

# FEMA GO Startup Guide

This guide provides an overview of the Grants Technology Division, FEMA GO roles and permissions, SAM.gov, and Login.gov, as well as directions on how to access your organization information and manage teams in FEMA GO.

May 2024



FEMA



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# Table of Contents

Grants Technology Division (GTD): An Overview .....	2
Roles and Permissions .....	4
System for Award Management (SAM.gov) .....	6
Account Creation and Management .....	9
Organization Information .....	23
Team Management .....	27
FEMA GO Help Desk Information .....	35

## Objectives

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By the end of this FEMA GO training, you will be able to:

- Understand the Grants Technology Division (GTD) initiative.
- Identify FEMA GO user roles and permissions.
- Explain the importance of SAM.gov.
- Create and manage a Login.gov and FEMA GO Account.
- Manage a team as an AOR or SAR.

# Grants Technology Division (GTD): An Overview

# Grants Technology Division (GTD) Overview

Grants Technology Division (GTD) is transforming FEMA's grants process by simplifying and streamlining business methods.

GTD is moving from multiple legacy systems to one unified grants management platform, FEMA Grants Outcomes (FEMA GO):

- Started with Assistance to Firefighters Grants (AFG).
- Added HMA and FMA.
- In FY23, we onboarded 12 programs.
- Currently onboarding 25 programs for FY24, including disaster programs.

## GTD's Expected Outcomes:

- Improve technology to meet business needs.
- Simplify grants life cycle processes.
- Improve timeliness of grant awards to survivors and communities.
- Access to complete and accurate grants data in one system.

# Roles and Permissions

# Roles and Permissions within an Organization

Authorized Organization Representative (AOR)	Manages team members and has all permissions for the organization, including submitting information to FEMA. <b>No limit on the number of AORs.</b>
Organization Member	Can view and edit all information but cannot submit to FEMA or manage teams.
Programmatic Member	Can view and edit all information and submit amendments and programmatic reports.
Financial Member	Can view and edit all information and can only submit payments or draw down requests, financial reports, and amendments.
Grant Writer	Can view and edit all information for an application or subapplication.
Subrecipient Authorized Representative (SAR)	Can view, edit, and submit a subapplication and give other users subrecipient role permissions.
Subrecipient Member	Can view and edit a subapplication.



# System for Award Management (SAM.gov)

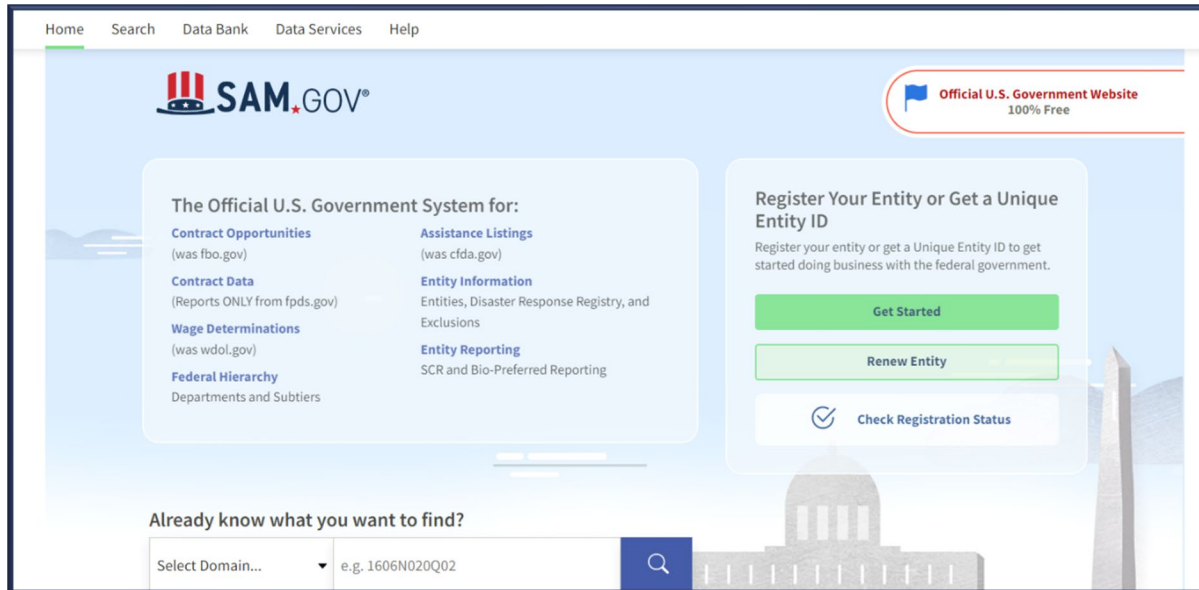
SAM.gov Overview

SAM.gov Account Reminders



# SAM.gov Overview

Automated sweeps of SAM.gov are conducted nightly by FEMA GO to pull over updated information.



## Entities use SAM.gov to:

- Register to do business with the U.S. government.
- Update or renew entity registration.
- Check status of an entity registration.
- Search for entity registration and exclusion records.

## To register in SAM.gov, at a minimum, you will need the following information:

- Name of organization.
- Organization eBIZ POC.
- Organization Email.
- Organization Phone Number.
- Unique Entity Identifier (UEI).

### Helpful Tip:

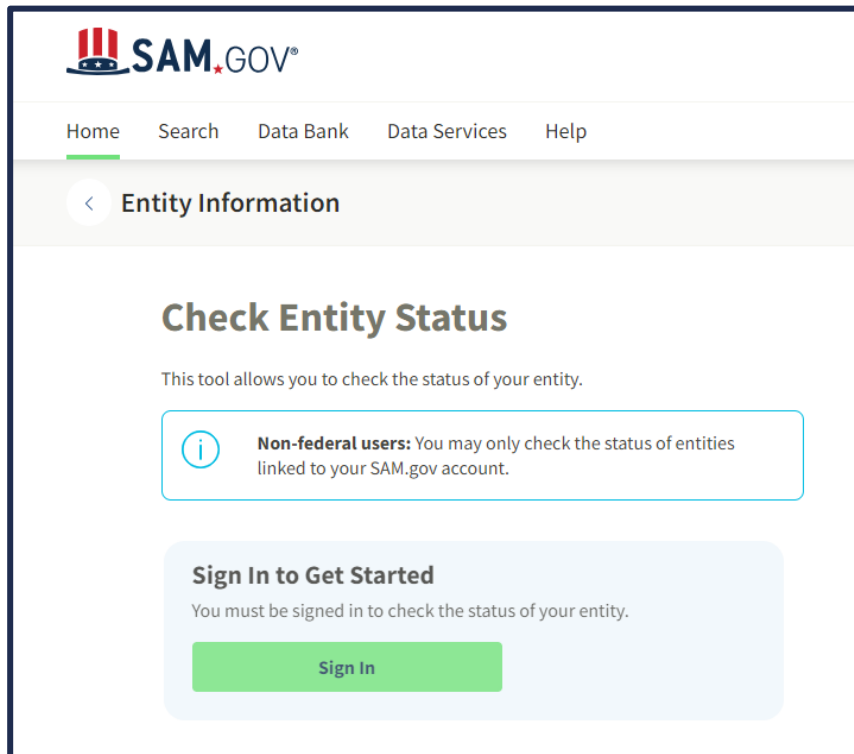
FEMA GO automatically imports and adds certain information from SAM.gov.



# SAM.gov Account Reminders

## Important reminders regarding your SAM.gov account:

- Registering with SAM.gov is required prior to starting and applying to FEMA through the FEMA GO System.
- SAM.gov can take an extended period of time to process registrations and we suggest selecting financial assistance awards rather than all awards for faster processing.
- Your SAM.gov account must remain active throughout the evaluation process. It is only active for one year and must be renewed annually, as it has an expiration date.





# Account Creation and Management

Sign in with Login.gov

Best Practices to Create a Login.gov Account

New FEMA GO User Account Creation

Internal FEMA Employees

Account Scenarios

Managing Emails

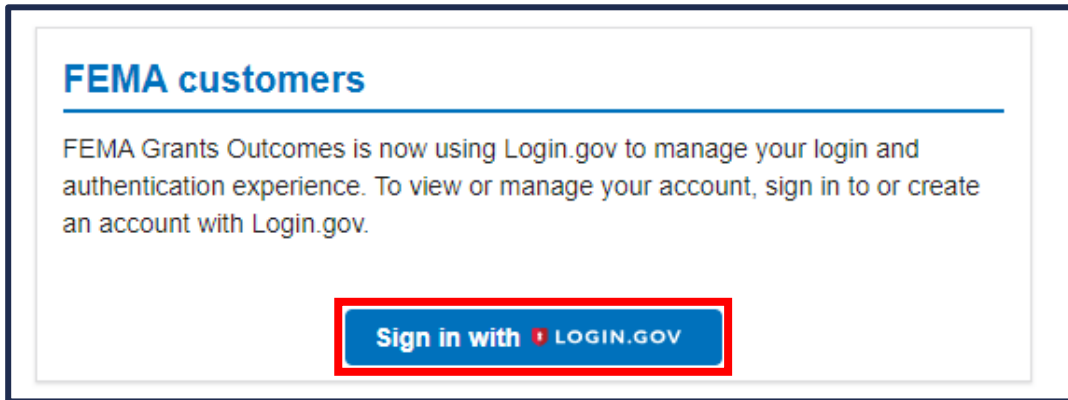
Managing Email Notifications



# Sign-in with Login.gov

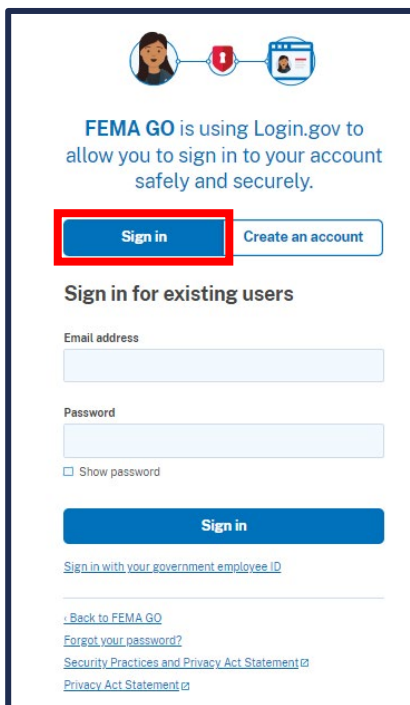
## Step 1:

Navigate to [go.fema.gov](https://go.fema.gov) and select **Sign in with Login.gov**.



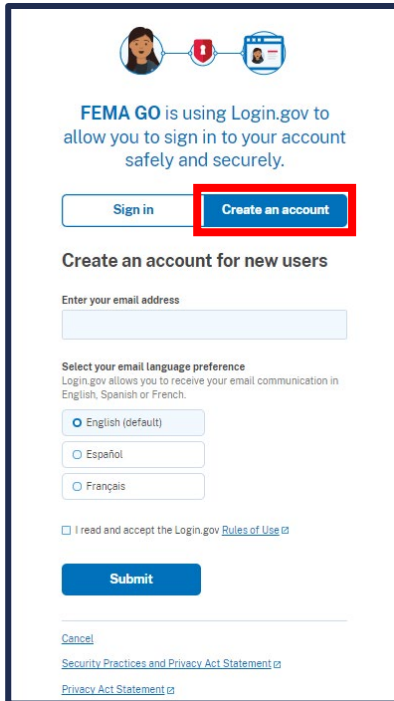
## Step 2:

If you already have a Login.gov account, select **Sign in** and enter your previously created account information.



# Sign-in with Login.gov, Continued

If you **do not** already have a [Login.gov](https://login.gov) account, select **Create an account** and follow the prompts to create an account with your email address.



FEMA GO is using Login.gov to allow you to sign in to your account safely and securely.

**Create an account for new users**

Enter your email address

Select your email language preference  
Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)
  Español
  Français

I read and accept the Login.gov [Rules of Use](#)

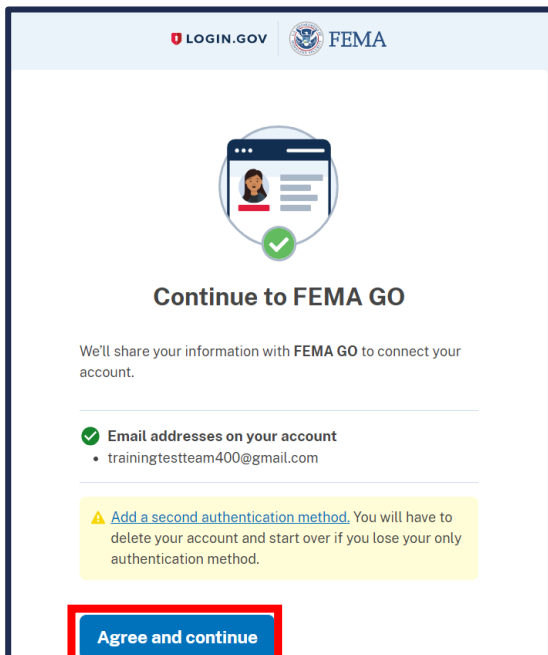
[Cancel](#)



[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

## Step 3:

Select **Agree and continue** to be directed back to the FEMA GO webpage.







**Continue to FEMA GO**

We'll share your information with FEMA GO to connect your account.

**Email addresses on your account**

- trainingtestteam400@gmail.com

 **Add a second authentication method.** You will have to delete your account and start over if you lose your only authentication method.

# Best Practices to Create a Login.gov Account

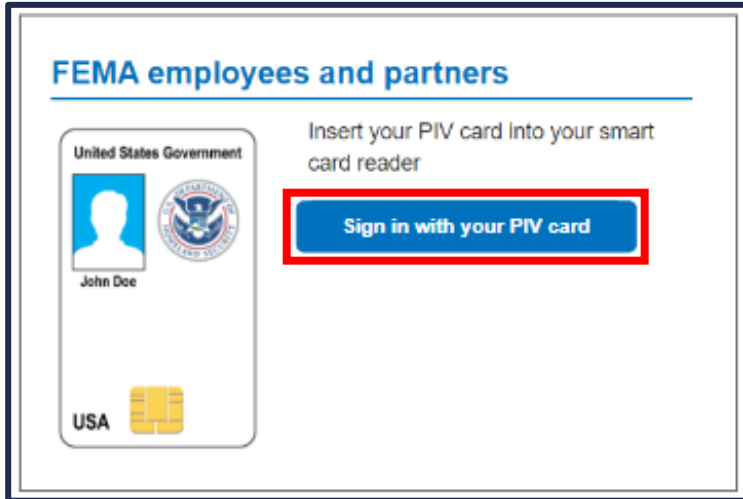
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## Best Practices:

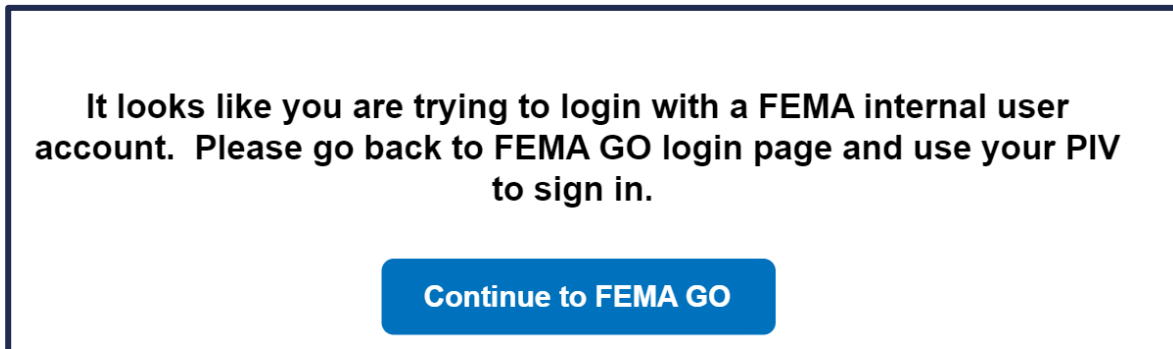
1. If you already have a FEMA GO email, use that email when creating your Login.gov account to keep your established roles and permissions.
  - The email should be all lowercase and without special characters.
2. If you are the AOR and your SAM.gov email does not match any of your emails in Login.gov, you will need to add it to Login.gov and then login to FEMA GO again to sync.
3. Utilize a unique email rather than a shared email when creating your Login.gov account.
4. If you have issues with the redirection to FEMA GO from Login.gov please logout and log back in via Login.gov.

# Internal FEMA Employees

If you have a PIV card, then you must select **Sign in with your PIV card**:



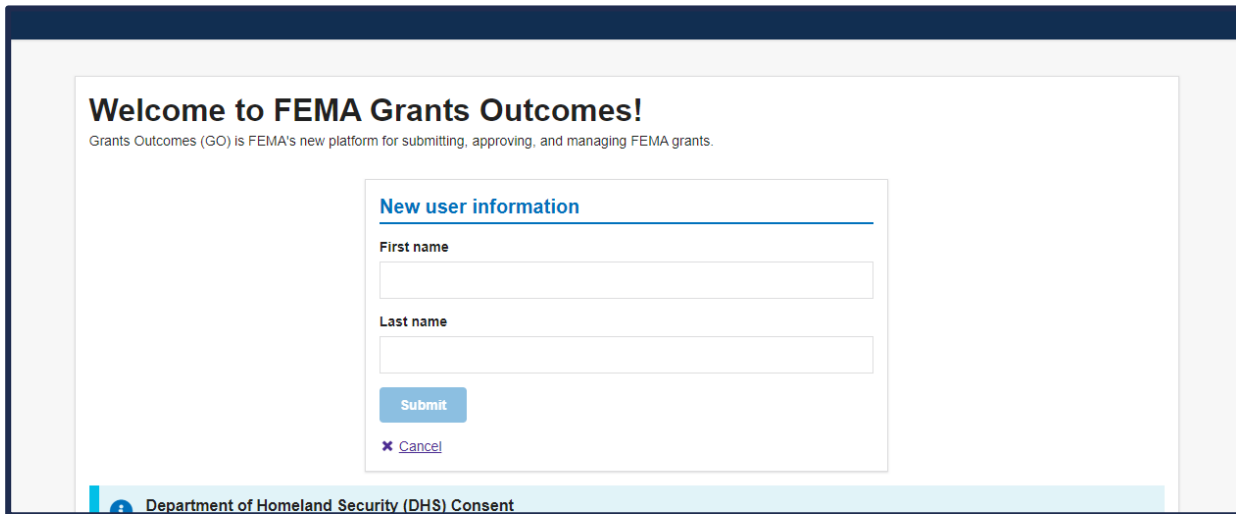
If you attempt to sign in with Login.gov you will receive this error and be directed back to FEMA GO.



# New FEMA GO User Account Creation

If you are a new FEMA GO User, after you have created your Login.gov account, you will be automatically direct back to FEMA GO.

To create a FEMA GO account, you must enter your **First name** and **Last name**.



**Welcome to FEMA Grants Outcomes!**  
Grants Outcomes (GO) is FEMA's new platform for submitting, approving, and managing FEMA grants.

**New user information**

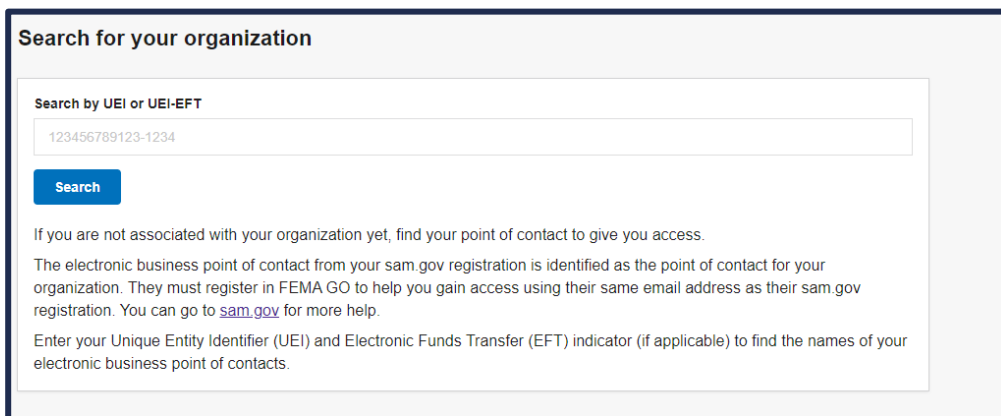
First name

Last name

[✕ Cancel](#)

Department of Homeland Security (DHS) Consent

If upon logging in, you are not associated with your organization yet, you can search for your POC by using the UEI listing. They will need to add you to your organization.



**Search for your organization**

Search by UEI or UEI-EFT

If you are not associated with your organization yet, find your point of contact to give you access.

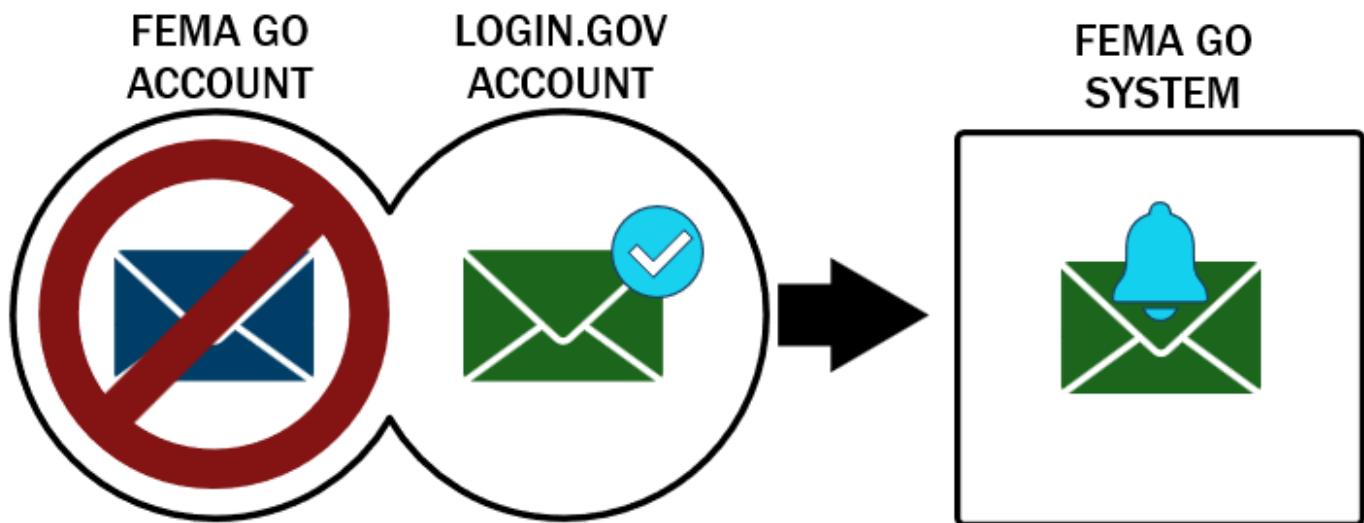
The electronic business point of contact from your sam.gov registration is identified as the point of contact for your organization. They must register in FEMA GO to help you gain access using their same email address as their sam.gov registration. You can go to [sam.gov](http://sam.gov) for more help.

Enter your Unique Entity Identifier (UEI) and Electronic Funds Transfer (EFT) indicator (if applicable) to find the names of your electronic business point of contacts.

# Account Scenario 1

## Scenario 1: No FEMA GO Account and Login.gov Account has 1 email.

- Your AOR will use your login.gov provided email to add you as a new team member; then you will receive an email instructing you to sign in to Login.gov to access FEMA GO.
- After authenticating in Login.gov for the first time using this email, you will be directed to FEMA GO.
- When you check your profile, you will see that the email you used to log in in Login.gov is set as the **Email for notifications** and the roles and programs assigned to you by your AOR.

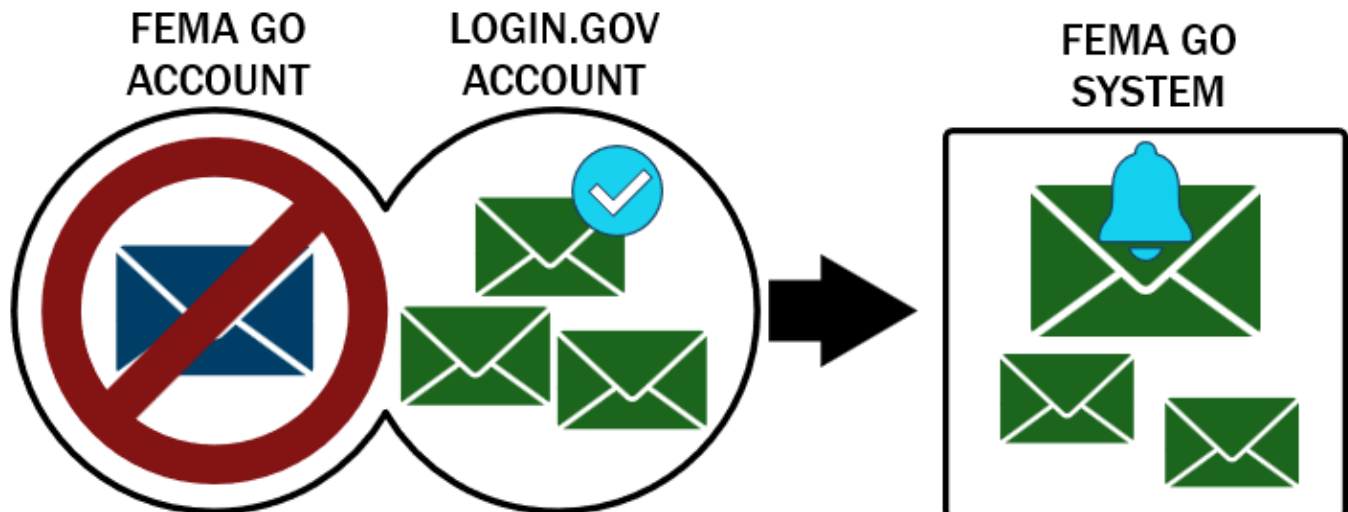




## Account Scenario 2

### Scenario 2: No FEMA GO Account and Login.gov Account has more than 1 email.

- You provide your AOR the email from your Login.gov account that you wish to use for FEMA GO. Your AOR will use this email to add you as a new team member; then you will receive an email instructing you to sign in to Login.gov to access FEMA GO.
- After authenticating in Login.gov for the first time, you will be directed to FEMA GO.
- When you check their profile, you will see that the email used to log in in Login.gov is set as the **Email for notifications**. You will also see all the other emails from Login.gov listed in your profile with the option to set a different Email for notifications, and the roles and programs assigned to you by your AOR.



# Account Scenario 3

## Scenario 3: Registered FEMA GO User with matching Login.gov email.

- If you have one email in Login.gov and you authenticate with your established FEMA GO account email, when you log in to FEMA GO via Login.gov and view your profile, you will see this email set as the **Email for notifications**.



- If you have multiple emails in Login.gov and you authenticate with your established FEMA GO account email, when you log in to FEMA GO via Login.gov and view your profile, you will see the FEMA GO email set as the **Email for notifications** with the other emails listed and the option to set a different Email for notifications.

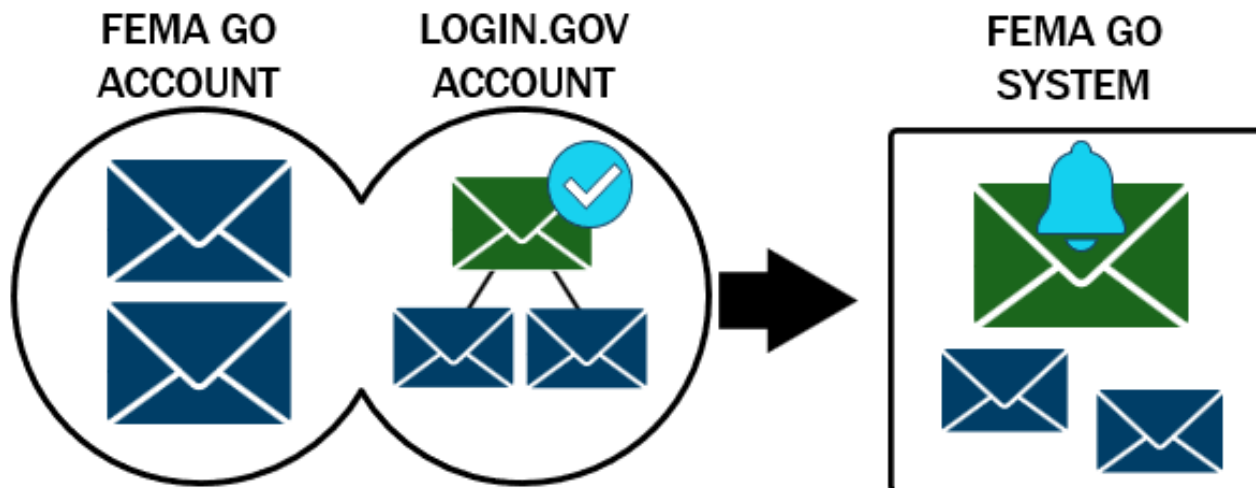


- The roles and programs previously assigned to you will appear unchanged in your FEMA GO profile.

# Account Scenario 4

## Scenario 4: User with 2 Active FEMA GO Accounts.

- If you use two different emails to login to FEMA GO, then you will need to create a Login.gov account that has both emails linked.
- Then after authenticating and being directed to FEMA GO you will see the authenticated email in Login.gov is set as the **Email for notifications** in your profile, along with the additional emails and the option to change the Email for notifications.
- Under your profile, you will see the roles and programs previously associated with those two emails and be able to perform both roles under one login.



## Account Scenario 5

### Scenario 5 (After Migration): Transferring a FEMA GO email address to a different Login.gov Account.

- If an external user (User 1) previously signed in to login.gov to access FEMA GO and has gone through the migration, then that FEMA GO email will be associated with that user's Login.gov account.
- If a different user (User 2) wants to utilize that email address, then User 1 will need to delete it from their Login.gov account and User 2 will need to setup their own Login.gov account and add the email.
- Now when User 2 logs in to FEMA GO via Login.gov, their FEMA GO profile will show that the email is selected as the **Email for notifications**, but since the roles and permissions were associated with User 1 when they migrated the first time, User 2 will not inherit these roles and permissions.
- The organization will have to assign the proper roles and permission for User 2 through the Team management functionality in FEMA GO.

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## Account Scenario 6

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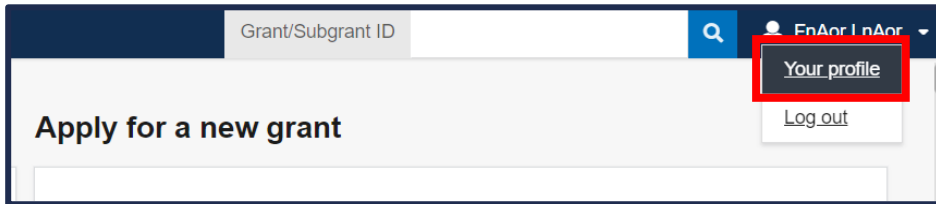
### Scenario 6 (After Migration): Changing email addresses.

- If you add an email address to your Login.gov account, and the email added exists in FEMA GO and has not gone through the migration, when you go to FEMA GO via Login.gov and go to your profile, you will see this email added, along with any permissions that were assign to the email.
- If you changed your Login.gov account such that none of the FEMA GO emails in your profile match your Login.gov emails, then the next time you log in to FEMA GO via Login.gov, your profile will display the emails listed in Login.gov and the email used to log in to Login.gov will be set as the **Email for notifications**. None of your roles or permissions will change.

# Managing Email Notifications

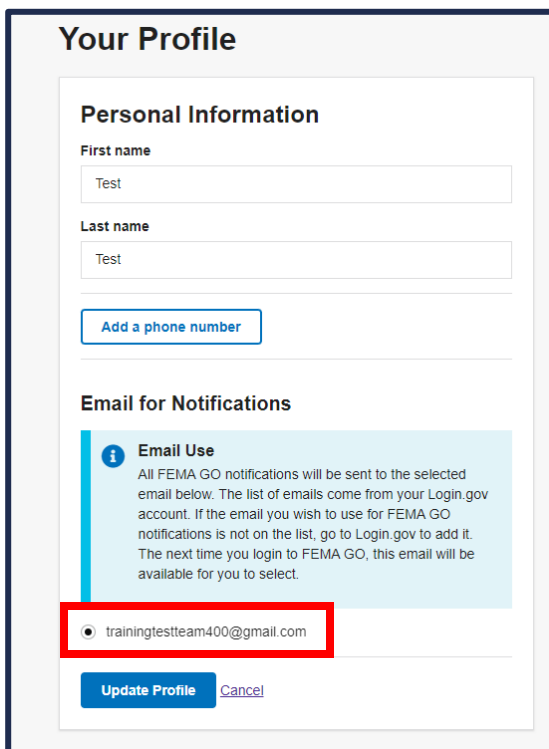
## Step 1:

To view and manage your **Email for notifications**, select **Your profile** from the dropdown in the top banner.



## Step 2:

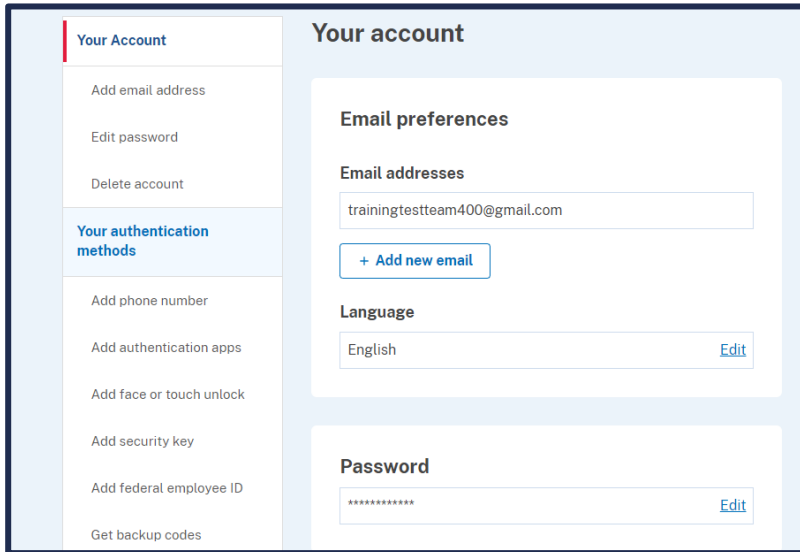
Review your **Personal Information** to edit, as needed.



# Managing Email Notifications, Continued

## Step 3:

Select an **Email for notifications** from the list to use for your FEMA GO notifications. All FEMA GO notifications will be sent to the selected email.



The screenshot shows the 'Your account' settings page. On the left is a navigation menu with options like 'Add email address', 'Edit password', 'Delete account', and 'Your authentication methods'. The main content area is titled 'Your account' and contains three sections: 'Email preferences', 'Email addresses', and 'Password'. The 'Email addresses' section shows a list with one email address: 'trainingtestteam400@gmail.com'. Below the list is a '+ Add new email' button. The 'Language' section shows 'English' with an 'Edit' link. The 'Password' section shows a masked password field with an 'Edit' link.

### Helpful Tip:

The emails listed come from your Login.gov account. If the email you wish to use for notifications is not listed, please go to Login.gov to add it. The next time you log in to FEMA GO, this email will be available.



# Organization Information

Welcome Screen Overview

My Organization Profile

Multiple Organizations

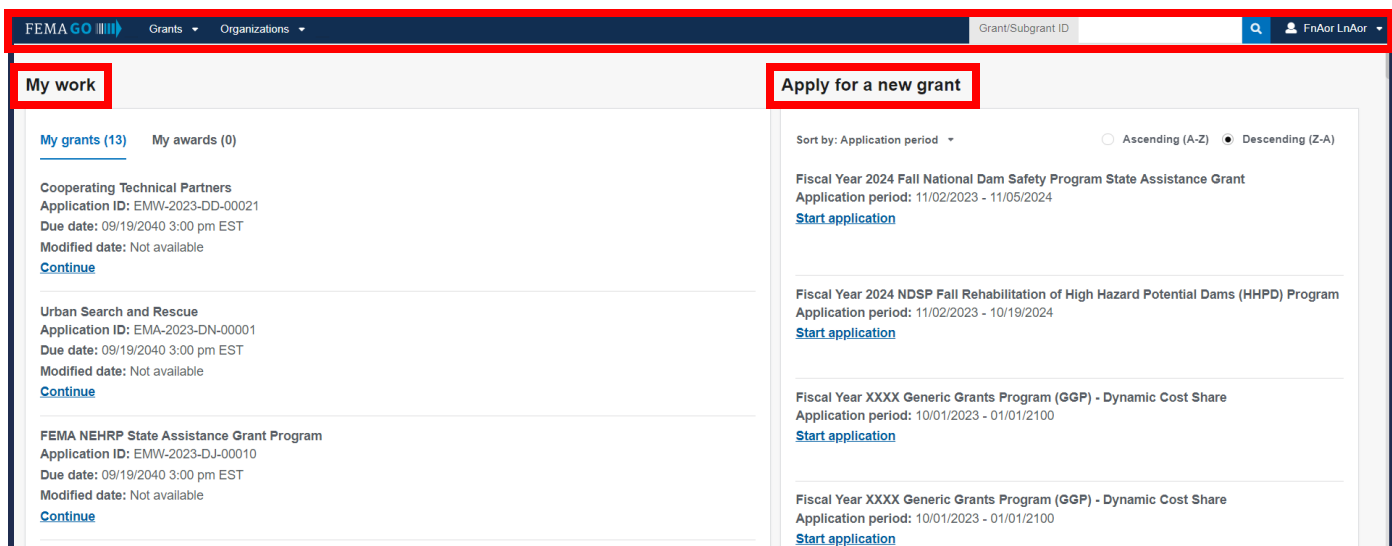




# Welcome Screen Overview

Your view of the welcome screen will depend on your assigned role/roles in FEMA GO.

- The welcome screen contains three main areas that are important to completing tasks within FEMA GO.
  - Apply for a new grant section where you will find grants listed by name, the dates for the application period, and a link to start the application.
  - My work section with tabs for **My grants** and **My awards**. My grants lists grant applications that you have completed or that you are in the process of completing. My awards lists grants that have been awarded.
  - The top blue banner has navigation links such as Grants, Organizations, and a Grant/Subgrant ID search bar. These links will vary based upon your role within FEMA GO.



The screenshot displays the FEMA GO interface. At the top, there is a navigation bar with 'FEMA GO' and 'Grants' and 'Organizations' dropdown menus. A search bar for 'Grant/Subgrant ID' is also present. The main content area is divided into two sections:

- My work:** This section has two tabs: 'My grants (13)' and 'My awards (0)'. Under 'My grants', three grant entries are listed:
  - Cooperating Technical Partners (Application ID: EMW-2023-DD-00021)
  - Urban Search and Rescue (Application ID: EMA-2023-DN-00001)
  - FEMA NEHRP State Assistance Grant Program (Application ID: EMW-2023-DJ-00010)
- Apply for a new grant:** This section shows a list of grants with sorting options (Ascending (A-Z) and Descending (Z-A)). Three grants are visible:
  - Fiscal Year 2024 Fall National Dam Safety Program State Assistance Grant
  - Fiscal Year 2024 NDSP Fall Rehabilitation of High Hazard Potential Dams (HHPD) Program
  - Fiscal Year XXXX Generic Grants Program (GGP) - Dynamic Cost Share

## Helpful Tip:

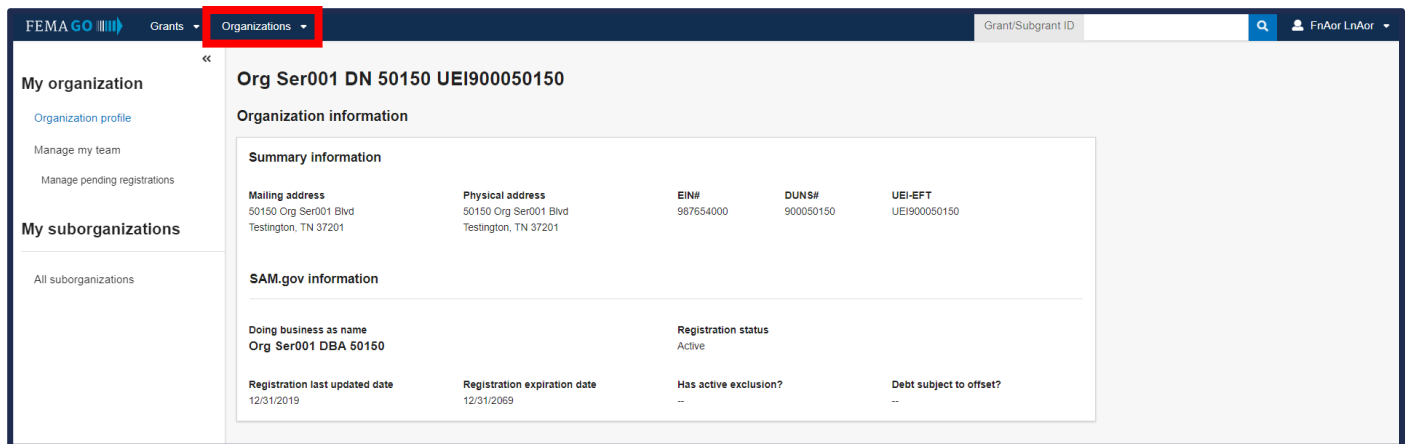
If you have difficulty logging in to the FEMA GO system or need support being added to your organization, please reach out to your eBIZ POC found in SAM.gov.

# My Organization Profile

## Step 1:

Select **Organizations** within the blue banner at the top of the screen to view the **My organization summary** for your organization.

- The information displayed in the main body includes the organization’s mailing address, physical address, EIN number, UEI number, and a summary of SAM.gov information such as registration status, registration date, expiration date, and more.



**My organization**

Organization profile

Manage my team

Manage pending registrations

**My suborganizations**

All suborganizations

**Org Ser001 DN 50150 UEI900050150**

**Organization information**

**Summary information**

Mailing address	Physical address	EIN#	DUNS#	UEI-EFT
50150 Org Ser001 Blvd Testington, TN 37201	50150 Org Ser001 Blvd Testington, TN 37201	987654000	900050150	UEI900050150

**SAM.gov information**

Doing business as name Org Ser001 DBA 50150	Registration status Active		
Registration last updated date 12/31/2019	Registration expiration date 12/31/2069	Has active exclusion? --	Debt subject to offset? --

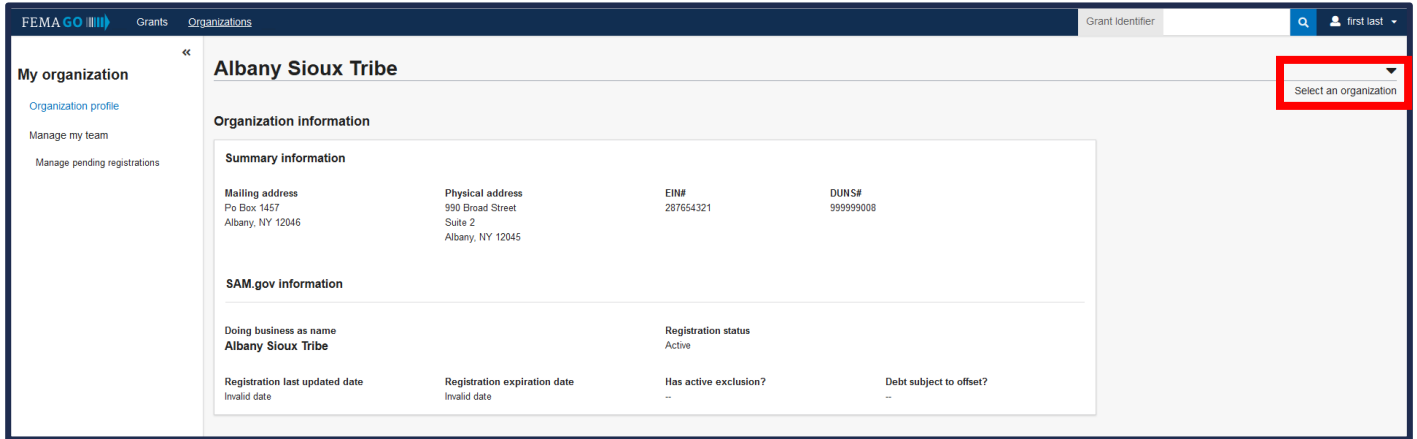
### Helpful Tip:

If you need support regarding the information within your organization profile, please reach out to your eBIZ POC found in SAM.gov.

# Multiple Organizations

If your email address is used for multiple organizations in SAM.gov as an AOR or if you have been added to multiple organizations in FEMA GO by your team's AOR, then you can view multiple organizations with one login.

To view multiple organizations, select the **Select an organization** dropdown to choose a different organization to view.



The screenshot shows the FEMA GO interface for the 'Organizations' section. The current organization is 'Albany Sioux Tribe'. A dropdown menu in the top right corner is highlighted with a red box and contains the text 'Select an organization'.

**Organization information**

**Summary information**

<b>Mailing address</b> Po Box 1457 Albany, NY 12046	<b>Physical address</b> 990 Broad Street Suite 2 Albany, NY 12045	<b>EIN#</b> 287654321	<b>DUNS#</b> 999999008
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**SAM.gov information**

<b>Doing business as name</b> Albany Sioux Tribe	<b>Registration status</b> Active		
<b>Registration last updated date</b> Invalid date	<b>Registration expiration date</b> Invalid date	<b>Has active exclusion?</b> --	<b>Debt subject to offset?</b> --



# Team Management

## (SAR and AOR Roles)

Manage My Team

Add a Team Member

Manage Pending Registrations

# Manage My Team

## Step 1:

To manage your team as an AOR or SAR, select **Manage my team** from the left navigation panel. A list of current team members within your selected organization, as well as their role and contact information, will appear in the main body.

## Step 2:

Select **Manage** under the **Actions** column to make any necessary edits.

The screenshot shows the FEMA GO interface for managing a team. On the left, the 'Manage my team' option is highlighted in red. The main content area displays a table of team members for the organization 'Org Ser001 DN 50150 UEI900050150'. The table has columns for Name, Roles and grant programs, Phone, Email for notifications, and Actions. The 'Manage' link in the Actions column for the first team member is highlighted in red. There is also an 'Add new team member' button and search/filter options on the right.

Name	Roles and grant programs	Phone	Email for notifications	Actions
FnAor LnAor	Authorized Organization Representative, All Programs		test.ser001.aor.o.50150@test.com	Manage
FnAor LnAor	2 Roles, All Programs		test.ser001.aor.sar.50150@test.com	Manage
FnAor LnAor	2 Roles, All Programs	(555) 555-1212	test.ser001.aor.50150@test.com	Manage
FnAor LnAor	2 Roles, All Programs		test.ser001.aor.sm.50150@test.com	Manage

### Helpful Tip:

Please note, if registered, the new team member's primary email will display in the Manage my team table.

# Manage My Team, Continued

## Step 3:

- Once you have selected the Manage link, a new window will open where you can review the **contact information, role, and permissions** assigned to the team member.
- Select **Edit** to update or change information for the selected team member, as needed.
- Select **Add another role** to assign additional roles (optional). When the add another role button is selected, a grey section with available roles and programs will display.
- Select an **additional role** using the Role 2 dropdown menu and assign a program to that team member, as needed.
- Once you have finished reviewing and/or making edits, select **Save & close**.

**Manage this team member**

Review and update contact information, roles and permissions assigned to this member of your organization.

FnAor LnAor	Email: test.ser001.aor.o.50150@test.com	Phone: (555) 555-1212
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**Assign roles and programs**

Choose a role. You can limit this role to a set of programs by selecting the programs from the list. If you are an AOR not limited by programs and the user you are adding can have access to all the programs, then you do not need to select any program(s).

Role 1 Authorized Organization Representative	<a href="#">Edit</a> <a href="#">Delete</a>
Programs All programs	

+ Add another role

**Role permissions:**

**Authorized Organization Representative** - can manage team members and has all the permissions for the organization, including submitting information to FEMA.

**Financial Member** - can view and edit all information, and can only submit payments or draw down requests, financial reports, and amendments.

**Grant Writer** - can view and edit all information for an application.

**Organization Member** - can view and edit all information, but cannot submit to FEMA or manage teams.

**Programmatic Member** - can view and edit all information and can only submit amendments and programmatic reports.

**Subrecipient Authorized Representative** - can view, edit, and submit a subapplication and give other users subrecipient role permissions.

**Subrecipient Member** - can view and edit a subapplication.

Save & close

[Cancel](#)

[Delete](#)

**Role 2**

Select

Assign program(s) (optional)

Preparedness: Fire

Assistance to Firefighters Grants

Fire Prevention and Safety

Staffing for Adequate Fire and Emergency Response (SAFER)

Mitigation: Hazards

# Add a Team Member

## Step 1:

As an AOR or SAR, select the **Add new team member** button in the top righthand portion of the Manage my team page. A new window will open.

The screenshot shows the 'Manage my team' interface for organization 'Org Ser001 DN 50150 UEI900050150'. A table lists team members with columns for Name, Roles and grant programs, Phone, Email for notifications, and Actions. The 'Add new team member' button is highlighted in red.

Name	Roles and grant programs	Phone	Email for notifications	Actions
FnAor LnAor	Authorized Organization Representative, All Programs		test.ser001.aor.o.50150@test.com	<a href="#">Manage</a>
FnAor LnAor	2 Roles, All Programs		test.ser001.aor.sar.50150@test.com	<a href="#">Manage</a>
FnAor LnAor	2 Roles, All Programs	(555) 555-1212	test.ser001.aor.50150@test.com	<a href="#">Manage</a>
FnAor LnAor	2 Roles, All Programs		test.ser001.aor.sm.50150@test.com	<a href="#">Manage</a>

## Step 2:

In the new window, enter the **email address** of the new team member, then select **Enter**.

The dialog box contains the following text and fields:

**Add a new team member to your organization**

Enter an email address for a colleague to add to your organization. Then identify the role and grant programs (optional) to assign within the FEMA GO system. If you do not choose a grant program or group of grant programs, the user will be assigned the role you choose for all grant programs you belong to in the system.

Enter email

Enter

The email address [searched email address] is registered in FEMA GO to [First Name] [Last Name].

Is this the person you wish to add to your organization?

Your colleague's email information:  
 Email for notifications: [primary email]  
 Other emails: [N/A] or [comma separated list other emails]

Yes [Enter another email address](#)

Cancel

# Add a Team Member, Continued

## Step 3:

Once an email address is entered, a message will let you know if the user is registered or not in FEMA GO. Please review the information that is displayed and select **Yes** or **Cancel**.

**Add a new team member to your organization**

Enter an email address for a colleague to add to your organization. Then identify the role and grant programs (optional) to assign within the FEMA GO system. If you do not choose a grant program or group of grant programs, the user will be assigned the role you choose for all grant programs you belong to in the system.

Enter email

**Enter**

**The email address [searched email address] is registered in FEMA GO to [First Name] [Last Name].**

Is this the person you wish to add to your organization?

Your colleague's email information:  
 Email for notifications: [primary email]  
 Other emails: [N/A] or [comma separated list other emails]

**Yes**    [Enter another email address](#)

[Cancel](#)

**Add a new team member to your organization**

Enter an email address for a colleague to add to your organization. Then identify the role and grant programs (optional) to assign within the FEMA GO system. If you do not choose a grant program or group of grant programs, the user will be assigned the role you choose for all grant programs you belong to in the system.

Enter email

**Enter**

**This email address is registered in FEMA GO.**

Is this the person you wish to add to your organization?

**test.ser001.aor.13800@test.com**

**Yes**    [Enter another email address](#)

**x Cancel**

## Step 4:

Once yes is selected, a role selection dropdown and a blue text field explaining role permissions will appear. From the dropdown menu, select a **Role**.

## Step 5:

You also have the option to assign a **program** to that team member. Please note that only available roles and permissions will be visible for selection.

Role 1

Select ▼

Assign program(s) (optional)

Preparedness: Fire

Assistance to Firefighters Grants

Fire Prevention and Safety

Staffing for Adequate Fire and Emergency Response (SAFER)

Mitigation: Hazards

[+ Add another role](#)



# Add a Team Member, Continued

## Step 6:

Select the blue **Add this team member** button to submit the request.

**i** **Role permissions:**

- Authorized Organization Representative** - can manage team members and has all the permissions for the organization, including submitting information to FEMA.
- Financial Member** - can view and edit all information, and can only submit payments or draw down requests, financial reports, and amendments.
- Grant Writer** - can view and edit all information for an application.
- Organization Member** - can view and edit all information, but cannot submit to FEMA or manage teams.
- Programmatic Member** - can view and edit all information and can only submit amendments and programmatic reports.
- Subrecipient Authorized Representative** - can view, edit, and submit a subapplication and give other users subrecipient role permissions.
- Subrecipient Member** - can view and edit a subapplication.

**Add this team member** ✓

[x Cancel](#)

If the user already exists in your organization, you will receive an error message.

**!** **The following member already exists in your organization.**

This user already belongs to your organization. You can find them on the Manage my team page and manage their roles from the 'Manage link'.

mock.login.gov.two.emails.primary5@mock.login.gov

When a user is successfully added to your organization, they will receive a confirmation email and directed to register in FEMA GO if they do not already have an account.

From: FEMA GO <no-reply@fema.dhs.gov>

Subject: Your FEMA GO Account

To: <new user email>

[AOR First Name] [AOR Last Name] added you to [Organization]'s account in FEMA GO. You have been assigned the role of [Role]. Please go to <https://go.fema.gov> and use this email address when you Sign in to Login.gov to manage grants on behalf of [Organization].

# Assign Programs Option

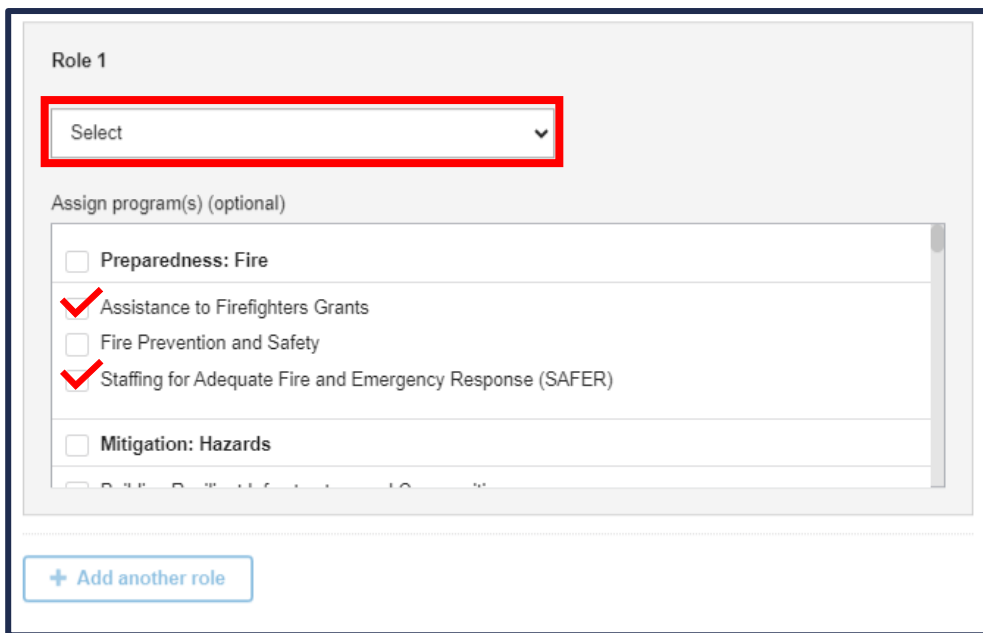
- If you select a program(s) within the list, then that role will be restricted to those specific program(s) selected.
- If you do not select any program(s) within the list, then that role will have unrestricted access.

**Example:**

Role – AOR

Assign program(s) – AFG and SAFER

This user will have AOR permissions limited to AFG and SAFER.



Role 1

Select

Assign program(s) (optional)

- Preparedness: Fire
- Assistance to Firefighters Grants
- Fire Prevention and Safety
- Staffing for Adequate Fire and Emergency Response (SAFER)
- Mitigation: Hazards

+ Add another role

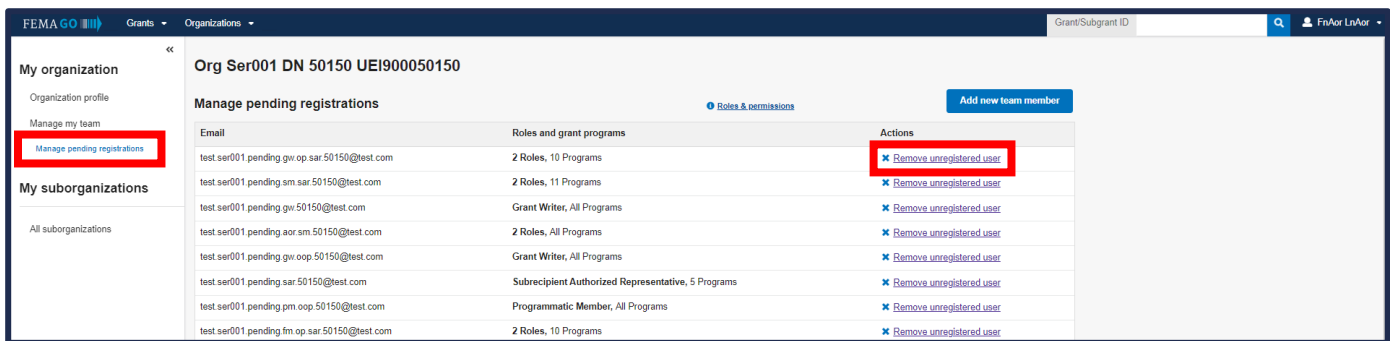
# Manage Pending Registrations

## Step 1:

Select **Manage pending registrations** in the left navigation to see users who have not yet registered in FEMA GO.

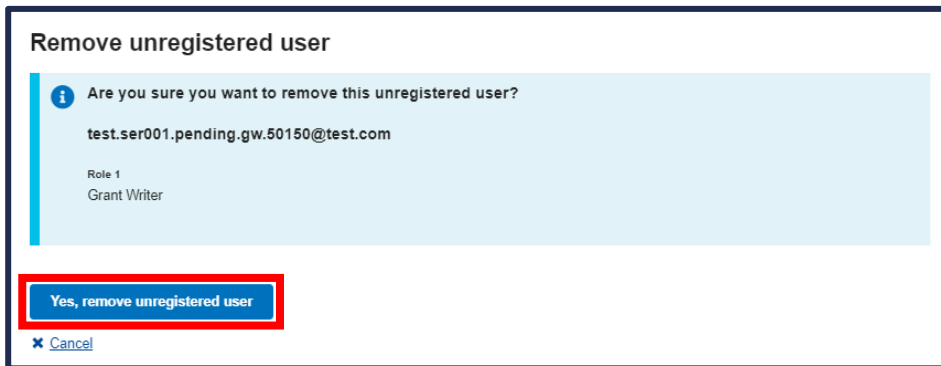
## Step 2:

To remove a pending registration, select the **Remove unregistered user** link under the **Actions** column on the far-right side of the screen.



## Step 3:

In the new window that opens, review the information for the selected team member and confirm removal of the unregistered user by selecting the blue **Yes, remove unregistered user** button.



# FEMA GO Help Desk Information

Please send any questions to:

[FEMAGO@fema.dhs.gov](mailto:FEMAGO@fema.dhs.gov)

**1-877-585-3242**

**Hours: Mon.-Fri. 9 a.m. – 6 p.m. ET**