



**FIREWISE USA™**  
Residents reducing wildfire risks

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# Firewise Online Management Portal Training Document

New Applicants



# New Applicants

## How to create a site profile

### 1. **Login to your account at [portal.firewise.org](https://portal.firewise.org)**

- » Select “Create New Community” button. You will be redirected to the “Site Profile” application.

### 2. **Complete the “Getting Started” section**

- » All fields with an orange asterisk are required.
- » Select the “Continue” button

### 3. **Review the “Community Contact Information” section**

- » If you do not want to use your contact information for the community contact, uncheck the box and fill out the form that appears.
- » Select the “Continue” button.

### 4. **Mapping your Site**

- » If you allow the portal to view your location, the corresponding coordinates (latitude/longitude) will automatically display.
- » If you do not allow the portal to view your location, enter the location you want to use to pull in the coordinates (latitude/longitude).
- » Select the “Continue” button.

### 5. **Review the Profile information**

- » If there’s changes to your information, select the “Edit” link to the right of each section title.
- » If all information is accurate and you’d like to submit the information, review and select that you agree to the User Agreement by clicking the checkbox.
- » Once you’ve checked the box for the User Agreement, it can be submitted.



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## How to apply for Firewise Recognition

### 1. **Login to your account at [portal.firewise.org](https://portal.firewise.org)**

- » You must have a Community/Site profile already created. You can find your profile on the User Dashboard which will be displayed upon logging into your account.

### 2. **To begin the application process, there are two options:**

- » From your user dashboard, select “Start New Application” under the Community/Site Profile that you would like to become recognized.
- » From your Community/Site Profile dashboard, select “Start New Application” from the Application tile in the left hand corner.

### 3. **Once you have selected “Start New Application,” you will be redirected to “Firewise USA Application” Overview page.**

- » Review page
- » Check whether your state has any required steps or documents that you must refer to during the application process or review prior to starting.
  - » *Review documents/instructions if they exist.*
- » Select the “Continue” button OR use the navigation at the top of the form to navigate to different sections of the application.

### 4. **Complete the “Risk Assessment” section**

- » Once a Risk Assessment has been completed by the appropriate person or organization, go to your Firewise USA Application to upload a scanned copy of your Risk Assessment, or to indicate that you will mail Firewise a hard copy.
  - » *Your Firewise state liaison can help direct you to experts who can conduct a Risk Assessment for your community. Your local fire department may also be able to assist.*
  - » *If your Community/Site’s Risk Assessment has not been completed, or is in the process, 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.*
  - » **Note:** *You cannot complete the Community/Site action plan without completing this step.*



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- » Indicate the date the assessment was completed.
- » 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 application.

## 5. Complete the “Board/Committee” section

- » Confirm that you have established a board/committee for your Firewise Community/Site by selecting the checkbox.
  - » *Your board/committee helps to develop the community action plan and monitor its progress.*
  - » *If your Community/Site has not yet established a board/committee, 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.*
  - » **Note:** *You cannot complete the Community/Site action plan without completing this step.*
- » 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.

## 6. Complete the “Action Plan” section

- » Put together a local action plan. This step is dependent upon the completion of your Community Risk Assessment and establishment of a board/committee for your community/site.
  - » *Generally, the plan should include at least three board/committee generated action items that will improve the community’s wildfire readiness.*
  - » *If your Community/Site has not yet completed the Action Plan, 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.*
- » Once an Action Plan has been developed, go to your Firewise USA Application and 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.



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## 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.
  - » *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 spent in the related categories and fields that appear.*
  - » *Select “Save Investment”.*



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

## 9. Review your information

- » Once you’ve completed all of the required information, you may submit the 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 would like to submit your application, review and 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 the application.*



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## What if I forgot my password?

1. Go to [portal.firewise.org](https://portal.firewise.org).
2. Select “forgot password”.
3. You will be redirected to [nfpa.org](https://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](https://nfpa.org) with instructions on how to reset your password.

## How do I change my password?

1. Login at [portal.firewise.org](https://portal.firewise.org).
2. On your User Dashboard, select “Edit Profile”.
3. You will be redirected to [nfpa.org](https://nfpa.org).
4. Sign into [nfpa.org](https://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.

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## 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.