

Fire Chief/designated official login process for FireCARES

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IAFC members should use the Helix SSO login system to log into FireCARES as this will make user account/password management easier for those users versus having to create a native FireCARES account with a separate username and password. Currently, if the user is not an IAFC member and attempts to login via help then the individual will be sent back to the login page in FireCARES indicating that only IAFC members are allowed to login via Helix. However, individuals with special designation (currently Fire Chiefs, Department Chiefs, Chief Officers, Commissioners, CEOs and Presidents) will be given the ability to also request a department to administer. Individuals in the group will be referred to as “designated officials” in this document.

1) If you're a designated official, use Helix to login at <https://firecares.org/login/>

WHAT IS YOUR SAFEGRADE?

- IDENTIFY RISKS**
Identify the risk of fire based on the infrastructure, built environment, population demographics, and socio-economic risk factors for your community.
- ANALYZE YOUR PERFORMANCE**
Review your Department's Performance Score, add up-to-date response data, verify station locations, assess response time capability and compare your department's response performance to similar departments across the nation.
- GET YOUR SAFE GRADE**
See how well your department matches resources deployed to the risk environment in which your firefighters respond.

LOGIN TO FIRECARES

Username

Password

[Forgot Password or Username?](#)

Login

OR

Request Account

IAFF President or Officer?
Login using IMIS

IAFC member?
Login using Helix

Note: you will be redirected to IAFF's login portal

Note: you will be redirected to IAFC's login portal

Have questions about logging in or getting an account in FireCARES? [See the FAQs](#)

2) After you've logged-in to FireCARES, you'll be presented a disclaimer that must be accepted to proceed.

The screenshot shows a dark blue header with the text "FIRECARES DISCLAIMER AND TERMS OF USE" in white. Below the header, there is a light gray background with a faint image of fire equipment. The main text is in a small, dark font and contains several paragraphs of legal disclaimers. At the bottom, there are two buttons: "I accept these terms" in orange and "I do not accept these terms" in white with a black border.

FIRECARES DISCLAIMER AND TERMS OF USE

The information contained in this website is for general information purposes only. While every effort is made to keep the information up-to-date and accurate, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services or related graphics contained on the website for any purpose.

In no event will the partners listed on the website or the funders of the project be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of "FireCARES." We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and functioning. However, "FireCARES" or the associated partners take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Certain commercial entities, technology, equipment, or materials may be identified in this website application in order to describe a procedure or concept adequately. Such identification is not intended to imply recommendation or endorsement by "FireCARES" or the partners listed on the website, nor is it intended to imply that the entities, materials or equipment are necessarily the best available for the purpose.

Although we make every effort to accurately represent information in FireCARES, source data used in determining performance scores, community assessments and safe grades may at times be inaccurate due to the quality and or quantity of underlying data sources and could adversely affect these metrics.

I accept these terms **I do not accept these terms**

3) Since there is currently no mechanism to retrieve your associated fire department reliably via Helix, after you have accepted the terms of using FireCARES you will be directed to a page that allows you to choose your fire department.

The screenshot shows the "FIRECARES REGISTRATION" page. The main heading is "FIRECARES REGISTRATION" in orange and blue. Below it, there is a paragraph of text. On the right side, there is a dark gray dialog box titled "CHOOSE YOUR DEPARTMENT" with a user icon. The dialog contains two dropdown menus: "State" with "MO" selected and "Department" with a refresh icon. At the bottom of the dialog is a "Select" button.

FIRECARES REGISTRATION

You're almost there! Simply select your fire department to finish your registration. After an administrator verifies your information, you'll be granted administrative access to this department.

CHOOSE YOUR DEPARTMENT

State
MO

Department
↻

Select

4) After you've chosen your fire department state from the dialog, a list of departments in that state will be displayed in, the list might take a few seconds to load.

5) Upon selecting your department, a FireCARES administrator will be notified of your request and either approve you as an administrator on the fire department or reach out to you in order to get more information. You will receive an email if you are approved as an administrator on your department.



You now have an account in FireCARES and are also logged-in to FireCARES and can freely browse any of the departments or stations. After you have been granted administrator access to the department you selected in step #4, you will have access to special abilities regarding your fire department.

Fire Department User Administrative capabilities

Adding and inviting users to FireCARES

After you've been granted administrator permissions on a fire department, you will be allowed to invite and whitelist users into FireCARES through that department. Invites are only meant for individuals that are not IAFC members, and therefore do not have a Helix login. Whitelisted email addresses and/or domains allow for:

1. Anyone that matches that email address or email domain to login to FireCARES via Helix
2. Anyone that matches that email address or email domain to register for a native FireCARES account
3. Automatic permission assignment on your department for the user with that email address, if specified

The administrative section of a fire department is accessed through the user icon in the department navigation bar.

The screenshot shows the Alton Fire Department interface. At the top, the navigation bar includes the department name "Alton Fire Department", address "Alton, MO, 65606", and FDID "07502". A user icon is highlighted with a red arrow. Below the navigation bar is a map of the area with a blue location pin. To the right of the map is a "Performance Score" section with a gauge showing "N/A" and a text box explaining that the department does not have the minimum number of incidents required to run the performance model.

There are 3 distinct sections in the user administration section for your fire department:

1. Invite a user to FireCARES
2. Manage whitelisted email addresses
3. Manage user access

Manage Mehlville Fire Protection District Users

Invite a user to FireCARES ⓘ

Email address

[View invitations for Mehlville Fire Protection District](#)

Manage whitelisted email addresses ⓘ

Email or domain	Include any emails from this domain?	Give ability to change department data?	Give ability to admin department users?
+ Add whitelisted email/domain			

Manage user permissions ⓘ

User email	Can change this department's data?	Can administer this department's associated users?
joe@prominentedge.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[+ Add User](#)

Invite a user to FireCARES

This section is only meant for inviting users that are not IAFC members into FireCARES as it will only allow for creating native user accounts in FireCARES versus allowing for users to login to FireCARES via Helix. Invites are sent to users via email address and will allow them to register directly with FireCARES.

Manage whitelisted email addresses

This section will allow for you to allow users that match a specific email address or are part of a specific email domain login or register with FireCARES. For email domains, any email address that is from that email domain will be allowed to login or register, eg. if **oakvillemo.gov** is the whitelisted email domain, then joemeilinger@oakvillemo.gov would be allowed to login to FireCARES via Helix or register for an account directly with FireCARES. Whitelisted email addresses or email domains allow for users with email addresses that match to:

1. Login to FireCARES via IMIS, given that they have a valid IMIS account with the email address as specified or with an email address domain as specified
2. Register directly with FireCARES (create a native FireCARES account) using the email address specified or an email address with email domain as specified
3. Receive special permissions on your department upon logging-in through IMIS or after his/her account has been activated during the FireCARES account registration process, if specified

To add a whitelisted email address or domain:

1. Click “Add whitelisted email/domain”
2. Enter the email address or domain that you’d like to include and also add any special permissions that you’d like to have automatically assigned for those users on this department. Click “Add”, followed by “Save” to save the changes to the database.

Manage whitelisted email addresses ⓘ

Email or domain	Include any emails from this domain?	Give ability to change department data?	Give ability to admin department users?
joe@oakvillemo.gov	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

+ Add whitelisted email/domain

Save

Manage user access

This section allows for fire department administrators to grant existing FireCARES users and users who have logged into FireCARES via Helix special permissions on your department. The two permission levels are:

1. Ability to modify department data
2. Ability to administer department users

Delegating Department Administration

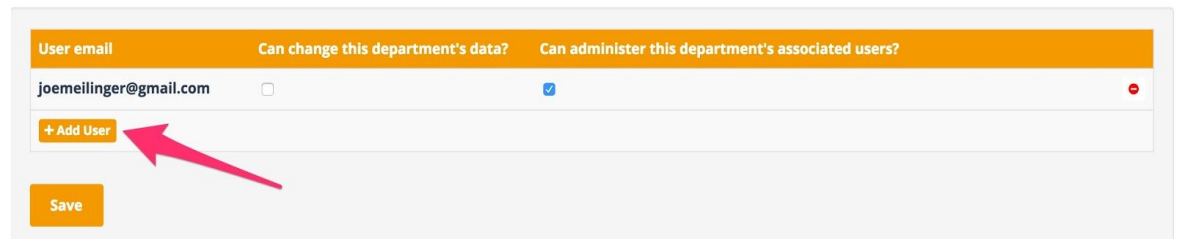
If you would like to delegate user administration abilities to a specific person, there are two options available, either whitelisting the individual email address (preferred for IAFC members or those with Helix accounts) or inviting the user to FireCARES which allows for creation of a native FireCARES account:

Whitelist Email address

1. Whitelist his/her email address and check the desired permissions on your department, if any
2. An email will be sent to the individual indicating that their email address has been whitelisted for login to or registration with FireCARES
3. If special permissions were checked earlier they will automatically be added to that user for your department when they login to FireCARES

Send an invite to FireCARES

1. Send an invite to him/her which will allow for them to create their own internal FireCARES account
2. After he/she has logged in, you will be able to find the user account by email address as outlined below:
 - a. First, click “Add User”



User email	Can change this department's data?	Can administer this department's associated users?
joemeilinger@gmail.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

+ Add User

Save

- b. Now, you will be able to find the person you'd like to give permissions by typing a portion of their email address. After choosing the permissions you'd like to assign using the checkboxes in the user's row, click “Add”. If you are satisfied

with your changes, click "Save":

Manage user access ⓘ

User email	Can change this department's data?	Can administer this department's associated users?	
joemellinger@gmail.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="jos"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
josh.dennis@cityofchicago.org			
jose.santiago@cityofchicago.org			

4. The user that was assigned permissions will immediately be able to access this fire department's administrative capabilities.