

FireNet365 End User Guide

Version 1.2



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Revision History

Version	Revisions	By	Date
1.0	Initial Version	R Cavanaugh	4/6/2020
1.1	Added instructions for using Forms and instructions on how to add a Guest to a team	R Cavanaugh	4/13/2020
1.2	Updated intro, account request, incident request, initial login instructions, FireNet365 vs Guest comparison, and MS Teams	T Taylor & R Cavanaugh	4/19/2020

Introduction to FireNet365

FireNet365 is an interagency tool that allows collaboration within the fire community. The main tool used in FireNet365 will be MS Teams. Teams gives users the ability to chat, share files and hold meetings all within a secure team environment.

FireNet365 is built on the Office365 platform. Office365 has a wide-variety of functionality and capability. To learn more about the features available, please visit:

<https://support.office.com/en-us/article/what-is-office-365-847caf12-2589-452c-8aca-1c009797678b>.

This guide will walk you through several common tasks in the FireNet365 environment. If you have additional questions or suggestions, please feel free to email the FireNet Support team at firenet_support@firenet.gov.

Request an account in FireNet365

Please visit our [FireNet Account Request Page](#) for additional information on requesting a FireNet account.

Most* federal members of the fire community will be able to use FireNet365 without a named FireNet account. They can be added to team space as a guest with their federal email address. To learn more about the guest experience please visit:

<https://support.office.com/en-us/article/adding-guests-to-office-365-groups-bfc7a840-868f-4fd6-a390-f347bf51aff6>.

FireNet365 User vs Guest User

The table below shows the functionality available to FireNet365 users as well as 'Guest' users with USDA or DOI accounts. Most functionality in the FireNet365 environment is available to Guest users with existing Office365 accounts. This allows us to reduce the number of accounts to manage and saves on licensing costs.

Capability in FireNet365	FireNet365 User	Guest User (USDA, DOI, etc.)
Create a channel in Teams <i>Team owners control this setting.</i>	✓	✓
Participate in a channel conversation	✓	✓
Post, delete, and edit messages	✓	✓
Upload, download, and collaborate on files in Teams	✓	✓
Access files shared from OneDrive for Business	✓	
Add a member to a Team <i>Team owners control this setting</i>	✓	
Become a Team owner (limited to certain users)	✓	
Create a Form in FireNet365	✓	
Edit existing forms associated with a Team	✓	✓
View form results	✓	✓
Access a FireNet365 shared mailbox	✓	

*Note: This is not an exhaustive list of all functionality inside FireNet365. This outlines the most used functions. This list will be updated as needed.

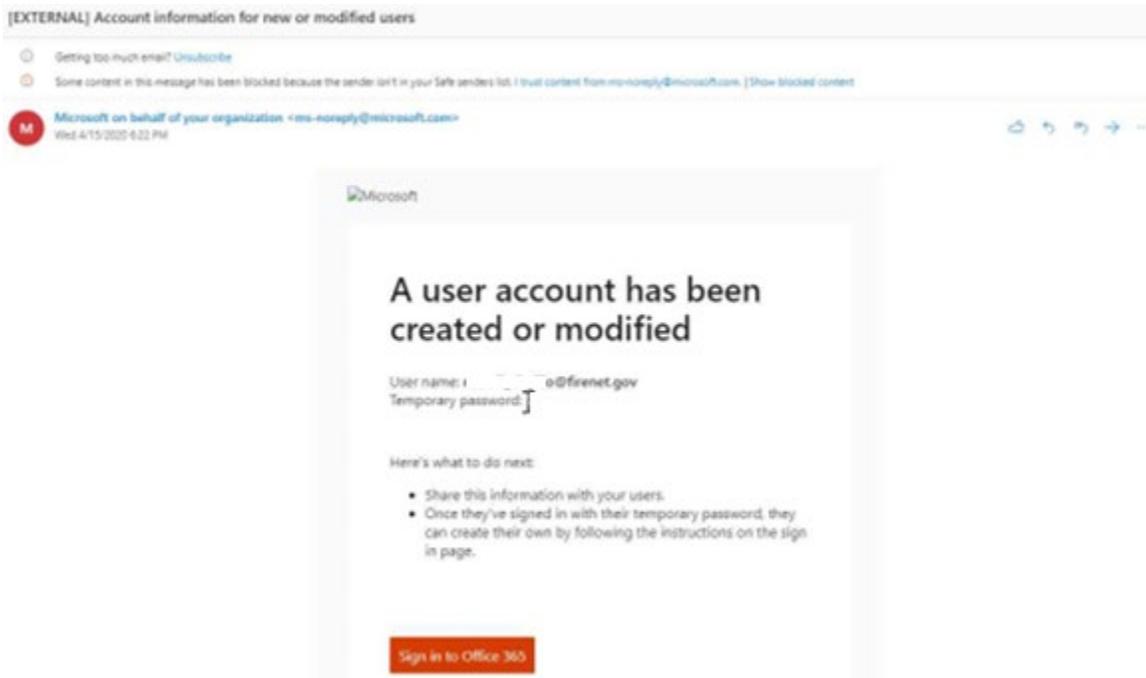
IMT specific guidance: If you are the lead PIO, PSC or ITSS on a team and need to either manage a team or access a shared inbox please continue with a named account request.

Dispatch specific guidance: If you are need access to a delegated inbox you will still need a named FireNet account.

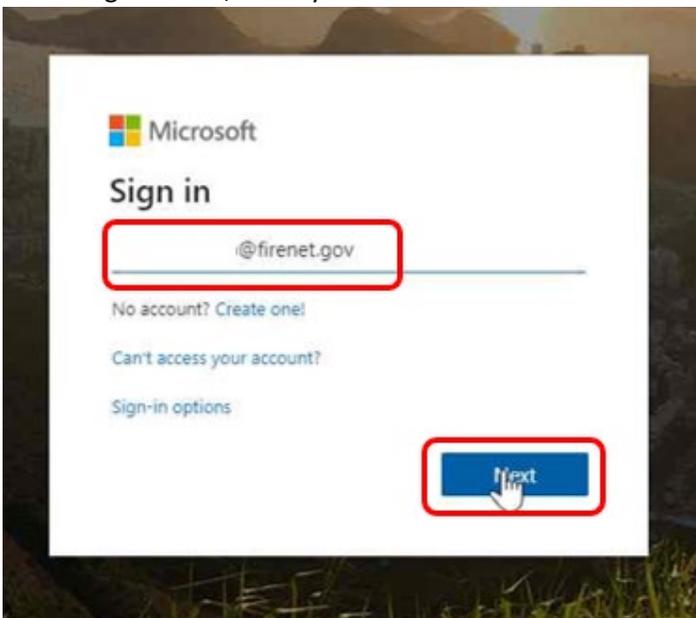
Logging in for the first time

When you log in to FireNet365 for the first time, you will be walked through a couple of steps including setting a new password, setting up your Multi-Factor Authentication, and setting up account recovery information. The steps in this section will guide you through this process.

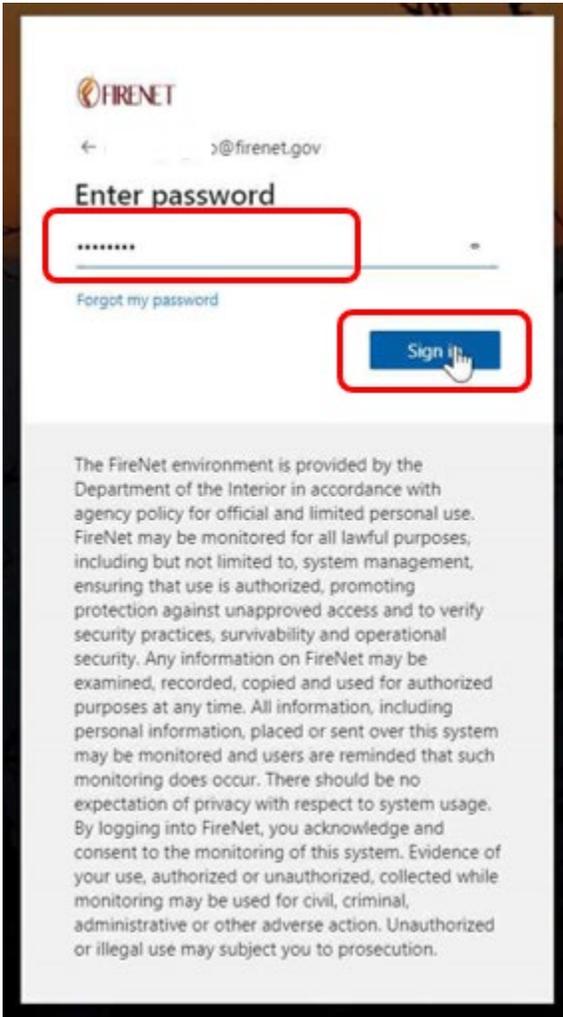
1. You will receive an email to your secondary email address from the FireNet system that will include your login (FireNet email address) and password. Copy the email address provided and password, then either click the link in the message or open a web browser and navigate to **portal.office.com**.



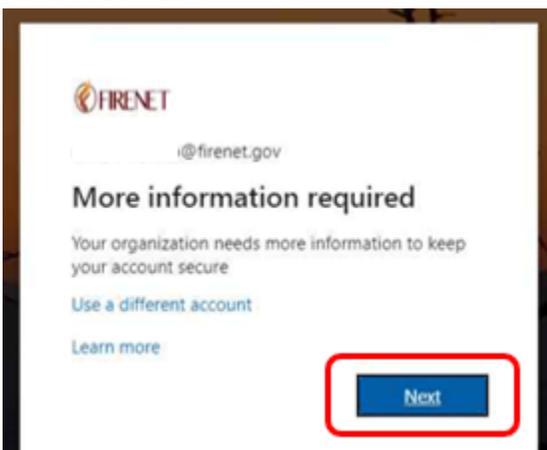
2. At the login screen, enter your new FireNet email address and click **Next**.



3. Enter your temporary password on the next page and click **Sign in**.



4. Click **Next** to move on to the Multi-Factor Authentication setup. This step is required for all FireNet accounts.



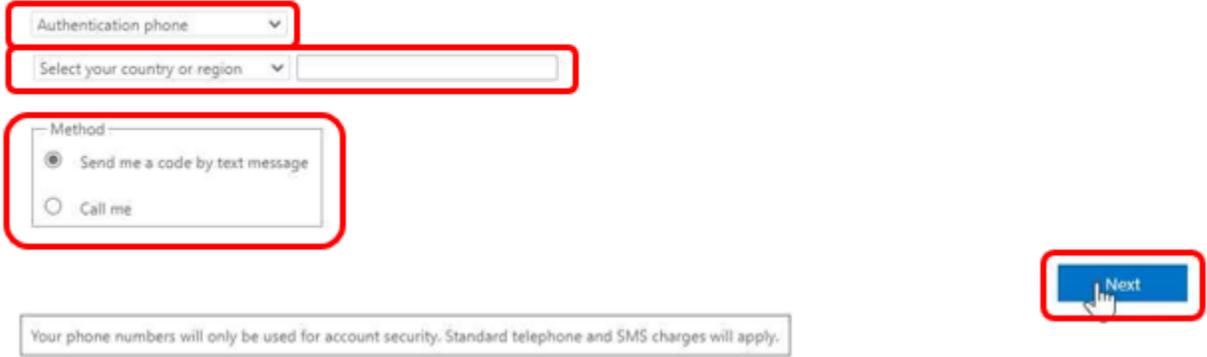
5. You can configure your Multi-Factor Authentication in two ways: verification by phone via either a phone call or text message or verification through the Microsoft Authenticator app. We will cover both of these options here.

Method 1: Authentication by phone

- To use Multi-Factor Authentication by phone, choose Authentication phone in the dropdown list, select the appropriate country code, enter you phone number, select whether you would like to receive a phone call or text message and click **Next**.

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?



Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

- This will trigger a phone call or text message to the number listed. A 6-digit verification code will be provided. Enter that in the box and click **Verify**.

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +1

When you receive the verification code, enter it here

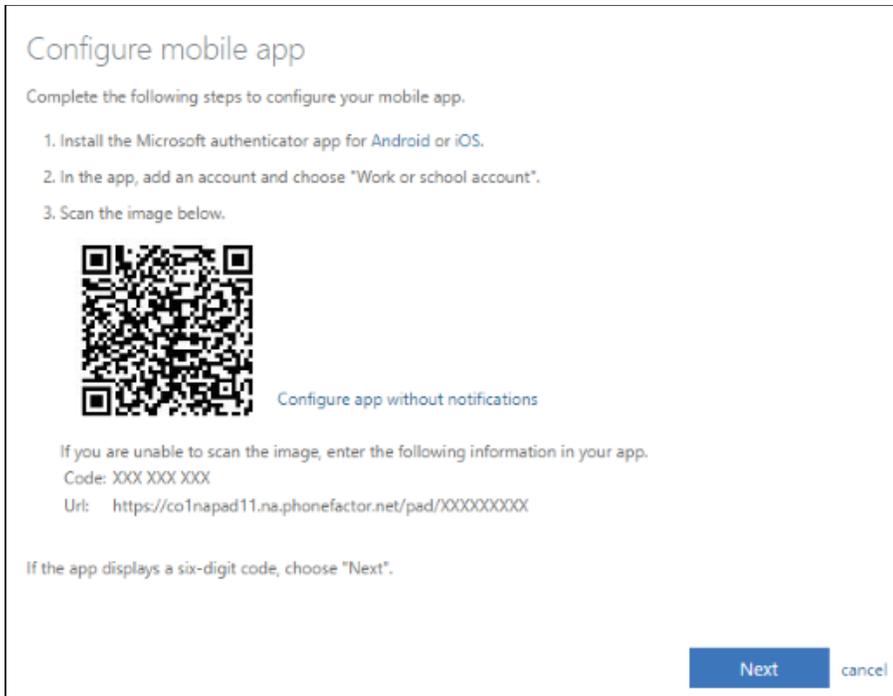


Cancel Verify

- If the correct code was entered, you can click **Save**. Multi-Factor Authentication is now configured for your account and you can continue on step 12 below.

Method 2: Authentication by Mobile App

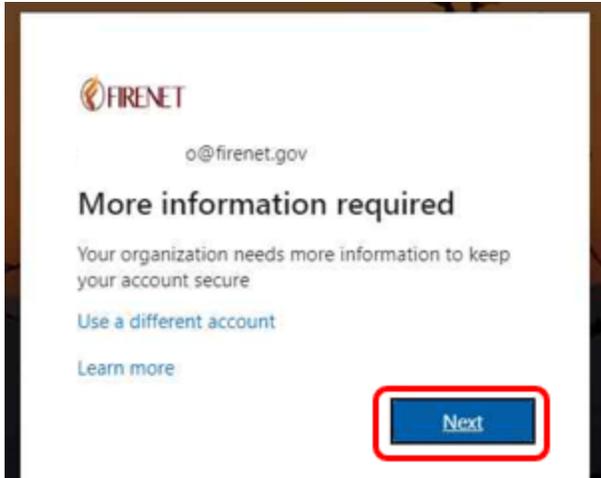
- Microsoft can also use their mobile app, Microsoft Authenticator, for setting up Multi-Factor Authentication. If you would prefer this method, choose Mobile App in the drop down for configuring Multi-Factor Authentication. After selecting this method and clicking **Next**, the following window will be displayed with a QR code to be scanned by your mobile device with the Microsoft Authenticator application open. Scan the QR code and click **Next**.



10. Next you will be asked to provide a verification code produced by your Microsoft Authenticator application on your mobile device.
11. Multi-Factor Authentication is now configured for your account and you can continue on to the next step.
12. Next you will be prompted to change your password. Enter the temporary password provided and provide a new password, then click **Sign in**.



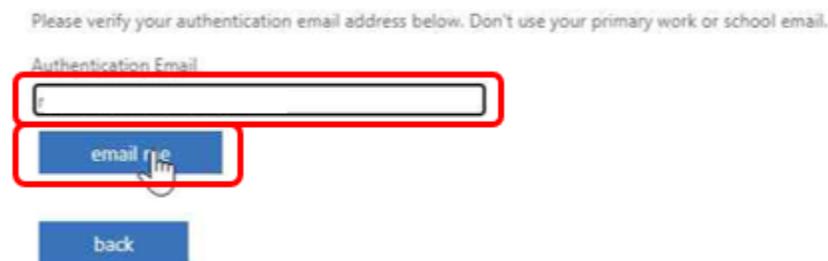
13. Next you will setup recovery settings for your account. These settings will seem similar to the ones performed for Multi-Factor Authentication. Click **Next** to continue.



14. Microsoft requires a phone and a secondary email be setup for recovery purposes. Each of these settings need to be configured and verified. We will start with setting a recovery email address. Click **Set it up now** at the end of the second line.



15. On the next page, enter a secondary email address and click **email me**.

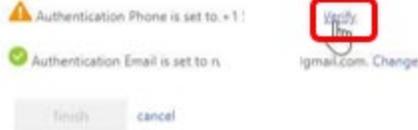


16. You will receive a verification email with a 6-digit code. Enter the code on the next page and click **Next**.



17. You will be returned to the screen in step 14 to verify your phone number as a recovery option. Click **Verify**.

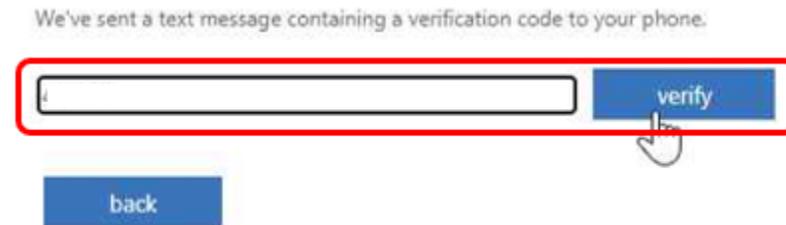
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.



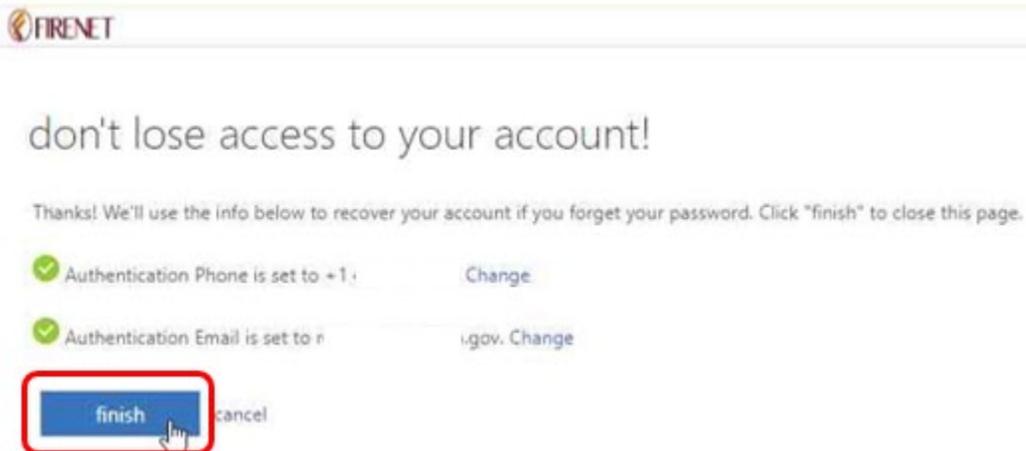
18. Verify the phone number listed is correct and then click either **text me** or **call me**



19. You will receive either a phone call or text message that will provide a 6-digit verification code. Enter that code and click **verify**.



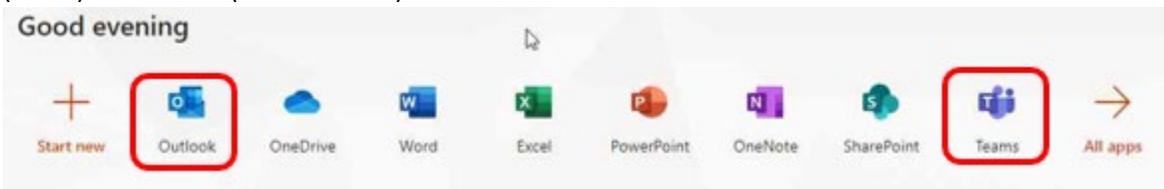
20. If the correct code is entered, you will be returned to the screen in step 14 and should see 2 green check marks. You can click **Save** to complete this process.



21. Next you will be prompted to complete your sign in and whether you would like to stay signed in. Choose **Yes** (recommended if using a private computer) or **No** (recommended if using a public/shared computer). This will sign you in to your account.



22. After signing in, you will see a few slides of information, then you will be taken to the Portal page. From this page, you can access a number of Office365 applications including **Outlook** (email) and **Teams** (collaboration).



Requesting an Incident account in FireNet365

Please visit the [FireNet Incident Setup Page](#) for the steps necessary to request an incident account which includes a main email address and collaborative team drive/space.

Microsoft Teams

What is Microsoft Teams?

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place. Here's a quick look at the left hand side of Teams.

- **Teams** - Find channels to belong to or create your own. Inside channels you can hold on-the-spot meetings, have conversations, and share files.
- **Calls** - In some cases, if your organization has it set up, you can call anyone from Teams, even if they're not using Teams.
- **Activity** - Catch up on all your unread messages, @mentions, replies, and more.

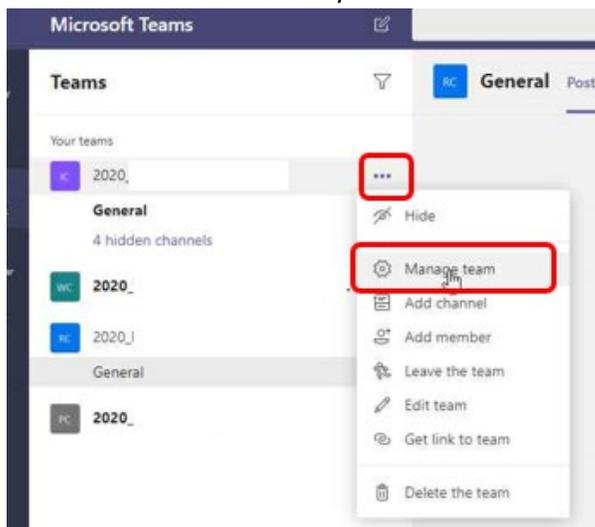
Training Material

Adding a Guest (USDA or DOI) user to FireNet365 Team

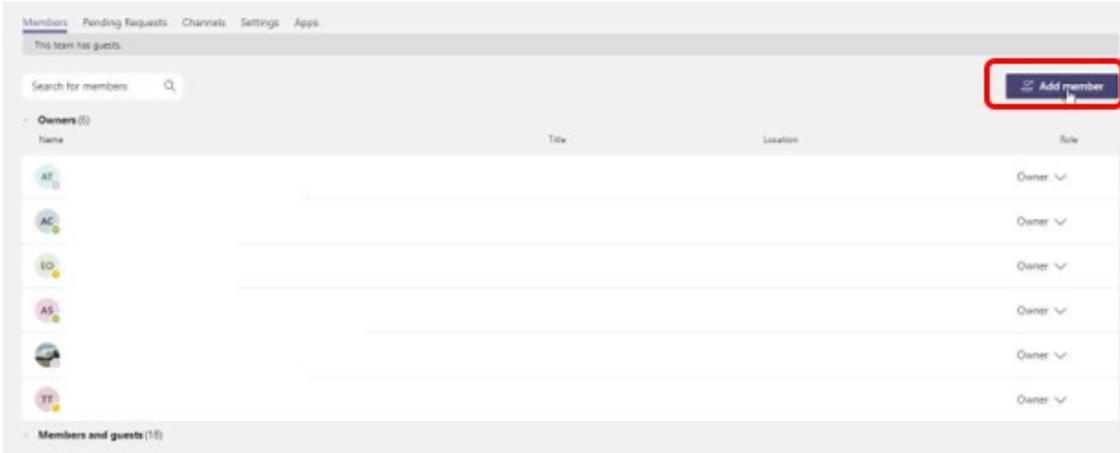
Since USDA and DOI both utilize Office365, they can be added directly to incidents created in Teams in the FireNet365 environment. This allows the FireNet365 system to reduce the number of licenses required to maintain and utilize the system. The following steps will guide you through adding a guest to your incident in FireNet365.

Note: Guests can only be added by an Owner of the incident Team space. A FireNet365 account is required in order to be an owner of the Team (typically PIO, PSC, or ITSS).

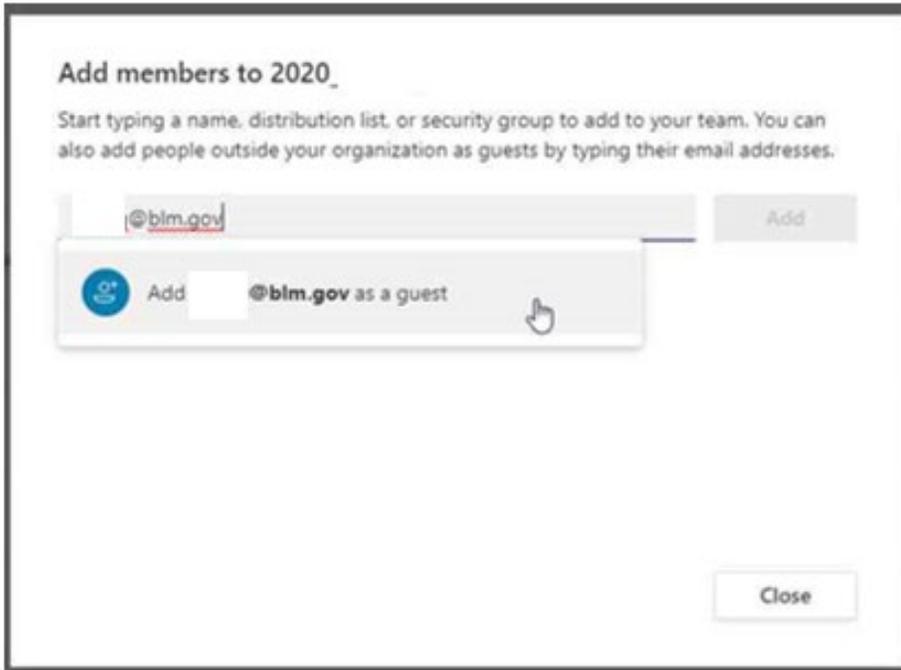
1. Click the three dots next to your Team and choose **Manage Team**.



2. Click **Add member**.



3. Enter the Guest user's full email address. If the user has already been added as a guest to another Team, you will see their name show up in the list to select. If they haven't, you will see something that says **Add [example@blm.gov](#) as a guest**. Either way, click on the dropdown presented after entering the email address.



4. Click **Add** and then **Close**. The Guest user will receive an email inviting them to the Team. They can follow the instructions below on how to access the Team as a Guest.

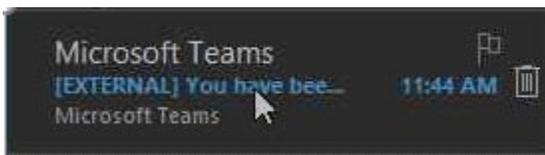


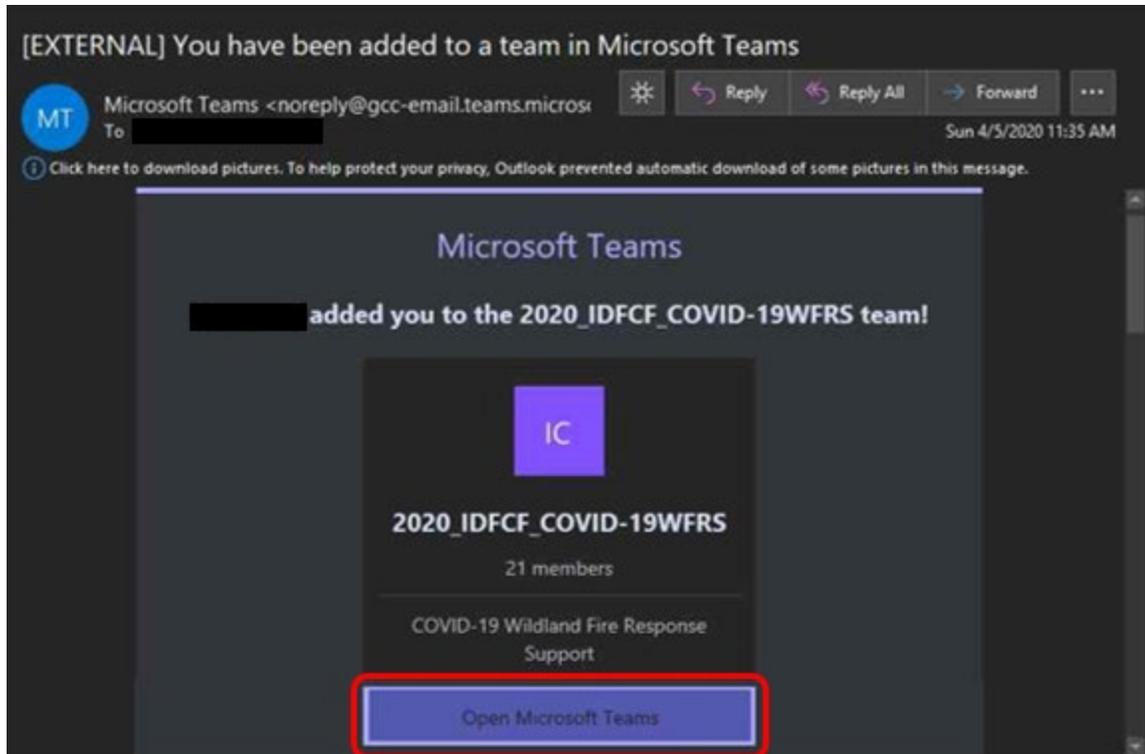
How to access Microsoft Teams in FireNet365 as a guest

There are two methods for accessing Microsoft Teams in the FireNet365 environment: via a web browser (recommended) or via the Microsoft Teams PC application (advanced). Both methods are shown below. Using the web browser to access your FireNet365 Team is recommended because it will allow you to continue working in your agency Team space using the Microsoft Teams Application.

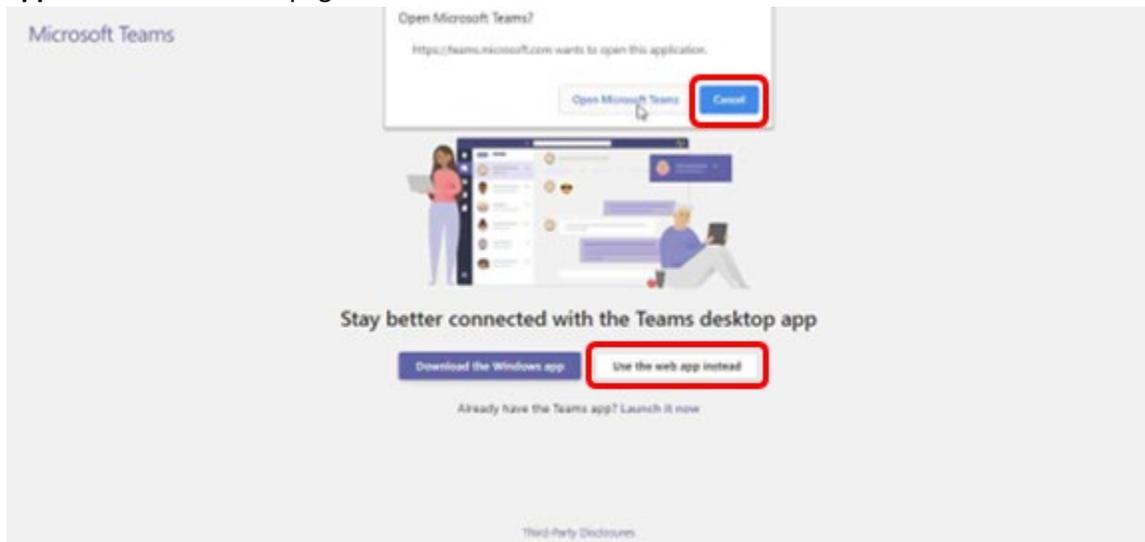
Method 1: Using a web browser (preferred)

1. After being added as a guest to the FireNet365 Team for your incident, you should check your government email address for a notification. The notification will include a link to access the incident Team. After opening the message, click the link to access the Team.

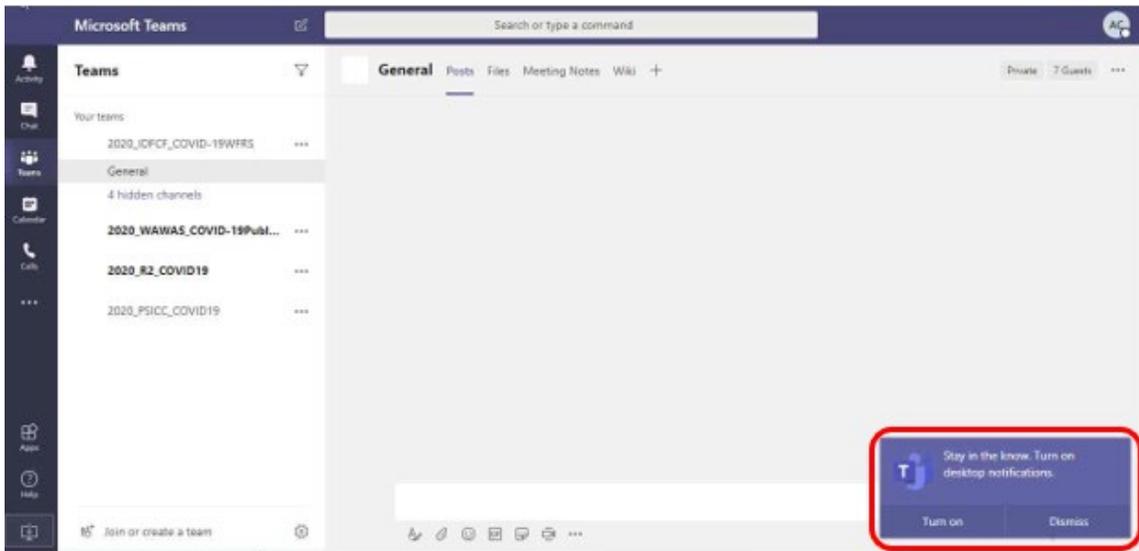




2. When you click the link, your browser will open a webpage to access the Team. If you have the Teams application installed on your computer (likely if you are a USDA or DOI user), you may see a prompt asking if you would like to Open Microsoft Teams. Click **Cancel** then click **Use the web app instead** on the webpage.

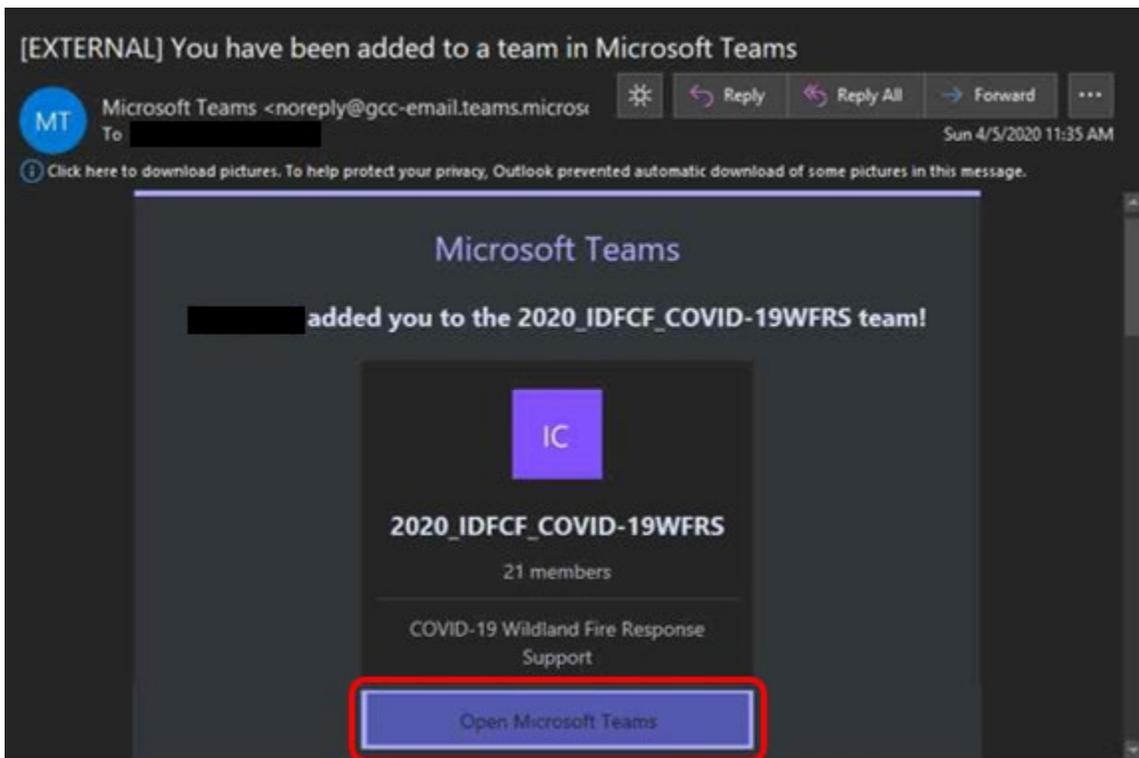


3. After clicking this link, the webpage will redirect to the Teams page and you will see the Teams you have been granted access to in the FireNet365 environment. If this is your first time opening Teams, you may see a notification in the lower right corner asking if you would like to turn on **desktop notifications**. This is not required to use Teams but can be help if you will be working in Teams a significant amount of time. This setting can be changed later.

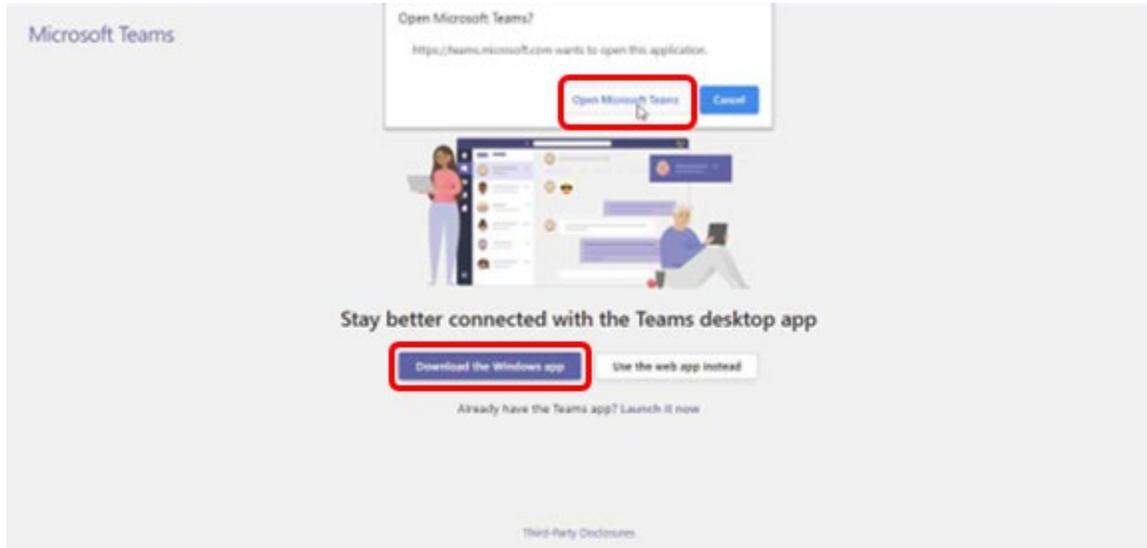


Method 2: Using Teams PC application (advanced)

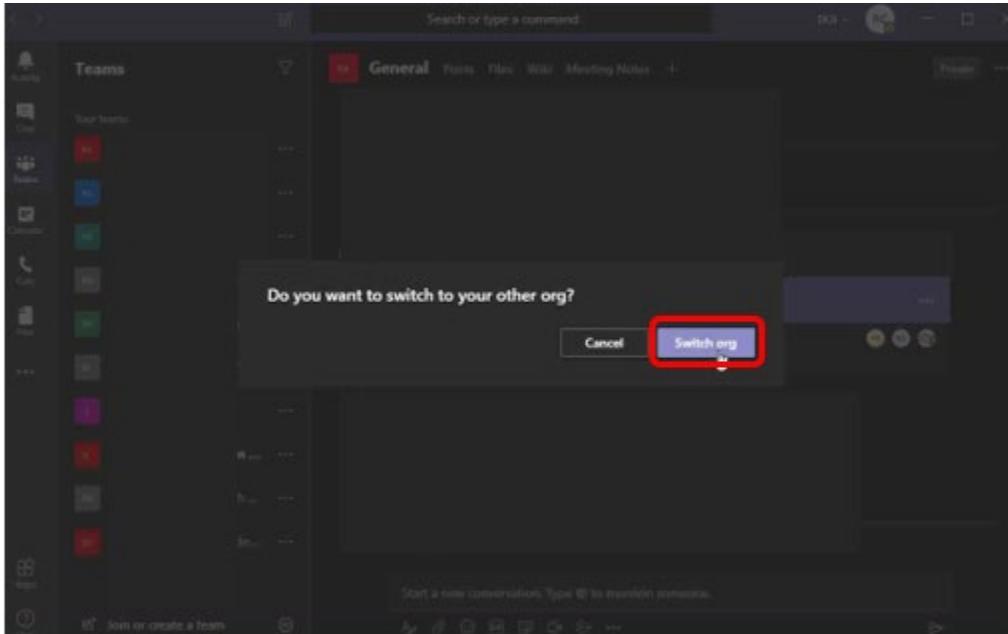
1. After being added as a guest to the FireNet365 Team for your incident, you should check your government email address for a notification. The notification will include a link to access the incident Team. After opening the message, click the link to access the Team.



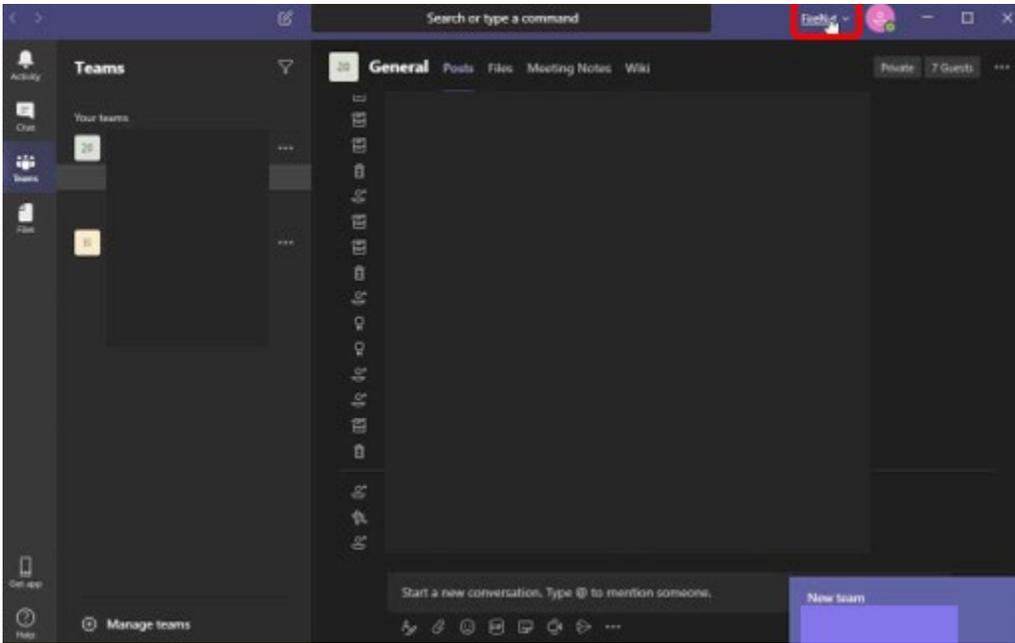
- When you click the link, your browser will open a webpage to access the Team. If you have the Teams application installed on your computer (likely if you are a USDA or DOI user), you may see a prompt asking if you would like to Open Microsoft Teams. If so, you can click **Open Microsoft Teams**. Otherwise, click **Download Microsoft Teams** and install the application, then come back to the instructions to access the incident Team.



- When opening a FireNet365 Team through the PC application, you will be prompted to switch from your agency org to the FireNet365 org. Click **Switch org** to continue using the application to access FireNet365 Teams.



- After clicking this link, your Teams application will close and reopen to switch to the FireNet365 org. Your Teams application will show you are in the FireNet org in the upper-right corner.



Switching between organizations in Teams (Coming soon!)
Placeholder for instructions for switching between organizations in Teams.

Mobile Applications

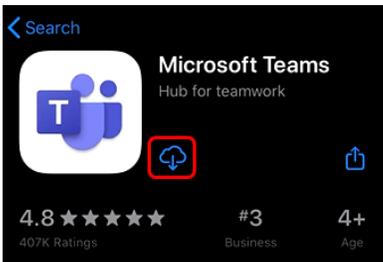
FireNet365 utilizes several tools and features from Microsoft Office365. These tools include mobile applications that can allow you to stay connected while away from your computer. These instructions will help you install the mobile applications from FireNet365 and show you how to use them.

Installing and Logging in to Microsoft Teams – iOS

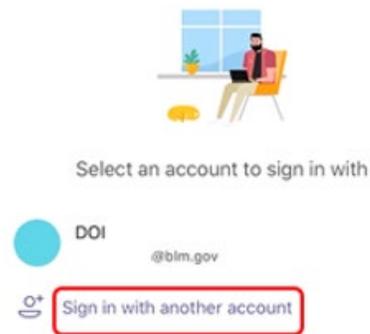
1. Open the **App Store** from your iPhone.



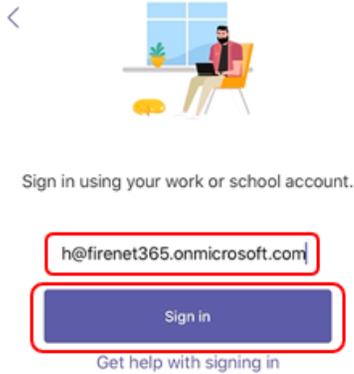
2. In the search bar, enter **Teams** to search for the application. Select **Microsoft Teams** from the results. Press the download button to download and install the application.



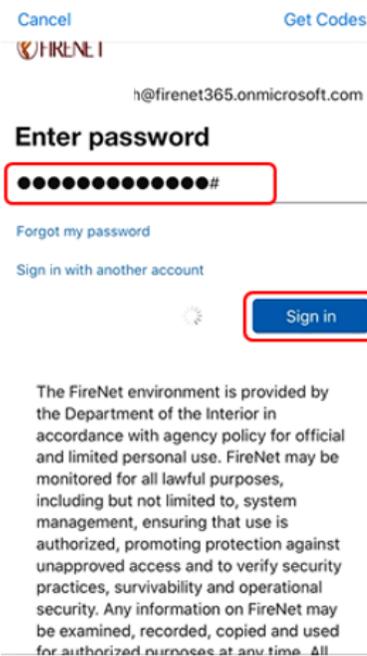
3. After installing the application, launch **Microsoft Teams**. If you are using your government furnished mobile device or if you have used Microsoft Teams with another account, you will see the screen below and need to choose **Sign in with another account**. Otherwise, you should be prompted to log in with your account.



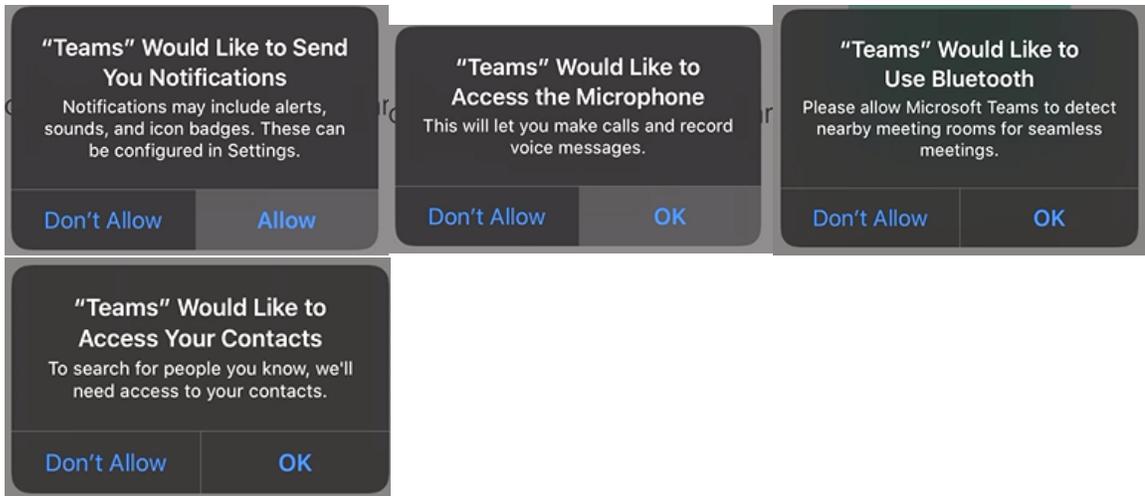
4. Enter your FireNet365 email address and press **Sign in**.



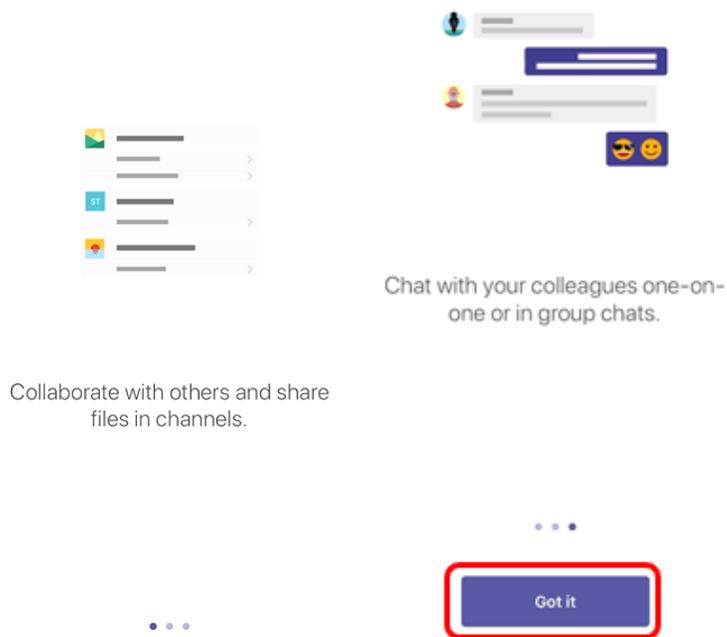
5. After pressing sign in, you will be redirected to the FireNet365 login page. Enter your password and choose **Sign in**.



6. If you have not signed in to your FireNet365 account with any other applications on your device (such as Outlook, OneDrive, etc.), you may be prompted to approve your log in on the device you originally configured for two factor authentication through the **Microsoft Authenticator** application.
7. After logging in to Teams, you may be prompted to allow Teams to access various settings on your device (Notifications, Microphone, etc.). You can choose to either allow or deny. Some of these choices will impact the functionality of the application.



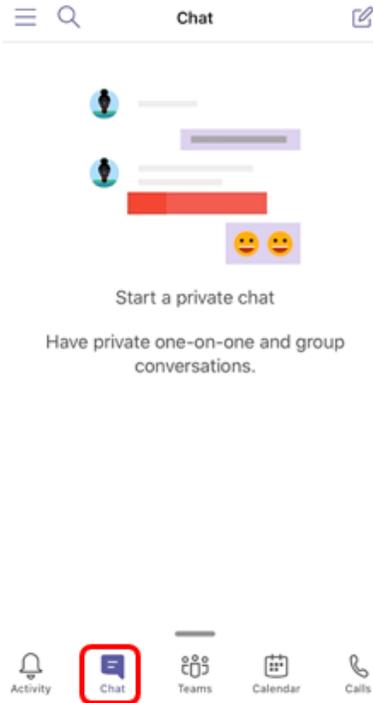
8. After responding to the prompts, you will see a few screens explaining the Teams application. You can swipe through these pages and then click **Got it**.



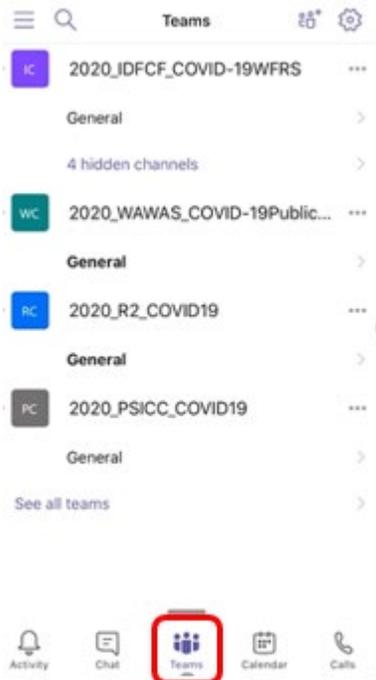
9. Once logged in, you will initially see your **Activity** page. This page lists any updates to Teams you are a member of.



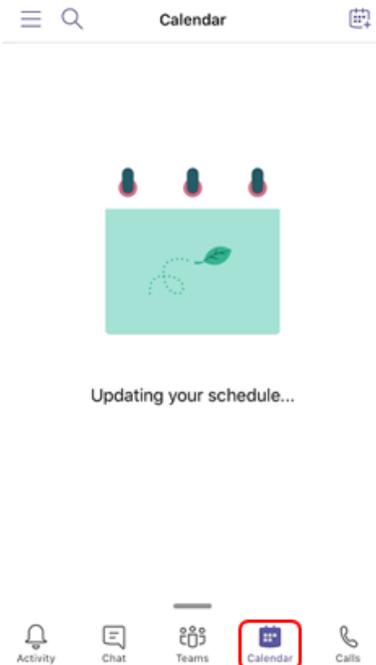
10. The **Chat** page will show any active chats.



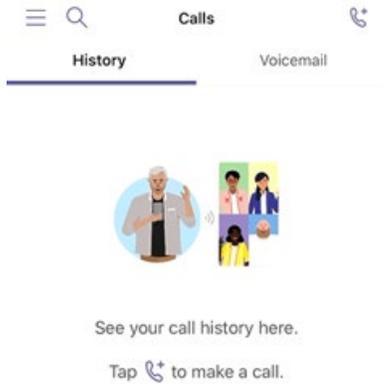
11. Choose the **Teams** page to see the teams you are a member of and access content.



12. The Teams application also has a page to access your **Calendar** and syncs events added to your Outlook calendar associated with your FireNet365 account.



13. The last page in the Teams application is for **Calls**. This page allows you to make calls to other Teams accounts, create conference calls, and video calls within the FireNet365 environment.



Installing and Using OneDrive – iOS

The FireNet365 environment utilizes several Microsoft Office365 tools which are all integrated together. The OneDrive application allows you to upload files from your mobile device including scanning files, taking photos, and uploading files from your device. The following steps show how to install and use the OneDrive application with your FireNet365 account.

1. Open the **App Store** from your iPhone.



2. In the search bar, enter **OneDrive** to search for the application. Select **Microsoft OneDrive** from the results. Press the download button to download and install the application.



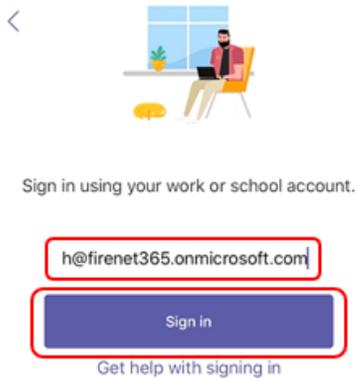
3. If you previously installed and logged in to the **Microsoft Teams** application with your device, you will be automatically logged in to **OneDrive** using the same account. Otherwise, after installing the application, launch **Microsoft OneDrive**. If you are using your government furnished mobile device or if you have used Microsoft OneDrive with another account, you will see the screen below and need to choose **Sign in with another account**. Otherwise, you should be prompted to log in with your account.



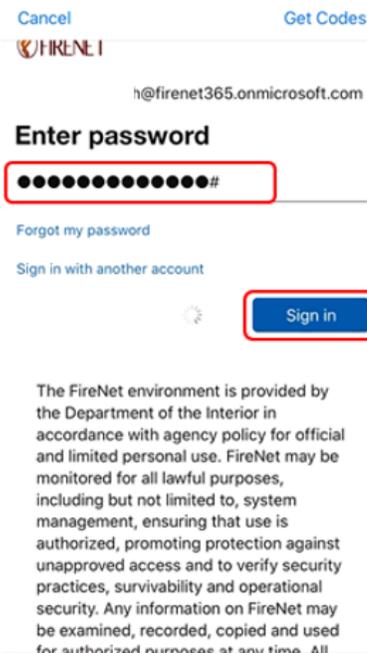
Select an account to sign in with



4. Enter your FireNet365 email address and press **Sign in**.



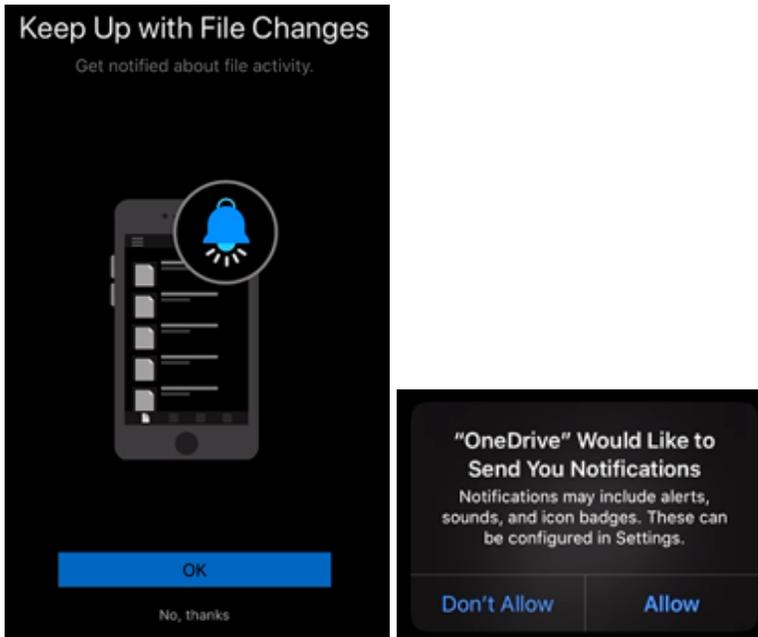
5. After pressing sign in, you will be redirected to the FireNet365 login page. Enter your password and choose **Sign in**.



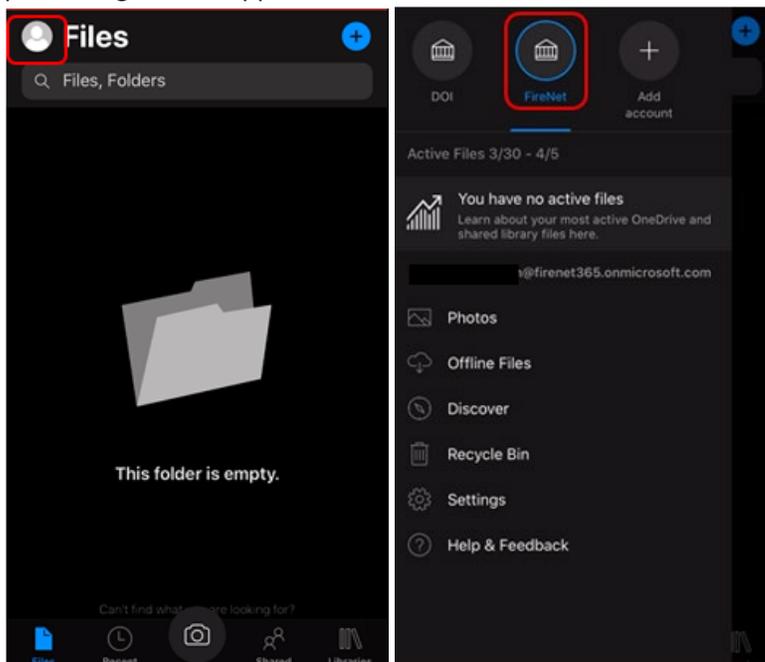
6. If you have not signed in to your FireNet365 account with any other applications on your device (such as Outlook, OneDrive, etc.), you may be prompted to approve your log in on the device

you originally configured for two factor authentication through the **Microsoft Authenticator** application.

7. After you are logged in to OneDrive, you will see the start screen asking if you would like to receive notification from OneDrive. You can choose **OK** to receive notifications or **No, thanks** if you don't wish to receive notifications. This will not affect your ability to use the application. If you choose **OK**, you will see an additional prompt to approve Notifications.



8. If you use OneDrive for with your agency account, you can switch accounts by pressing the person logo in the upper left corner, then select the **FireNet** icon.



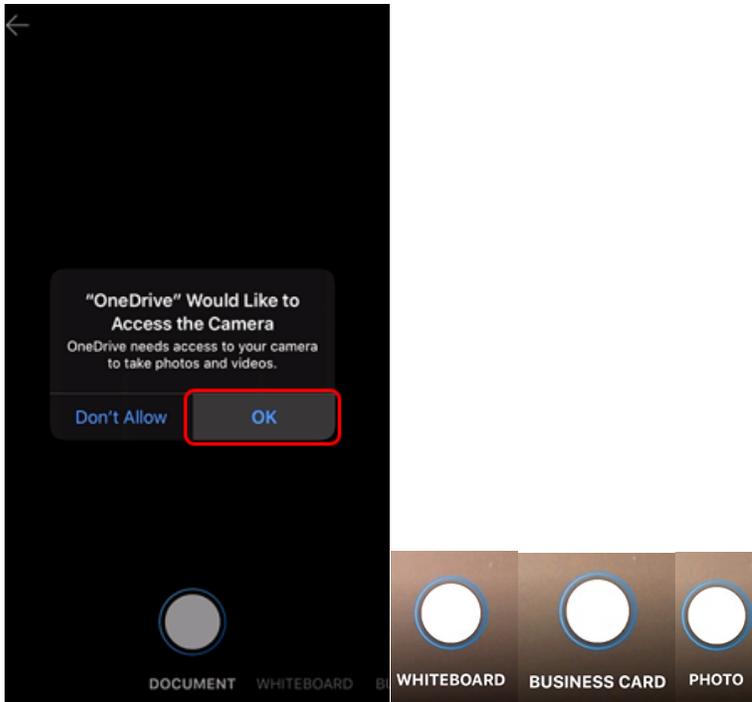
9. Once logged in, you will initially see your **Files** page. You will see any files you have saved to OneDrive, if any.



10. The **Recent** page will show files recently added to your OneDrive or recently modified files.



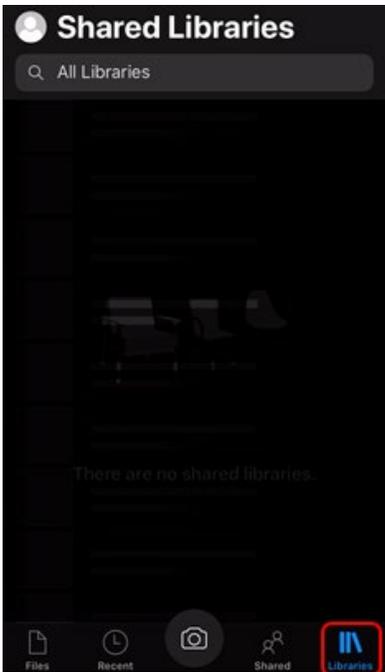
11. The Camera icon will allow you to do several things: scan a document, take photos and then use the whiteboard feature, scan a business card, or a take a photo and save directly to your OneDrive. The first time you launch the camera mode, you will be prompted to grant access for OneDrive to use your device's camera.



12. The **Shared** page will list any files that have been shared with you by others in the FireNet365 environment.



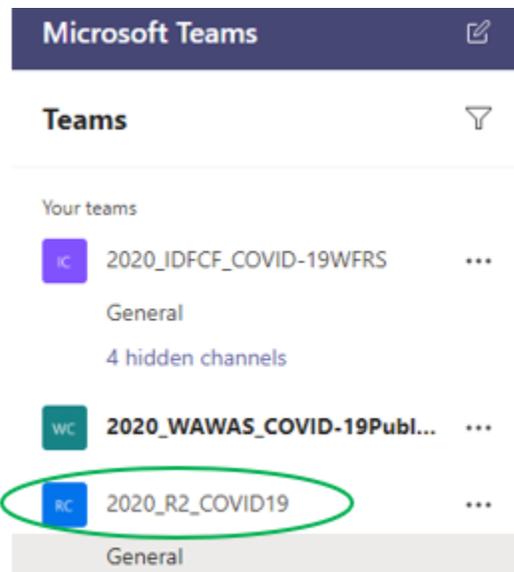
13. The last page in the OneDrive application is the **Libraries** page. This page is where you can access file storage in Microsoft Teams.



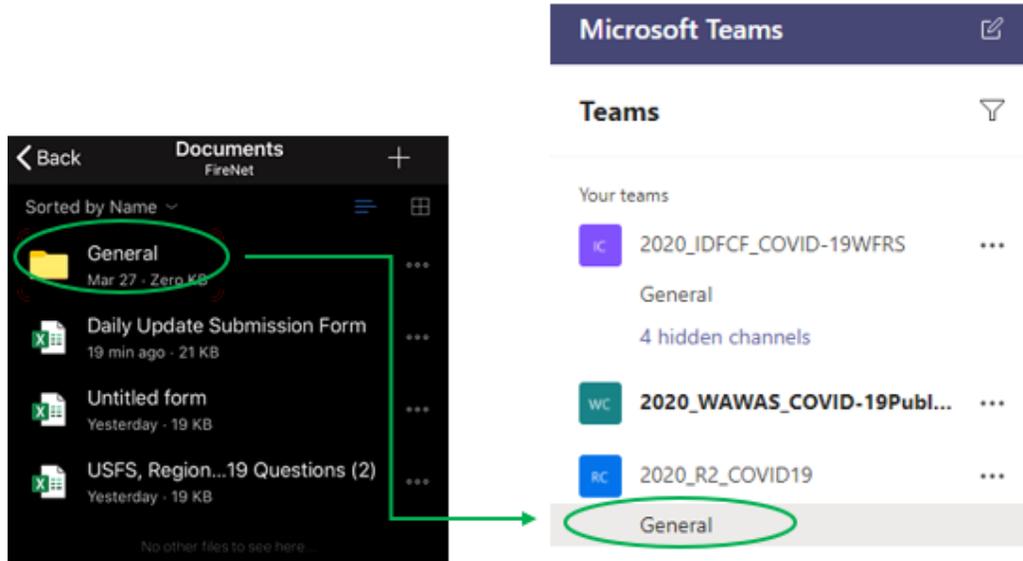
14. When you open the **Libraries** page, it may not show any of your Teams at first. To find your Teams storage space, begin typing the characters of your Teams name. This will search the FireNet365 environment for you Team. When your Team is displayed, select it to access the file space.



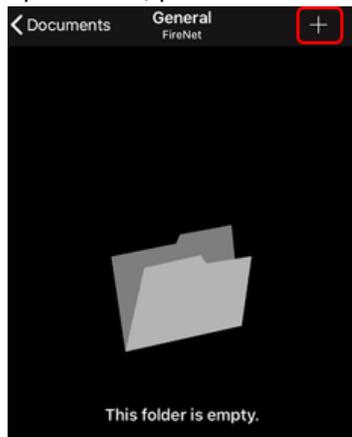
15. Once you have selected your Team from the list, select **Documents**. The images below show the correlation between OneDrive and Teams.



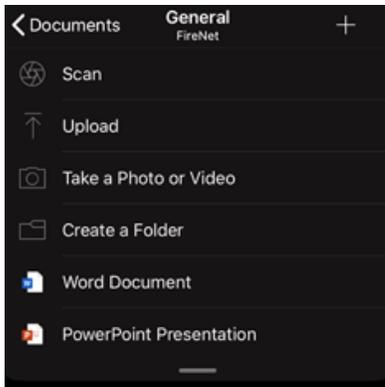
16. The folders listed inside of **Documents** correspond directly with the **Channels** created in Teams. All Teams come with a default channel named **General**. If you have created other channels, you will see additional folders for those **Channels**. Select the channel you are uploading your files to. The images below show the correlation between folders in OneDrive and channels in Teams.



17. Once you have opened the folder corresponding to the Teams **Channel** where you wish to upload files, press the + button to upload files.



18. After pressing the + button, you can choose the appropriate option to upload your files.
- Scan will allow you to scan a document.
 - Upload will allow you to select files on your device to upload.
 - Take a Photo or Video will allow you to save a photo or video directly to the Team space.
 - Create a Folder will allow you to create a new folder in the Team space.
 - Word Document will create a new document in the Team space.
 - PowerPoint Presentation will create a new presentation in the Team space.

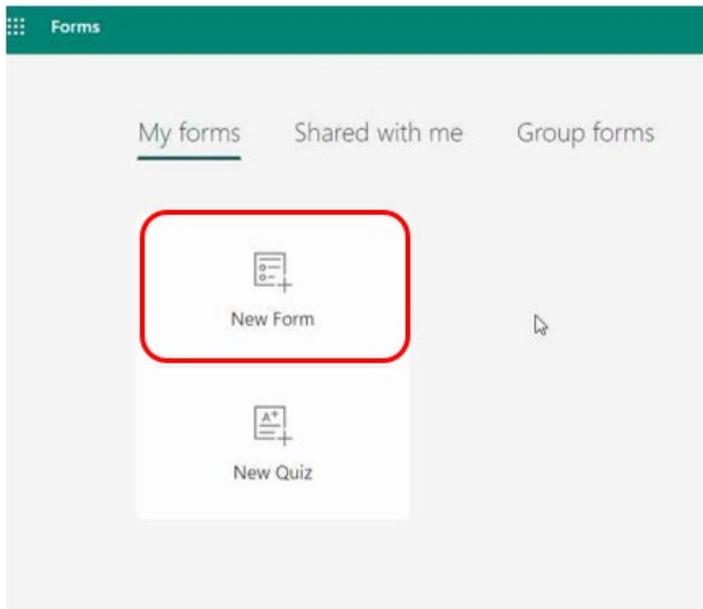


Forms

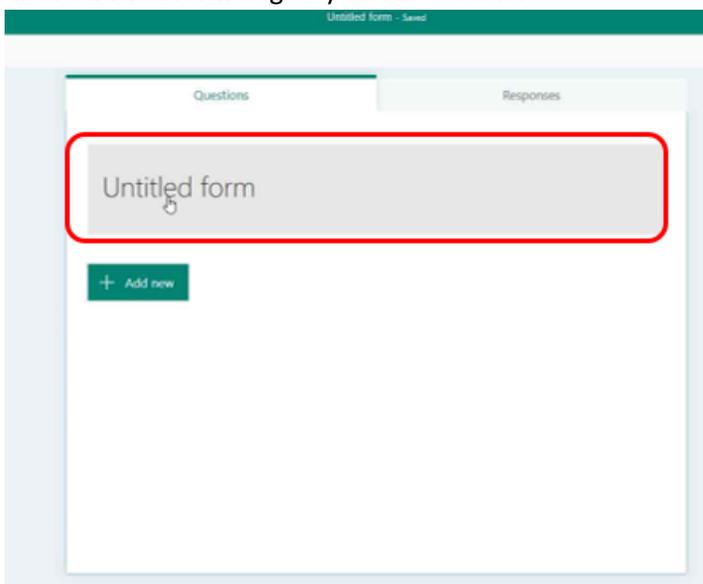
Creating and using forms in FireNet365

To create a form in the FireNet365 environment, you must have a FireNet account. Since many DOI and USDA users will not have a FireNet account and instead will join Teams as a guest, a member of the incident team with a FireNet account will need to follow these steps to create the form and then share with the DOI and/or USDA users that need to develop and use the form. Typically an ITSS, PIO, or PSC will have a FireNet account and can assist. If no one on your team can assist, feel free to contact the incident.helpdesk@firenet.gov and we would be happy to initiate the form creation for you.

1. Go to forms.office.com and log in with your FireNet account.
2. Click on **New Form**.

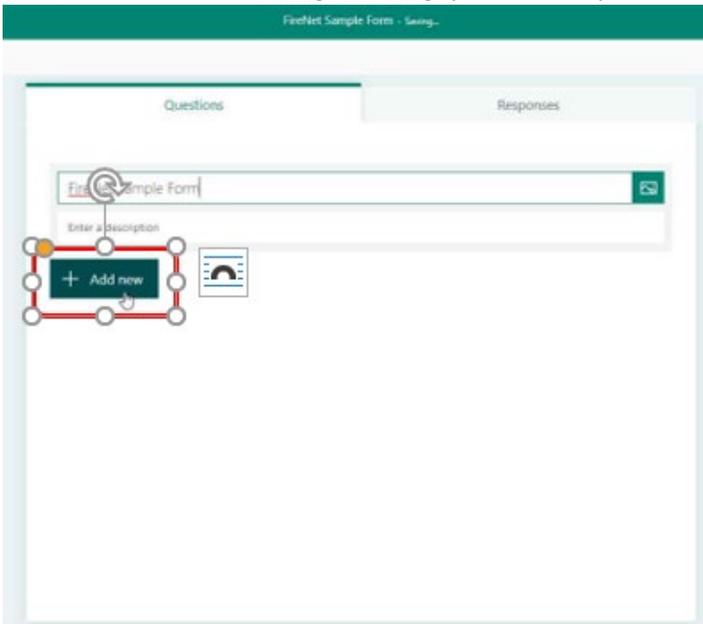


3. Click **Untitled form** to give your form a title.



4. Optionally, you can add a description for your form as well.

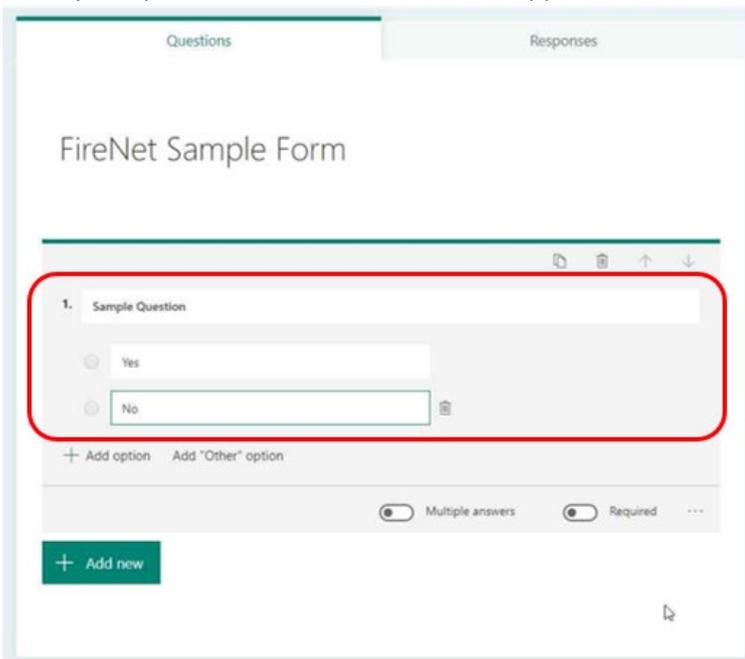
- Next, click **Add new** to begin adding questions to your forms.



- Choose your question type.



- Enter your question and answer choices (if applicable).



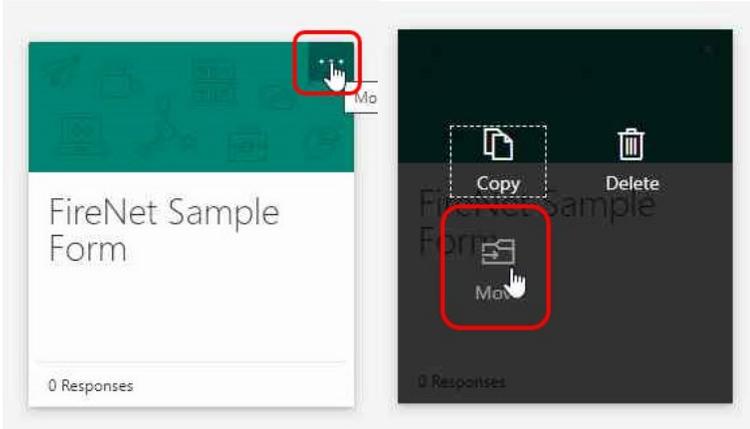
- After entering your question, you can select other options for this question including to allow **Multiple answers** or to make the question **Required**.
- Continue adding new questions until you have completed your form.

10. Once your form is completed, it should be moved to a **Team**. To do this, click on **Forms** in the upper left corner of your screen.

Note: Your form is automatically saved as you create it in Office365.



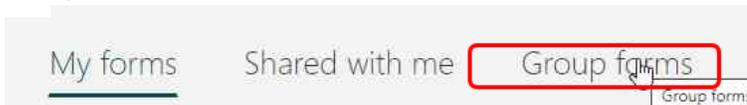
11. Once back to your list of forms, click the three dots in the upper right corner of the form you just created and choose **Move**.



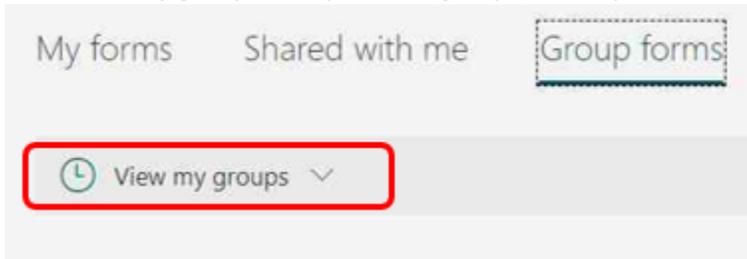
12. On the right side of your screen, you will see a list of the Teams you are a member of. Select the Team you would like to move your form to. Then click **Move**. **NOTE: PLEASE MOVE THE FORM BEFORE SHARING THE LINK!**



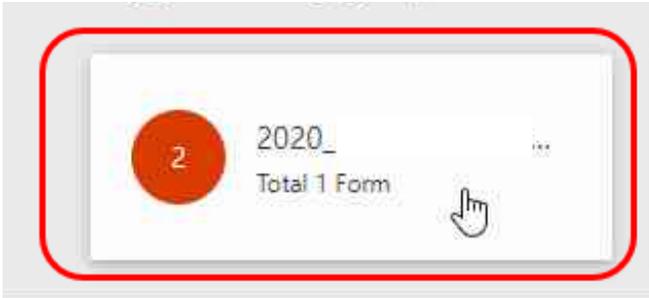
13. To access your form again to share the link or to share with collaborators (including guests), click **Group forms**.



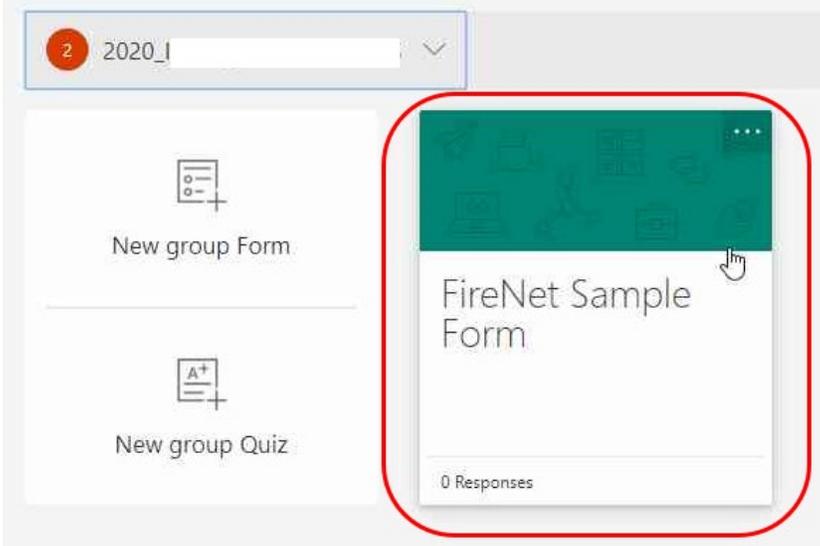
14. Click **View my groups** to expand the groups/teams you are a member of.



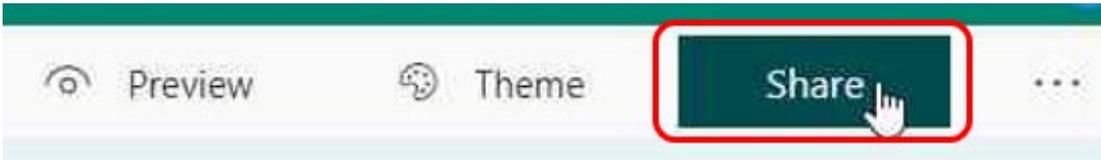
15. Select the group/team you moved your form to.



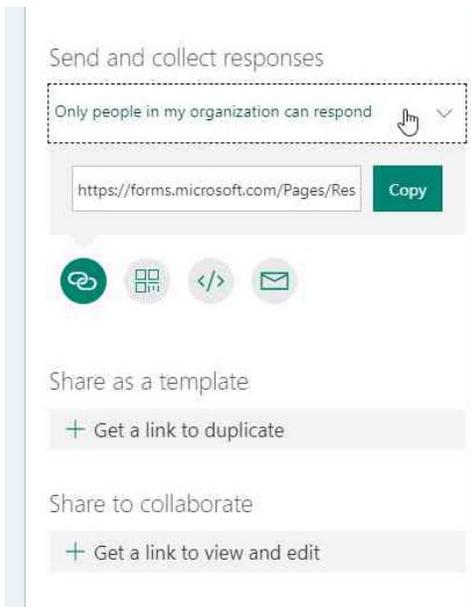
16. You will now see the forms associated with this group/team, including your form. Click on your form to make changes to the form, including access the sharing settings.



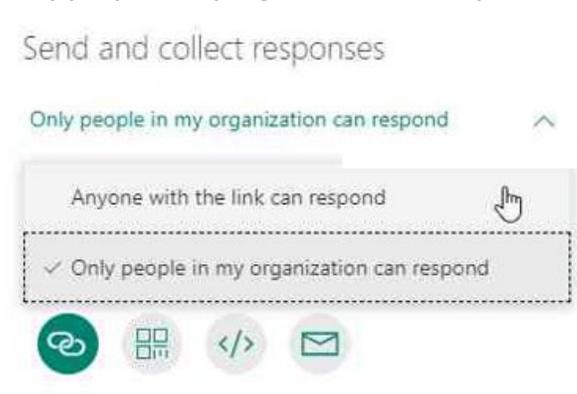
17. Once your form is opened, to access sharing settings, click on **Share** in the upper right corner.



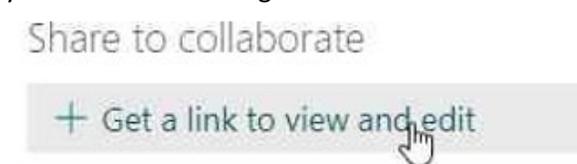
18. You will see several options listed.



19. The first section is the sharing settings for collecting form responses. This is the link you would send to anyone you want to fill out the form. The default setting is to only allows those within the FireNet environment to respond to the form. To change this, click on the dropdown next to **Only people in my organization can respond** and select **Anyone with the link can respond**.



20. The second section is for sharing this form as a template. This is a less common need. If you would like to know more about this, please send a message to incident.helpdesk@firenet.gov.
21. The third section is for adding collaborators to be able to edit and help develop the form. Everyone that is a member of the team the form is associated with is already a collaborator, therefore, you don't have to add members of your Team with a FireNet account. However, if you need to collaborate with a DOI and/or USDA member who does not have a FireNet account, you will need to change this field. To share with these users, click **Get a link to view and edit**.



22. This will create a shareable link for other collaborators with Office365 accounts (such as DOI and USDA users). Simply send them this link and they can then access the form to help developing the form and seeing the results.

Share to collaborate

Users with an Office 365 work or school account c... 

<https://forms.microsoft.com/Pages> Copy 