

USER GUIDE

FIRE AGENCY CONTACT MANAGEMENT

The Oregon State Fire Marshal's Fire Agency Portal is a secure online platform used by Oregon fire agencies to manage and update their official agency information with OSFM. Through this portal, agencies can complete annual surveys, manage contact information, and ensure OSFM has accurate and up-to-date records that support statewide planning and communication.

OSFM requires contact information for people in the following roles if they are filled positions at your agency:

- Fire Chief
- Acting Fire Chief
- Interim Fire Chief
- Fire Marshal
- Public Information Officer
- Public Education Coordinator
- Incident Reporting | NERIS Coordination

Create Your Fire Agency Portal Account

1. Request a Fire Agency Portal account

If you do not already have an account, email OSFM.DATA@osfm.oregon.gov to request one. In your message, include a brief explanation of why you need access to the OSFM Fire Agency Portal.

2. Watch for a welcome email

After your account request has been approved, you will receive a welcome email from OSFM.DATA@osfm.oregon.gov. This message includes your temporary login information and a link to access the Fire Agency Portal.

3. Open the portal using the link in the email

Click the link provided in the welcome email. When prompted, enter the username and temporary password included in the message.

4. Create your permanent password

After signing in with the temporary password, you will be required to create a new password. Choose a password you can remember but that is secure.

Add a New Contact

1. Go to the home page

Once logged in, you will land on or can navigate to the **Home** page of the OSFM Fire Agency Portal.

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2. Open the Fire Agency Personnel page

Open the Fire Agency Home dropdown menu on the top ribbon and select Fire Agency Personnel.

3. Select “Add New Fire Agency Personnel”

Click the blue **Add New Fire Agency Personnel** button. A window will appear where you can enter:

- Job title
- First & Last Name
- Business Phone Number & Extension
- Business Cell Phone Number
- Email Address

Make sure all required fields (marked with a red asterisk *) are filled in.

Please note: OSFM requires contact information updates for people in the following roles if they are filled positions at your agency:

- Fire Chief
- Acting Fire Chief
- Interim Fire Chief
- Fire Marshal
- Public Information Officer
- Public Education Coordinator
- Incident Reporting | NERIS Coordination

Select **Submit** at the bottom of the window when finished.

Edit an Existing Contact

1. Go to the home page

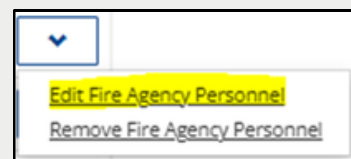
Once logged in, you will land on or can navigate to the **Home** page of the OSFM Fire Agency Portal.

2. Open the Fire Agency Personnel page

Open the Fire Agency Home dropdown menu on the top ribbon and select **Fire Agency Personnel**.

3. Open the contact menu

Click the blue caret symbol (down arrow) next to the contact you want to update, then select Edit Fire Agency Personnel.



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4. Update the contact information

A window will appear where you can edit:

- Job title
- First & Last Name
- Business Phone Number & Extension
- Business Cell Phone Number
- Email Address

Make sure all required fields (marked with a red asterisk *) are filled in.

Please note: OSFM requires contact information updates for people in the following roles if they are filled positions at your agency:

- Fire Chief
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Select **Submit** at the bottom of the window when finished.

Remove an Existing Contact

1. Go to the home page

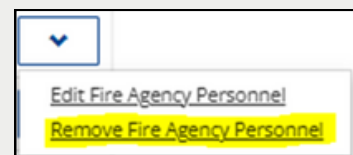
Once logged in, you will land on or can navigate to the **Home** page of the OSFM Fire Agency Portal.

2. Open the Fire Agency Personnel page

Open the Fire Agency Home dropdown menu on the top ribbon and select **Fire Agency Personnel**.

3. Open the contact menu

Click the blue caret symbol (down arrow) next to the contact you want to update, then select Remove Fire Agency Personnel.



4. Confirm removal

A confirmation window will ask if you want to remove (inactivate) this contact. If you want to proceed, select **Yes**, then click **Submit** at the bottom of the window.

Need Help?



If you have questions or need assistance, contact OSFM's Center for Fire Analytics, Intelligence, and Research:

Email: OSFM.DATA@osfm.oregon.gov

Toll Free: (877) 588-8787

Phone: (503) 934-8250