FORTIFIED Network User Guide





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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".

FORTIFIED	HOME	FIND A PROVIDER	FAQS	More 🗸		Q Search			ب	۲
0	Flonta Con Name Flonta Cons About Me Email	nsultant	Title Consultant Company Name IBHS Phone	Edit		Influence Following O Posts 3	Followers 0 Comments 1	Likes Received O		
	configuratio	n@fionta.com			Ь					1
	Mobile		Fax			Provider C	redentials			
	Address				11				Nev	v
					J	Record	IBHS Certif	ication	•	

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').

Provider Credential IBHS Certification	Edit Delete C	lone 🚽
Contact Expiration Date 3/1/2022		
Record Type IBHS Certification	User	
Provider Credential Name PC-000003	Contact	
Expiration Date		
Created By Fionta Consultant, 3/5/2021 11:03 AM	Last Modified By Sionta Consultant, 3/5/2021 11:03 AM	
Files (0)		dd Files
	호 Upload Files	



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.

FORTIFIED	HOME	FIND A PROVIDER	FAQS	More v	Q Search	
						Profile
						Settings
			Welco	me!		Account Information
Welcome to the	ne FORTIFIED Servi	ce Provider Community, a	a place where	roofing contracto	rs and evaluators can collabo	rate, asl Messages
		find resources to ne	hp them work	within the FORTH	TED program.	Contact Support
FEATURED	DISCUSSIONS	MY FEED				Log Out

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.

FORTIFIED	HOME	FIND A PROVIDER	FAQS	More V	Q Search	
Update Phote	Service Provider Name About Me Email		Title Company Name Phone	Edit	Influence Following Followers O O Posts Comments Likes Received O O O	
	Mobile		Fax		Provider Credentials	Ţ
	Address	_	_		Service Provider Badge	Ţ
FEED CASES					<u>SPB-000041</u>	Ţ

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: <u>https://ibhs.force.com/s/contactsupport</u>



Searching for FORTIFIED Providers

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

HOME	FIND A PROVIDER	FAQS	More v	Q Search	
	Find a FORT	TIFIED Service	e Provider near y	ou.	
Finding a building profess	sional who knows the FORTIFI	IED standard is	the first step towa	rd protecting your home from t	he next storm.
	For an evaluator in any sta Phone: 866-450	ate, you can als)-9214 / Email:	o contact our natio BHSAssign@pilotc	nal partner Pilot at.com	
Partner Name or Keyword	State Served	Industry	2 ANA	Distance (mi)	Location
Search	All States ~	All	:	Enable Location t	Dissisted
	Hurricane Expertise	Hall Expertise	High Win	1 Expertise	
	All	All	: [All	;	
	Find P	rovider Ad	vanced Search 🚐		

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.

FORTIFIED	HOME	FIND A PROVIDER	FAQS	More A	Q. Search	÷ •
				RESOURCES		
				GROUPS		
			Welco	me!		
Welcome to the FO	RTIFIED Serv	vice Provider Community, a	a place where i	roofing contractors a	and evaluators can collaborate,	ask questions and
		find resources to he	lp them work	within the FORTIFIED	D program.	

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.

Ask An	Expert
Please 9	submit any questions or problems
for IBHS	5 here.
* Type	
Questi	ion ‡
• Priority	
Low	A
* Subject	
• Message	2
	_
	Next

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.

PUBLIC Community	In Group
Question Post	Owner Florita Consultant
* Quarkfilter (Enter up to 295 characters) What would you like to know?	Files (0)
Detais	Lupicad Files

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.

	Cancel
Account	
Username	Email Address *
Password	
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.

ŀ	rrome visionity	ige 🖨			
P	B	Public •	Title	 Members	*
6	mail	Restricted	Phone	Restricted	*
0	leil	Restricted 💌	Fax	Restricted	*
	uddress	Restricted 💌			_
E	mail Notifications				

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.



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