



# FORTIFIED Home™ Directory & Provider Portal User Guide

November 2023



## **FORTIFIED Home™**

### **Directory & Provider Portal**

### **User Guide**

Thank you for your interest in the FORTIFIED Home™ program.  
As a certified FORTIFIED provider, you will have access to the Provider Portal, where you can manage your individual provider profile, upload required credentials, update your company's directory listing and get the latest program information.

In addition to providing step-by-step instructions on how to navigate and utilize the Provider Portal, this guide also provides links to video tutorials. If you need further information, please use this form to ask questions: [provider-portal-support](#).

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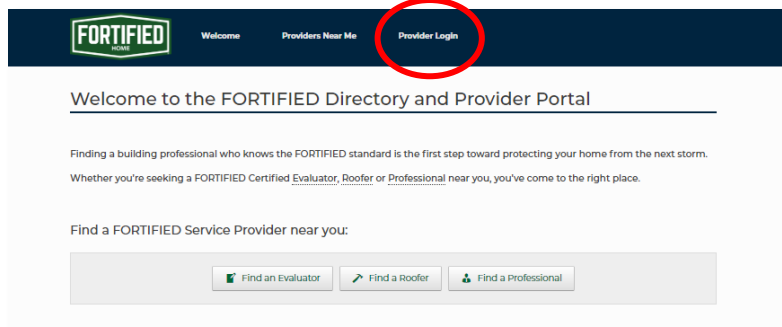
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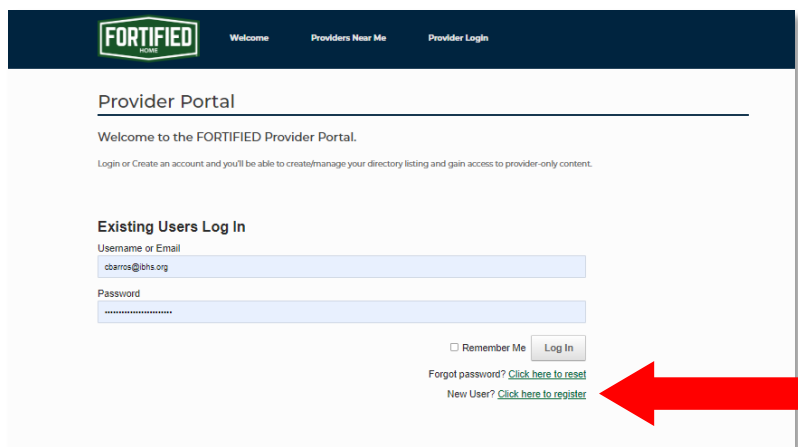
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# Create an Account

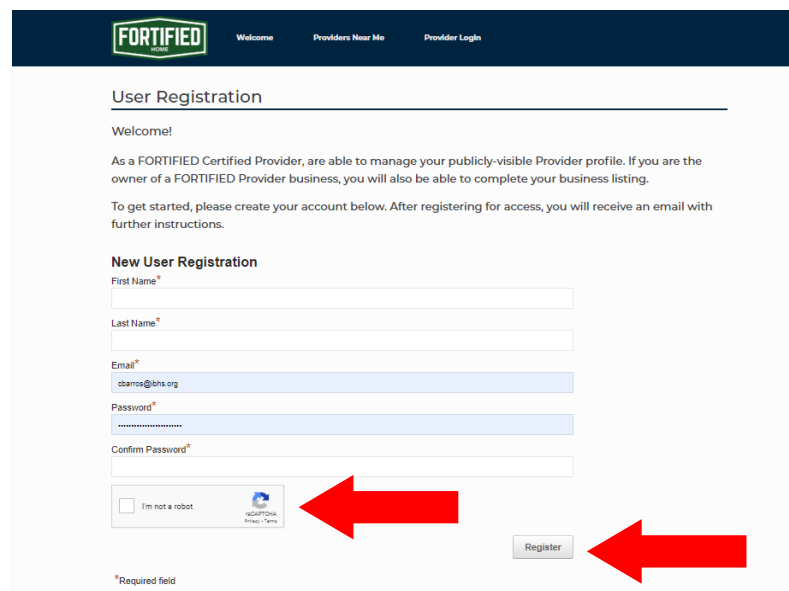
- Navigate to [www.fortifiedproviders.com](http://www.fortifiedproviders.com).
- Click “Provider Login” in the upper right corner.



- Click “Click here to register”



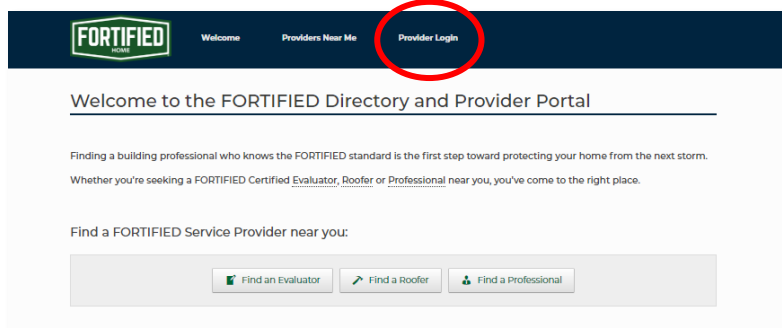
- Provide name, create and confirm password, check the Captcha box and click “Register.”



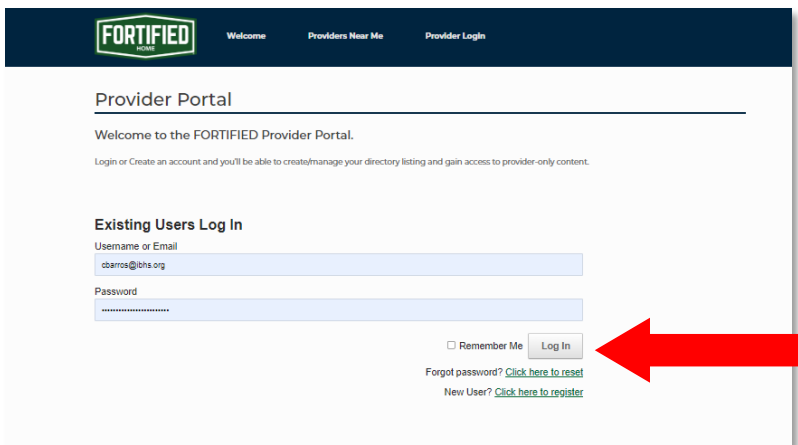
- Once you’ve clicked “Register,” you will receive an email from [admin@fortifiedproviders.com](mailto:admin@fortifiedproviders.com), with a link to confirm your email and directions to get started building your individual provider profile and your company listing.

# Log In to the Provider Portal

- Navigate to [www.fortifiedproviders.com](http://www.fortifiedproviders.com).
- Click “Provider Login” in the upper right corner.

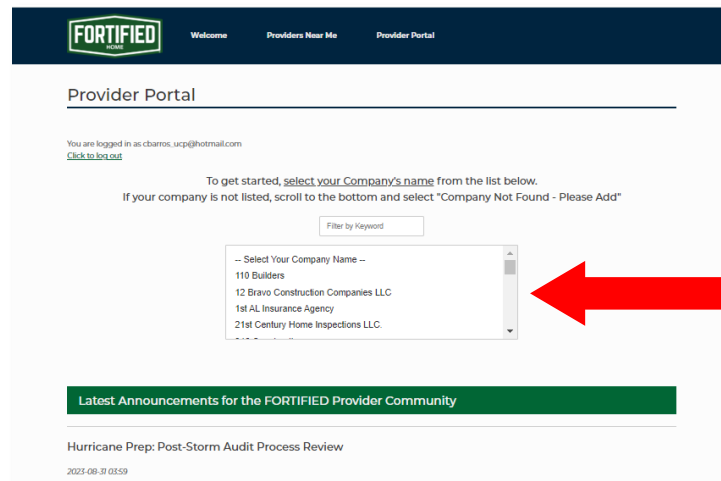


- Enter your username or email and your password and click “Log In”

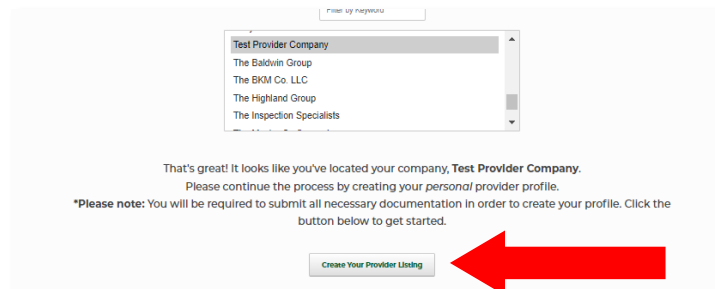


# Create Your Individual Provider Profile

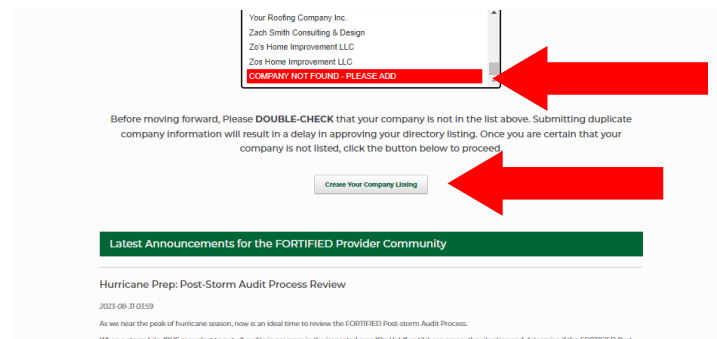
- Open the email your received from admin@fortifiedproviders.com and click the link provided to confirm your email address.
- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
- The first step is to associate your individual provider profile with your company.
  - If your company is already listed in the FORTIFIED Directory or has been in the past, find them in the list of providers.



- When you've selected your company from the list of providers, you'll see a message confirming your selection. If it is accurate, click "Create Provider Profile"



- If your company is new to the directory, click "Company Not Found – Please Add."
  - You will be asked to confirm your company is not listed. Once you've done that, click "Create New Company Listing"



- You will have to create a company listing before proceeding to your individual provider profile.



The person adding a company to the list of providers will be the only person with access to edit the company's directory listing.

- Once you have been associated with your company's directory listing, you can create your individual provider profile.
- Enter your *personal* contact information. Information here will not be available to the public and will not appear in your company's directory listing.

**Fortified** Home Providers Near Me Provider Portal

### Create Provider Listing

Joe Testprovider

**Contact Information**

The below contact info is for internal use only, and is not publicly visible in the directory.

Email  
obarnes\_usp@hotmail.com

Phone

Street Address 1

Street Address 2

City

State  
-- Select One --

Postal Code

Provider Company Name  
Test Provider Company

Provider Type \*

☐ Evaluator  
☐ Professional  
☐ Roofer

- Select your provider type (evaluator, professional or roofer). This will determine the required eligibility documentation (e.g., certification, proof of insurance, license),

City

State  
-- Select One --

Postal Code

Provider Company Name  
Test Provider Company

Provider Type \*

☐ Evaluator  
☐ Professional  
☐ Roofer

\* You will need to provide documentation based on the provider type(s) selected

Role / Description

- Check the box confirming that you have reviewed the relevant FORTIFIED handbook and that you understand you must comply with the eligibility requirements described.

Provider Type \*

☐ Evaluator  
☐ Professional  
☐ Roofer

\* You will need to provide documentation based on the provider type(s) selected

Role / Description

**FORTIFIED Handbook Attestation**

☐ I have reviewed the FORTIFIED Handbook that corresponds to my selected provider type(s) (see below), and I understand that it is my responsibility to comply with the requirements.

- [FORTIFIED Roofing Contractor Handbook](#)
- [FORTIFIED Evaluator Handbook](#)
- [FORTIFIED Professional Handbook](#)

**Required Documentation**

- Click “Add File” to upload proof of eligibility requirements.
  - Requirements in red must be provided for initial review.
    - Some fields offer an Eligibility Commitment form which states the provider will obtain and provide the required credential after completing training and certification exam. Using this form may allow for conditional eligibility.
  - All requirements must be provided for you to be listed in the FORTIFIED Directory

☐ I have reviewed the FORTIFIED Handbook that corresponds to my selected provider type(s) (see below), and I understand that it is my responsibility to comply with the requirements.

- [FORTIFIED Roofing Contractor Handbook](#)
- [FORTIFIED Evaluator Handbook](#)
- [FORTIFIED Professional Handbook](#)

**Required Documentation**

- Required documentation is specific to your Provider Type(s).
- In order to submit your listing for Eligibility Review, you are **minimally required** to upload the documentation **outlined in RED**.
- **ALL** of the documentation items listed below will be required for your listing to be approved and visible in the directory, so please upload as many as you have at this time.
- After our team reviews this initial request, you will have the opportunity to upload any remaining documentation to complete your listing.
- \*Accepted Filetypes are PDF, DOC, DOCX, PNG, JPG, JPEG

Professional Experience / Resume

Add File

License (if mandated by state)

Add File

Auto Insurance

Add File

Proof of \$500,000 in Auto Insurance Coverage

- Click “Submit” to finalize your upload and request a review of your proof of eligibility.

Proof of \$1,000,000 in General Liability Insurance

Add File

FORTIFIED Evaluator Certification Exam Results

Add File

FORTIFIED Service Provider Agreement

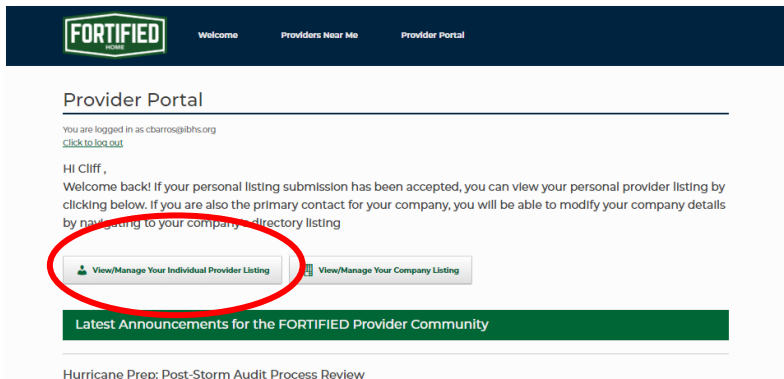
Add File

Submit

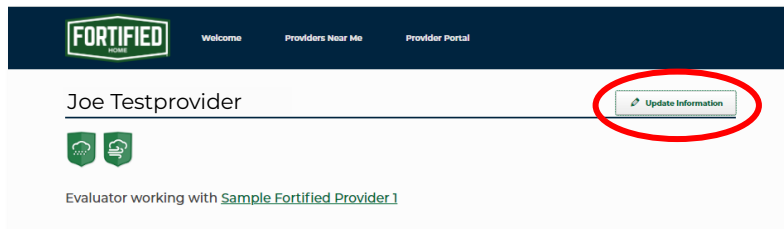
# Maintain Your Individual Provider Profile

Maintaining your personal profile can entail updating personal contact information, adding or updating eligibility documentation (e.g., license, proof of insurance, certification), and changing the role within your company.

- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
  - Click “View/Manage Your Individual Provider Profile.”



- Click “Update Information”



- Update contact information, if necessary

A screenshot of the FORTIFIED HOME Provider Portal showing the 'Update Information' form for 'Joe Testprovider'. The form includes a dropdown for 'Provider Company Name' (Sample Fortified Provider 1) with a 'Request Update' link below it. The 'Provider Type' section has three checkboxes: 'Evaluator' (checked), 'Professional', and 'Roofers'. A note states: '\* You will need to provide documentation based on the provider type[s] selected'. The form also includes input fields for 'Email' (cbarros@bhs.org), 'Phone' (251-222-2222), 'Role / Description' (Evaluator Extraordinaire), and 'Street Address 1' (780 Home Address St).



- Click “Add File” to upload proof of eligibility requirements.
  - Each requirement highlighted in red must be provided in order to submit any changes to your profile.
  - All requirements must be provided and up to date in order to continue to be listed in the FORTIFIED Directory

☐ I have reviewed the FORTIFIED Handbook that corresponds to my selected provider type(s) (see below), and I understand that it is my responsibility to comply with the requirements.

- [FORTIFIED Roofing Contractor Handbook](#)
- [FORTIFIED Evaluator Handbook](#)
- [FORTIFIED Professional Handbook](#)

**Required Documentation**

- Required documentation is specific to your Provider Type(s).
- In order to submit your listing for **Eligibility Review**, you are **minimally required** to upload the documentation **outlined in RED**.
- **ALL** of the documentation items listed below will be required for your listing to be approved and visible in the directory, so please upload as many as you have at this time.
- After our team reviews this initial request, you will have the opportunity to upload any remaining documentation to complete your listing.
- Accepted Filetypes are PDF, DOC, DOCX, PNG, JPG, JPEG

Professional Experience / Resume

Add File

License (if mandated by state)

Add File

Auto Insurance

Add File

Proof of \$500,000 in Auto Insurance Coverage

Liability Insurance

Add File

- Click “Submit” to finalize your upload and request a review of your proof of eligibility.

Add File

Proof of \$1,000,000 in General Liability Insurance

FORTIFIED Evaluator Certification Exam Results

Add File

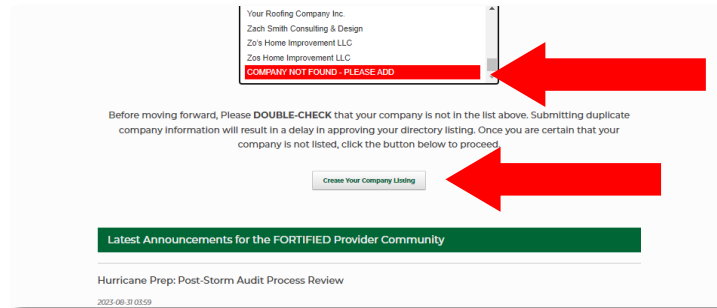
FORTIFIED Service Provider Agreement

Add File

Submit

# Create Your Company's Directory Listing

- Open the email your received from admin@fortifiedproviders.com and click the link provided to confirm your email address.
- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
- Since your company is new to the directory, it will not be on the list of providers.
- Click "Company Not Found – Please Add."
  - You will be asked to confirm your company is not listed. Once you've done that, click "Create New Company Listing"



- Enter your company's contact information. Be sure you have everything entered correctly. It will appear on the FORTIFIED Directory exactly as you type it.

A screenshot of the 'Create Provider Company Listing' form. The form has a dark blue header with the 'FORTIFIED' logo and navigation links: 'Welcome', 'Providers Near Me', and 'Provider Portal'. The form fields include: 'Company Name', 'Street Address 1', 'Street Address 2', 'City', 'State' (a dropdown menu with '- Select One -'), 'Postal Code', and 'Company Email'.

- OPTIONAL: Click "Add File" to upload a company logo and/or a photo of your main contact

A screenshot of the optional file upload section of the form. It includes a 'Company Phone' field, a 'Company Logo' section with an 'Add File' button, and an 'Owner/Representative Headshot' section with an 'Add File' button. A note below the headshot section states 'This will be displayed on the company listing.' A 'Submit' button is at the bottom right. Two large red arrows point to the 'Add File' buttons for the logo and headshot.

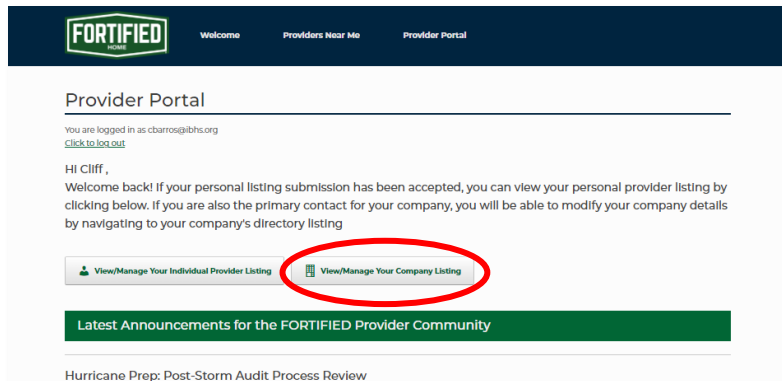
- Click "Submit" to finalize your upload and request approval of your directory listing.

A screenshot of the final part of the form, showing the 'Owner/Representative Headshot' section with an 'Add File' button and a 'Submit' button at the bottom right. A large red arrow points to the 'Submit' button.

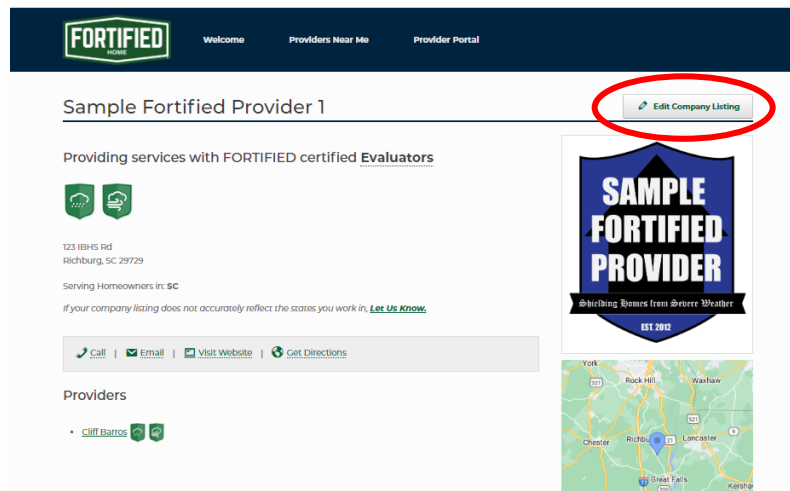
# Maintain Your Company's Directory Listing

Maintaining your company's directory listing can entail updating the company's contact information and website or adding/updating a logo or photo.

- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
  - Click "View/Manage Your Company Listing."



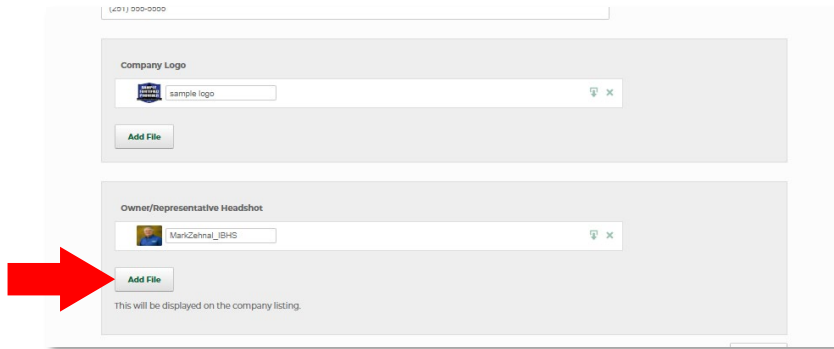
- Click "Update Information"



- Update contact information, if necessary.

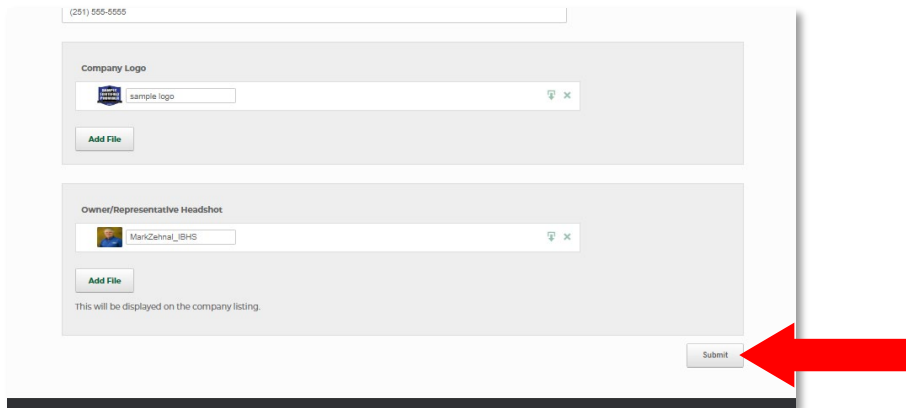
The screenshot shows the 'Edit Company Listing' form for 'Sample Fortified Provider 1'. The form includes fields for 'Street Address 1' (123 IBHS Rd), 'Street Address 2', 'City' (Richburg), 'State' (SC), 'Postal Code' (29729), 'Company Email' (sample.fh.provider@gmail.com), 'Company Website' (http://www.sampleprovider.com/), and 'Company Phone' (716.555.5555). A 'Close Form without Saving' button is located at the top right of the form.

- If desired, click “Add File” to upload logo and/or photo.



The screenshot shows a form with two main sections: 'Company Logo' and 'Owner/Representative Headshot'. The 'Company Logo' section has a text input field containing 'sample logo' and an 'Add File' button. The 'Owner/Representative Headshot' section has a text input field containing 'MarkZehnal\_IBHS' and an 'Add File' button. A red arrow points to the 'Add File' button in the 'Owner/Representative Headshot' section. Below the 'Add File' button, it says 'This will be displayed on the company listing.'

- Click “Submit” to finalize changes



The screenshot shows the same form as above, but with a red arrow pointing to the 'Submit' button at the bottom right. The 'Submit' button is located at the bottom right of the form, below the 'Owner/Representative Headshot' section.

## **BADGES**

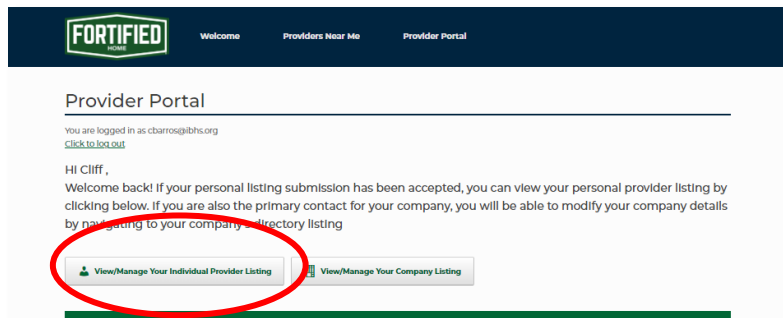
**Please Note:** Your company listing will show every badge earned by your employees. If a badge is missing, please review your employee badges to identify which individual profile needs to be updated. That employee will have to upload the appropriate certification to earn the badge. If you need additional assistance, please use this form: [provider-portal-support](#).

# Changing Your Company Association

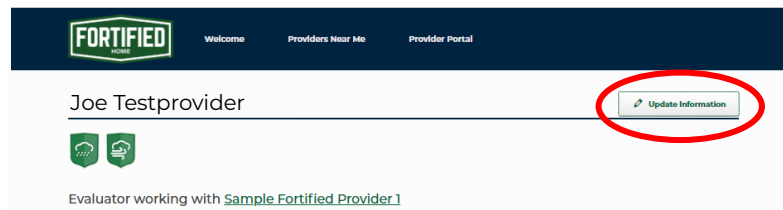
Every FORTIFIED provider must be associated with a company. If you have joined a new company, you will need to request a change to your association.

**Please note:** You may also need to update provider credentials typically arranged by a company, such as proof of insurance. See *Maintaining Individual Provider Profile* for instructions.

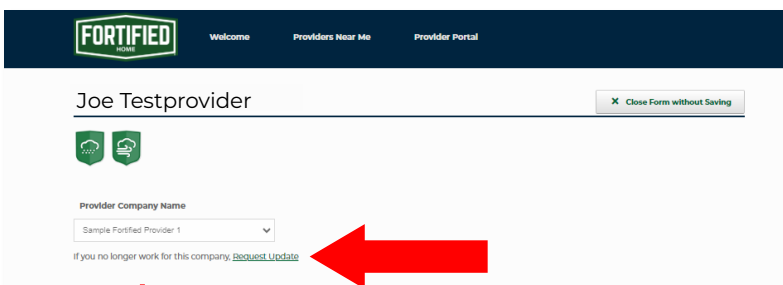
- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
  - Click “View/Manage Your Individual Provider Profile.”



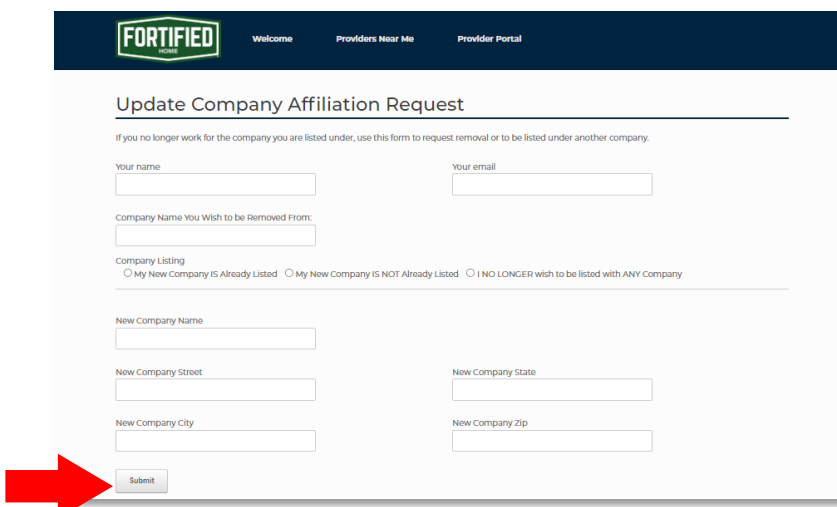
- Click “Update Information”



- Directly beneath Provider Company Name, click “Request Update.”



- A new window will open, displaying the “Update Company Affiliation Request” form. Complete and click “Submit”



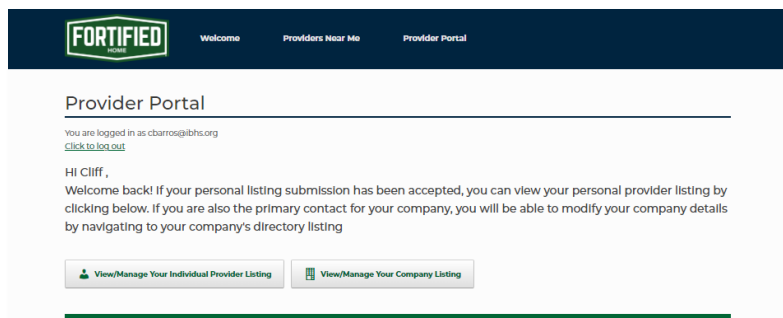
## Changing Your Company's "States Served"

When homeowners access the FORTIFIED Provider Directory, they typically sort the list by state. By default, your directory listing will appear in searches of the state listed in your company's address. Your company can appear in multiple state searches if you offer service in additional locations.

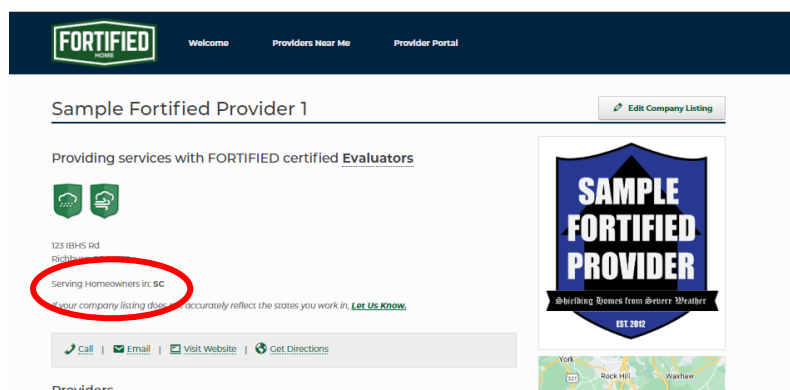
- Generally, we will allow companies to be listed in bordering states if you attest that you do offer services in those states and if they can be reached, by car, in under 2 hours.
- If your company has multiple offices, those offices with certified FORTIFIED providers may be listed separately in the directory. This will allow each of your company's locations to appear in the directory's map feature.
  - To set up a new company listing, use the States Served form to provide the new location's address and the individual provider who will be associated with that location.
- If you wish for your company to be listed in locations outside of the service area described above and without employing individual providers in those areas, you can submit a detailed operations plan for consideration. The plan must be submitted by using the [provider-portal-support-form](#) and contain the following:
  - States in which you want your company listed.
  - Details on how your firm plans to provide services in these locations.
  - (Evaluators only) Details on how the company plans to meet the minimum site visit requirements in all locations.

### If you would like to request additional states served

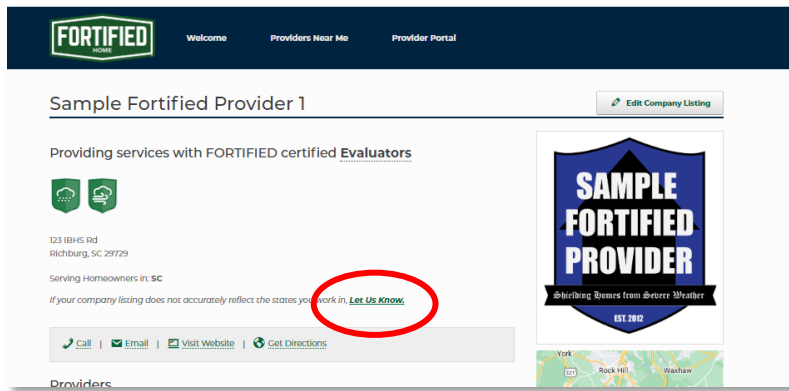
- Navigate back to [www.fortifiedproviders.com](http://www.fortifiedproviders.com) and log in.
  - Click "View/Manage Company Listing."



- Confirm the states for which you are currently listed as a provider.



- Click “Lets Us Know”



- A new window will open, displaying the “State Served Update Request.” Complete the form and click “Submit”

A screenshot of the "States Served Update Request" form. The header includes the FORTIFIED HOME logo and navigation links: Welcome, Providers Near Me, and Provider Portal. The form title is "States Served Update Request". Below the title, it says "If your company listing does not accurately reflect the states you work in, use this form to let us know." The form contains fields for "Your name" and "Your email". Below these is a large text area for "What States do you want added or removed on your profile?". At the bottom, there is a section for "Please provide documentation proving that your business is licensed in the State(s) you want to add:" with a "Choose File" button and a "Submit" button. A red arrow points to the "Submit" button.

- A member of the FORTIFIED team will reach out to you if there are any questions.

**Thank you for your commitment  
to making your community stronger and  
better prepared for the next storm.**

For additional information about becoming a  
certified FORTIFIED Provider, please visit:  
[fortifiedhome.org/how-to-become-fortified-certified](https://fortifiedhome.org/how-to-become-fortified-certified).

