

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: <u>provider-portal-support</u>.

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Create an Account

- Navigate to <u>www.fortifiedproviders.com</u>.
- Click "Provider Login" in the upper right corner.



• Click "Click here to register"

FORTIFIED	Welcome	Providers Near Me	Provider Login
Provider Por	tal		
Welcome to the FO	RTIFIED Prov	ider Portal.	
Login or Create an account a	nd you'll be able to c	reate/manage your directory l	isting and gain access to provider-only content.
Existing Users L Usemame or Email cbarros@ibhs.org Password	og in		
			Remember Me Log In
			Forgot password? Click here to reset
			New User? Click here to register

• Provide name, create and confirm password, check the Captcha box and click "Register."

	ting.
further instructions. New User Registration	ve an email with
New User Registration First Name*	
Last Name [*]	
Email*	
cbarros@ibhs.org	
Password*	
Confirm Password [®]	

• Once you've clicked "Register," you will receive an email from 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 <u>www.fortifiedproviders.com</u>.
- Click "Provider Login" in the upper right corner.



• Enter your username or email and your password and click "Log In"

HOME			Provider Login
Provider Port	al		
Welcome to the FO	TIFIED Prov	ider Portal.	
Login or Create an account and	d you'll be able to c	reate/manage your director	ry listing and gain access to provider-only content.
Existing Users Lo	a In		
Usemame or Email	'y in		
cbarros@ibhs.org			
Password			
			Remember Me Log In
			Forgot password? Click here to reset
			New User? Click here to register

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 <u>www.fortifiedproviders.com</u> 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.

You are logged Click to log out	in as cbarros_ucp(3hotmail.com					
		To get started, s	elect your Cor	<u>mpany's name</u> fror	n the list below.		
	If your comp	any is not listed, scr	oll to the bott	tom and select "Co	mpany Not Found -	Please Add"	
			Filter by K	(eyword			
		Select Your	Company Name	_	-		
		110 Builders					
			istruction Compan	nies LLC			
		1st AL Insura 21st Century	nce Agency Home Inspections	LLC.			
			-		*		

 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"

	Test Provider Company	^
	The Baldwin Group	
	The BKM Co. LLC	
	The Highland Group	
	The Inspection Specialists	
т	hat's great! It looks like you've located your compar	The st Provider Company.
		ersonal provider profile. ation in order to create your profile. Click

- o 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 Welcome Powders New Me Powder 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	
charros_ucp@hotmal.com	
Street Address 1	
Street Address 2	
City	
State - Seed One	
Postal Code	
Provider Company Name Tat Provider Company Vame	
Provider Type *	

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

0	City
5	State
	– Select One – 🗸 🗸
F	Postal Code
F	Provider Company Name
	Test Provider Company
1	Provider Type *
	Evaluator
	Professional
	Roofer
• ¥	You will need to provide documentation based on the provider type(s) selected
5	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.	
	EORTIFIED Roofing Contractor Handbook EORTIFIED Evaluator Handbook EORTIFIED 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.
	EODITIE Declarator Handbook EODITIE Declarator Handbook EODITIE Declarator Handbook EORITIE D Protessional Handbook
Re	quired 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 extlined in RED . AlL of the documentation term is listed below will be required by your listing to be approved and visible in the directory, so please upload as many as you have at the time. After our team network this initial request, you <u>will have</u> the opportunity to upload any remaining documentation to complete your listing. * Accepted Filesypes as PDF, DOC, DOC, PMC, JPC, JPCG
	Professional Experience / Resume
	Add File
	License (if mandated by state)
[AddFle
	Auto Insurance
	Add File
F	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 Ceneral Liability Insurance	
FORTIFIED Evaluator Certification Exam Results	
Add File	
FORTIFIED Service Provider Agreement	
	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 <u>www.fortifiedproviders.com</u> and log in.
 - o Click "View/Manage Your Individual Provider Profile."

FORTIFIED	Welcome	Providers Near Me	Provider Portal	
Provider Po	rtal			
You are logged in as cbarros <u>Click to log out</u>	@ibhs.org			
	u are also the p	rimary contact for you	eeen accepted, you can vlew your personal provider listing by ur company, you will be able to modify your company details	
Liew/Manage Your In	dividual Provider Listi	ng View/Manage Yo	our Company Listing	
Latest Annound	cements for ti	ne FORTIFIED Prov	ider Community	
Hurricane Prep: Po	ost-Storm Audi	t Process Review		

• Click "Update Information"

	Providers Near Me	Provider Portal	
Joe Testprovider			2 Update Information
Evaluator working with <u>Sam</u>	ble Fortified Provide	er 1	

• Update contact information, if necessary

Joe Testprovider	×
Provider Company Name	
Sample Fortified Provider 1	
If you no longer work for this company, <u>Request Update</u>	
Provider Type	
Z Evaluator	
Roofer	
* You will need to provide documentation based on the provider type(s) selected	
Email	
cbarros@ibhs.org	
Phone	
251-222-2222	
Role / Description	
Evaluator Extraordinaire	
Street Address 1	
789 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

U I have reviewed the FORTHED Handbook that corresponds to my selected preview type () (see balow), and I understand that it is my responding to comply with the requirements. 9 I CHIEFED Docting Contractor Handbook 10 I CHIEFED Contentation 10 I Chiefer Docting Contractor Handbook 10 I Chiefer Docting Docting Topology Preview, you are milaniby required to up load the documentation continge In RED. 10 I Chiefer Docting I Chiefer Docting Docting Preview, you are milaniby required to up load the documentation to complete your listing 10 I Chiefer Docting Docting Docting Docting Docting Docting I Docting Docting Docting Docting I Docting		
	understand	I that it is my responsibility to comply with the requirements.
	- FORTH	TED Danfing Contents Use deads
A required Occumentation		
	 FORID 	-IED Protessional Handbook
	D	
I in criter to submit you taking for Eligibility Review, you are minimally required to upload the documentation earned as many as you have at this time. All of the documentation lense in the directory, so please upload as many as you have at this time. Professional Experience / Resume License (if mandated by state) Add File Auto Insurance Add File	Required	Jocumentation
I in criter to submit you taking for Eligibility Review, you are minimally required to upload the documentation earned as many as you have at this time. All of the documentation lense in the directory, so please upload as many as you have at this time. Professional Experience / Resume License (if mandated by state) Add File Auto Insurance Add File	- Doquir	nd documentation is specific to your Drevider Turnels
In ear at this time. After our team reviews this initial request, you will have the opportunity to upload any remaining documentation to complete your listing. Yaccepted Filetypes are PDF, DOC, DOCX, PNG, JPG, JPG, JPG Professional Experience / Resume Add File Auto Insurance Add File		
After our team reviews the initial request, you will have the opportunity to upload any remaining documentation to complete your listing. Waterpool Representation and activity of the opportunity of upload any remaining documentation to complete your listing. Add File Add File Add File Add File		
Macopted Filetypes are PDF, DOC, DOC, DPG, JPG, JPG, JPG Professional Experience / Resume Add File License (If mandated by state) Add File Auto Insurance Add File		
Professional Experience / Resume Add File License (if mandated by state) Add File Add File Add File		
Add File License (if mandated by state) Add File Add File Add File	 Accept 	teu niegyes ale nun, uvus, nitu, unu, unu
Add File License (if mandated by state) Add File Add File Add File		
Add File License (if mandated by state) Add File Add File Add File		
License (if mandated by state) Add File Add File Add File	Profession	al Experience / Resume
License (if mandated by state) Add File Add File Add File		
License (if mandated by state) Add File Add File Add File		
Add File Auto Insurance Add File	Add File	
Add File Auto Insurance Add File		
Add File Auto Insurance Add File		
Add File Auto Insurance Add File		
Add File Auto Insurance Add File		
Auto Insurance Add File	License (if	mandated by state)
Auto Insurance Add File		
Auto Insurance Add File		
Add File	Add File	
Add File		
	Auto Insu	ance
	Auto Insu	ance
Proof of \$5:00,000 in Auto Insurance Coverage		ance
Proof of \$500,000 in Auto Insurance Coverage		ance
	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 <u>www.fortifiedproviders.com</u> 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"

company information will	Your Roefing Company Inc. Zach Smith Consulting & Design Zos Home Improvement LLC Zos Home Improvement LLC COMPANY NOT FOLMO - PREASE ACCO COMPANY NOT FOLMO - PREASE ACCO asse DOUBLE-CHECK that your company is not in the list above. Submitting duplicate result in a delay in approving your directory listing. Once you are certain that your	
	company is not listed, click the button below to proceed	
	Crease Your Company Listing	
Latest Announcements f	for the FORTIFIED Provider Community	
Hurricane Prep: Post-Storm	Audit Process Review	
2023-08-31 03:59		

• 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.

FORTIFIED	Welcome Provider	rs Near Me Provider Portal	
Create Provi	der Company L	isting	
Company Name			
Street Address 1			
Street Address 2			
City			
State - Select One	~		
Postal Code			
Company Email			

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

Company Phone	
Company Logo	
Owner/Representative Headshot	
Add File This will be displayed on the company listing.	
	Submit

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

Add File	
Owner/Representative Headshot	
This will be displayed on the company listing.	

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 <u>www.fortifiedproviders.com</u> and log in.
 - o Click "View/Manage Your Company Listing."

Provider Po	rtal		
ou are logged in as cbarros <u>lick to log out</u>	@ibhs.org		
HI Cliff , Velcome back! If yo	ur personal listing s	ubmission has be	een accepted, you can view your personal provider listing by
Welcome back! If yo licking below. If yo by navigating to you	1	y contact for your	r company, you will be able to modify your company details

• Click "Update Information"



• Update contact information, if necessary.

FORTIFIED	Welcome	Providers Near Me	Provider Portal	
Sample Forti	fied Prov	vider 1		X Close Form without Saving
Street Address 1				
123 IBHS Rd				
Street Address 2				
City				
Richburg				
State				
sc	~			
Postal Code				
20720				
Company Email				
sample.fh.provider@gmail.com				
Company Website				
http://www.sampleprovider.com/				
Company Phone				

• If desired, click "Add File" to upload logo and/or photo.

Company Log			
aa sa	mple logo	۵ × ۲	
Add File			
Owner/Repres	sentative Headshot		
Ma	arkZehnal_IBHS	£ ×	
Add File			
This will be disp	layed on the company listing.		

• Click "Submit" to finalize changes

(251) 555-5555		
Company Logo		
sample logo	₽ ×	
Add File		
Owner/Representative Headshot		
MarkZehnal_IBHS	Ŧ ×	
Add File		
This will be displayed on the company listing.		
		Submit

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: <u>provider-portal-support</u>.

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 <u>www.fortifiedproviders.com</u> and log in.
 - o Click "View/Manage Your Individual Provider Profile."

Provider Po	rtal	
You are logged in as cbarros <u>Click to log out</u>	@ibhs.org	
clicking below. If yo	u are also the pr	een accepted, you can vlew your personal provider listing by ur company, you will be able to modify your company details

• Click "Update Information"

	Providers Near Me Pro	ovider Portal
Joe Testprovider		
الله الله		
Evaluator working with Sar	nple Fortified Provider 1	

• Directly beneath Provider Company Name, click "Request Update."

FORTIFIED	Welcome	Providers Near Me	Provider Portal	
Joe Testpro	vider			X Close Form without Saving
() () () () () () () () () () () () () (
Provider Company Name				
Sample Fortified Provider 1	~			
If you no longer work for this o	ompany, <u>Request Up</u>	idate		
 Provider Type				

• A new window will open, displaying the "Update Company Affiliation Request" form. Complete and click "Submit"

If you no longer work for the company you are	e listed under, use this form to request removal or to be listed under another company.
Your name	Your email
Company Name You Wish to be Removed Fro	m:
Company Listing O My New Company IS Already Listed O M	Ay New Company IS NOT Already Listed $^\circ$ I NO LONGER wish to be listed with ANY Company
New Company Name	
New Company Name	New Company State

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 <u>provider-portal-</u> <u>support-form</u> and contain the following:
 - States in which you want your company listed.
 - \circ $\;$ 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 <u>www.fortifiedproviders.com</u> and log in.
 - o Click "View/Manage Company Listing."

FORTIFIED	Welcome	Providers Near Me	Provider Portal
Provider Por	tal		
You are logged in as cbarros@ <u>Click to log out</u>	ibhs.org		
	are also the p	rimary contact for yo	een accepted, you can vlew your personal provider listing by ur company, you will be able to modify your company details
L View/Manage Your Ind	ividual Provider Listir	y View/Manage Y	our Company Listing

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



• Click "Lets Us Know"

	oviders Near Me Provider Portal	
Sample Fortified Provide	er 1	🖉 Edit Company Listing
Providing services with FORTIFIED of	certified Evaluators	
<u></u>		
123 IBHS Rd Richburg, SC 29729		PROVIDER
Serving Homeowners in: SC If your company listing does not accurately reflect the sta	πes you work in, <u>Let Us Know.</u>	Shielding Homes from Debere Weather
🥒 Call 🖾 Email 🖾 Visit Website 🗞 Get	Directions	Vork
Providers		Rock Hill Waxhaw

• A new window will open, displaying the "State Served Update Request." Complete the form and click "Submit"

If your company listing	door not accurately reflect th	Request	s form to lot us know	
Your name	aves not accordibly reliect o	re autorea you work in, use une	a rotter og ret og rottow.	
Your email				
What States do you war	nt added or removed on you	r profile?		

• 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.

