

# Getting Started

## Create Your FSSID

In order to use Fire Station+, you need a Fire Station Software ID (FSSID). If you do not have one, please ask your department administrator to send you an invitation or reach out to us at

[support@firestationsoftware.com](mailto:support@firestationsoftware.com).

If you are a new department, the onboarding team will send the initial invitation to your department's administrator.

In your inbox, look for an email titled *You Are Invited to a Department's Hub!* and look for the invitation link labelled "Click Here to Continue". To create your FSSID, follow the link and fill out your information in the registration form.

You Are Invited to a Department's Hub!



Fire Station Software <admin@hub.firestationsoftware.com>  
To: Fire Station Software Support



## Fire Station Software

Department #1 has invited you to join their Department Hub.  
Use the link below to set up your Fire Station Software ID (FSSID) and accept the invitation.

[Click Here to Continue](#)

This email was sent by Fire Station Software, LLC. You can reach us by email at [support@firestationsoftware.com](mailto:support@firestationsoftware.com) or by phone at (888) 809-2673.



### Department Hub Invitation

Department #1 has invited you to join their Department Hub. You must sign up for an FSSID to continue. If you already have an FSSID you may [sign in](#).

First Name

Last Name

Email

support@firestationsoftware.com

Password

Confirm Password

**Continue**

That's it! You are now ready to use Fire Station+.

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## Fire Station+ Apps

### Department Hub

The Department Hub app is where you manage your FSSID and your department. It also is a central location for opening other apps.

Access the Department Hub at <https://hub.firestationsoftware.com>.

### Apparatus Checks

The Apparatus Checks web app is an extension of the Apparatus Checks module in Fire Station. You can manage your apparatus, equipment and check forms, and conduct checks with mobile or tablet devices.

Access the Apparatus Checks app at <https://apparatus-checks.platform.firestationsoftware.com>.

### Incident Reports

There are two components to incident reporting in Fire Station+ :

The Incident Reports app is an extension of the Incident Reporting module in Fire Station. You can use the web app to fill out NFIRS reports quickly and accurately– save your progress at any time!

Access the Incident Reports app at <https://field-reports.firestationsoftware.com>.

You can use the Field Reports app to collect incident information in the scene and upload it to the Incident Reports app later on.

Download the Android app from the Department Hub at <https://hub.firestationsoftware.com/fire-station-plus/settings>.

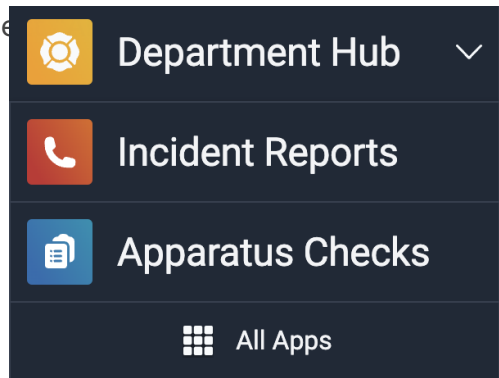
## Support Portal

Communicate directly with us and monitor your support tickets.

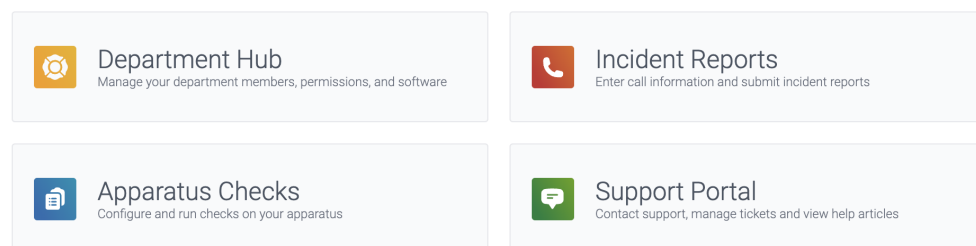
Access the support portal at <https://portal.firestationsoftware.com>.

## Open Apps With the App Launcher

1. When using a Fire Station+ app, click the name of the app in the top left to open the app shortcuts.
2. Select the app you want to use.
3. If the app is not listed, select the app launcher and select an app.



### App Launcher



# Choose Your Department

When you sign in to a Fire Station+ app using your FSSID, you use the app in the context of the original department you were invited to join. However, you can link your FSSID to more than one department. All you need to do is accept invitation from an additional department.



## Department Hub Invitation

FSS Technical Support Local has invited you to join their Department Hub. The email address associated with this invitation

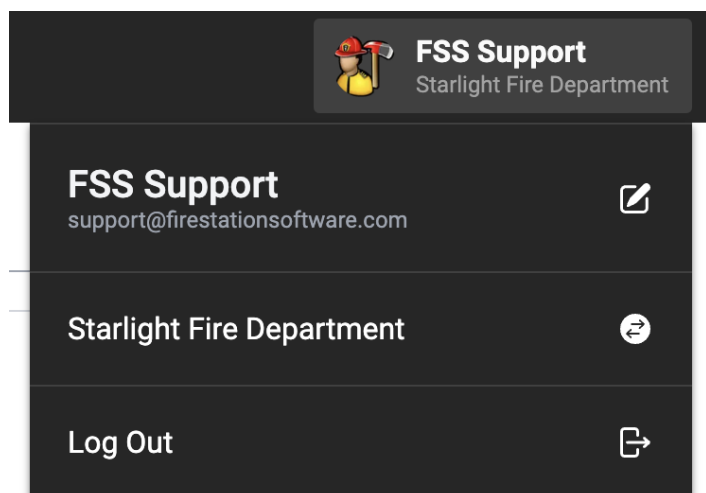
support@firestationsoftware.com

is already being used by an FSSID. Please sign in to continue.

**Sign In**

If your FSSID is linked to multiple departments, you will be prompted to select one when you sign in. You can also switch between them at any time.

1. While using a Fire Station+ app, click your name/department name in the top right bar to open the menu.
2. Click the name of your department in the menu to view a list of your departments.
3. Select the name of the department you want to use






**FSS Support**  
Starlight Fire Department

## FSS Support

support@firestationsoftware.com



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My Departments

FSS Technical Support Local



Starlight Fire Department

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