

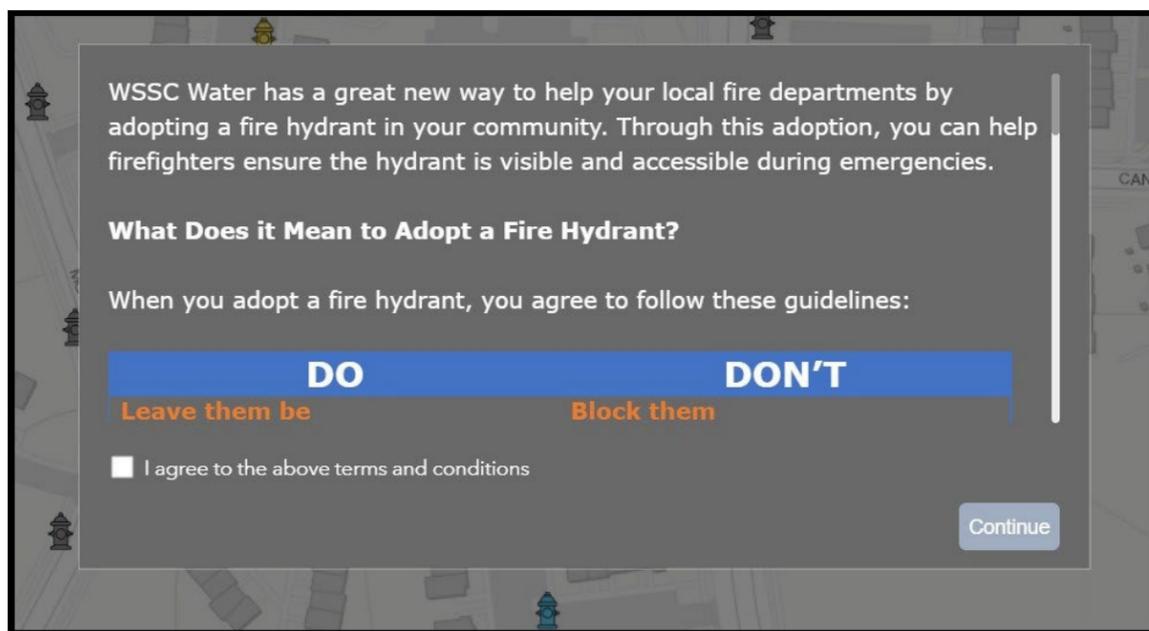
Adopt A Fire Hydrant

Introduction

Welcome to Adopt A Fire Hydrant! This quick reference guide enables you to make the most of your experience when you try to adopt a fire hydrant. It provides information you will need on how to use the Adopt A Fire Hydrant website. Adopting a fire hydrant means the guardian or adopter will maintain the fire hydrant by clearing it of snow, grass, or debris, thereby ensuring it is visible for firefighters to see the hydrant when there is a fire incident or emergency. Being able to access water quickly and easily during a fire can be a matter of life and death, which is why developing this app is important to our community.

Prerequisites

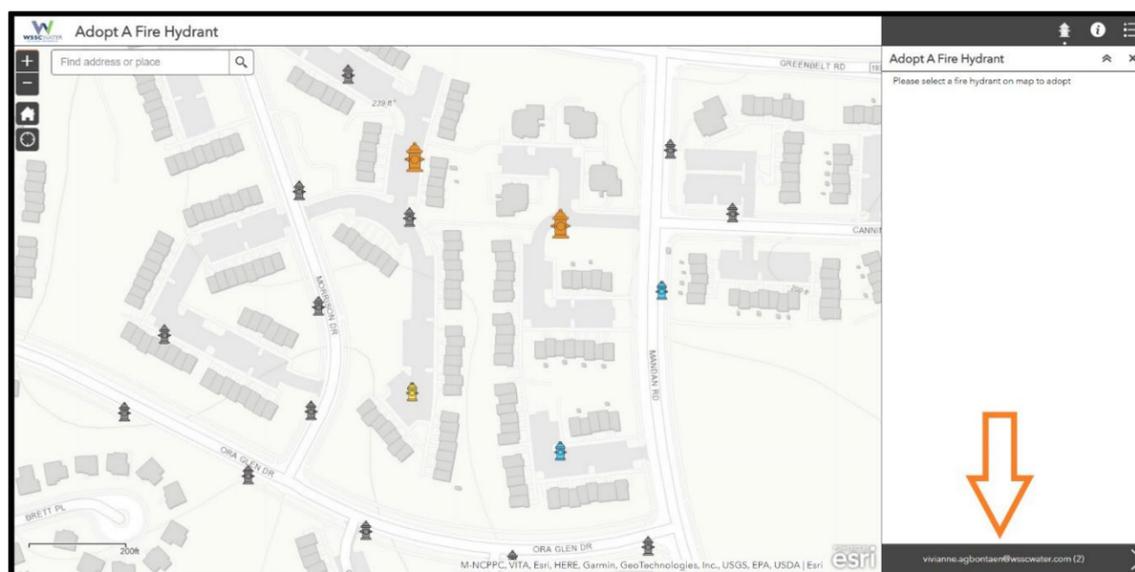
WSSC Water customers must agree to the terms and conditions that appear on the website each time they visit the Adopt A Fire Hydrant website. Scroll down to read the full content before checking the box to agree to the terms and conditions.



Using the Adopt A Fire Hydrant Website

Q1. How Do I Register to Adopt A Fire Hydrant?

- Proceed to the Adopt A Fire Hydrant website at <https://gisportal.wsscwater.com/adoptafh/>
- Click on the checkbox to agree to the terms and conditions if you wish to proceed.
- Click the **Continue** button.
- Enter your email address.
- Click on the **Login/Sign Up** tab.
- Fill in all the required fields.
- Click **Sign Up**. A Login link will be sent to the registered email address.
- Click the **OK** button on the pop-up login link notification message.
- Click on the **Login** link in the email sent to your email address. Your browser will open to the Adopt A Fire Hydrant website.
- Click on the checkbox to agree to the terms and conditions again.



Look for your email address at the bottom right hand side of the screen, this confirms that you have been registered.

Q2. How Do I Login to the Adopt A Fire Hydrant Website?

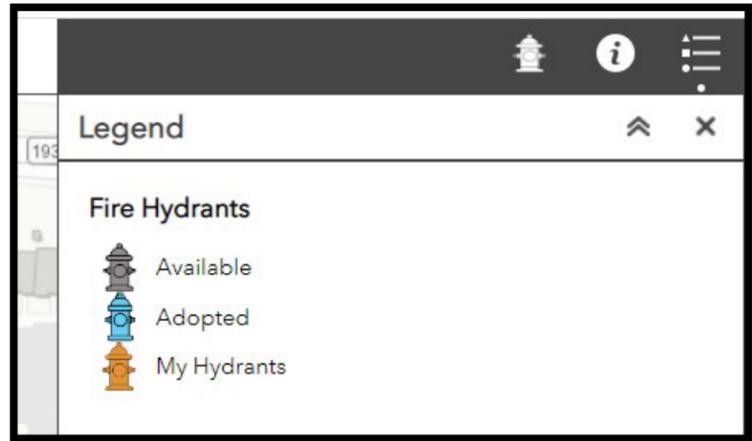
- Proceed to the Adopt A Fire Hydrant website at <https://gisportal.wsscwater.com/adoptafh/>
- Click on the checkbox to agree to the terms and conditions if you wish to proceed.
- Enter your registered email address.
- Click on the **Login/Sign Up** tab.
- Read the displayed message, **The login link has been emailed to you. Please click the link in your email to access Adopt A Fire Hydrant.**
- Click on the **OK** button.
- Check your email for the login link.
- Click on the **Login** link. A new browser will open to the Adopt A Fire Hydrant website.
- Click on the checkbox to agree to the terms and conditions again.

Note: The Login link is valid for only 20 minutes. Every time you login, a login link will be sent to your email address to enable you to access the website.

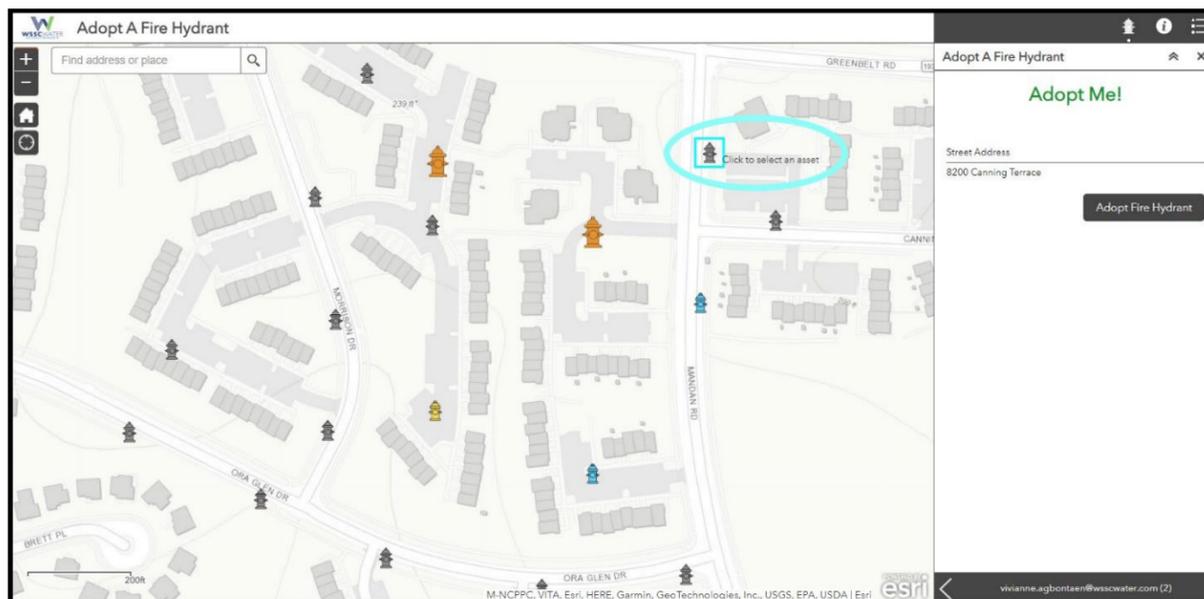
Q3. How Do I Apply to Adopt A Fire Hydrant?

- Enter an address in the **Find address or place** search box on the top left of the screen.
- Click on the **Search** icon. The search result will display fire hydrants in that location.

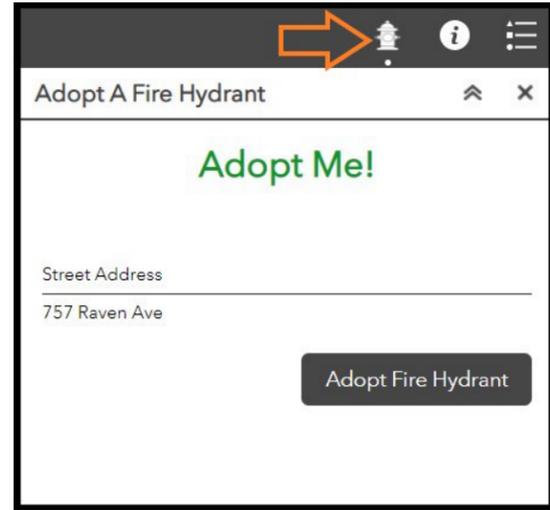
Note: Use the **Legend**  icon to see the fire hydrant color indicator. This will help you understand how to select a fire hydrant on the map.



- Select a gray colored fire hydrant on the map. This will open the **Adopt Me** pane, which will enable you to submit adoption requests.



Note: If you are viewing the **Legend** or **About**  icon in the details pane, you will not get the **Adopt Me** pane when you click on the map to select a fire hydrant. In other words, you won't be able to adopt. You must be viewing the **Adopt A Fire Hydrant** details pane, which is displayed when you select the white colored fire hydrant at the top right-hand side of the screen.



- Click the **Adopt Fire Hydrant** button. An ID number will be generated to identify the fire hydrant.
- Click the **OK** button on the confirmation message displayed. The **Adopt Me** form will change to **I've been Adopted**, which means your submission has been approved.

Q4. How Do I View My Fire Hydrant Adoption Information?

- Enter your registered email address to login (follow the login instructions above).
- Click on your email address at the bottom right hand side of the screen. The fire hydrant(s) you have adopted will be displayed by the ID number.
- Click on the ID number to open the fire hydrant's details.

Note: Clicking on your email address at the bottom right hand side of the screen displays two views of the details pane, (1) the **Please select a fire hydrant on the map to adopt** and (2) the ID numbers to the fire hydrants you have adopted.

Q5. How Do I Update My Fire Hydrant Adoption Information?

- Enter your registered email address to login (follow the login instructions).
- Click on your email address at the bottom right hand side of the screen. The fire hydrant(s) you have adopted will be displayed by the ID number(s).
- Click on a fire hydrant ID number.
- Select the details you wish to update. You can update the following information:
 - **Is Fire Hydrant Cleared?** To inform of most recent removal of snow, grass, or debris.
 - **Opt out?** To cancel an adopted fire hydrant.

Note: You can also make the same updates from the Login link message sent to your registered email address when you login.

Technical Support/Contact Us

If you need help, contact the IT-GIS team via email at WSSC_GIS@wsscwater.com for issues and questions about using the web application.

Please email emergencycallcenter@wsscwater.com to report fire hydrant issues, tampering, damage or disrepair.