

Information Bulletin



Reference No.: IB 15-091

Issue Date: December 30, 2015

New Firehouse Web Login Information

Thank you for your patience over the past several weeks while the Firehouse Software has been upgraded to the latest version and moved to the “web”. Users will no longer need a County logon or need to use Remote Desktop to access the application, and they can log in wherever there is access to the internet. At this time, the application will need Internet Explorer 10 or Internet Explorer 11 to load. The application will not work with Google Chrome or Firefox.

The County-owned computers in the fire stations have had the access to the database installed on them, and it can be accessed by clicking on the following shortcut located on the desktop.



FH Web Edition.website

This shortcut will permit access to complete reports for the station where the computer is located. To access other stations' databases, you will need to click on the appropriate link on the County Fire/Rescue webpage.

The initial logon screen will require the user to enter their MIEMSS provider number. For those do not have a provider number, the Division will be requesting one and they will be assigned in the near future.

Once you are on the Remote Login for Firehouse, ***DO NOT CHANGE*** the database entry shown for the station. **Although it's possible to select another entry, if you do, it will cause damage to your remote profile.**

Attached to this Informational Bulletin are the directions to access the different station databases. The information can also be found on the County website at www.frederickcountymd.gov/fhweb.

Remember, do not use Remote Desktop to complete any fire incident reports.

If there are any questions or issues with getting set up, please contact BC Michael Dmuchowski at mdmuchowski@frederickcountymd.gov, or at 240-674-8945, **OR** Stephani Stockman at sstockman@frederickcountymd.gov or 240-608-7615.

BY ORDER OF: _____

Division Signature

How to Log Into Firehouse Web:

Note: Firehouse Web will only work with Internet Explorer Version 10 or greater. If your county PC has not yet been upgraded contact Mike Dmuchowski or Stephani Stockman.

The county computers in the fire stations have had a link to that stations FH Web database placed on the desktop. By clicking on the icon which looks like:



FH Web Edition.website

You will be directed to the database for that station. If you need to access another stations database, you will need use the links below or click on the respective station under the Firehouse Web Reporting page (see below).

Each station will have their own specific Firehouse Website. The list of all the stations can be found below.

If you are OUTSIDE THE COUNTY NETWORK please use these links:

http://199.248.201.188/fhweb/fh_01_Independent.html
http://199.248.201.188/fhweb/fh_02_Juniors.html
http://199.248.201.188/fhweb/fh_03_United.html
http://199.248.201.188/fhweb/fh_04_Citizens.html
http://199.248.201.188/fhweb/fh_05_Brunswick.html
http://199.248.201.188/fhweb/fh_06_Emmitsburg.html
http://199.248.201.188/fhweb/fh_07_Middletown.html
http://199.248.201.188/fhweb/fh_08_Myersville.html
http://199.248.201.188/fhweb/fh_09_NewMidway.html
http://199.248.201.188/fhweb/fh_10_GuardianHose.html
http://199.248.201.188/fhweb/fh_11_Walkersville.html
http://199.248.201.188/fhweb/fh_12_BraddockHeights.html
http://199.248.201.188/fhweb/fh_13_RockyRidge.html
http://199.248.201.188/fhweb/fh_14_CarrollManor.html
http://199.248.201.188/fhweb/fh_15_NewMarket.html
http://199.248.201.188/fhweb/fh_16_Woodsboro.html
http://199.248.201.188/fhweb/fh_17_Libertytown.html
http://199.248.201.188/fhweb/fh_18_Graceham.html
http://199.248.201.188/fhweb/fh_19_BrunswickAmbulance.html
http://199.248.201.188/fhweb/fh_20_Jefferson.html
http://199.248.201.188/fhweb/fh_21_Wolfsville.html
http://199.248.201.188/fhweb/fh_22_Lewistown.html
http://199.248.201.188/fhweb/fh_23_Urbana.html
http://199.248.201.188/fhweb/fh_24_WalkersvilleAmbulance.html
http://199.248.201.188/fhweb/fh_25_GreenValley.html
http://199.248.201.188/fhweb/fh_26_EmmitsburgAmbulance.html
http://199.248.201.188/fhweb/fh_28_PointOfRocks.html
http://199.248.201.188/fhweb/fh_30_ThurmontAmbulance.html
http://199.248.201.188/fhweb/fh_31_Westview.html
http://199.248.201.188/fhweb/fh_33_SpringRidge.html

IF YOU ARE ON THE COUNTY NETWORK please use these links:

http://10.14.6.78/fhweb/fh_01_Independent.html

http://10.14.6.78/fhweb/fh_02_Juniors.html

http://10.14.6.78/fhweb/fh_03_United.html

http://10.14.6.78/fhweb/fh_04_Citizens.html

http://10.14.6.78/fhweb/fh_05_Brunswick.html

http://10.14.6.78/fhweb/fh_06_Emmitsburg.html

http://10.14.6.78/fhweb/fh_07_Middletown.html

http://10.14.6.78/fhweb/fh_08_Myersville.html

http://10.14.6.78/fhweb/fh_09_NewMidway.html

http://10.14.6.78/fhweb/fh_10_GuardianHose.html

http://10.14.6.78/fhweb/fh_11_Walkersville.html

http://10.14.6.78/fhweb/fh_12_BraddockHeights.html

http://10.14.6.78/fhweb/fh_13_RockyRidge.html

http://10.14.6.78/fhweb/fh_14_CarrollManor.html

http://10.14.6.78/fhweb/fh_15_NewMarket.html

http://10.14.6.78/fhweb/fh_16_Woodsboro.html

http://10.14.6.78/fhweb/fh_17_Libertytown.html

http://10.14.6.78/fhweb/fh_18_Graceham.html

http://10.14.6.78/fhweb/fh_19_BrunswickAmbulance.html

http://10.14.6.78/fhweb/fh_20_Jefferson.html

http://10.14.6.78/fhweb/fh_21_Wolfsville.html

http://10.14.6.78/fhweb/fh_22_Lewistown.html

http://10.14.6.78/fhweb/fh_23_Urbana.html

http://10.14.6.78/fhweb/fh_24_WalkersvilleAmbulance.html

http://10.14.6.78/fhweb/fh_25_GreenValley.html

http://10.14.6.78/fhweb/fh_26_EmmitsburgAmbulance.html

http://10.14.6.78/fhweb/fh_28_PointOfRocks.html

http://10.14.6.78/fhweb/fh_30_ThurmontAmbulance.html

http://10.14.6.78/fhweb/fh_31_Westview.html

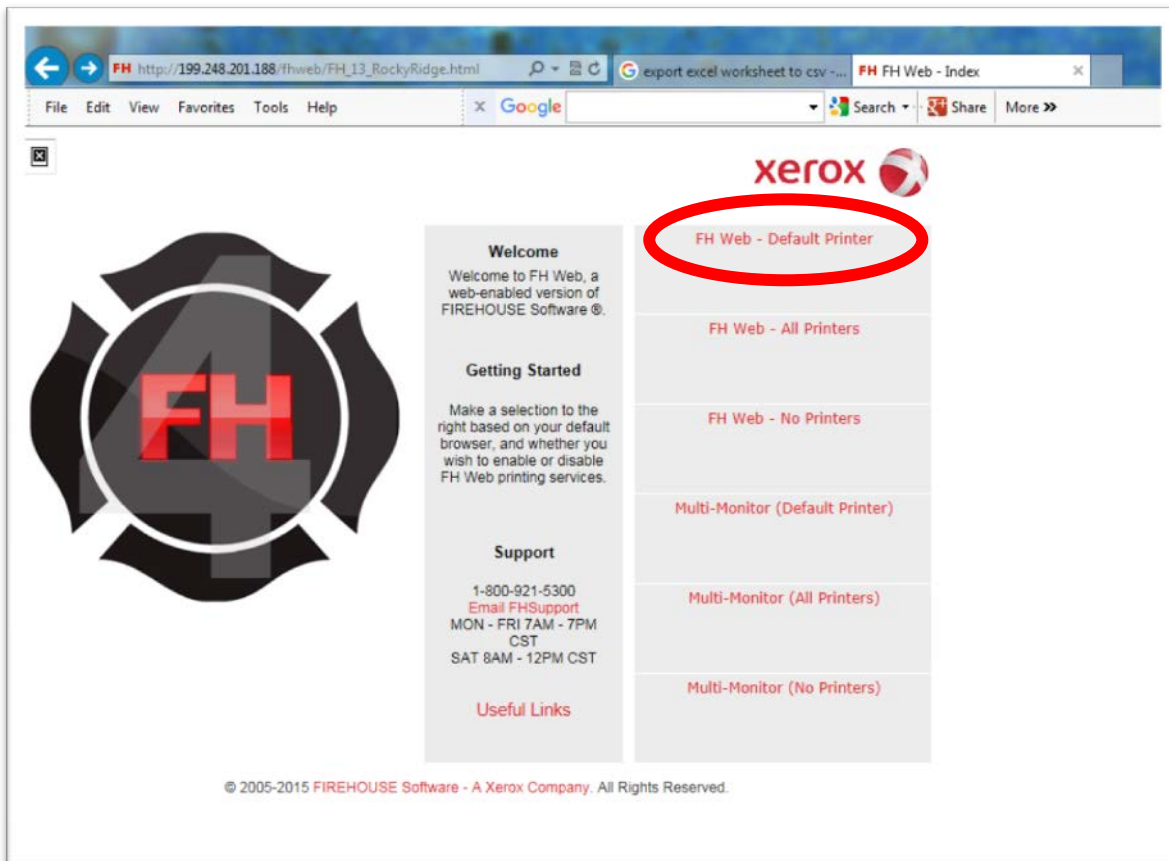
http://10.14.6.78/fhweb/fh_33_SpringRidge.html

The links can also be found on the Frederick County Government webpage:
www.frederickcountymd.gov/fhweb.

Once the page appears, select the station link from the appropriate column based on the database you want to access. The left column is for systems that are not on the county network (i.e. home, station owned computers) and the right column is for systems that are on the county network.

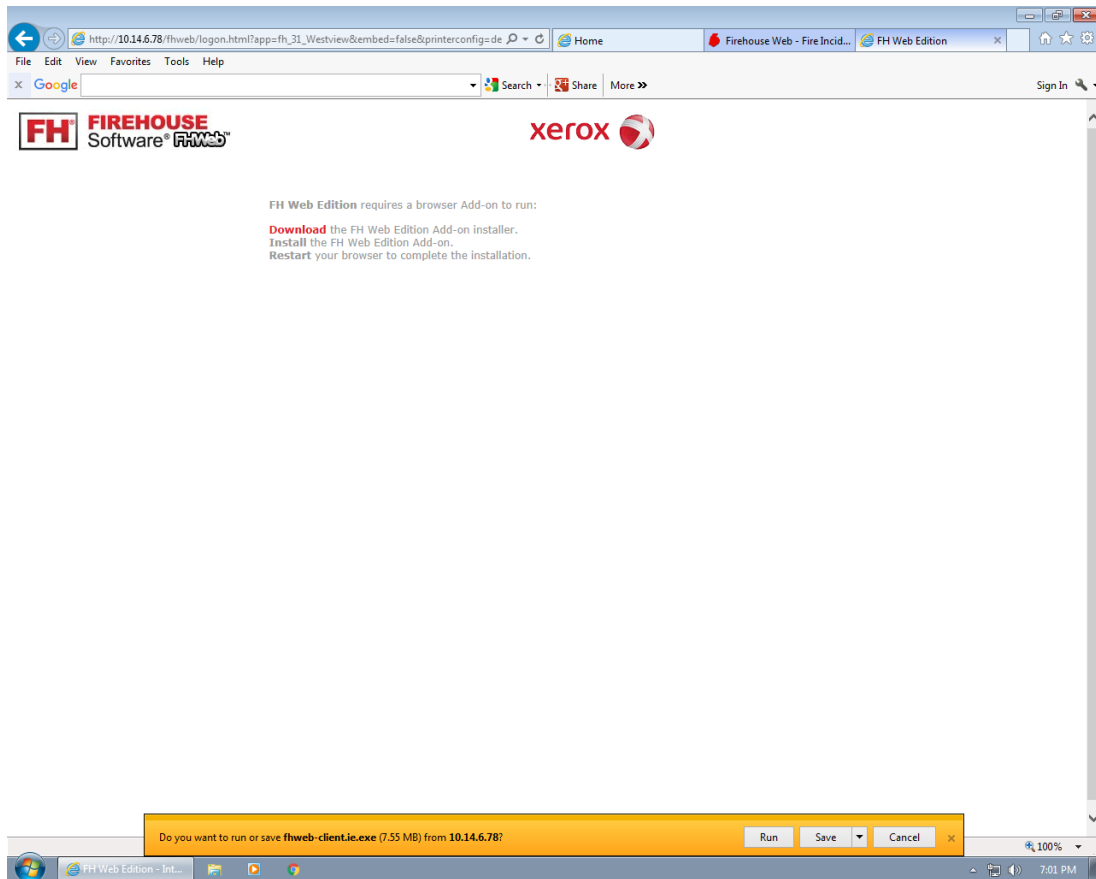
The screenshot shows a web browser window with the URL <http://www.frederickcountymd.gov/6767/Firehouse-Web>. The browser's address bar and menu bar are visible. The website header features the Frederick County Government logo and the tagline "Rich History, Bright Future". Below the header, there are navigation links for "Government", "Services", "Community", and "Business". A search bar is located in the top right corner. The main content area is titled "Firehouse Web - Fire Incident and Activity Reporting" and includes a breadcrumb trail: "Home > Government > Departments > Public Safety > Fire & Rescue Services > Firehouse Web". A sidebar on the left contains a list of links: "About Us", "Ambulance Billing", "Administrative Services", "Fire and Injury Prevention", "Fire Rescue Advisory Board", "Fire and Rescue Training", "Firehouse Web", "Monthly Response", and "Statistics". The main content area is divided into two columns under the heading "Fire Station Links". The left column is titled "Fire Stations (Outside of the County Network)" and lists links for "Station 1", "Station 2", "Station 3", "Station 4", and "Station 5". The right column is titled "Fire Stations (On the County Network)" and lists links for "Station 1", "Station 2", "Station 3", "Station 4", and "Station 5".

Upon selecting the station link, you may see the page below pop up. If so, select “**FH Web – Default Printer**”.

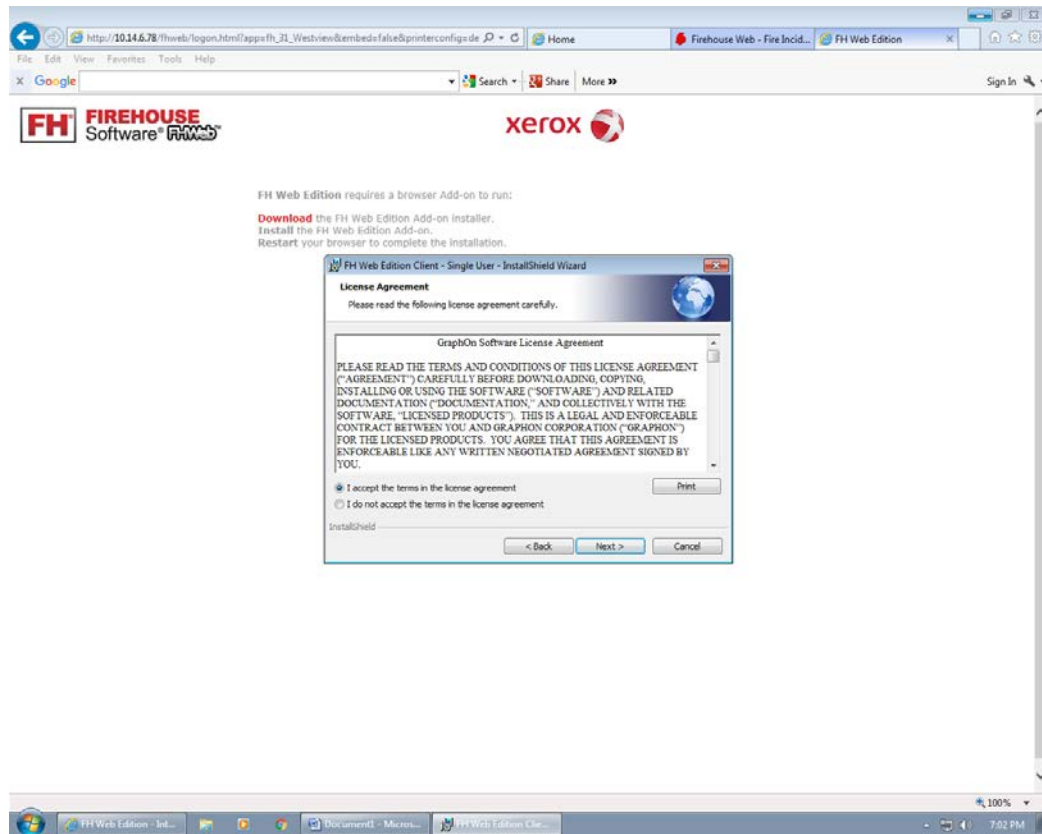


The screenshot shows a web browser window with the URL http://199.248.201.188/fhweb/FH_13_RockyRidge.html. The page features the Xerox logo at the top right and a large firehouse Maltese cross logo on the left with the letters 'FH' in red. The main content is organized into three columns. The first column contains sections for 'Welcome', 'Getting Started', and 'Support'. The second column contains a 'Useful Links' section. The third column contains a vertical list of printer selection options: 'FH Web - Default Printer' (circled in red), 'FH Web - All Printers', 'FH Web - No Printers', 'Multi-Monitor (Default Printer)', 'Multi-Monitor (All Printers)', and 'Multi-Monitor (No Printers)'. The footer contains the copyright notice: © 2005-2015 FIREHOUSE Software - A Xerox Company. All Rights Reserved.

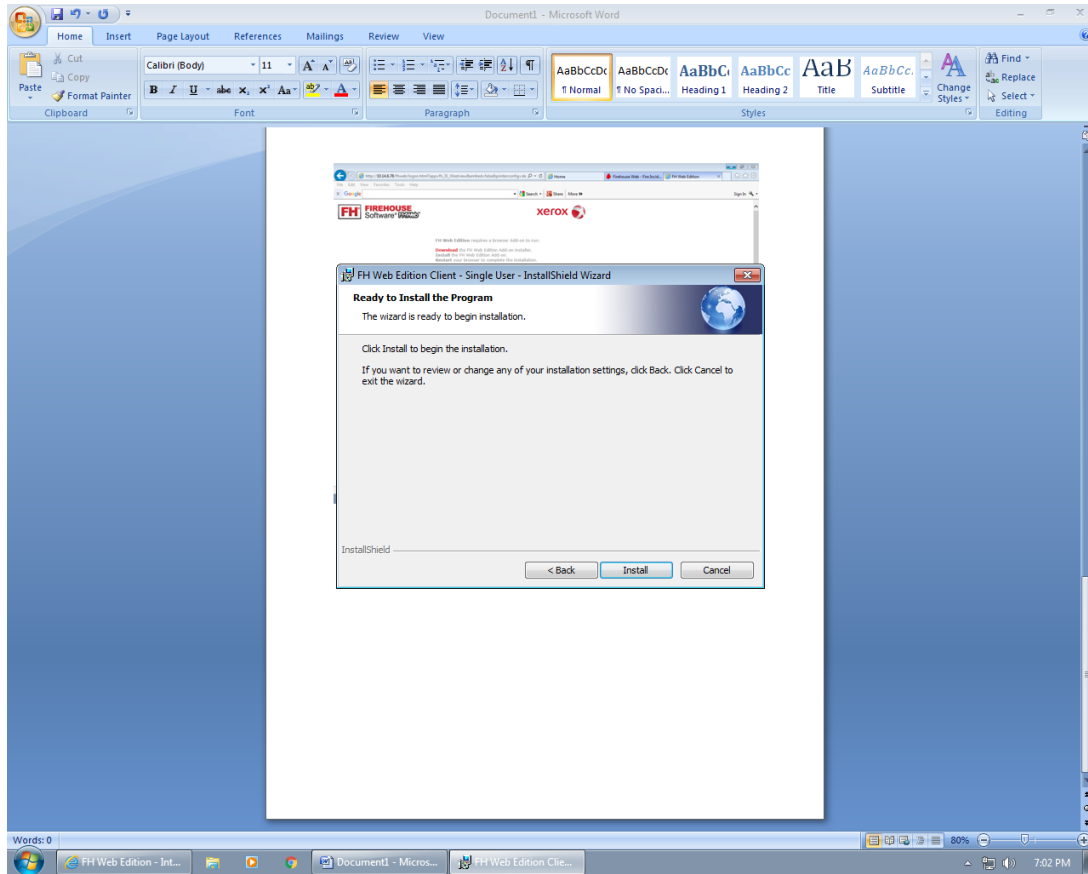
The first time you log into the site you'll be presented with the "install Add-in" prompt. Click on **Download** and then select "Run".



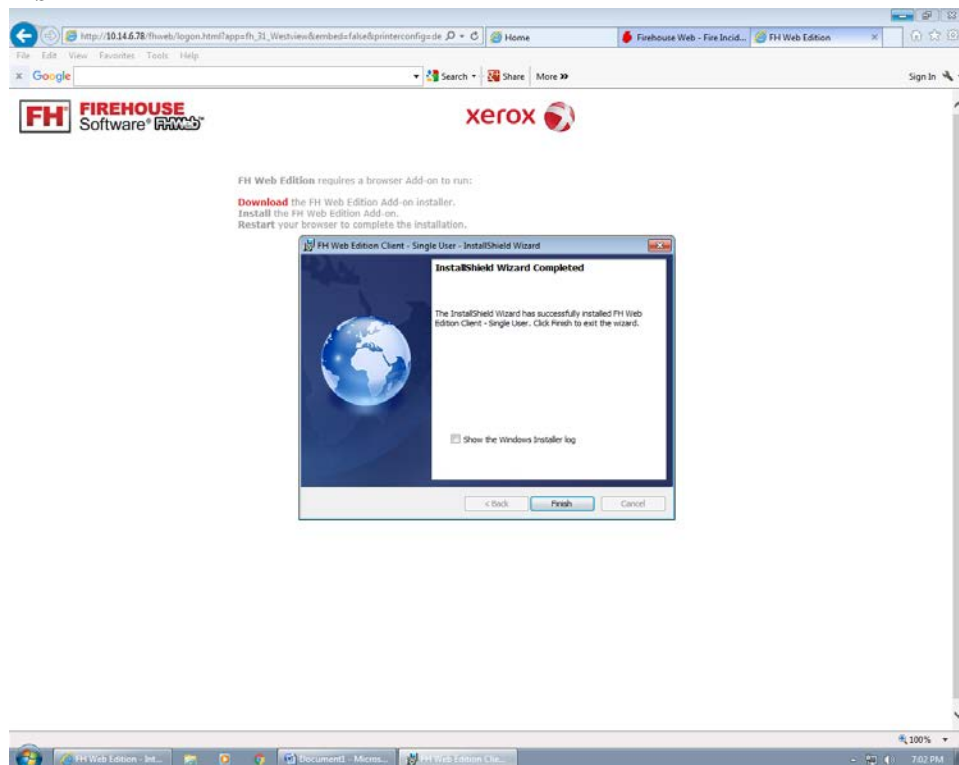
Next, you will be prompted to accept the **License Agreement**. Click **“I accept the terms in the license agreement”** and then **Next**



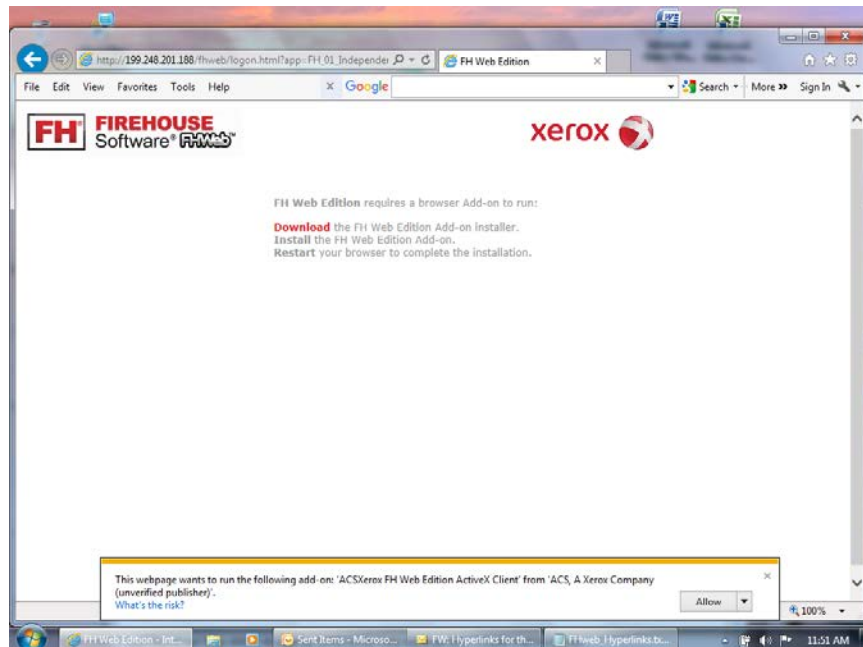
Click on **Install** and follow the prompts.



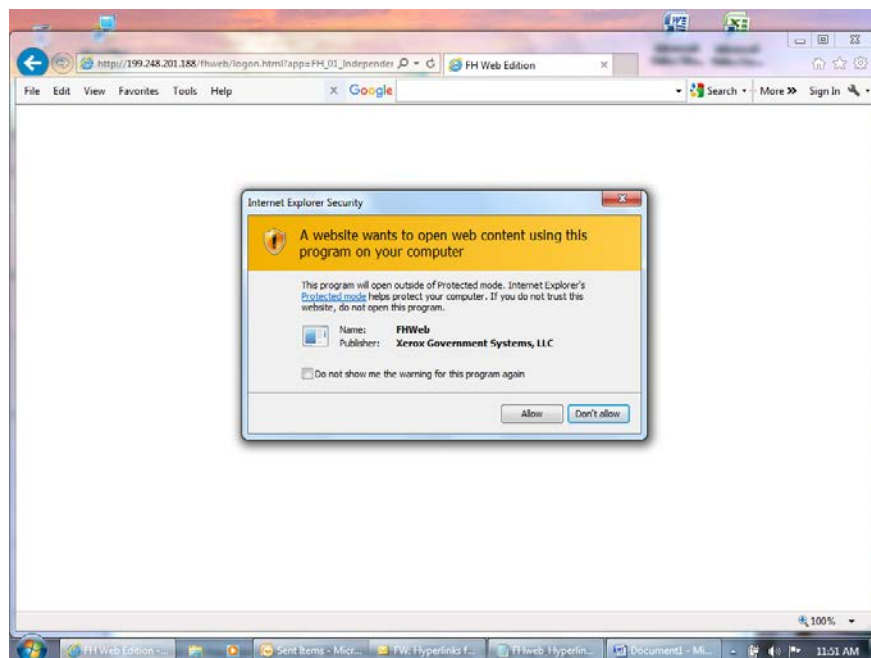
Click on **Finish**



Next, you will need to click on the Refresh button in the website address bar and then click on **Allow** at the bottom of the screen.



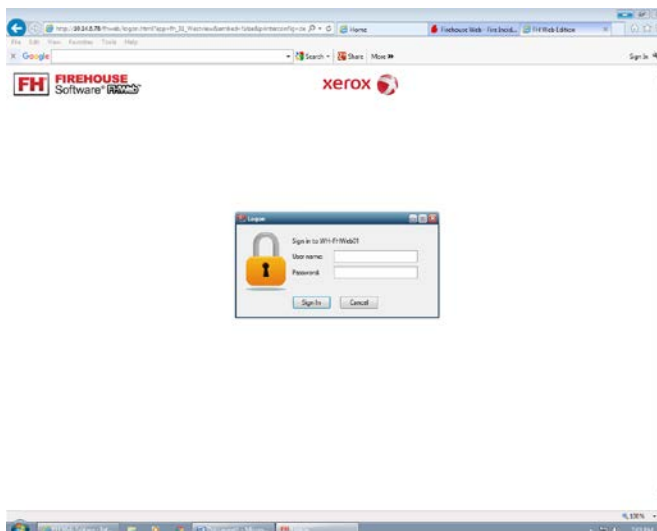
You will likely be prompted a second time to allow the browser add-in install: Click **Allow**



You will be presented with a login box that looks like what's shown below. For this you will use your MIEMSS number, station number and whether you're a career (c) or volunteer(v). For example,

0102034502c (MIEMSS # 0102034/Station 02/Career). The password will be **Firehouse1234**.

Note: Your old Firehouse login and password **WILL NOT WORK** on this screen. You must use the combination shown above. If the login box does not appear, click the back button or refresh button and re-select the Default Printer box.



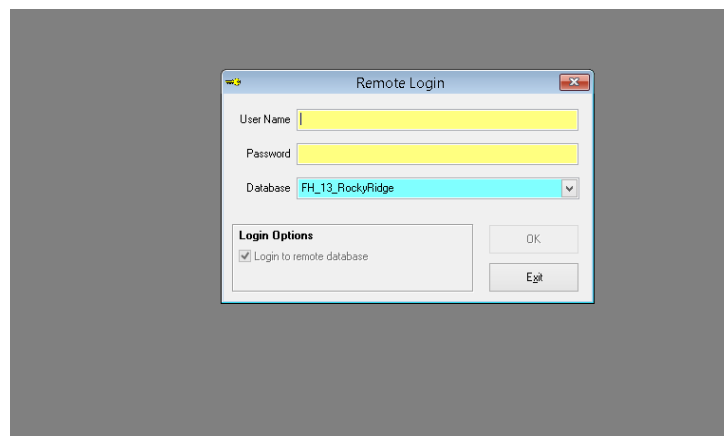
Firehouse will then create your remote profile:



On first login, every user will be presented with this pop-up:



This will only take a few minutes. After that you will be presented with the traditional Firehouse login screen. Until notified, **use your “old” Firehouse login and password at this screen.** Also, **do not change** the database entry shown for the station. Although you can select another entry, if you do it will cause damage to your remote profile.



Firehouse has been updated to the latest version so the interface will look a bit different, but all functionality remains the same.

When you are finished using Firehouse, PLEASE close out of the program by selecting **FILE** in the toolbar and then **EXIT** from the dropdown list. We have a limited number of licenses and doing this ensures that we do not exceed the allowable number of connections.