

# Disaster Contractors Network

## User Guide





# Table of Contents

Table of Contents .....	i
Section 1.0 Disaster Contractors Network .....	1
1.1 Introduction .....	1
1.2 Organization of the Manual .....	1
1.3 Support .....	2
1.4 Disaster Contractors Network Homepage.....	2
Section 2.0 Property Owners .....	3
2.1 Searching for Contractor Services.....	3
2.2 Searching for supplies .....	7
2.3 Register as a Property Owner.....	10
2.4 Email Validation .....	12
2.5 Log in as a Property Owner .....	12
2.6 Forgot Password.....	13
Section 3.0 Contractors.....	15
3.1 Contractor Registration.....	15
3.2 Email Validation .....	19
3.3 Login as a Contractor .....	20
3.4 Forgot Password.....	20
Section 4.0 Suppliers .....	22
4.1 Supplier Registration .....	22
4.2 Email Validation .....	24
4.3 Login as a Supplier.....	24
4.4 Forgot Password.....	24
Section 5.0 Post a Service or Materials Need – All Users .....	26



5.1 Post a Service or Materials Need Notice .....26

5.2 Search for Service or Materials Need – All Users.....28

Section 6.0 Knowledge Center.....29



Revision Table

Release No.	Date	Revision Description
Release 2016-v001	6/1/2016	Initial release



## Section 1.0 Disaster Contractors Network

### 1.1 Introduction

Disaster Contractors Network (DCN) is a service provided through a website to help property owners in the State of Florida find construction contractors who can provide services in their area or supplies after a disaster occurs. Contractors and building materials suppliers (Suppliers) voluntarily register on the site and identify what services they can provide to property owners.

Key features of the application include:

- Contractor registration – Contractors are able to voluntarily register their company and services provided along with a list of counties where they provide those services.
- Supplier registration – Building material suppliers are able to voluntarily register their company and list the general types of building materials they can supply.
- Contractor search capability – Property owners and contractors are able to search for contractors by name, service, or county. The resulting list shows services the registered contractors have specified as within their capability.
- General information – The knowledge center contains various downloadable PDFs and links related to multiple topics, e.g. pre-storm checklists, specific updated storm information, locations of permitting and licensing offices throughout the state, etc.
- Service or material needs postings – Property owners, contractors, and suppliers are able to post searchable notices on the site. For example, a typical posting from a property owner may be a request to have a roof repaired. This allows a roofing contractor to find potential customers who are in need of their services. Rather than list a repair needed, a property owner may check for contractors posting availability to perform certain types of repairs. A contractor or property owner may search for supplies available in or near the area for specific types of repairs.

### 1.2 Organization of the Manual

This guide is designed to facilitate easy navigation of the DCN website. This guide is separated into sections that correlate with the type of user and major sections of the site. These sections and their descriptions are as follows:

- **Section 2.0 Property Owners** – This section is designed from the perspective of a property owner in need of services or materials.
- **Section 3.0 Contractors** – This section is designed from the perspective of a contractor who wants to register their business and services available.
- **Section 4.0 Suppliers** – This section is designed from the perspective of a supplier who wants to register their business and materials available.
- **Section 5.0 Post a Service or Materials Need** – This section is designed to facilitate posting for an immediate need by any user of the application.



- **Section 6.0 Knowledge Center** – The knowledge center contains various downloadable PDFs and links related to multiple topics to support the users of this application and any other related topics that may be of interest to the community of users for this site!

### 1.3 Support

Please contact [support@dcnonline.org](mailto:support@dcnonline.org) or 850.222.2772 for assistance.

### 1.4 Disaster Contractors Network Homepage

The DCN homepage, as shown in Figure 1 below, directs users to the proper page by selecting the proper icon. This landing page allows users to login or register, post a service or materials need, and also provides access to the Knowledge Center.



**Figure 1: DCN Homepage**

To access the website, type [www.dcnonline.org](http://www.dcnonline.org) into any major browser (Internet Explorer, Google Chrome, Firefox, Safari).



## Section 2.0 Property Owners

Property owners can utilize DCN’s website to search for services and materials to support the repair of damages to their property after a disaster. Detailed information regarding property owners is outlined below.

### 2.1 Searching for Contractor Services

When a property owner is in need of services after a disaster, they can search DCN for the required services via the county in which the property is located.

Steps are as follows:

1. Under Property Owners on the Homepage, select the county where the property is located from the dropdown menu.



**Figure 2: Select a County**

2. User is automatically taken to the Property Owner Search page (Figure 3). Here, the user can search for contractors or supplies, change the county in the dropdown menu, or go back.
3. Search for a service provider using the “Property Owner Search” screen under the section “Step 1. Search for Contractors.”
4. User can search by typing a contractor name in the text field or select one or multiple service types listed.

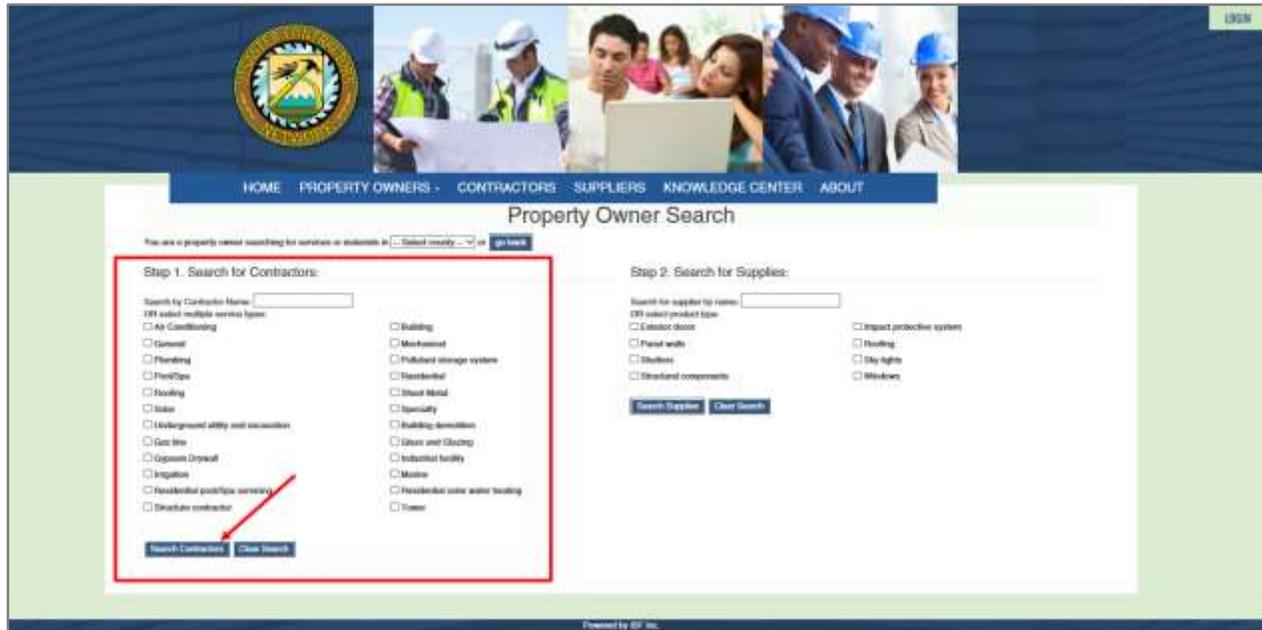


Figure 3: Searching for a Contractor

5. Select “Search Contractors,” and the results are displayed in a tabular format below the search button as displayed in Figure 4 below. The user may need to scroll down to see the results. The user can also export the table to Excel or text (green Export to CSV button) or to a PDF file (red Export to PDF button). User can then download preferred document type.

Contractor Search Results:

Business Name	Address	Telephone	Email	Services	License Verified
1ST CONTRACTORS SCHOOL CORP	line 1 tallahassee FL 32311	9991235678	calley@isf.com	Building demolition, Carpentry, Air Conditioning	Verified as of 2/18/2016
Joe's Contracting	125 fairway ridge Dr Tallahassee FL 32311	1112223333	Joe@test.com	Air Conditioning, Building	Unverified

Export to CSV (exports to excel or text)    Export to PDF

Figure 4: Contractor Search Results

6. User can select the business name to take them to the Contractor Information page with more detailed information.
7. User will find the detailed information page (Figure 5 below) including:
  - a) Business name
  - b) Address



- c) City
- d) State
- e) Zip
- f) Phone number and type (Direct, cell, etc)
- g) Contact name
- h) Email address
- i) Notes

The screenshot shows a web form titled "Contractor Information". The form contains the following fields and values:

- Business Name:** 1ST CONTRACTORS SCH
- Address: (line 1,2)**
  - line 1: [Empty text box]
- City:** Tallahassee
- State:** Florida (dropdown menu)
- Zip Code:** 32311
- Phone Number:** 9991235678 (with a dropdown menu set to "Direct Line")
- Contact Name:** Chris
- Email address:** calley@1st.com
- Notes:** updated after security check updated again

**Figure 5: Detailed Contractor Information**

- 8. If the contractor is licensed in any service, their license number is provided on this page as well. The license number listed is validated weekly by the Department of Business and Professional Regulation. See Figure 6 below.



I am licensed to provide the following services:

- Air Conditioning
- License Number:
- Mechanical
- Pool/Spa
- Building
- Plumbing
- Residential
- General
- Pollutant storage system
- Specialty
- Sheet Metal
- Underground utility and excavation
- Solar
- Roofing

**Figure 6: Contractor Licensing**

9. If the contractor provides services which do not require a license, or have a voluntary license, they are listed along with the county or counties they provide the service(s) in, and any memberships they are a part of. It is up to the user to verify this information with the county or city issuing the license.



Services for which a license is not generally required:

<input type="checkbox"/> Carpentry	<input checked="" type="checkbox"/> Doors/Windows	<input type="checkbox"/> Drywall (non-structural)	<input type="checkbox"/> Flooring
<input type="checkbox"/> Gutters	<input type="checkbox"/> Painting	<input type="checkbox"/> Screening	<input checked="" type="checkbox"/> Shutters

Specialty Contractor (voluntary license):

<input type="checkbox"/> Building demolition	<input type="checkbox"/> Gas line	<input type="checkbox"/> Glass and Glazing	<input type="checkbox"/> Gypsum Drywall	<input type="checkbox"/> Industrial facility
<input type="checkbox"/> Irrigation	<input type="checkbox"/> Marine	<input type="checkbox"/> Residential pool/Spa servicing	<input type="checkbox"/> Residential solar water heating	<input type="checkbox"/> Structure contractor
<input type="checkbox"/> Tower				

Select the counties where you provide the services:

Counties Selected  
(to deselect click the checkbox)  
 Putnam

Memberships:

<input type="checkbox"/> ACCA - Florida	<input type="checkbox"/> Alarm Association of Florida	<input type="checkbox"/> American Fire Sprinkler Association - Florida Chapter
<input type="checkbox"/> Asphalt Contractors Association of Florida	<input type="checkbox"/> Associated Builders and Contractors of Florida	<input type="checkbox"/> Florida Associated General Contractors Council
<input type="checkbox"/> Florida Association of Plumbing Heating Cooling Contractors	<input type="checkbox"/> Florida Concrete & Products Association	<input type="checkbox"/> Florida Fire Sprinkler Association
<input type="checkbox"/> Florida Home Builders Association	<input type="checkbox"/> Florida Irrigation Society	<input type="checkbox"/> Florida Refrigeration & Air Conditioning Contractors Association
<input type="checkbox"/> Florida Roof Deck Association	<input type="checkbox"/> Florida Roofing, Sheet Metal & Air Conditioning Contractors Association	<input type="checkbox"/> Florida Solar Energy Industries Association
<input type="checkbox"/> Florida Swimming Pool Association	<input type="checkbox"/> Florida Transportation Builders Association	<input type="checkbox"/> Florida Water Quality Association
<input type="checkbox"/> Independent Electrical Contractors	<input type="checkbox"/> National Utility Contractors Association	<input type="checkbox"/> Southeast Glass Association
<input type="checkbox"/> United Pool & Spa Association		

Figure 7: Detailed Contractor Information

## 2.2 Searching for supplies

In addition to searching for services, a property owner can search the DCN site for supplies they need after a disaster via the county in which the property is located.



Steps are as follows:

1. Select the county where the property is located via the dropdown menu on the homepage.



**Figure 8: Select a County**

2. User is automatically taken to the “Property Owner Search” page. Here, the user can search, change the county in the dropdown menu, or go back.
3. Displayed on this page is “Step 1. Search for Contractors” and “Step 2. Search for Supplies.”
4. Following Step 2 on the right of the screen (Figure 9 below), the property owner can search by brand name in the text field or select one or multiple product types listed.

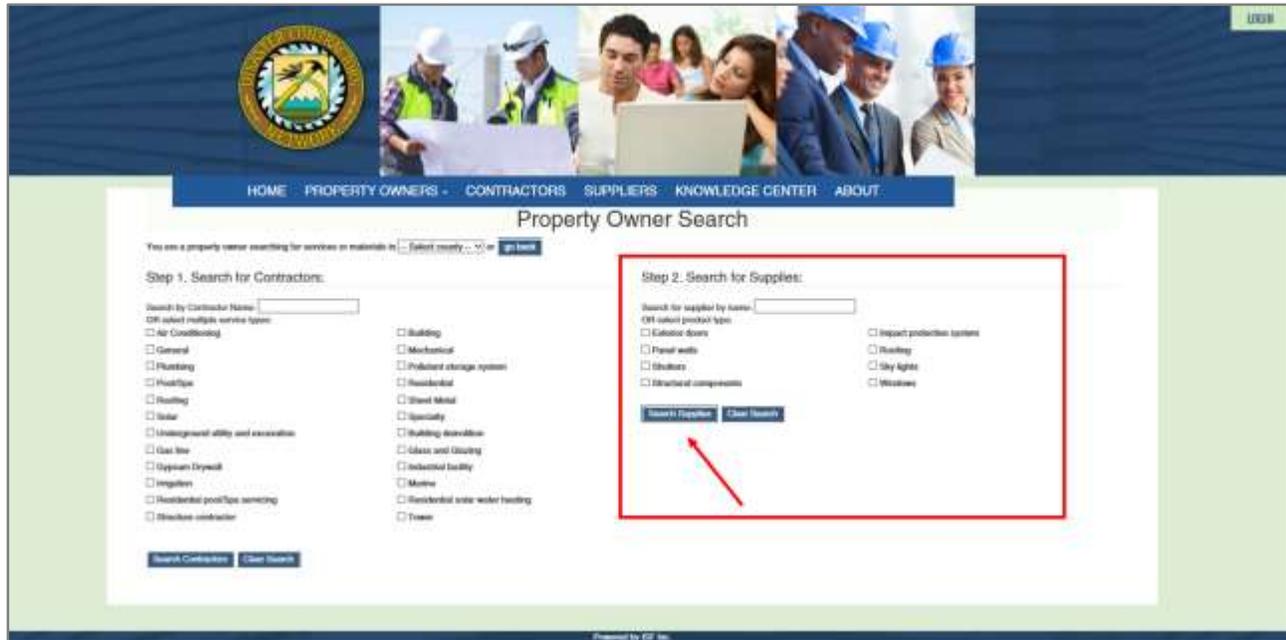


Figure 9: Searching for Supplies

5. Select the Search Supplies button and results are displayed in a tabular format on the Search page. The user may need to scroll down to see the results. The information is displayed in a table as shown in Figure 10 and provides options to export the results to Excel or text (green Export to CSV button) or to a PDF file (red Export to PDF button). By selecting the appropriate option, the User can then download their preferred document type.

Supplies Search Results:

Supplier Name	Address	Telephone	Email	Deliver/Ship
cthrs supplies	111 some Street Apt. 2525 Tallahassee FL, 32311	1112223333	calley@isf.com	<input type="checkbox"/>
Lowe's	125 fairway ridge Dr. Tallahassee FL, 32311	1112223333	John@Lowes.com	<input type="checkbox"/>
Stanley's Supplies	123 Fairway Ridge Dr Tallahassee FL, 32311	1112223333	stan@test.com	<input type="checkbox"/>

Export to CSV (exports to excel or text)    Export to PDF

Figure 10: Supplier Search Results Table



- a. User can select hyperlinked supplier name to take them to the Supplier Registration page with more detailed information.
- b. User will find the detailed information page (Figure 11 below) including:
- c. Business name
- d. In store address
- e. City
- f. State
- g. Zip
- h. Phone number and type (Direct, cell, etc)
- i. Whether or not the company ships/delivers
- j. If yes, county or counties where the company will deliver/ship are highlighted
- k. Contact name
- l. Email address
- m. Notes
- n. Supplies available

**Supplier Registration**

Business Name:

In Store Address: (line 1,2)

City:

State:

zip:

Phone Number:

Contact Name:

Email address:

Notes:

Supplies:

Exterior doors       Impact protective system

Panel walls       Roofing

Shutters       Sky lights

Structural components       Windows

Does your company deliver/ship?:

Delivery/Shipping Counties:

**Figure 11: Detailed Supplier Information Page**

### 2.3 Register as a Property Owner

The only time a property owner will need to register on DCN is to post a service or materials need. There is no charge for registration or use. The user's email is validated so that reminders can be sent to them when the notice is due to expire. Postings expire after 7 days.



Steps are as follows:

1. Select "Property Owners"



**Figure 12: Post a Service or Materials Need**

2. Select "Post Service or Materials Need"
3. Type in text fields
  - a. Name
  - b. City
  - c. Zip
  - d. County (Select from dropdown list)
  - e. Phone Number(s)
    - i. Select Phone Number type via the dropdown menu
    - ii. Select "Add More Phone Numbers" to add alternate numbers and types
  - f. Email address
    - i. Note: A verification email will be sent to the user to validate their email address
  - g. Password
  - h. Confirm Password
  - i. Needs Summary
4. Select services needed
  - a. If a service is needed that is not listed, type the needed service in the "Other Services" field
5. Select materials needed
  - a. Select If a material is needed that is not listed, type the needed material in the "Other Materials" field
6. Select "Save" at the bottom of the page



**Service or Materials Need Notice**

Contact Name

City

Zip Code

County  
-- Select county --

Phone Number  Direct Line

[Add More Phone Numbers](#)

Email address

Password

Confirm Password

Needs Summary

Services Needed:

<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Building	<input type="checkbox"/> Building demolition	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Doors/Windows	<input type="checkbox"/> Drywall (non-structural)	<input type="checkbox"/> Flooring	<input type="checkbox"/> Gas line
<input type="checkbox"/> General	<input type="checkbox"/> Glass and Glazing	<input type="checkbox"/> Gutters	<input type="checkbox"/> Gypsum Drywall
<input type="checkbox"/> Industrial facility	<input type="checkbox"/> Irrigation	<input type="checkbox"/> Marine	<input type="checkbox"/> Mechanical
<input type="checkbox"/> Painting	<input type="checkbox"/> Plumbing	<input type="checkbox"/> Pollutant storage system	<input type="checkbox"/> Pool/Spa
<input type="checkbox"/> Residential	<input type="checkbox"/> Residential pool/Spa servicing	<input type="checkbox"/> Residential solar water heating	<input type="checkbox"/> Roofing
<input type="checkbox"/> Screening	<input type="checkbox"/> Sheet Metal	<input type="checkbox"/> Shutters	<input type="checkbox"/> Solar
<input type="checkbox"/> Specialty	<input type="checkbox"/> Structure contractor	<input type="checkbox"/> Tower	<input type="checkbox"/> Underground utility and excavation

Other Services:

Materials Needed:

<input type="checkbox"/> Exterior doors	<input type="checkbox"/> Impact protective system	<input type="checkbox"/> Panel walls	<input type="checkbox"/> Roofing
<input type="checkbox"/> Shutters	<input type="checkbox"/> Sky lights	<input type="checkbox"/> Structural components	<input type="checkbox"/> Windows

Other Materials:

Figure 13: Post a Service or Materials Need Notice

## 2.4 Email Validation

After a property owner has submitted their information, an email will be sent for verification. The user should select the link provided to verify their email address.

## 2.5 Log in as a Property Owner

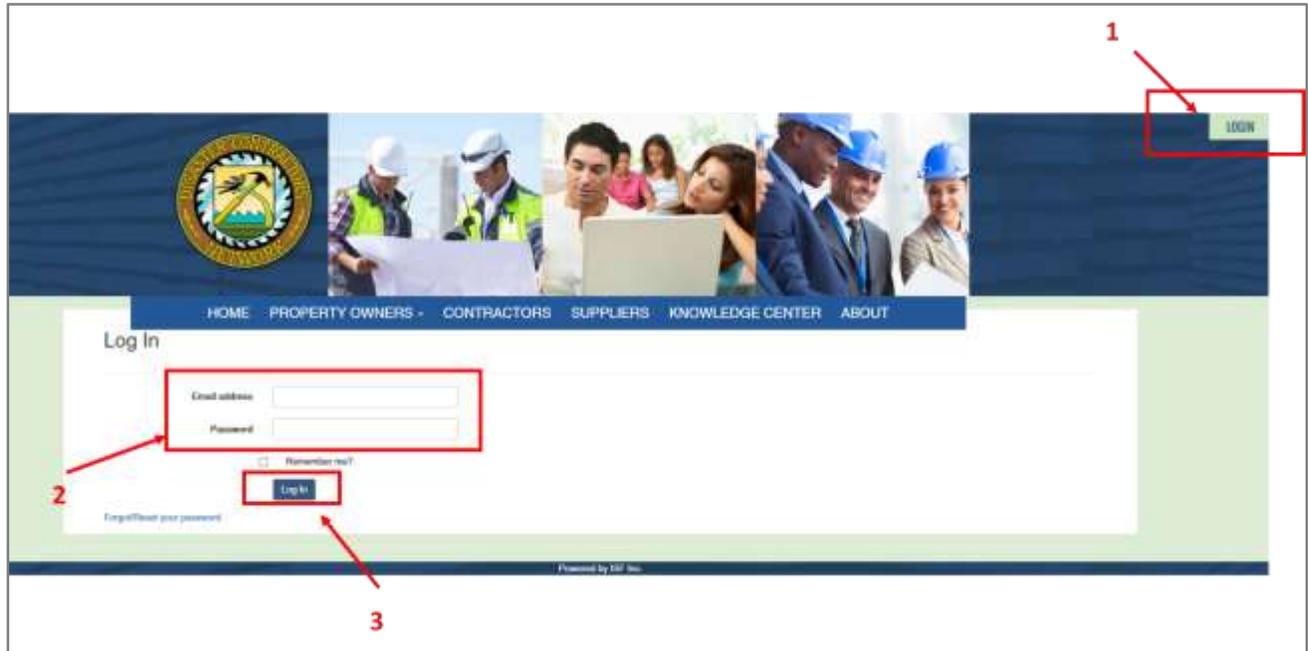
The only time a property owner will need to be logged in is when posting a service or materials need. The user can only login in once an account has already been registered.

Steps are as follows:

1. Select the Login button on the upper right-hand corner



2. Enter your email address and password
  - a. Note: User can select the “Remember me?” box to remain logged in
3. Select “Login”



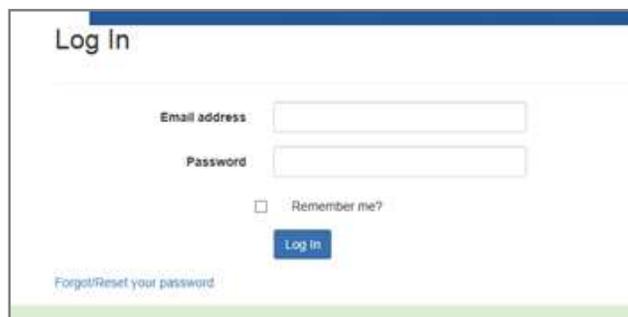
**Figure 14: Login Screen**

## 2.6 Forgot Password

If a user has forgotten their password, they can enter their email address and receive a link to reset their password.

Steps are as follows:

1. Select the Login button in the upper right-hand corner
2. Select “Forgot/Reset your password”



**Figure 15: Forgot/Reset Password**

3. Enter your email for a link to reset your password



4. Select "Email Link"

Reset your password.  
Enter your email.

Email

Email Link

**Figure 16: Forgot/Reset Password (2)**

5. Follow the link in the email you receive
6. Enter your email and new password
7. Select "Reset"

Reset password.  
Reset your password.

Email

Password

Confirm password

Reset

**Figure 17: Forgot/Reset Picture (3)**



## Section 3.0 Contractors

Companies with services available to property owners or who are looking for subcontractors or materials after a disaster can utilize DCN's website to search for customers, supplies, or services. Detailed registration information for contractors is outlined below.

### 3.1 Contractor Registration

Contractors need to register with DCN in order to post Service or Materials Needs. Registration will only need to be done once.

Steps are as follows:

1. From the Home page, select "Register (New Contractors)" under Contractors



**Figure 18: Contractor Registration**

2. Type in the text fields the following information:
  - a. Business Name
  - b. Address
  - c. City
  - d. State (Select from dropdown menu)
  - e. Zip
  - f. Phone Number(s)
    - i. Select Phone Number type via the dropdown menu
    - ii. Select "Add More Phone Numbers" to add alternate numbers and types



- g. Contact Name
- h. Email Address
  - i. Note: A verification email will be sent to the user to validate their email address
- i. Password
- j. Confirm Password
  - i. Must contain at least one uppercase letter
  - ii. Must contain at least one number
  - iii. Must be at least six characters in length
- k. Notes

**Contractor Registration**

**Contractor Information**

Business Name:

Address: (line 1,2)

City:

State:  
Florida ▾

Zip Code:

Phone Number  Direct Line ▾  
 Remove

[Add More Phone Numbers](#)

Contact Name:

Email address:

Password:

Confirm Password:

Notes:

**Figure 19: Contractor Registration: Information Page**

- 3. Select any service(s) that you are licensed to provide
  - a. Air Conditioning
  - b. Building
  - c. General
  - d. Mechanical



- e. Plumbing
  - f. Pollutant storage system
  - g. Pool/Spa
  - h. Residential
  - i. Roofing
  - j. Sheet Metal
  - k. Solar
  - l. Specialty
  - m. Underground utility and excavation
4. Select any service(s) you provide for which a license is not generally required
- a. Carpentry
  - b. Gutters
  - c. Doors/Windows
  - d. Painting
  - e. Drywall (non-structural)
  - f. Screening
  - g. Flooring
  - h. Shutters
5. Select any service(s) for which you have a voluntary license for
- a. Building Demolition
  - b. Irrigation
  - c. Tower
  - d. Gas Line
  - e. Marine
  - f. Glass and Glazing
  - g. Residential Pool/Spa Servicing
  - h. Gypsum Drywall
  - i. Residential Solar Water Heating
  - j. Industrial Facility
  - k. Structure Contractor



I am licensed to provide the following services:

- Air Conditioning
- Building
- General
- Mechanical
- Plumbing
- Pollutant storage system
- Pool/Spa
- Residential
- Roofing
- Sheet Metal
- Solar
- Specialty
- Underground utility and excavation

Services for which a license is not generally required:

<input type="checkbox"/> Carpentry	<input type="checkbox"/> Doors/Windows	<input type="checkbox"/> Drywall (non-structural)	<input type="checkbox"/> Flooring
<input type="checkbox"/> Gutters	<input type="checkbox"/> Painting	<input type="checkbox"/> Screening	<input type="checkbox"/> Shutters

Specialty Contractor (voluntary license):

<input type="checkbox"/> Building demolition	<input type="checkbox"/> Gas line	<input type="checkbox"/> Glass and Glazing	<input type="checkbox"/> Gypsum Drywall	<input type="checkbox"/> Industrial facility
<input type="checkbox"/> Irrigation	<input type="checkbox"/> Marine	<input type="checkbox"/> Residential pool/spa servicing	<input type="checkbox"/> Residential solar water heating	<input type="checkbox"/> Structure contractor
<input type="checkbox"/> Tower				

**Figure 20: Contractor Registration: Licenses**

6. Select counties you provide services in by selecting the counties on the map as seen below
  - a. To deselect a county, select the checkbox again of the county you previously selected.



Select the counties where you provide the services:

Counties Selected:  
(to deselect click the checkbox)

- Pinellas
- Hillsborough

Figure 21: Contractor Registration: County Selection

- Select any trade or professional memberships you have from the selection (Figure 22 below)

Memberships:

<input type="checkbox"/> ACCA - Florida	<input type="checkbox"/> Alarm Association of Florida	<input type="checkbox"/> American Fire Sprinkler Association - Florida Chapter
<input type="checkbox"/> Asphalt Contractors Association of Florida	<input type="checkbox"/> Associated Builders and Contractors of Florida	<input type="checkbox"/> Florida Associated General Contractors Council
<input type="checkbox"/> Florida Association of Plumbing Heating Cooling Contractors	<input type="checkbox"/> Florida Concrete & Products Association	<input type="checkbox"/> Florida Fire Sprinkler Association
<input type="checkbox"/> Florida Home Builders Association	<input type="checkbox"/> Florida Irrigation Society	<input type="checkbox"/> Florida Refrigeration & Air Conditioning Contractors Association
<input type="checkbox"/> Florida Roof Deck Association	<input type="checkbox"/> Florida Roofing, Sheet Metal & Air Conditioning Contractors Association	<input type="checkbox"/> Florida Solar Energy Industries Association
<input type="checkbox"/> Florida Swimming Pool Association	<input type="checkbox"/> Florida Transportation Builders Association	<input type="checkbox"/> Florida Water Quality Association
<input type="checkbox"/> Independent Electrical Contractors	<input type="checkbox"/> National Utility Contractors Association	<input type="checkbox"/> Southeast Glass Association
<input type="checkbox"/> United Pool & Spa Association		

Figure 22: Contractor Registration: Memberships

- Select "Save" at the bottom of the page

### 3.2 Email Validation

After a contractor has submitted their information, an email will be sent for verification. Select the link provided to verify the email address.

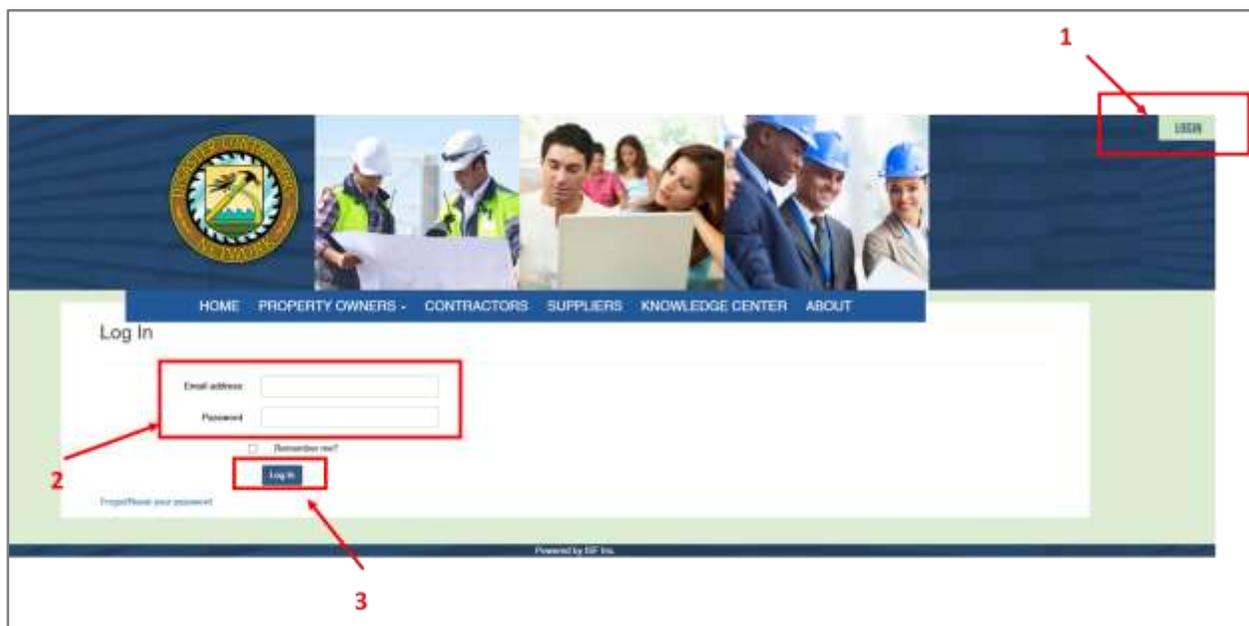


### 3.3 Login as a Contractor

Once a contractor has created an account with their verified email, they can login with their email and password. Once logged in, contractors can edit their information page and post service or materials needs if looking for subcontractors or supplies.

Steps are as follows:

1. Select the Login button on the upper right-hand corner of the Homepage
2. Enter your email address and password
  - a. Note: User can select the “Remember me?” box to remain logged in
3. Select “Log In” button below



**Figure 23: Login Screen**

### 3.4 Forgot Password

If a user has forgotten their password, they can enter their email address and receive a link to reset their password.

Steps are as follows:

1. Select the Login button in the upper right-hand corner
2. Select “Forgot/Reset your password”



**Figure 24: Forgot/Reset Password**

3. Enter your email for a link to reset your password
4. Select “Email Link”

**Figure 25: Forgot/Reset Password (2)**

5. Check your email and follow the link provided to you
6. Enter your email and new password
7. Select “Reset”

**Figure 26: Forgot/Reset Picture (3)**



## Section 4.0 Suppliers

Companies with available supplies can let property owners and contractors search for their goods via DCN's site. Detailed information for suppliers is outlined below.

### 4.1 Supplier Registration

Suppliers need to register with a valid email to post materials they have available. This will only need to be completed once, and then the supplier can login with their email for any future activities.

Steps are as follows:

1. From the Homepage, Select "Register (New Suppliers)"



**Figure 27: Supplier Registration**

2. Type in the text fields the following information:
  - a. Business Name
  - b. Address
  - c. City
  - d. State (Select from dropdown menu)
  - e. Zip
  - f. Phone Number(s)
    - i. Select Phone Number type via the dropdown menu
    - ii. Select "Add More Phone Numbers" to add alternate numbers and types



- g. Contact Name
  - h. Email Address
    - i. Note: A verification email will be sent to the user to validate their email address
  - i. Password
    - i. Must contain at least one uppercase letter
    - ii. Must contain at least one number
    - iii. Must be at least six characters in length
  - j. Confirm Password
  - k. Notes
3. If your company delivers and/or ships supplies, select the appropriate box
  4. If yes, select the county or counties to which you deliver and/or ship
  5. Select the boxes for supplies you have available
  6. Select "Save" at the bottom of the page

**Supplier Registration**

**Business Name**

**In Store Address: (line 1,2)**

**City**

**State**  
Florida

**Zip Code**

**In-store County**

**Phone Number** Direct Line  [Remove](#)  
[Add More Phone Numbers](#)

Does your company deliver/ship?   
Delivery/Shipping Counties:  
Alachua  
Baker  
Bay  
Bradford

**Contact Name**

**Email address**

**Password**

**Confirm Password**

**Notes**

**Supplies:**

Exterior doors       Impact protective system  
 Panel walls       Roofing  
 Shutters       Sky lights  
 Structural components       Windows

[Save](#)

Figure 28: Supplier Registration Screen



## 4.2 Email Validation

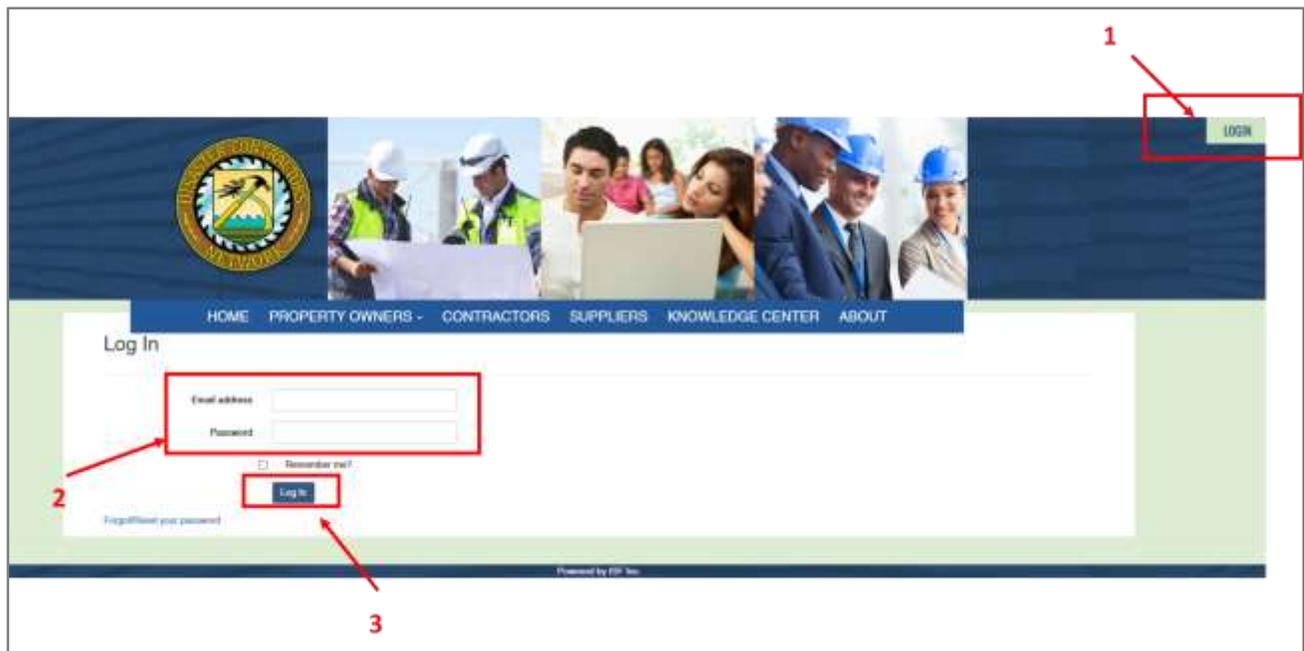
After a supplier has entered their information, an email will be sent for validation. Select the link provided to verify the email address.

## 4.3 Login as a Supplier

Once a supplier has created an account with their verified email, they can login with their email and password. Suppliers can then edit their information page and post services or materials needs once logged in.

Steps are as follows:

1. Select the Login button in the upper right-hand corner
2. Enter your email address and password
  - a. Note: User can select the “Remember me?” box
3. Select “Login”



**Figure 29: Login Screen**

## 4.4 Forgot Password

If a user has forgotten their password, they can enter their email address and receive a link to reset their password.

Steps are as follows:

1. Select the Login button in the upper right-hand corner of the Homepage
2. Select “Forgot/Reset your password”



**Figure 30: Forgot/Reset Password**

3. Enter your email for a link to reset your password
4. Select “Email Link”

**Figure 31: Forgot/Reset Password (2)**

5. Follow the link in the email you receive
6. Enter your email and new password
7. Select “Reset”

**Figure 32: Forgot/Reset Picture (3)**



## Section 5.0 Post a Service or Materials Need – All Users

All users can post a service or materials need for other users to see. User must be logged in to complete a posting. This is the only time property owners need to register. These are immediate needs notices that are posted for seven days. The user will receive a notification after five days asking if the property owner would like to extend the post which will then extend the post for another seven days. The creator of the notice can remove it at any time.

Some example needs postings are:

For Property Owners

- Need for a contractor skilled in one or more trades with a brief description of the work needed
- Request for a particular skillset that is not referenced in the contractor search page (i.e., water dredging, retaining wall repair, tree removal, storm water damage repair, water extraction)

For Contractors

- Immediate need for subcontractors in a particular trade
- Immediate need for particular supplies

For Suppliers

- Availability of recently received materials of high demand (roofing shingles, windows, doors, etc.)
- Alternative locations for particular material pickup or warehouse locations

### 5.1 Post a Service or Materials Need Notice

When a user is experiencing an immediate need, they can post a service or materials need notice. Steps are listed below.

1. Select “Property Owners” from the Homepage
2. Select “Post Service or Materials Need”



**Figure 33: Post a Service or Materials Need**

3. Type in text fields



- a. Name
  - b. City
  - c. Zip
  - d. County (Select from dropdown list)
  - e. Phone Number(s)
    - i. Select Phone Number type via the dropdown menu
    - ii. Select "Add More Phone Numbers" to add alternate numbers and types
  - f. Email address
    - i. Note: A verification email will be sent to the user to validate their email address
  - g. Password
  - h. Confirm Password
  - i. Needs Summary
  - j. Select services needed
    - i. If a required service is not listed, type the service in the "Other Services" field
  - k. Select materials needed
    - i. If a required material is not listed, type the material in the "Other Materials" field
4. Select "Save" at the bottom of the page



**Service or Materials Need Notice**

Contact Name:

City:

Zip Code:

County:

Phone Number:

[Add More Phone Numbers](#)

Email address:

Password:

Confirm Password:

Needs Summary:

Services Needed:

<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Building	<input type="checkbox"/> Building demolition	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Doors/Windows	<input type="checkbox"/> Drywall (non-structural)	<input type="checkbox"/> Flooring	<input type="checkbox"/> Gas line
<input type="checkbox"/> General	<input type="checkbox"/> Glass and Glazing	<input type="checkbox"/> Cutters	<input type="checkbox"/> Gypsum Drywall
<input type="checkbox"/> Industrial facility	<input type="checkbox"/> Irrigation	<input type="checkbox"/> Marine	<input type="checkbox"/> Mechanical
<input type="checkbox"/> Painting	<input type="checkbox"/> Plumbing	<input type="checkbox"/> Pollutant storage system	<input type="checkbox"/> Pool/Spa
<input type="checkbox"/> Residential	<input type="checkbox"/> Residential pool/Spa servicing	<input type="checkbox"/> Residential solar water heating	<input type="checkbox"/> Roofing
<input type="checkbox"/> Screening	<input type="checkbox"/> Sheet Metal	<input type="checkbox"/> Shutters	<input type="checkbox"/> Solar
<input type="checkbox"/> Specialty	<input type="checkbox"/> Structure contractor	<input type="checkbox"/> Tower	<input type="checkbox"/> Underground utility and excavation

Other Services:

Materials Needed:

<input type="checkbox"/> Exterior doors	<input type="checkbox"/> Impact protective system	<input type="checkbox"/> Panel walls	<input type="checkbox"/> Roofing
<input type="checkbox"/> Shutters	<input type="checkbox"/> Sky lights	<input type="checkbox"/> Structural components	<input type="checkbox"/> Windows

Other Materials:

**Figure 34: Post a Service or Materials Need Notice**

## 5.2 Search for Service or Materials Need – All Users

Contractors and Suppliers automatically have this option available to them after their initial registration is complete. For property owners, after completing the registration process following the steps outlined in Section 2.3, a new option will appear under the Property Owners menu as identified in the figure below.



**Figure 35: Property Owner – Search Service or Materials Need**

This option allows the property owner to search all open service or material needs requests. Steps are listed below:

1. Select Search Service or Materials Need
2. Select country
3. Select the Search button



**Figure 36: Search Service or Materials Need**

Once the steps are executed and the search button is pressed, results will display in the table at the bottom of the page.

## Section 6.0 Knowledge Center

The knowledge center contains various downloadable PDFs and links related to multiple topics to support the users of this application and any other related topics that may be of interest to the community of users for this site.