

FireSmart™ Canada Neighbourhood Recognition Program (FCNRP)

NRP Specialist (LFR in BC) user role

Welcome to the FireSmart Canada Neighbourhood Recognition Program Portal.

We are pleased to provide you with this written guidance to assist you with the application process. Please watch the Neighbourhood Champion training [video](#) for a visual overview of the portal prior to proceeding to the website. **NB:** The portal references LFRs (Local FireSmart Representatives) throughout. The new name for this role is NRP Specialist everyone except BC. The portal hasn't been updated to reflect this new terminology yet, so please keep in mind that **LFR = NRP Specialist**.

NRP Specialist user accounts can only be created by FireSmart Canada and use the same email address you used for the Level 2 NRP Specialist workshop. NRP Specialists cannot create their own user account within the portal. Any accounts created by selecting “sign up” on the landing page automatically become a Neighbourhood Champion. If you need to make changes to your email address, contact your provincial or territorial liaison OR email IT_support@ciffc.ca

It is important to note the Neighbourhood Champion (NC) is responsible for uploading and/or completing all forms except the Hazard Assessment form, which will be uploaded/entered by the you. The NRP Specialist is not able to submit/upload any other required documents from their account.

When a NC selects you as the NRP Specialist for their neighbourhood, you will be notified by email. The NC will go through the step-by-step process of entering and/or uploading the required forms. You will be able to upload the Hazard Assessment at any point throughout the process. The portal will display a message indicating that you are required to complete and upload the Hazard Assessment Form. You will receive an auto-generated email from the portal as well.

Let's get started!

1. **First time Login to the Portal.** Go to <https://neighbourhoodrecognition.firesmartcanada.ca/>, select “forgot my password”, enter your email and then check your inbox for a verification code. If your email address is not recognized, please contact [FireSmart Canada](#).
2. **View Dashboard.** Your dashboard view will show you a list of the neighbourhoods you are working with, the stage they are at, and indicate if any are waiting for their Hazard Assessment form to be uploaded. At the top right of the screen there is a small notification bell that will show a red dot if you have any new notifications.
3. **Select a neighbourhood that is waiting for its Hazard Assessment form.** You can fill out the Hazard Assessment form directly in the portal or upload a saved form from your computer. Once submitted, the NC will receive an auto-generated email letting them

know it has been uploaded. The NC can then complete their application submission for recognition. Once the NC has submitted the application, the NRP Specialist will receive an email letting them know it is ready for review and approve.

4. Approve or decline the application.

- Review the submitted application and either approve it if it is complete or decline and make a comment in the box requesting any missing information. If the application is declined, it will be sent back to the NC for review and the addition of any missing information, after which the application can be re-submitted.
- Once approved by the NRP Specialist, the provincial/territorial liaison (PTL) will receive a notification that there is a neighbourhood waiting for their review and approval.
- Once the provincial/territorial liaison approves the submission, it will be sent to FireSmart Canada for final approval.
- Once approved by FireSmart Canada, the PTL, NC and NRP Specialist will receive the official notification letter, and FireSmart Canada will send a new Neighbourhood Recognition sign or renewal sticker to the Champion or NRP Specialist (depending on who is identified on the Application form).

If you have questions while using the portal, please contact FireSmart Canada by email at nrpadmin@firesmartcanada.ca or by phone at 204-784-8420.

If you encounter any IT issues related to this portal or any other FireSmart Canada programs, you can access support through our IT help desk: IT_support@ciffc.ca (M-F 8 am to 5 pm)



November 1 – application window opens for NRP new and renewals, as well as NRP Incentive

January 31 – NRP Incentive application deadline

March 31 – application deadline for recognition (new and renewal)