Delaware State Fire School & State Fire Prevention Commission
CLIENT PORTAL
Client Guide

VIEW MEMBERS OF YOUR AFFILIATION   *VIEW MEMBER TRANSCRIPTS*

SEE CLIENT ASSOCIATED CLASSES   *ACCEPT-REJECT CONTRACT CLASSES*

VIEW INVOICES   *RENEW AMBULANCE PERMITAnd PRINT CURRENT PERMIT*

Updated September 01, 2023

To Access the Delaware State Fire School (DSFS) & State Fire Prevention Commission (SFPC) Client Portal:

Access to the DSFS-SFPC Client Portal must be approved by an internal System Administrator. Not everyone who requests access will receive approval. There must be a reason the client needs access and will be limited to Fire Chiefs, Training Officers, and Ambulance Captains of an organization. The person requesting access MUST have an email under the Client-Contact Manager in the LMEP system (Officer Listing).

NOTE: The Client Portal will work in any internet browser but is better used with Google Chrome or Microsoft Edge. The State of Delaware no longer supports the Internet Explorer (IE) browser.
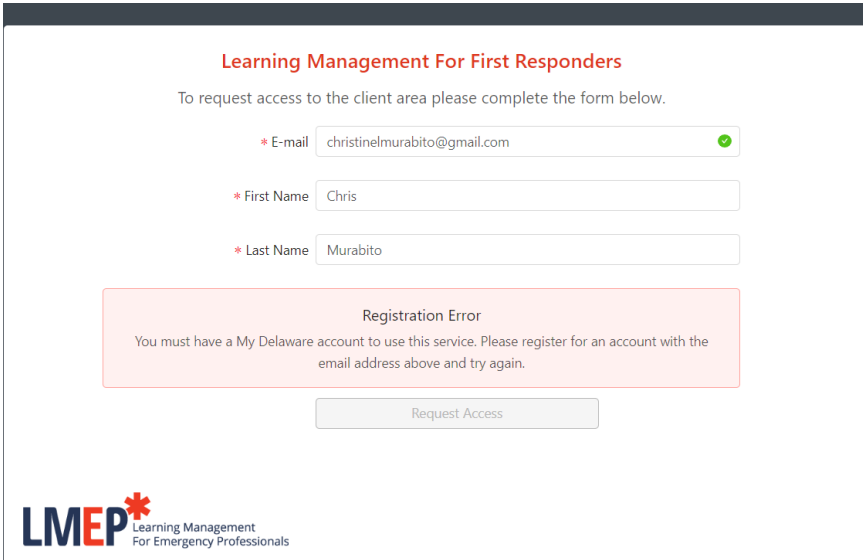
Go to URL: https://de.lmep.tech/register

All persons requesting access must have a my.delaware.gov account to request access to the Client Portal. (See Page 2)

For persons that already have access to LMEP, such as Staff or Instructors, but are also a client officer and wish to have access to the Client Portal, please sign into LMEP and see Page 5.

Client access is good for ONE YEAR from time of activation and/or when DSFS or SFPC inactivates accounts yearly for all user to renew. The user will be warned that their account is about to expire, however, to renew, they will need to re-register in LMEP (Re-registration in my.delaware.gov is not necessary, use same credentials). If for any reason the account is de-activated before the Expiration Date, the client shall receive an email that their account is de-activated and they must register again.

If you do not have your email registered on the my.delaware.gov service, you will get a Registration Error message when you try to request access.

Register for Your My.Delaware.Gov Identity For The LMEP CLIENT PORTAL

Go to URL: https://my.delaware.gov and register/create and account with email. Using a computer/laptop, go to an Internet Browser (Edge, Chrome, preferably). The State of Delaware no longer supports the Internet Explorer (IE) browser.

DON'T type anything in the two blanks — Click on the green Register Now button or Create Account Sign Up link at the bottom.

Complete the registration form using the email that is in the Client-Contact Manager you provided for your organization to the Delaware State Fire School or State Fire Prevention Commission.

You will need to be able to access that email account to read/respond to email on the same computer to finish setting up and activating your my.delaware.gov registration.
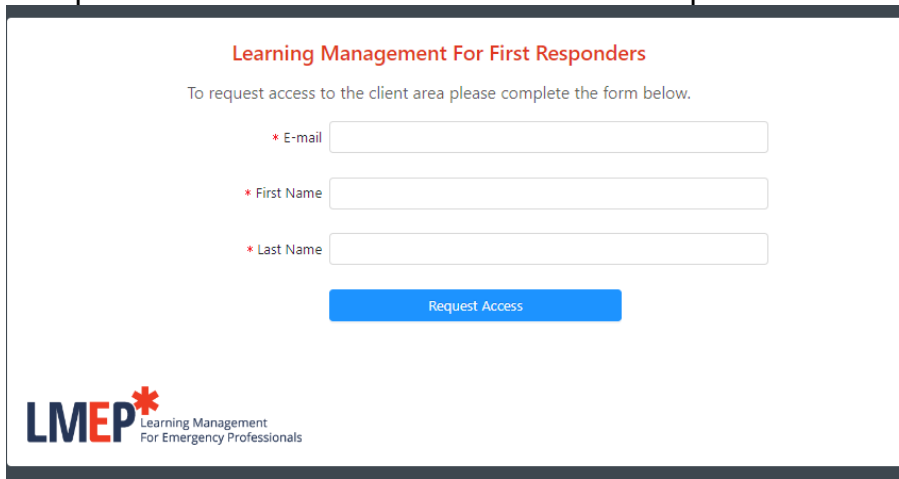
You will be asked to enter a code from your email. Then it will ask for additional ways to set up verification. DO NOT USE OKTA. Use your mobile phone number and enter the code you get from a text.   Once you are in, you will have the delaware.gov tile only.

Now you can request access to the LMEP Client Portal.

{END of my.delaware.gov instructions}

Go to URL: https://de.lmep.tech/register from your internet browser. The link is also on the Delaware State Fire School website (https://statefireschool.delaware.gov) and the Fire Prevention Commission website (https://statefirecommission.delaware.gov)

Complete the information on the screen and Request Access.
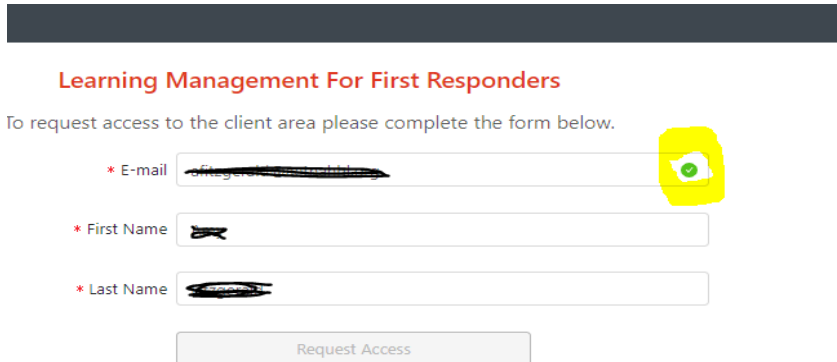
If the system finds the email address under the Client Contact Manager, a message will pop-up saying that their "request has been submitted and will be reviewed" and a green check mark will appear in a circle by the email.
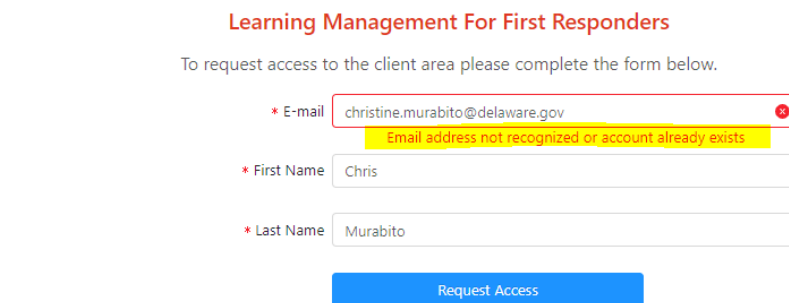

If the system does not find the email on the Client Contact Manager, a message saying "Email address not recognized or account already exists" will appear.
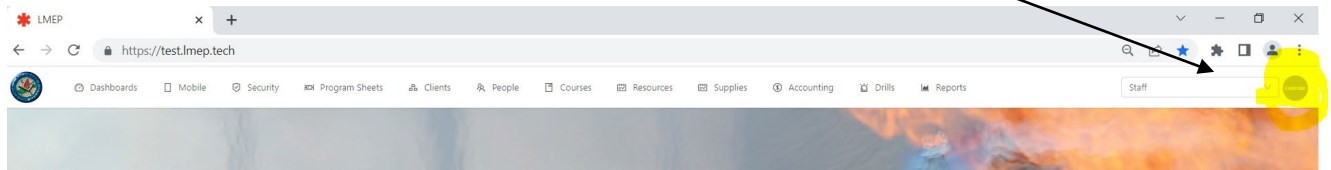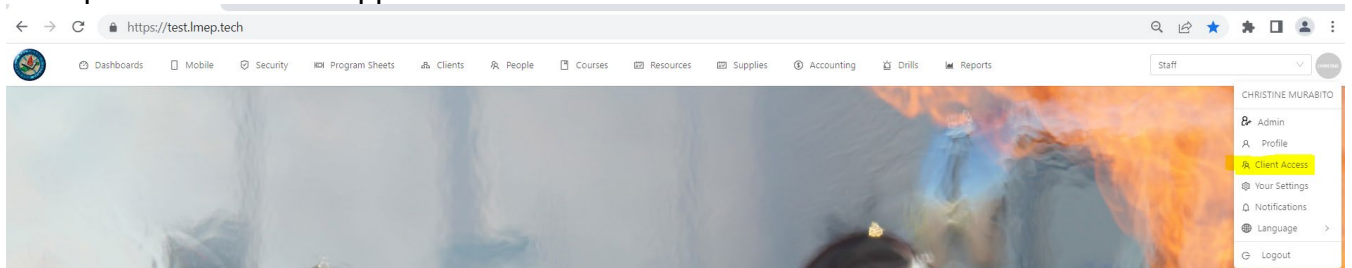
PERSONS THAT ALREADY HAVE LMEP ACCESS:

For persons that already have access to LMEP in another role, such as Instructors or Staff, but are also a client officer and wish to have access to the Client Portal, please log into LMEP as you normally would.
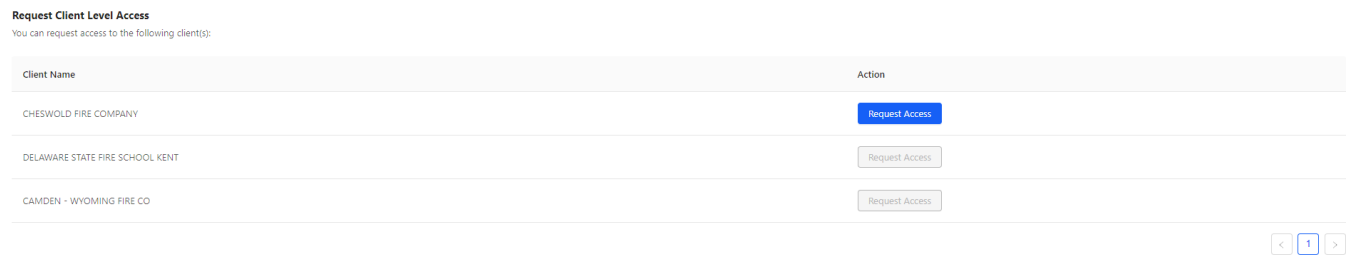
In the upper right corner, click on the circle with your name.

A drop-down menu will appear. Click on Client Access.


Clients/Companies that you have an officer role with will show on the screen. The ones you already have access to will be greyed out. To request access to ones you do have have access to will have a blue button. Click the blue button.

Once you click the blue "Request Access" button, the button will grey out and say Request Pending. The System Administrator will need to approve/deny the request. An email will be sent to you when the request has been processed.

For Clients that have multiple roles, such as the person is a DSFS Instructor, SFPC Staff, DSFS Staff, and can be a Fire Chief and/or Training Officer, that person can toggle between roles with their sign-on.
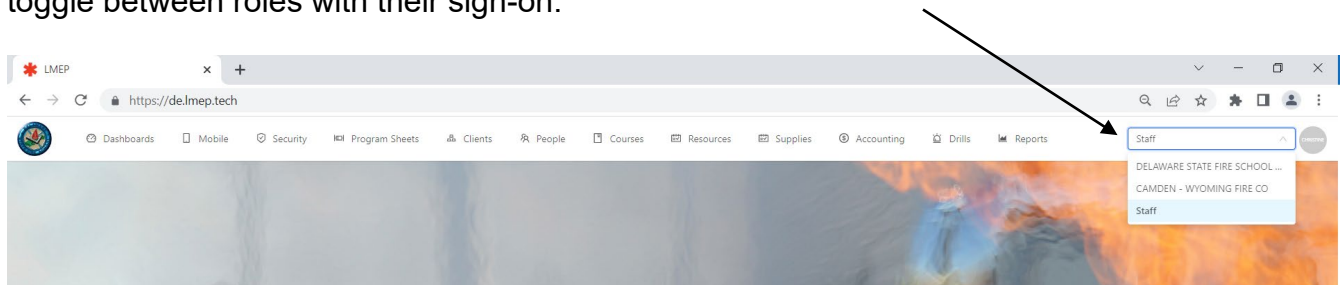
Tabs will change based on what roles are given.

CLIENT PORTAL DETAILS:

Once Client logs-in, the following tabs will be displayed:
- ➢ Client Dashboard (this is the landing page)
- ➢ Progam Sheets
- ➢ Contracts
- ➢ Members
- ➢ Invoices
- ➢ Ambulance Renewal

CLIENT DASHBOARD TAB:
Shows the Primary Contact information, Mailing Address, and Billing Information on record.

Shows the Client Contacts and job title they hold for that organization. To request a change to these, click on the Action folder by the name, type over the information and click on Request Changes. DSFS-SFPC will get an email to make the change in the system.

The screen also shows how many Active Ambulances, Active Students, and Number of Courses Soon.

> ➤ The Active Students section has a View button, which takes you to the tab "Members." (see detail of that section)
> ➤ The Number of Courses Soon has a View button, which takes you to the tab "Program Sheets." (see details of that section)

PROGRAM SHEETS TAB:

The Program Sheets tab will show Active (default) and Archived classes that the Client has a member registered in or has requested an individual course for. This will only show the Client's members and no other.

> ➤ All the column headings have filter features. Click on the column heading name to put column is Alphabetic order, Ascending or Descending order, etc. Click on column heading name again to reverse it. They always come up in Begin On date order.

Clients Program Sheets

|	Program ID	Status	TA Last Name	Course	Client	Begin On	Action
○	22-001-0104-05	Class Ended	MURABITO	ADVANCED LIVE FIRE TRAINING - EVOLUTIONS	CHESWOLD FIRE COMPANY	Jun 17, 2022 9:00 AM	🗁
○	22-001-0006-07	Class Ended	BAKER	DRIVER OPERATOR	DELAWARE STATE FIRE SCHOOL KENT	Jun 4, 2022 9:00 AM	🗁
○	22-013-0017-02	Class Ended	WILSON III	RIT EVOLUTIONS	CHESWOLD FIRE COMPANY	May 26, 2022 7:00 PM	🗁
○	22-013-0016-07	Class Ended	WILSON III	RIT THEORY	CHESWOLD FIRE COMPANY	May 19, 2022 7:00 PM	🗁
○	22-001-0096-02	Class Ended	INGRAM	STRUCTURAL FIREFIGHTING SKILLS 1015	DELAWARE STATE FIRE SCHOOL KENT	May 14, 2022 9:00 AM	🗁
○	22-001-0091-05	Class Ended	BAKER	ENGINE COMPANY OPERATIONS	CHESWOLD FIRE COMPANY	May 12, 2022 7:00 PM	🗁
○	22-005-0219-09	Class Ended	FOX	Emergency Medical Responder 0721	DELAWARE STATE FIRE SCHOOL KENT	May 9, 2022 8:00 AM	🗁
○	22-013-0011-22	Class Ended	BAKER	VEHICLE RESCUE EVOLUTIONS	CHESWOLD FIRE COMPANY	May 7, 2022 9:00 AM	🗁

> ➤ You can also filter columns, click on (filter ▽ button) the at the end of the columns.
> ➤ To search on Program Sheets for "RIT" courses, click on (filter button) and type in name or part of name and click "search" button. You can do that for each column (i.e, TA Last Name, Course, Begin on *date*, etc.)

	Program ID	Status	TA Last Name	Course		Client	Begin On	Action
○	22-001-0104-05	Class Ended	MURABITO	ADVANCED LIVE FIRE TRAINING - EVOLUTIONS	Starts With	CHESWOLD FIRE COMPANY	Jun 17, 2022 9:00 AM	🗁
○	22-001-0006-07	Class Ended	BAKER	DRIVER OPERATOR	RIT 🔍 Search Clear	DELAWARE STATE FIRE SCHOOL KENT	Jun 4, 2022 9:00 AM	🗁
○	22-013-0017-02	Class Ended	WILSON III	RIT EVOLUTIONS		CHESWOLD FIRE COMPANY	May 26, 2022 7:00 PM	🗁
○	22-013-0016-07	Class Ended	WILSON III	RIT THEORY		CHESWOLD FIRE COMPANY	May 19, 2022 7:00 PM	🗁

Shows all courses that begin with RIT

Clients Program Sheets

	Program ID	Status	TA Last Name	Course	Client	Begin On	Action
○	22-013-0017-02	Class Ended	WILSON III	RIT EVOLUTIONS	CHESWOLD FIRE COMPANY	May 26, 2022 7:00 PM	🗁
○	22-013-0016-07	Class Ended	WILSON III	RIT THEORY	CHESWOLD FIRE COMPANY	May 19, 2022 7:00 PM	🗁

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➢ To clear your filters, click on the "Filters" button, and select "Clear"
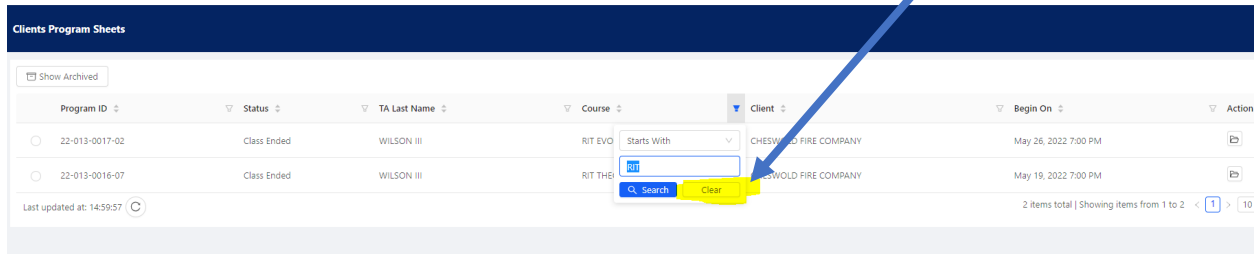
Another useful button to use throughout the portal is the Refresh Button:
It can be found by the URL or at the button of a page.

➢ To see Program Sheets that have been Archived (Completed, Cancelled, Contract Rejected, Quote Rejected), click on the "Show Archived" button. It will turn BLUE (ARCHIVE ON) and bring up all Archived program sheets. You can filter just like active program sheets. To go back to Active Program Sheets, click the Show Archived button again, it will turn WHITE (ARCHIVE OFF).
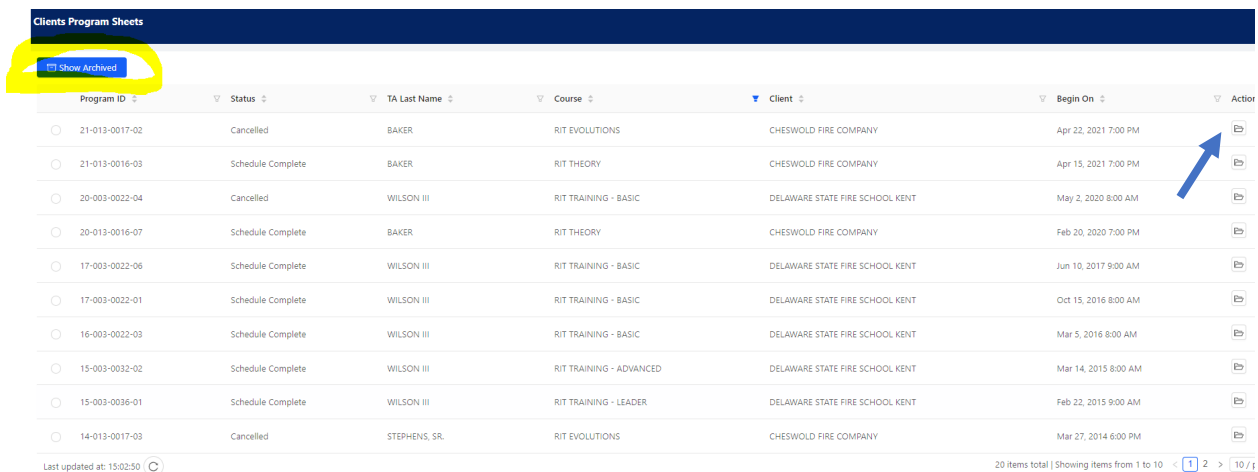
PROGRAM SHEETS INFORMATION:
The Client can also drill down into the Program Sheets by clicking on the Action folder icon at the end row. (see screen print, previous page)

Another set of tabs will appear: the program sheet Header, Schedules, and Student Registration.
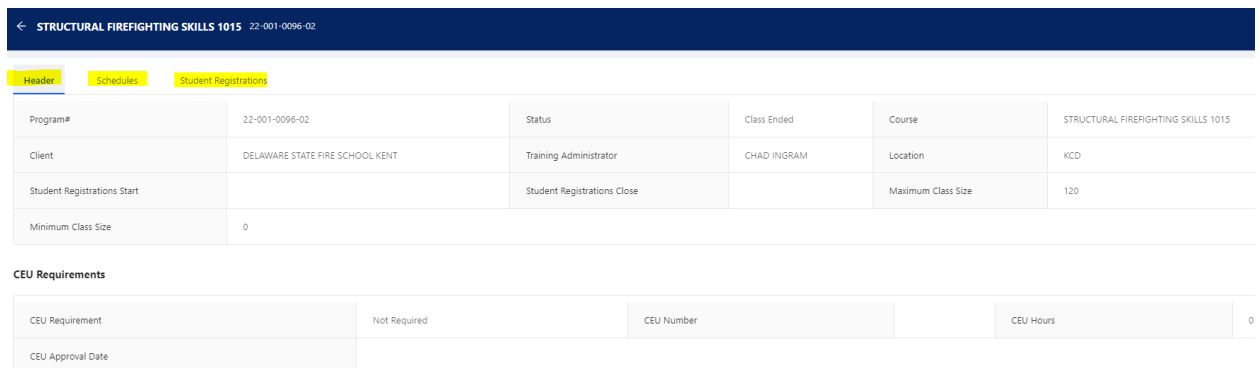
The Header tab will show class informational data like the Program Number, the Client (which is either the organization or could be Delaware State Fire School), status of class, the training administrator who handled the class, Course Name, Location, and CEU requirements.

The Schedules tab shows the dates the class was held, the start and end time on that day, the location, and what blocks were offered on a particular day.

← STRUCTURAL FIREFIGHTING SKILLS 1015 22-001-0096-02

Header   Schedules   Student Registrations

Schedule

Date	Start	End	Location	blocks
May 14, 2022	09:00	16:00	KCD	1-METHODS OF ATTACK 2-METHODS OF ATTACK 3-VENTILATION THEORY 4-VENTILATION EVOLUTIONS
May 15, 2022	09:00	16:00	KCD	1-METHODS OF ATTACK 2-METHODS OF ATTACK 3-VENTILATION THEORY 4-VENTILATION EVOLUTIONS
May 21, 2022	09:00	16:00	KCD	5-SEARCH AND RESCUE THEORY 6-SEARCH AND RESCUE EVOLUTIONS 7-LOSS CONTROL - FIRE CAUSE - DETERMINATION 8-FIRE PROTECTION SYSTEMS
May 22, 2022	09:00	16:00	KCD	5-SEARCH AND RESCUE THEORY 6-SEARCH AND RESCUE EVOLUTIONS 7-LOSS CONTROL - FIRE CAUSE - DETERMINATION 8-FIRE PROTECTION SYSTEMS

The Student Registrations tab shows the Client members that were registered for the Course. It also show the tuition amount for that student.

Students Registered

First Name	Last Name	Status	Client	Full Class	Tuition Amount	
John	Boone	Registered	CHESWOLD FIRE COMPANY	✓	$225.00	Grades
Tyron	Martin	Registered	CHESWOLD FIRE COMPANY	✓	$225.00	Grades

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The client can drill down into the student's grades by clicking on the Grades button.

Grades

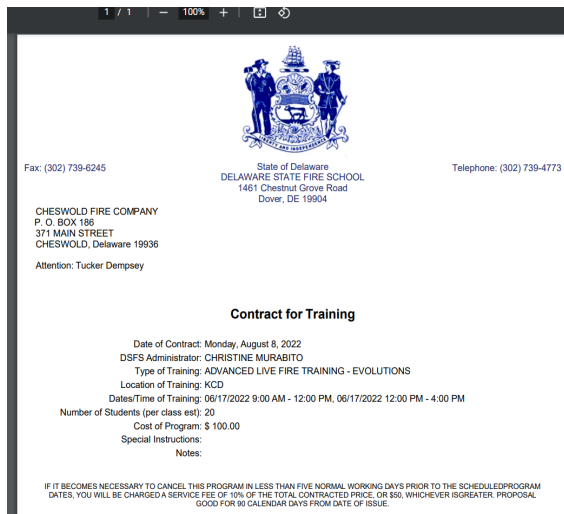### Final Result: Pass   Final Grade: 100

Block	Attendance	Quiz	Test	Skills	Homework
1 - CHARACTERISTICS	Present	N/A	N/A	N/A	N/A
2 - STORAGE AND TRANSPORT OF FLAM LIQ	Present	N/A	N/A	N/A	N/A
3 - FLAMMABLE LIQUIDS	Present	N/A	N/A	N/A	N/A
4 - FLAMMABLE GASES	Present	N/A	N/A	N/A	N/A
5 - MONITORING	Present	N/A	N/A	N/A	N/A
6 - OPERATIONS	Present	N/A	N/A	N/A	N/A
7 - OPERATIONS	Present	N/A	N/A	N/A	N/A
8 - EVOLUTIONS	Present	N/A	N/A	N/A	N/A
Average Grades					

Post On: Apr 20, 2022

CONTRACTS TAB:

The Contracts tab will show classes that the Client has a requested and there is charge associated for DSFS to run the class. The contract can be approved or declined from this tab.

FIRST – click the "Download" button in the Contract column to view the contract. It should appear on your screen and you can use your computer's commands to print it if you want.

To Accept or Reject the Contract, click the blue ACCEPT or red Decline button.

DSFS will receive an email that the Contract was accepted or declined.

The Client Status of the contact is changed to Accepted on DSFS end.

If Declining the Contract, the system asks you for a Reason (pop up box). Enter a Reason and click the Reject button.

The Client Status of the contact is changed to Declined on DSFS end and moves it to the Archives section.

MEMBERS TAB:

The Members tab will show all persons that have the Client's affiliation on their record, by last name alphabetic order.

The authorized client user may view the person's training transcript by clicking on the folder icon under the Transcript column.

The client will be able to view, download, and print the person's Full Transcript (with blocks) or the Short Transcript (summary of courses) and will have the ability to view and/or print certificates for courses that were given on that particular class.

***DSFS and SFPC encourage clients to notify us if a person is no longer affiliated with their organization. The Client User may do so by email to: fire.school@delaware.gov or fire.commission@delaware.gov ***

Future: Print member list/report.

INVOICES TAB:

The Invoices tab will show all Delaware State Fire School invoices that have been sent to the Client, by date order. The columns can be sorted just like on other tabs.

	Invoice ID	Invoice Date	Status	Program Number	Invoice Balance	Total Invoice Amount	Last Payment Date	Last Payment Amount	Download
○	2022-1645	04/19/2022	Paid	22-001-0105-02	$0.00	$100.00	Apr 29, 2022 2:27 PM	$100.00	⬇
○	2022-1620	04/19/2022	Paid	22-001-0102-02	$0.00	$1400.00	Apr 29, 2022 2:27 PM	$1400.00	⬇
○	2022-1522	04/01/2022	Paid	22-001-0053-02, 22-003-0044-03	$0.00	$325.00	Apr 29, 2022 2:27 PM	$325.00	⬇
○	2022-1358	03/03/2022	Paid	22-001-0107-08	$0.00	$35.00	Mar 22, 2022 3:32 PM	$35.00	⬇
○	2022-1258	02/16/2022	Paid	22-005-0161-47	$0.00	$960.00	Mar 22, 2022 3:32 PM	$960.00	⬇
○	2022-1166	02/01/2022	Paid	22-001-0107-07	$0.00	$35.00	Feb 11, 2022 3:00 PM	$35.00	⬇
○	2022-1126	01/31/2022	Paid	22-001-0069-12, 22-001-0069-12	$0.00	$50.00	Feb 11, 2022 3:00 PM	$50.00	⬇
○	2022-1054	01/12/2022	Paid	22-002-0022-04	$0.00	$50.00	Jan 28, 2022 11:16 AM	$50.00	⬇
○	2021-3239	12/06/2021	Paid	22-003-0044-02, 22-003-0044-02, 22-003-0044-02, 22-003-0044-02, 22-001-0107-05	$0.00	$935.00	Dec 22, 2021 2:43 PM	$935.00	⬇
○	2021-3046	11/05/2021	Paid	22-001-0096-01, 22-001-0096-01	$0.00	$280.00	Dec 16, 2021 9:47 AM	$280.00	⬇

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The Client can download the invoices to see the detail by clicking on the icon at the end of the row.

Future functions: State Fire Prevention Invoices and online payment.

AMBULANCE RENEWAL TAB:

The Ambulance Renewal tab will allow the Client to download the current Ambulance Permit or, when it is time to renew the permit, submit the renewal paperwork online.

To download your current permit, click on the "Download Current Permit" button.

The .pdf document should open and you can print it.

The State Fire Prevention Commission Hereby Approves the Operation of the Listed Ambulances Through 12/31/2023

The Vehicle(s) listed comply with the standards established by the Delaware State Fire Prevention Commission

Chairman, Fire Prevention Commission
Date Issued: 4/18/2023

	Unit ID#	Serial/Vin#	Year	Certified Date	Make
1			2013	1/1/2023	FORD
2			2019	1/1/2023	Ford

CHESWOLD FIRE COMPANY
P. O. BOX 186
371 MAIN STREET
CHESWOLD, DE 19936

Please Maintain For Your Records

AMBULANCE RENEWALS

To renew an ambulance permit/license, complete the application by choosing Ambulance Renewal Tab.

To complete the renewal application:

Click on the icon to Start New Permit Renewal Application.

Step 1: Cover Sheet
- Mark the box(es) that apply: Primary, Secondary, Non-Emergency Ambulance Provider.

- Verify that all contact information on the page is correct.

Contact Details:

Ambulance Service Provider Full Name: CHESWOLD FIRE COMPANY

Delaware Business License Number:

Physical Address	Mailing Address	In State Physical Address	In State Mailing Address
P. O. BOX 186	CHESWOLD FIRE COMPANY		
371 MAIN STREETCHESWOLD	P. O. BOX 186		Delaware
DE	371 MAIN STREET		
Kent County	CHESWOLD	Delaware	
19936	DE		
	Kent County		
Phone: 302-736-1516	19936	Phone:	
Fax: 302-736-6237		Email:	
Email: tucker.dempsey@delaware.gov			

- Read <u>Declaration</u> – check Yes if appropriate – leave blank if the answer is No.

Declaration

Has the applicant, or anyone associated with the applicant had an Ambulance License/Permit revoked or denied in any other state? If yes, please attach a statement to this application advising to include the reason for denial or revocation and the state in which this occurred.

Yes ☐

Has the applicant had any complaints or disciplinary action in another state since last Delaware Licensure?

Yes ☐

- Click Save Application *before* clicking Next.

Previous   Save Application   Next

Step 2: EMTs

- Search for the EMT associated with the ambulance by EMT# (badge#) or by name if number is unknown. Select the correct EMT and verify EMT# is correct (if known).

EMTs

EMT# 🔍   Carey|

CARMEN CAREY (47932)

Name   Badg   ELIZABETH M CAREY (23)

- Continue to add to the list until <u>ALL</u> EMTs for your company are listed.

EMT# 🔍	Search by name (must be more than 5 characters)	
Name		**Badge#**
ELIZABETH M CAREY		23
CHRISTINE MURABITO		9

- Read the statement and mark "I agree" if the statement is correct.

- Click Save Application *before* clicking Next.

Step 3: Insurance & Medical Director Information
This page is to be completed only by those that have marked Non-Emergency Ambulance Provider (with or without additional designations).
- Complete <u>ALL</u> fields on this page in relation to non-emergency ambulance providers only.

- Click Save Application *before* clicking Next.

Step 4: Units
- Add <u>ALL</u> ambulances utilized by the company. Enter the VIN number of each ambulance in the search bar.

- ❖ If the VIN is correct, the vehicle information will auto-fill the fields.

❖ If it is not correct, a message will appear stating VIN not recognized. A correct VIN is needed to continue.

- Once all units are entered, read the statement and mark "I confirm" if the statement is accurate.

- Click Save Application *before* clicking Next.

Step 5: Attachments
- Add any supporting documents needed for the application.

- Select the file from your device, enter a File Name or leave what the system populates it to be (usually the name of the file), and select whether it's an Image, Document, or Certificate. Click the "Start Upload" button. Multiple attachments can be uploaded.
- Click Save Application *before* clicking Next.

Step 6: Submit
- Read the acknowledgement and click Submit if in agreement.