A minimum annual investment of at least $2 per capita in risk reduction projects is required to maintain an "In Good Standing" status. Input the Date of your activity/event, the location and number of attendees in the related fields.
      » *Track Hours Worked by category or Money Spent, (multiple entries can be stored throughout the year by clicking the save investment button after each entry).* ***Only,*** *click submit in the review area when complete for the year.*

» Hours Worked

» *Select the "Hours Worked" button.*

» *Describe the hours invested by selecting one of the items in the list. Enter the total associated activity hours in the field below the list.*

» *Select "Save Investment".*

» Money Spent

» *Select the "Money Spent" button.*

» *Enter the money invested in the related categories and fields that appear.*

» *Select "Save Investment".*

» Select the "Continue" button OR use the navigation at the top of the form to navigate to different sections of the application.

9. **Review the information**

» Once you've completed the required information, you may submit your renewal application.

» *If you have changes to your information, select the "Edit" link to the right of each section title.*

» *If all information is accurate and you're ready to submit your renewal application, select that you agree to the User Agreement by clicking the checkbox.*

» *Once you've checked the box for the User Agreement, you may submit your renewal.*

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How do I change our Resident Leader information?

Send the name of the site and the new Resident Leader's name, mailing address, email and phone number to: firewise@nfpa.org.

How do I change our shipping address?

1. Login to your account at portal.firewise.org.

2. Click on the title of the Community/Site that you would like to change the contact information for.

3. Selecting the title will redirect you to your Community/Site dashboard.

4. Select "Edit Community Details" link in the upper right hand corner.

5. To update Community/Site contact information, scroll to that section and input new contact information in the fields provided.

6. Select "Save and Close".

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What are the tools on my Community Dashboard?

1. Edit Profile

2. Community Status

3. Weather and Red Flag Conditions

4. Navigation to Dashboard, Contacts and Applications

5. Current Application and Application Status

6. Current Community Investment

7. Details on my community and its leadership

8. Link to order Firewise materials

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What if I forgot my password?

1. Go to portal.firewise.org.

2. Select "forgot password".

3. You will be redirected to nfpa.org.

4. Enter the email address associated with your account in order to recover your password.

5. Select "Send Email".

6. Check your email for a message from nfpa.org with instructions on how to reset your password.

How do I change my password?

1. Login at portal.firewise.org.

2. On your User Dashboard, select "Edit Profile".

3. You will be redirected to nfpa.org.

4. Sign into nfpa.org using your Firewise account email and password.

5. Go to "My Profile" in the upper right corner.

6. Under the Personal Information tile at the top, select "Change Password".

7. Fill out fields and select the "Save" button.

Glossary

1. **User Roles**
   - » **Resident Leader:** Main resident point of contact for a Firewise site. This person typically submits the annual renewal application criteria on behalf of the participating site and can update/edit the Firewise board/committee, the action plan and risk assessment. Each resident leader has a log-in and password for the Firewise portal.

   - » **Regional Coordinator:** Individuals in this role provide assistance to the local Firewise site and are typically from a state forestry agency, local fire department, Fire Safe Council, etc. This role will have access to new applications and renewals for each of the sites that they assist. They also have access to reports, but will only be able to view information for the sites they are connected to.

   - » **State Staff:** Assists or works with the state liaison. The state liaison can assign them permissions to approve applications and renewals.

   - » **State Liaison:** The state level program point of contact for a specific state. A state liaison will only have access to the communities in their state.

2. **Site Status Categories**
   - » **Inactive:** Status of a community that did not submit a renewal for the previous calendar year.

   - » **Archived:** Status of a community that has missed more than one year of renewal.

   - » **In good standing:** Status of a community that is active in the program and up to date on their renewal criteria.

   - » **Pending:** Status of a community that is working to complete the application process, this includes communities that have not yet finished their application and those that have submitted a new application and awaiting approval.

3. **Application Status**
   - » **Not submitted:** Application has not been completed and is open, it can still be edited by the resident leader, or a regional coordinator connected to that site.

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» **Submitted:** Application has been submitted and is awaiting state liaison approval. Once an application is submitted it can no longer be edited by the resident leader or regional coordinator.

» **State approved:** State liaison has approved the application for national Firewise recognition. Notification has been sent to an NFPA Firewise Administrator to begin the onboarding process.

» **Process completed:** The onboarding process has been completed. Street signs and new community plaque have been ordered for this community.

4. **Other Portal Terms**

» **User Dashboard:** The starting page when logged into the portal.

» **Community Dashboard:** A participating site's main page.