Fire Chief/designated official login process for FireCARES

Fire Department User Administrative capabilities

- Adding and inviting users to FireCARES
- Invite a user to FireCARES
- Manage whitelisted email addresses
- Manage user access

Delegating Department Administration

- Whitelist Email address
- Send an invite to FireCARES

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

![FireCARES Disclaimer and Terms of Use](image)

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.

![FireCARES Registration](image)

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.

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

Invite to FireCARES

Manage whitelisted email addresses

Add whitelisted email domain

Save

Manage user permissions

User email

Can change this department's data?

Can administer this department's associated users?

joe@prominentedge.com

Add User

Save
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 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”
      
      ![Add User](image)

      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”:

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