



MUTUALAIDNET

MutualAidNet: Step by Step



ADDING NEW CONTACT



MUTUALAIDNET

DEPT/AGENCY INFO

- Contacts with the following Fire Roles will be able to Create New Users (Contacts)

FL-MutualAidNet: Security		Role Activity				
Tasks Available by User		User Roles				
Task #	Tasks Description	1	2	3	4	5
		FFCA State Coordinator	FFCA Regional Coordinator	FFCA County Coordinator	Agency POC-Admin	Agency POC-User
1	Update User Contact Information	X	X	X	X	X
2	Reset Passwords	X				
3	Update Dept/Agency Information	X	X	X		
4	Update Access Levels	X				
5	Create New Users	X	X	X		
6	Create New Dept/Agencies	X	X	X		
7	Update Resources	X	X	X	X	X
8	Send Resources	X	X	X		
9	Send Notification	X	X			
10	Initiate Activation	X	X			
11	Approve Resource Updates	X	X			
12	Post System News	X				
13	Review Activation Status	X	X	X	X	X
14	View Resource Inquiry	X	X	X	X	X
15	Update County Dispatch Center	X	X	X		
	15	15	12	9	4	4


Adding New Contact



MUTUALAIDNET

DEPT/AGENCY INFO

- Select *DEPT/AGENCY*
- Click into the *SEARCH* window and start typing the dept/agency name



Mutual Aid Net

Welcome: Power

Home Page

ACTIVATION

Enter Resource Request

Activation Status

Resource Types

ADMINISTRATION

Executive List Contacts

Regional Contacts

County Contacts

Dept/Agency Info

System Notifications

System News

County Participation In Exercises

Role Activity

Role Menu Access

Manage ST/TF

INQUIRY

Resources by Dept/Agency

All Resources by Region or County

Resource Type by Region, County or Dept/Agency

Resource Type by Distance

Log Off

Change Password

MutualAidNet - Florida - Dept/Agencies

Dept/Agency List: [Add New Dept/Agency](#)

Search:

ID	Dept/Agency Name	County	Region	Last Updated
AAA	AAA Fire Department	Hillsborough	4	05/10/2014
AAM	Alachua County Emergency Management	Alachua	3	06/01/2013
ABC	ABC Fire Rescue (Test Agency)	Orange	5	03/07/2014
ALC	Alachua County Fire Rescue	Alachua	3	05/21/2014
ALF	Alford Volunteer Fire Department	Jackson	1	08/31/2012
ALH	Altha Vol Fire Dept	Calhoun	1	
ALL	Allentown Volunteer Fire Department	Santa Rosa	1	
ALM	Almarante Fire District	Okaloosa	1	
ALP	Alligator Point Vol Fire Dept	Wakulla	2	
ALV	Alva Fire Control & Rescue District	Lee	6	
APA	Apalachee Bay Vol Fire Dept (Shell Point)	Wakulla	2	
APC	Avon Park Correctional Inst Fire Dept	Polk	4	
APL	Apalachicola Volunteer Fire Department	Franklin	2	
APO	Apopka Fire Dept	Orange	5	03/19/2014
ARG	Argyle Volunteer Fire Department	Walton	1	
ASA	Ashville Area Volunteer Fire Department	Jefferson	2	

Dept/Agency Information

Dept/Agency Contacts

Dept/Agency Contacts: [Add New Contact](#)

Contact Type	Title or Office	Name	City	Office Phone	24/7 Phone
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Adding New Contact



MUTUALAIDNET

DEPT/AGENCY INFO

- Select the dept/agency from the truncated list



Mutual Aid Net

Welcome: Power

Home Page
ACTIVATION
Enter Resource Request
Activation Status
Resource Types
ADMINISTRATION
Executive List Contacts
Regional Contacts
County Contacts
Dept/Agency Info
System Notifications
System News
County Participation in Exercises
Role Activity
Role Menu Access
Manage ST/TF
INQUIRY
Resources by Dept/Agency
All Resources by Region or County
Resource Type by Region, County or Dept/Agency
Resource Type by

MutualAidNet - Florida - Dept/Agencies

Dept/Agency List: [Add New Dept/Agency](#)

Search:

ID	Dept/Agency Name	County	Region	Last Updated
EST	Estero Fire Rescue	Lee	6	03/10/2014
HOF	Homestead ARB Fire Dept	Miami-Dade	7	

Dept/Agency Information

Dept/Agency Contacts

Dept/Agency Contacts: [Add New Contact](#)

Contact Type	Title or Office	Name	City	Office Phone	24/7 Phone
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Adding New Contact



MUTUALAIDNET

DEPT/AGENCY INFO

- Select the *DEPT/AGENCY CONTACTS* tab

MutualAidNet - Florida - Dept/Agencies

Dept/Agency List: [Add New Dept/Agency](#)

Dept/Agency ID	Dept/Agency Name	County	Staff	Last Update
DUM	Duval County Emergency Management	Duval	3	06/10/2013
DXE	Dixie County EMS	Dixie	2	04/27/2014
DYB	Daytona Beach Fire Dept	Volusia	5	08/31/2012
EAA	East Lake Tarpon Spec Fire Control	Pinellas	4	
EAL	Eagle Lake City Fire Dept	Polk	4	
EAM	East Milton Vol Fire Dept	Santa Rosa	1	
EAN	East Naples Fire Control & Rescue District	Collier	6	03/11/2014
EAP	East Palatka Vol Fire Dept	Putnam	3	
EAS	Eastpoint Vol Fire Dept	Franklin	2	
EBR	Ebro Vol Fire Dept	Washington	1	
ECF	Escambia County Fire Rescue	Escambia	1	03/04/2013
EDG	Edgewater Fire Rescue Service	Volusia	5	03/19/2014
ELL	Ellisville Vol Fire Dept	Columbia	2	
EMF	East Manatee Fire Rescue District	Manatee	6	05/20/2014
EMG	Emergystat of Calhoun County	Calhoun	1	
ENG	Englewood Area Fire Control Dist	Sarasota	6	
ENS	Ensley Vol Fire Dept	Escambia	1	
ERI	Eridu Vol Fire Dept	Taylor	2	
ESE	Escambia County Department of Public Safety	Escambia	1	04/27/2014
ESM	Escambia County Emergency Management	Escambia	1	06/10/2013

Dept/Agency Information | **Dept/Agency Contacts**

Dept/Agency Information:

Dept/Agency ID#: [Search](#)

Region: County:

Dept/Agency Name: Phone:

Address: Latitude:

City: State: Longitude:

Full Time Staff Le: Part Time Staff Le: Zip: -

Exclusion Start: Exclusion End: ☐ Private EMS Agency

[Update Dept/Agency Information](#) [Delete Department](#) [View Contacts](#) [Datasheet](#)

Adding New Contact



MUTUALAIDNET

DEPT/AGENCY INFO

- Select *ADD NEW CONTACT* button

Dept/Agency Information

Dept/Agency Contacts

Dept/Agency Contacts: [Add New Contact](#)

Contact Type	Title or Office	Name	City	Office Phone	24/7 Phone
Fire	Division Chief-Spec. Ops.	Ed Dwyer		(239) 390-8043	(239) 872-6946
Fire	Asst Chief/Cnty Coord	Mark Wahlig	Estero	(239) 390-8000	(239) 851-2408
Fire	Fire Chief	Scott Vanderbrook	Estero	(239) 390-8000	(239) 898-6327

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

The Contacts Maintenance page opens, which is where you will add or edit all contact information, regardless of where you start within the program

MutualAidNet - Florida - Contact Maintenance

System Access Level

Access Level: Fire Role:

Check to allow user to close activations: ☐

Contact

Title/Office: Dept/Agency:

First Name: Middle Initial: Last Name:

Email:

Password: Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Address (if different)

Address Line 1: Address Line 2: County:

City: State: FL Zip Code: -

Top of page

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

The Contacts Maintenance page opens, which is where you will add or edit all contact information, regardless of where you start within the program

Contact Information

State ID:

Office Phone:

Fax:

24/7 Connect:

Cell Phone:

Cell Carrier:

--- Select a Carrier --

Do you want to be notified by text messages?

Pager:

Pager Carrier:

--- Select a Carrier ---

Home Phone:

Email:

Do you want to be notified by email?

Alternative Email:

Do you want to be notified by email?

Exclusion Start Date:

Exclusion End Date:

Back

Save Contact

Bottom of page

Adding New Contact

MUTUALAIDNET

CONTACT MAINTENANCE

- Select a *SYSTEM ACCESS LEVEL* from the drop down list
- **Note:** You will only be able to use a level equal or below your own level (ex: County Coordinator can add a new contact with a county Coordinator Access Level or lower)

MutualAidNet - Florida - Contact Maintenance

System Access Level

Access Level: **--- Select an access level ---** Fire Role: **--- Select a Role ---**

Check to allow **--- Select an access level ---**

Contact

Title/Office: **--- Select an access level ---** Dept/Agency: **Estero Fire Rescue**

First Name: Middle Initial: Last Name:

Email:

Password: Confirm Password:

Address (if different)

Address Line 1: Address Line 2:

City: **--- Select a City ---** State: FL Zip Code:

--- Select an access level ---

- Administrator
- Fire Executive List - Admin
- Fire Regional Coordinator
- Fire County Coordinator
- Fire Department - Admin
- Fire Department - User



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CONTACT MAINTENANCE

- Once the *ACCESS LEVEL* is selected, the *FIRE ROLE* drop-down list will display all available roles that are linked to the specific access level selected

MutualAidNet - Florida - Contact Maintenance

System Access Level

Access Level: Fire Role:

Check to allow user to close activations: ☐

Contact

Title/Office: Dept/Agency:

First Name: Middle Initial: Last Name:

Email:

Password: Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Address (if different)

Address Line 1: Address Line 2: County:

City: State: FL Zip Code: -

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- Select a *FIRE ROLE* from the drop down (If there is more then one listed).

MutualAidNet - Florida - Contact Maintenance

System Access Level

Access Level: Fire Department – Admin ▾

Fire Role: Agency POC– Admin ▾

Check to allow user to close activations: ☐

Contact

Title/Office:

Dept/Agency: Estero Fire Rescue ▾

First Name: Middle Initial: Last Name:

Email:

Password:

Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Address (if different)

Address Line 1:

Address Line 2:

County: --- Select a County --- ▾

City: --- Select a City --- ▾ State: FL Zip Code: -

Adding New Contact



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CONTACT MAINTENANCE

- The *CHECK TO ALLOW USER TO CLOSE ACTIVATIONS*: Check-Box, if checked, will provide this contact with the capability to close an activation
- Only contacts with an Access Level of *ADMINISTRATOR* can authorize this capability

MutualAidNet - New Hampshire - Contact Maintenance

System Access Level

Access Level: Fire Role:

Check to allow user to close activations: ☐

Contact

Title/Office:

Dept/Agency:

First Name: Middle Initial:

Last Name:

Email:

Password:

Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Adding New Contact



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CONTACT MAINTENANCE

- Enter contact's information:
 - *TITLE/OFFICE*- Job Title or Fire Role Position
 - *DEPT/AGENCY*- Should already be selected

Contact

Title/Office: Dept/Agency:

First Name: Middle Initial: Last Name:

Email:

Password:

Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Adding New Contact



MUTUAL AID NET

CONTACT MAINTENANCE

- Enter contact's information:
 - *FIRST NAME/ MIDDLE INITIAL/ LAST NAME*
 - *E-MAIL*- This becomes the Contact's **User Name**, and once created, cannot be changed (Requires deletion & recreation with new e-mail address)

Adding New Contact

Contact

Title/Office: Dept/Agency:

First Name: Middle Initial: Last Name:

Email:

Password:

Confirm Password:

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.



MUTUALAIDNET

CONTACT MAINTENANCE

- Enter a temporary password- The new contact will be required to change when logging in for the first time
 - Minimum length of 8 characters
 - Contains at least one (1) special character

Contact

Title/Office:	<input type="text"/>	Dept/Agency:	<input type="text" value="Estero Fire Rescue"/>
First Name:	<input type="text"/>	Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>		
Email:	<input type="text"/>		
Password:	<input type="password"/>		
Confirm Password:	<input type="password"/>		

- Passwords must have a minimum length of 8 characters.
- Passwords must contain at least one (1) special character.

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- You can enter address information, if different then the Dept/ Agency
- First select the county from the *COUNTY* dropdown list, so the *CITY* dropdown lists displays the cities

Address (if different)

Address Line 1:

Address Line 2:

City: State: FL Zip Code:

County:

Contact Information

State ID:

Office Phone:

Fax:

24/7 Connect:

Cell Phone:

Cell Carrier:

☐ to be notified by text

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- Enter the appropriate phone numbers
- **Note:** Use the *STATE ID* field, if your State uses one

Contact Information

State ID:	<input type="text"/>
Office Phone:	<input type="text"/>
Fax:	<input type="text"/>
24/7 Connect:	<input type="text"/>
Cell Phone:	<input type="text"/>

Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text" value=""/>
---------------	---	--

Pager:

Pager Carrier:

Home Phone:

Email:	<input type="text"/>	Do you want to be notified by email? <input type="text" value=""/>
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Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text" value=""/>
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Exclusion Start Date:

Exclusion End Date:

[Back](#) [Save Contact](#)

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- Select the CELL CARRIER from the dropdown list

Contact Information

State ID:

Office Phone:

Fax:

24/7 Connect:

Cell Phone:

Cell Carrier:

Do you want to be notified by text messages?

Pager:

Pager Carrier:

Home Phone:

Email:

Do you want to be notified by email?

Alternative Email:

Do you want to be notified by email?

Exclusion Start Date:

Exclusion End Date:

Cell Carrier Dropdown List:

- Select a Carrier
- Alltel
- Ameritech (ACSWireless)
- AT&T
- BellSouth Mobility
- Blue Sky Frog
- Boost
- CellularOne
- Cincinnati Bell
- Cingular
- CINGULAR
- Edge Wireless
- Metrocall
- Nextel
- NEXTEL(BLACKBERRY)
- NPI Wireless
- Pacific Bell Cingular
- Powertel
- PSC Wireless
- Qwest

Adding New Contact



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CONTACT MAINTENANCE

- Select Yes or No from the *DO YOU WANT TO BE NOTIFIED BY TEXT MESSAGES* dropdown list, to receive text messaging via your cell phone (you must choose one, even if the field is empty)

Contact Information

State ID:	<input type="text"/>	
Office Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
24/7 Connect:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text" value="No"/> <input type="text" value="Yes"/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- If requested, add a pager number, and select the Pager Carrier from the dropdown list

Contact Information

State ID:	<input type="text"/>	
Office Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
24/7 Connect:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text"/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact



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CONTACT MAINTENANCE

- The *EMAIL* field is auto-filled with the contacts primary e-mail address, previously entered
- If requested, enter an Alternate Email
- Select Yes or No from the *DID YOU WANT TO BE NOTIFIED BY EMAIL?* drop-down lists for both e-mail lines (you must choose one, even if the field is empty)

Contact Information

State ID:	<input type="text"/>	
Office Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
24/7 Connect:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text" value=""/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text"/>	Do you want to be notified by email? <input type="text" value=""/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text" value=""/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact



MUTUAL AID NET

CONTACT MAINTENANCE

- Exclusion Start & Stop Dates
 - Used to temporarily remove a contact from the notification process (not used when adding a new contact)

Contact Information

State ID:	<input type="text"/>	
Office Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
24/7 Connect:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text"/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- Select *SAVE CONTACT* button

Contact Information

State ID:	<input type="text"/>	
Office Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
24/7 Connect:	<input type="text"/>	
Cell Phone:	<input type="text"/>	
Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="text"/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="text"/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact



MUTUALAIDNET

CONTACT MAINTENANCE

- You will receive a message in Red, confirming your changes were saved

Cell Carrier:	<input type="text" value="--- Select a Carrier ---"/>	Do you want to be notified by text messages? <input type="button" value="No"/>
Pager:	<input type="text"/>	
Pager Carrier:	<input type="text" value="--- Select a Carrier ---"/>	
Home Phone:	<input type="text"/>	
Email:	<input type="text" value="james.brown@gmail.com"/>	Do you want to be notified by email? <input type="button" value="No"/>
Alternative Email:	<input type="text"/>	Do you want to be notified by email? <input type="button" value="No"/>
Exclusion Start Date:	<input type="text"/>	
Exclusion End Date:	<input type="text"/>	

Adding New Contact