

# FORTIFIED Network User Guide



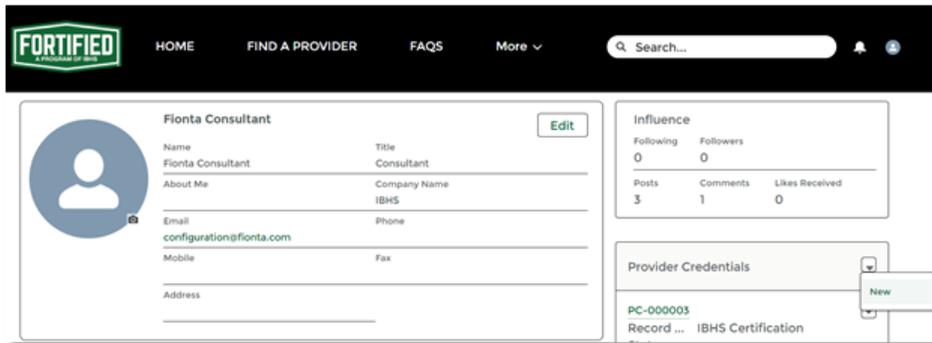
## Contents

Updating your Credentials ( License, Certification and Insurance Information ) .....	2
Updating Personal Information (Profile Picture, Name, Home Address, etc.) .....	3
Updating Account (Company) Information .....	3
Searching for FORTIFIED Providers .....	4
How to Upload Files .....	5
FAQs and Ask an Expert.....	6
Groups.....	6
Change Password and Edit Email Notification Settings .....	7

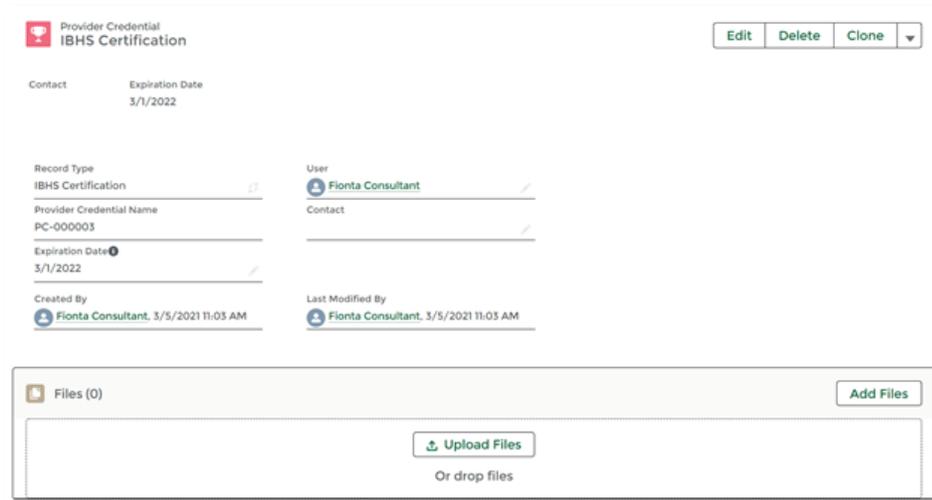
## Updating your Credentials ( License, Certification and Insurance Information )

**One of the most important facets of the Network, is keeping your Provider Credentials up-to-date.** If your credentials lapse, your listing in the directory will not be visible. To update your credentials, follow these steps:

- 1) Login and navigate to your profile by clicking the icon in the upper-right corner, then click 'Profile'.
- 2) Beside the "Provider Credentials" box, click the drop-down arrow and select "New".

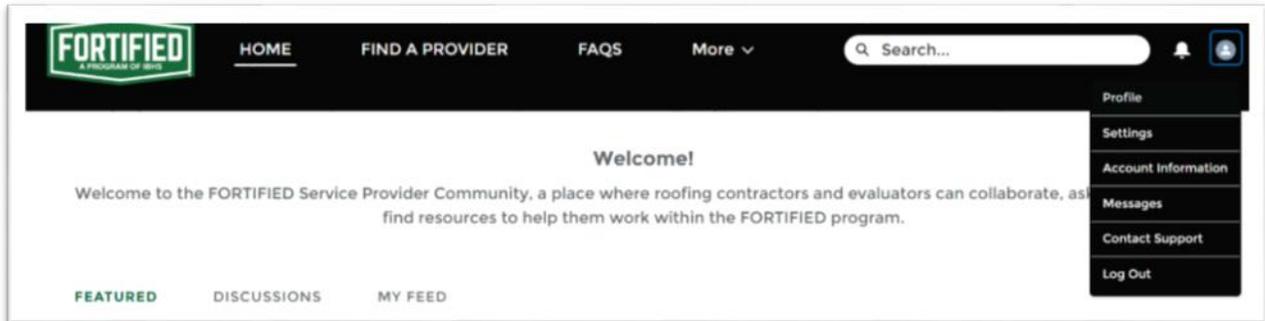


- 3) Select the type of Provider Credential you wish to add, select the State (where applicable), input the expiration date, and Click 'Save'.
- 4) Now upload any supporting files (pdf, image, etc) to your Credential by clicking on the Credential Title (it will be something like 'PC-000811').

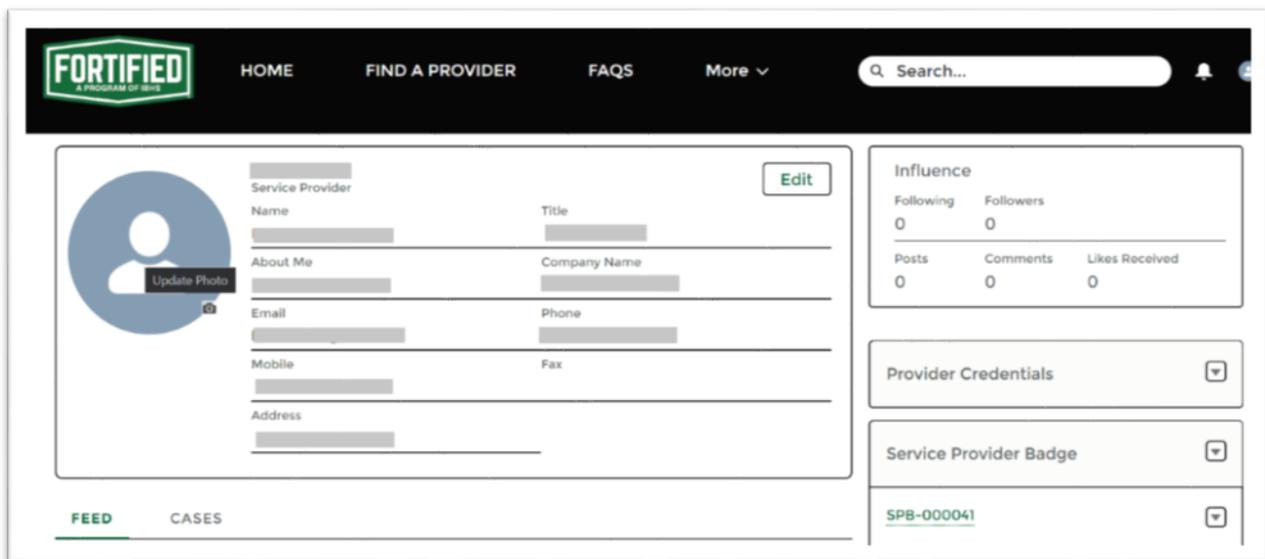


## Updating Personal Information (Profile Picture, Name, Home Address, etc.)

To update your personal information, click the profile icon (highlighted in blue below) in the upper-right hand corner. Select **Profile** from the dropdown menu.



Then click on the **Edit** button to update your profile information such as your email address, phone number, etc. Make sure to click **Save** to store these changes.



To upload a profile picture, click on the profile icon to the left of the screen. The text “Update Photo” will appear when you hover your cursor over the image.

Select **Upload Image** and select a file on your computer to upload. Accepted formats are a JPG, GIF, or PNG files.

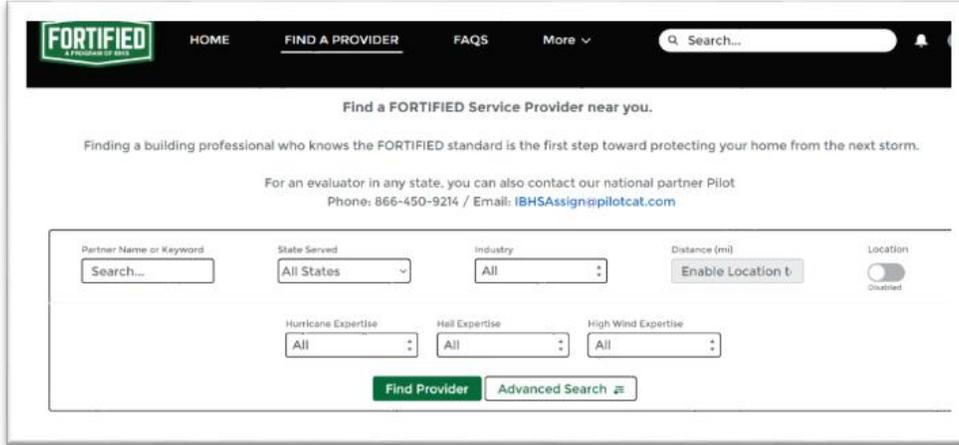
Check the box next to “Show my photo on publicly accessible pages” if you would like your profile picture to be visible to non-members on public pages. Select **Save** to store these changes.

## Updating Account (Company) Information

To update your Company information, please contact us using the “Ask an Expert” form on the “FAQ” page: <https://ibhs.force.com/s/contactsupport>

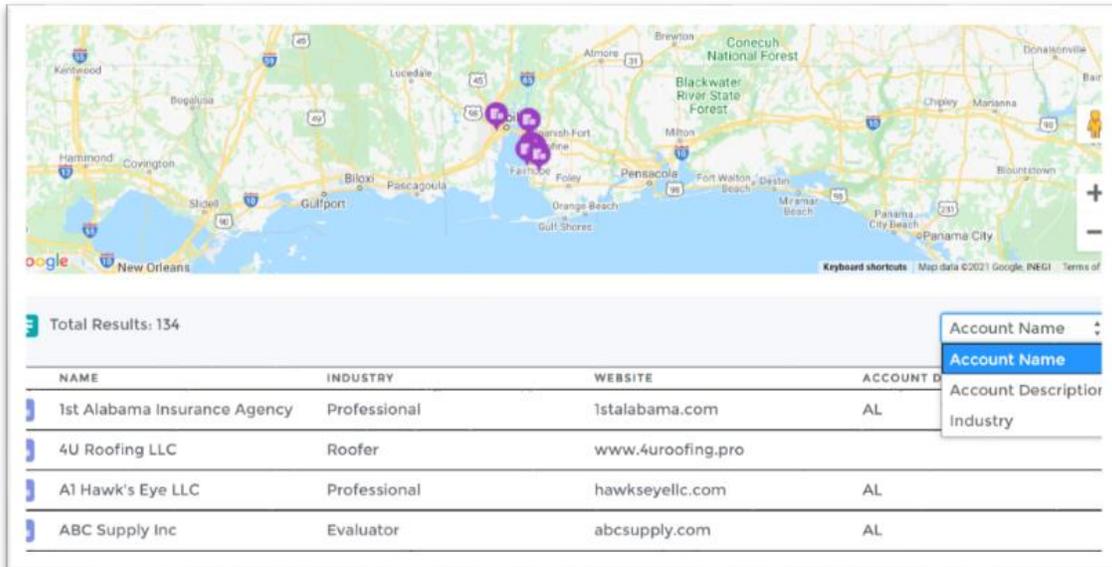
## Searching for FORTIFIED Providers

Use the **Find a Provider** tab to search for other building professionals who know the FORTIFIED standard.



You can search by the name of a company or a keyword, the state served, the industry, and whether the account has hurricane, hail, or high wind expertise.

If you enable location tracking, you can search for providers in a chosen radius near you.



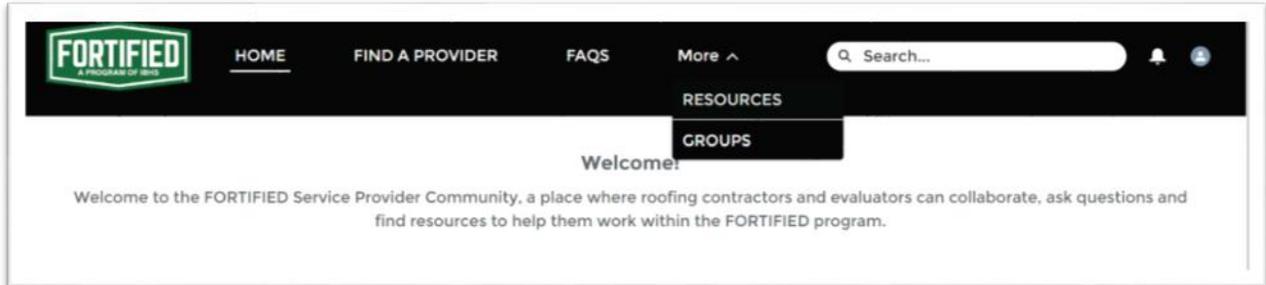
Once you click **Find Provider**, a list of providers that match your search query will appear. Their locations are displayed on the map.

You can sort the results by Account Name, Account Description (States Served), or by the service category (Industry).

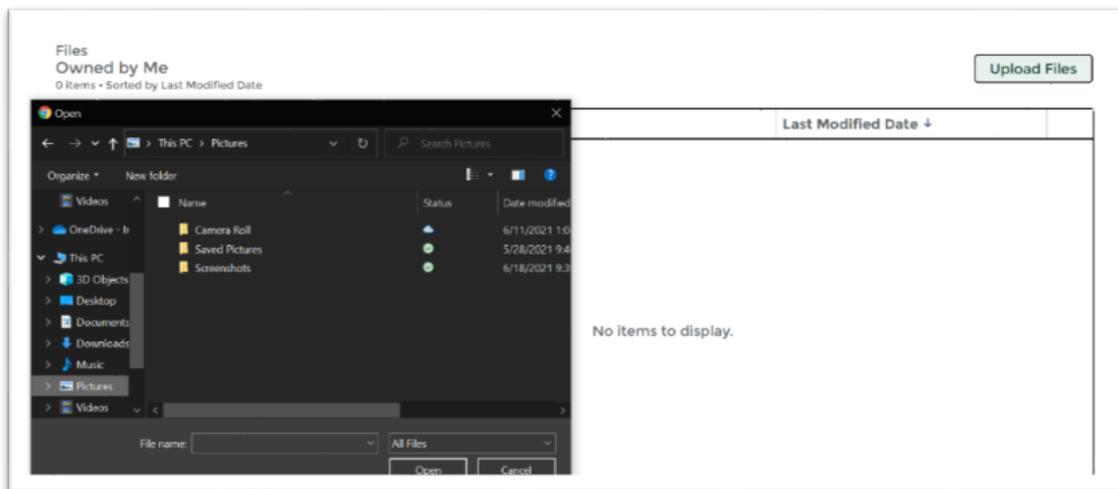
Click on a listing result to see more details. If you want more information, click on the **Primary Contact** to view their contact information.

## How to Upload Files

To upload a file, click **More** in the top menu and select **Resources** from the dropdown menu.



On the Resources page, click the **Upload Files** button (upper right). This will open your computer's file explorer.



Browse to find the file you want and click **Open** to begin the upload.

## FAQs and Ask an Expert

If you have questions about the FORTIFIED program and designation process, click on **FAQS** in the top menu. If your question is not answered there, use the **Ask an Expert** form on the right side of the page to submit your question.

Select whether you have a question or a problem, and your priority level. Enter a subject and put your question or an explanation of your problem in the message box.

A member of the IBHS FORTIFIED team will post a reply within 3 business days.

## Groups

To view different groups that you can join, click **More** in the top menu, and select **Groups** from the dropdown menu. A list of active groups is displayed.

If you see a group you are interested in, click on the name of the group to view the group's page.

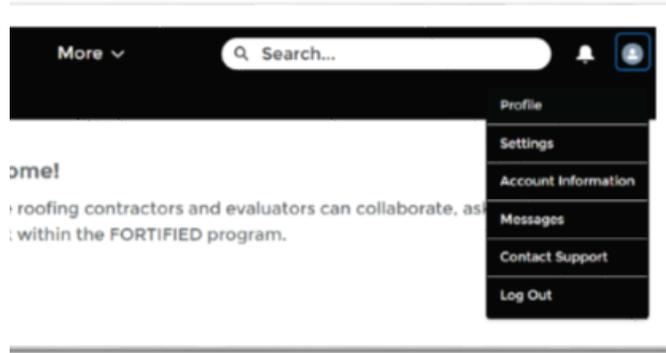
If the group is public, you can join the group for updates. Click the **Join Group** button to become a member of the group.

If the group is private and you would like to join it, click the **Ask to Join** button to request membership from the owner of the group.

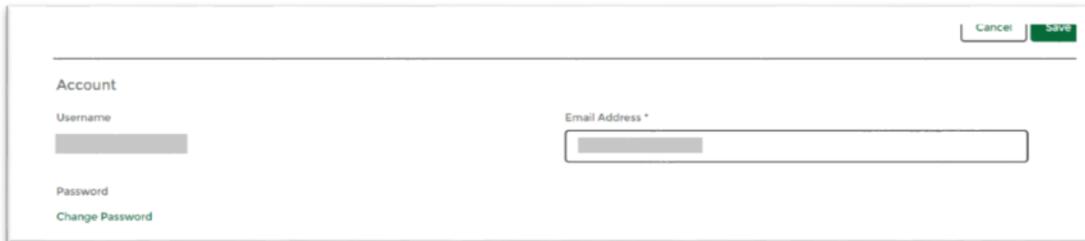
## Change Password and Edit Email Notification Settings

To change your password and edit your email notification preferences, click the profile icon (highlighted in blue) in the upper-right hand corner.

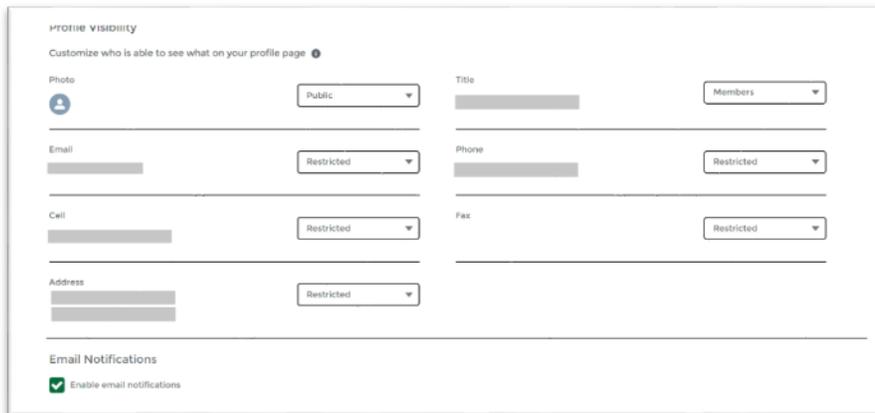
Select **Settings** from the dropdown menu.



To change your password on the My Settings page, click **Change Password**.



To edit your email notification settings, scroll to the bottom of the My Settings page. Here you can disable all notifications or select which specific actions you want to receive an email notification for.



You can also change your Profile Visibility settings.

Select **Members** from the dropdown to allow only logged in members of the community to view your profile.

Select **Restricted** to hide the profile.

Select **Public** to make your profile visible regardless of whether a viewer is logged in.

**Make sure you click Save before leaving the page to save your changes.**

