

Creating an Account and Uploading Documents to a Survivor’s DisasterAssistance.gov Account

The following document provides the steps for survivor applicants (applicants) to create a user account on the [DisasterAssistance.gov](https://www.disasterassistance.gov) website. Online accounts allow easy access to application information as well as perform basic tasks such as upload needed documents to meet FEMA applicant requirements.

In order to provide self-service capabilities, an online account on DisasterAssistance.gov allows the applicant to view the status of their application and:

- Upload documents using their computer or mobile device.
- Change correspondence preferences (email or U.S. Postal Mail), mailing address, phone number, etc.

Applicants **must have an online account** to view FEMA correspondence online on the [DisasterAssistance.gov](https://www.disasterassistance.gov) website. **This account is different from a FEMA application for assistance.** There are two ways an applicant can create an account:

1. Creating an account after applying for assistance offline not using the DisasterAssistance.gov website.
2. Creating an account after applying for assistance online using the DisasterAssistance.gov website.

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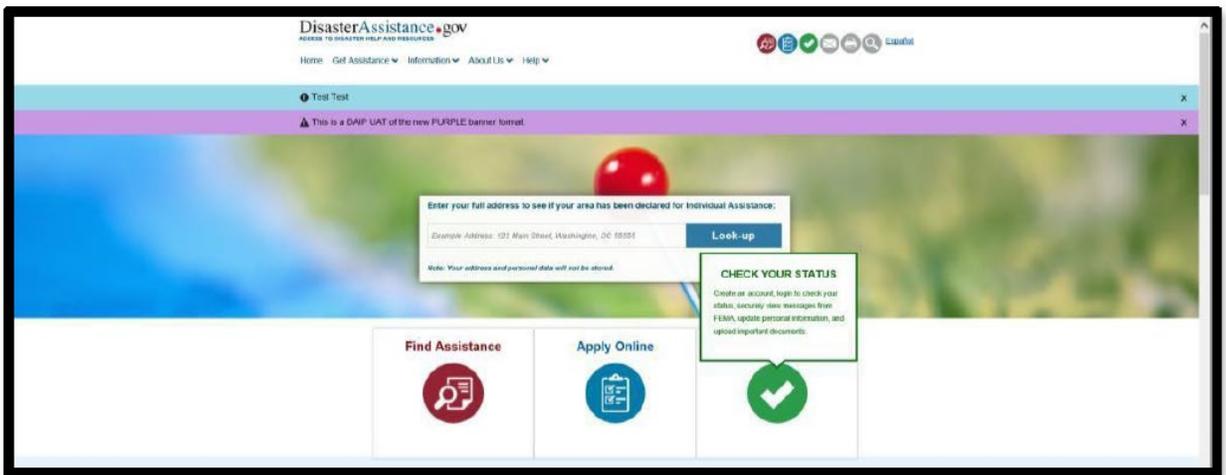
Creating an Account on DisasterAssistance.gov

Creating an account after applying for assistance

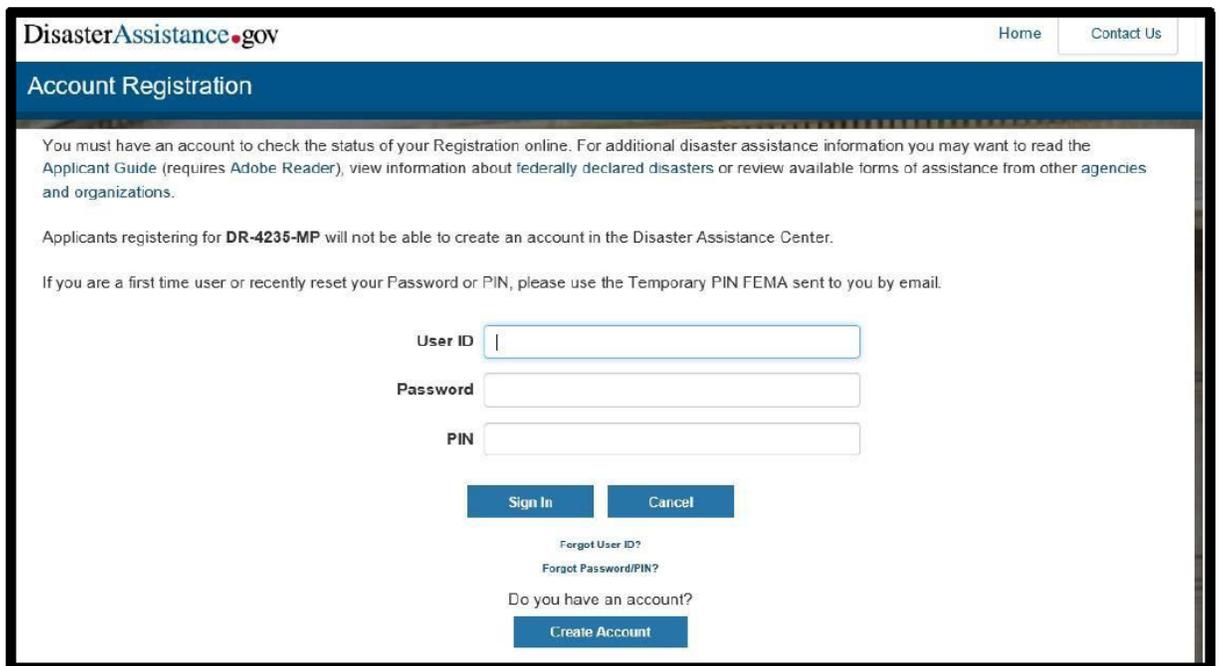
To create an account after applying with FEMA Call Center, a DSA agent, or during a previous online session, the survivor can follow these steps:

NOTE: Applicants can create an account any time after a FEMA application has been completed.

1. Select the **Check Status** button/icon on the Home Page of DisasterAssistance.gov (the green checkmark).



Select **Create Account** (located at the bottom of the screen).



2. Enter the date of birth and Social Security Number of the person who registered for assistance and **Submit**.

A list of security questions, based on public records, will display. The applicant must be able to answer the security questions presented. (More than one attempt to answer the questions correctly is offered. A different set of questions is offered each time.)

If they are unable to answer the questions, or if there is not enough public-records data to offer questions (example: little to no credit history), then they will not be able to create an online account and will need to call the Call Center for updates. The following shows the screen the applicant sees for answering these questions:

3. After the applicant answers the security questions correctly and selects the Submit button, they will next need to create a User ID and Password to access their account.
 - If the applicant entered an email address during the application for assistance process, the email address will be pre-populated on the page in the “Enter Email Address” and “Confirm Email Address” fields.
 - If they did not enter an email address during application for assistance, they will need to input an email address at this time.

The screenshot shows the 'User ID and Password' registration page on DisasterAssistance.gov. The page has a blue header with the site logo and navigation links for 'Home' and 'Contact Us'. Below the header, the title 'User ID and Password' is displayed. The main content area contains the following fields and instructions:

- Instruction: "Enter the following information to create a User ID and Password to access your Registration."
- Field: "Enter a User ID" with a text input box. Below it, the instruction reads: "7-14 characters, no spaces, quotes or # sign".
- Field: "Enter Password" with a text input box. Below it, the instruction reads: "8-14 characters, no spaces, quotes or # sign".
- Field: "Confirm Password" with a text input box.
- Field: "Enter Email Address" with a text input box containing the email address "annamarie.mrazik@fema.dhs.gov".
- Field: "Confirm Email Address" with a text input box containing the email address "annamarie.mrazik@fema.dhs.gov".

At the bottom of the form, there are two buttons: "Cancel" and "Next".

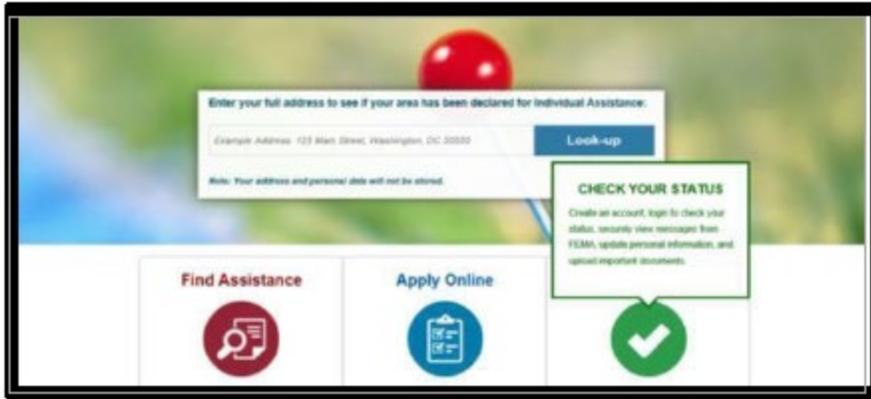
After selecting the **Next** button, the applicant will see the Account Created screen, letting them know that their account is being set up. A unique temporary Personal Identification Number (PIN) will be sent by email with the new account PIN number.

- The applicant must wait until they receive the temporary PIN before they can access their account.
- This process can take up to 24 hours.

The screenshot shows the 'Account Created' confirmation page on DisasterAssistance.gov. The page has a blue header with the title 'Account Created'. The main content area contains the following text and a button:

- Text: "Your online disaster assistance account is being set up."
- Text: "One more step is needed to complete the set up of your account."
- Text: "You will need the PIN that FEMA will send to your email address, as well as the User ID and Password you just created."
- Button: "Next"
- Note: "Note: Emails containing PIN information may take longer than 24 hours during periods of high disaster activity."

4. Once the PIN email is received, the applicant will go to www.DisasterAssistance.gov and select the **Check Status** button/icon on the Home Page.



5. After selecting **Check Status**, the applicant enters the User ID, Password they created and enter the temporary PIN they received in the email.

You must have an account to check the status of your Registration online. For additional disaster assistance information you may want to read the [Applicant Guide](#) (requires Adobe Reader), view information about federally declared disasters or review available forms of assistance from other agencies and organizations.

Until further notice, FEMA will no longer send SMS/text messages. You will continue to receive updates by email or postal address- depending on what you chose when you registered for assistance. You can view and change your Correspondence Preferences using the Applicant Information tab in your account.

If you are a first time user or recently reset your Password or PIN, please use the Temporary PIN FEMA sent to you by email.

User ID

Password

PIN

[Forgot User ID?](#)
[Forgot Password/PIN?](#)

6. The applicant will see a screen, Reset Temporary PIN, where they will enter the temporary PIN (sent via email) and create a permanent PIN. After entering a permanent PIN, the applicant will select the Submit button.

NOTE: The temporary PIN must be changed to a permanent PIN to complete the account creation process.

DisasterAssistance.gov [Home](#) [Contact Us](#)

Reset Temporary PIN

Replace your Temporary PIN by creating a new PIN of your choice.

Please remember your new PIN as you will need it the next time you log in.

User ID

(1-20 characters no spaces, quotes, comma or # sign)

PIN

Confirm PIN

- Next, the applicant will see a screen to check their identity. The applicant will enter their Social Security Number and then select the Submit button.

DisasterAssistance.gov [Home](#) [Contact Us](#)

Identity Check

[Help for this page](#)

Enter your Social Security Number.

Social Security: - -

8. Before the applicant can view their account, they must enter a system-generated security access code:

- The secure access code must be entered each time the account is accessed.
- The secure access code can be sent via email, text, or voice phone call.
The email and phone numbers are retrieved from the applicant's information.

The screenshot shows the 'Send Secure Access Code' page on the DisasterAssistance.gov website. The page has a blue header with the site logo and a 'Home' link. Below the header, the main content area contains the following text: 'We have located your registration. For your security, we need to send you a secure access code.' This is followed by the question 'How would you like to receive your secure access code?'. There are three radio button options: 'Email: annamari*****@fema.dhs.gov' (which is selected), 'SMS Text Message', and 'Voice Phone Call'. Below these options is a 'Phone Number:' label and a dropdown menu. At the bottom of the form area, there is a small note: 'Message and data rates may apply to SMS text messages. Check with your cell phone provider for more information.' At the very bottom of the page are two blue buttons: 'Cancel' and 'Send'.

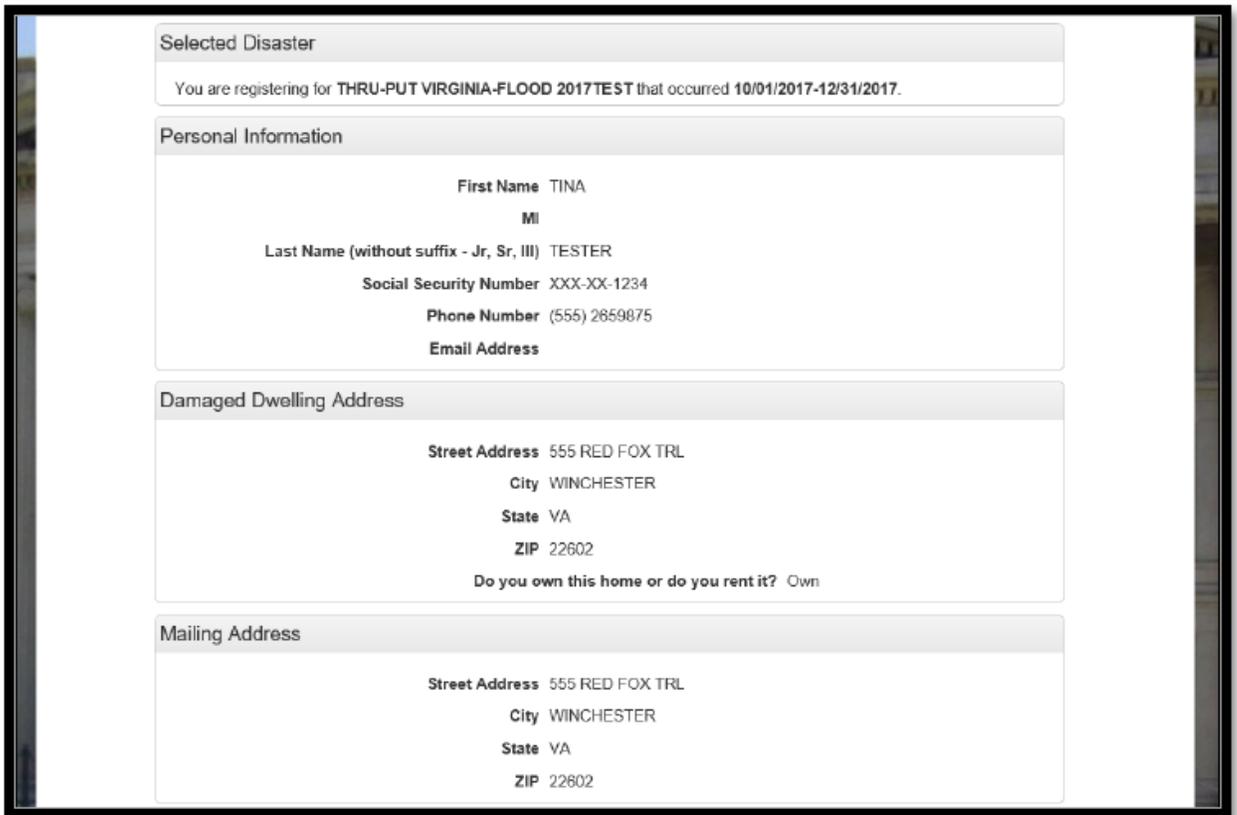
9. Once received and entered, the applicant will get access to their account. The applicant can now access their account and all related information and documents, as well as perform basic tasks such as upload documents to their account to support their application.

The screenshot shows the 'Verify Secure Access Code' page on the DisasterAssistance.gov website. The page has a blue header with the site logo and a 'Home' link. Below the header, the main content area contains the text: 'Once you get your access code, enter it below. Codes are good for 10 minutes.' This is followed by a text input field labeled 'Secure Access Code'. Below the input field is the heading 'Did not receive the code?' and two lines of text: 'If you requested your code via email, check your Junk folder.' and 'If you have not received your code after 5 minutes, click **Send a New Code**.' At the bottom of the page are three blue buttons: 'Cancel', 'Send a New Code', and 'Submit'.

Creating an account after applying for assistance online

After completing an application for assistance successfully on the DisasterAssistance.gov website, the applicant will be prompted to create a user account. The last screen of the application for assistance screens is the Preview page.

1. When the applicant sees this screen, they can either select the **Edit** button and make changes or select the **Submit** to complete and finish their application.



The screenshot displays a preview of a user account registration form. It is organized into four main sections, each with a header and a list of fields:

- Selected Disaster:** A header box containing the text: "You are registering for THRU-PUT VIRGINIA-FLOOD 2017TEST that occurred 10/01/2017-12/31/2017."
- Personal Information:** A section containing the following fields:
 - First Name: TINA
 - MI
 - Last Name (without suffix - Jr, Sr, III): TESTER
 - Social Security Number: XXX-XX-1234
 - Phone Number: (555) 2659875
 - Email Address
- Damaged Dwelling Address:** A section containing the following fields:
 - Street Address: 555 RED FOX TRL
 - City: WINCHESTER
 - State: VA
 - ZIP: 22602
 - Do you own this home or do you rent it?: Own
- Mailing Address:** A section containing the following fields:
 - Street Address: 555 RED FOX TRL
 - City: WINCHESTER
 - State: VA
 - ZIP: 22602

2. After submitting the application, the security questions will appear for any applicants who passed identity verification (IDV) and have public information (e.g. credit history) to create security questions.
 - The questions presented are created using public records.
 - The applicant must answer the questions correctly in order to create an online account.
 - The applicant is provided more than one chance to answer the questions. A different set of questions is offered each time.

The screenshot shows the 'Security Questions' page on DisasterAssistance.gov. At the top left is the logo 'DisasterAssistance.gov' and at the top right is a 'Contact Us' button. Below the header is a blue bar with the text 'Security Questions'. The main content area contains an introductory paragraph: 'To protect your personal information, we ask that you answer the following questions created from your public records. Answer as many questions as possible, and select Submit.' Below this are four questions, each followed by a dropdown menu:

- 'Which of the following boats or watercrafts have you owned?' with a dropdown menu.
- 'Based on your background, in what city is 1459 Dayton Brandt Center?' with a dropdown menu.
- 'Which of the following vehicles have you recently owned or leased?' with a dropdown menu.
- 'Which of the following vehicles have you ever owned or leased?' with a dropdown menu.

At the bottom center is a blue 'Submit' button.

3. If the security questions used for identity verification (IDV) are answered correctly, the applicant is prompted to create an online account.

The screenshot shows the 'Next Steps' page on DisasterAssistance.gov. At the top left is the logo 'DisasterAssistance.gov' and at the top right is a 'Contact Us' button. Below the header is a blue bar with the text 'Next Steps'. The main content area contains the heading 'Create an Online Account' followed by the text: 'You are encouraged to create an online account. This is different from the registration you've just completed. If you chose email correspondence, you must have an account to view information from FEMA.' Below this is a section titled 'With an online account, you can:' followed by a bulleted list:

- Check the status of your registration.
- Receive updates and requests from FEMA.
- Add or update your contact information.
- Update your insurance and bank information.
- Review information about other assistance you may be eligible for.

At the bottom center are two buttons: a blue 'Create Account' button and a 'Skip' link.

Please refer to [Steps 4 – 10 in the previous section](#) to complete the account creation process.

Uploading Documents to DisasterAssistance.gov

Document upload is one of the features available to applicants. However, an applicant MUST have an online account to be able to upload documents. The previous sections of this document how to create an account. The following will show images of the screens to help understand the options and features the appear to an applicant.

Applicants can send requested document by several methods, including:

- US Mail or FAX
- Uploading the documents to their online account via:
 - Desktop computer or laptop
 - Mobile smart device (e.g. iPhone, Android)

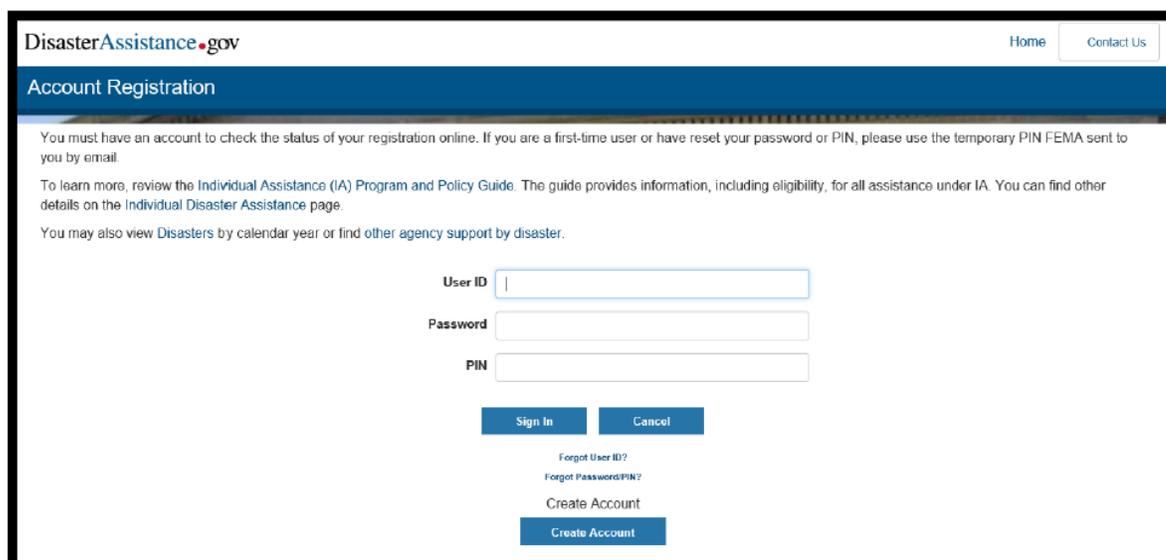
The following screens will show what the applicant sees when uploading documents to their online account.

Logging into the applicant's account

1. Once the account is created, the applicant will sign into the account, entering their User ID, password, and permanent PIN and select the **Sign In** button.

NOTE: the image below shows other available options for applicants if they forget their User ID and/or password. This is the same screen that will display to create a user account as well.

Desktop view:



The screenshot shows the 'Account Registration' page on DisasterAssistance.gov. The page has a blue header with the site name and navigation links for 'Home' and 'Contact Us'. Below the header, there is a blue bar with the text 'Account Registration'. The main content area contains several paragraphs of text: 'You must have an account to check the status of your registration online. If you are a first-time user or have reset your password or PIN, please use the temporary PIN FEMA sent to you by email.', 'To learn more, review the Individual Assistance (IA) Program and Policy Guide. The guide provides information, including eligibility, for all assistance under IA. You can find other details on the Individual Disaster Assistance page.', and 'You may also view Disasters by calendar year or find other agency support by disaster.' Below the text are three input fields labeled 'User ID', 'Password', and 'PIN'. Underneath these fields are two buttons: 'Sign In' and 'Cancel'. At the bottom, there are three links: 'Forgot User ID?', 'Forgot Password/PIN?', and 'Create Account'. The 'Create Account' link is highlighted with a blue button.

Mobile view (Android device):

The screenshot shows the 'Account Registration' page on a mobile device. At the top, there is a blue header with the text 'Account Registration'. Below the header, there is a paragraph of text: 'You must have an account to check the status of your registration online. If you are a first-time user or have reset your password or PIN, please use the temporary PIN FEMA sent to you by email.' This is followed by another paragraph: 'To learn more, review the [Individual Assistance \(IA\) Program and Policy Guide](#). The guide provides information, including eligibility, for all assistance under IA. You can find other details on the [Individual Disaster Assistance](#) page.' A third paragraph says: 'You may also view [Disasters](#) by calendar year or find other [agency support by disaster](#).' Below the text are three input fields: 'User ID', 'Password', and 'PIN'. Underneath these fields are two buttons: 'Sign In' and 'Cancel'. Further down are three links: 'Forgot User ID?', 'Forgot Password/PIN?', and 'Create Account'. At the bottom is a blue button labeled 'Create Account'.

2. After the applicant logs into their account, the Send Secure Access Code screen will display.
 - a. Select the method to deliver the code – choose one option: email, SMS text, or phone call.
 - b. Select the **Send** button.

Desktop view:

The screenshot shows the 'Send Secure Access Code' page on a desktop device. At the top left is the logo 'DisasterAssistance.gov' and at the top right is a 'Home' button. Below the header is a blue bar with the text 'Send Secure Access Code'. The main content area has a message: 'We have located your registration. For your security, we need to send you a secure access code.' Below this is the question 'How would you like to receive your secure access code?'. There are three radio button options: 'Email: sandr*****@fema.dhs.gov', 'SMS Text Message', and 'Voice Phone Call'. Below these is a 'Phone Number:' label and a dropdown menu. At the bottom of the page are two buttons: 'Cancel' and 'Send'. A small note at the bottom reads: 'Message and data rates may apply to SMS text messages. Check with your cell phone provider for more information.'

Mobile view (Android):

The screenshot shows the mobile interface for requesting a secure access code. At the top, the logo 'DisasterAssistance.gov' is displayed. Below it is a blue header with the text 'Send Secure Access Code'. The main content area contains the following elements:

- A message: "We have located your registration. For your security, we need to send you a secure access code."
- A question: "How would you like to receive your secure access code?"
- Three radio button options:
 - Email: sandr*****@fema.dhs.gov
 - SMS Text Message
 - Voice Phone Call
- A "Phone Number:" label above a dropdown menu.
- A small disclaimer: "Message and data rates may apply to SMS text messages. Check with your cell phone provider for more information."
- Two blue buttons at the bottom: "Send" and "Cancel".

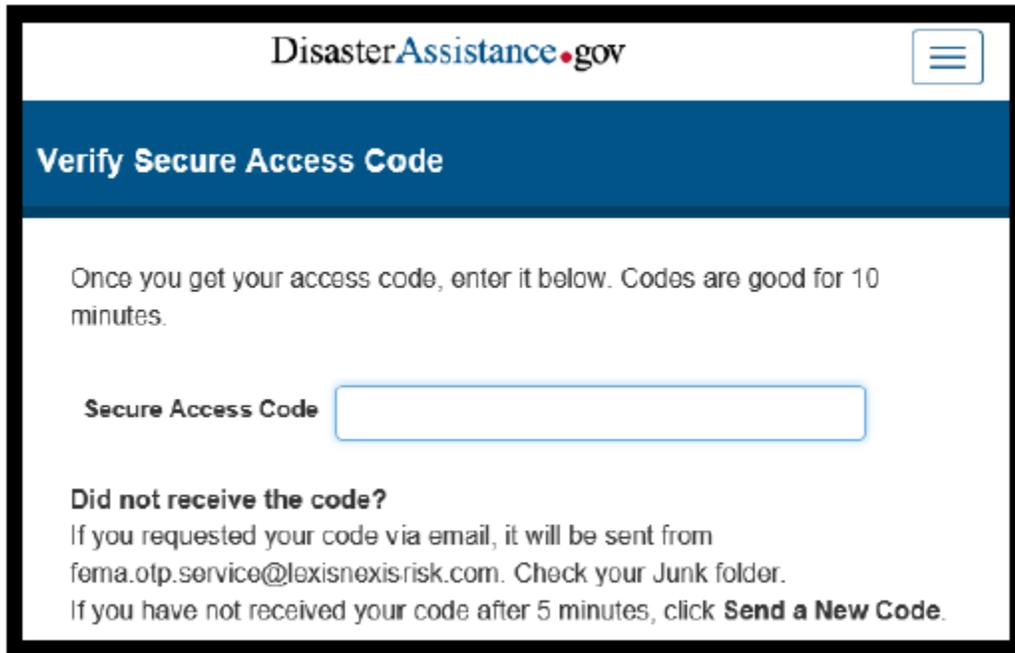
3. After receiving the Secure Access Code, enter it into the field on the screen, or request a new one if needed.

Desktop view:

The screenshot shows the desktop interface for verifying a secure access code. At the top, the logo 'DisasterAssistance.gov' is on the left and a 'Home' link is on the right. Below is a blue header with the text 'Verify Secure Access Code'. The main content area contains the following elements:

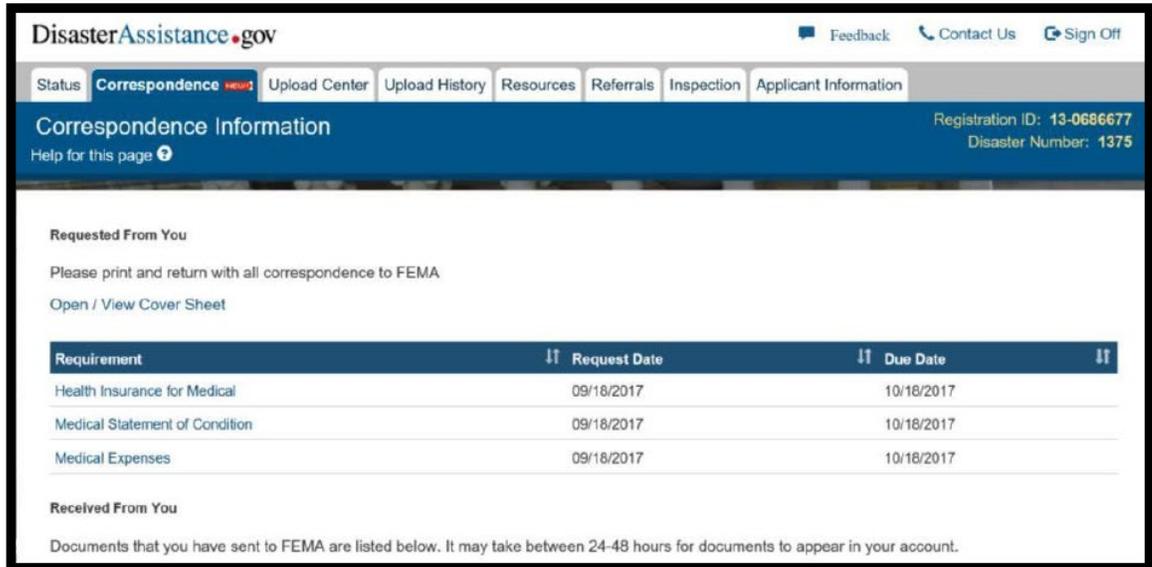
- A message: "Once you get your access code, enter it below. Codes are good for 10 minutes."
- A label "Secure Access Code" followed by a text input field.
- A section titled "Did not receive the code?" with the following text:
 - "If you requested your code via email, it will be sent from fema.otp.service@lexisnexisrisk.com. Check your Junk folder."
 - "If you have not received your code after 5 minutes, click **Send a New Code**."

Mobile view (Android):



Uploading documents to the applicant's account

1. Once the applicant accesses their account, a series of tabs will display at the top of the screen. Select the **Correspondence Tab**, then look in the **Requirement** section.



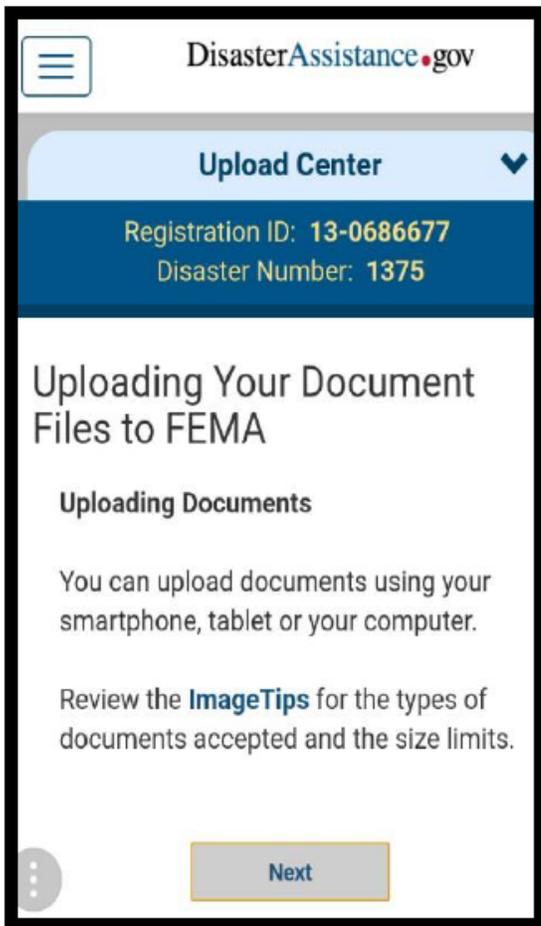
2. The first page of the **Upload Center** has an **Image Tips** link that provides information about the size and types of files that can be uploaded. It also has helpful tips for uploading an image file using a mobile device. After reading the information on the screen, click the **Next** button.

NOTE: Word documents cannot be uploaded using this feature. Only images of documents or documents saved as a Portable Document Format (PDF) file can be uploaded.

Web view:

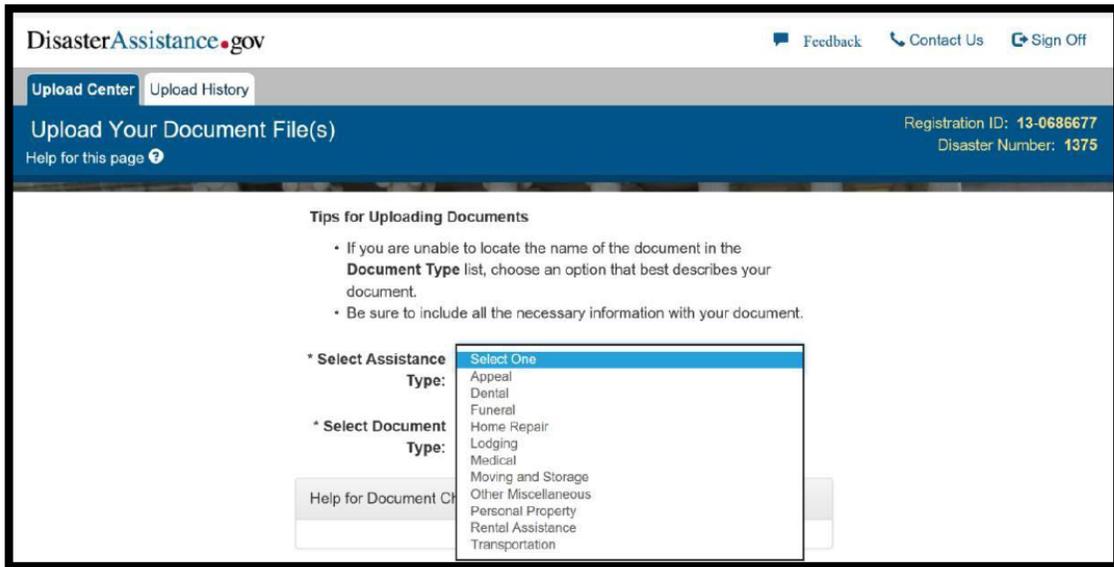


Mobile view (Android):

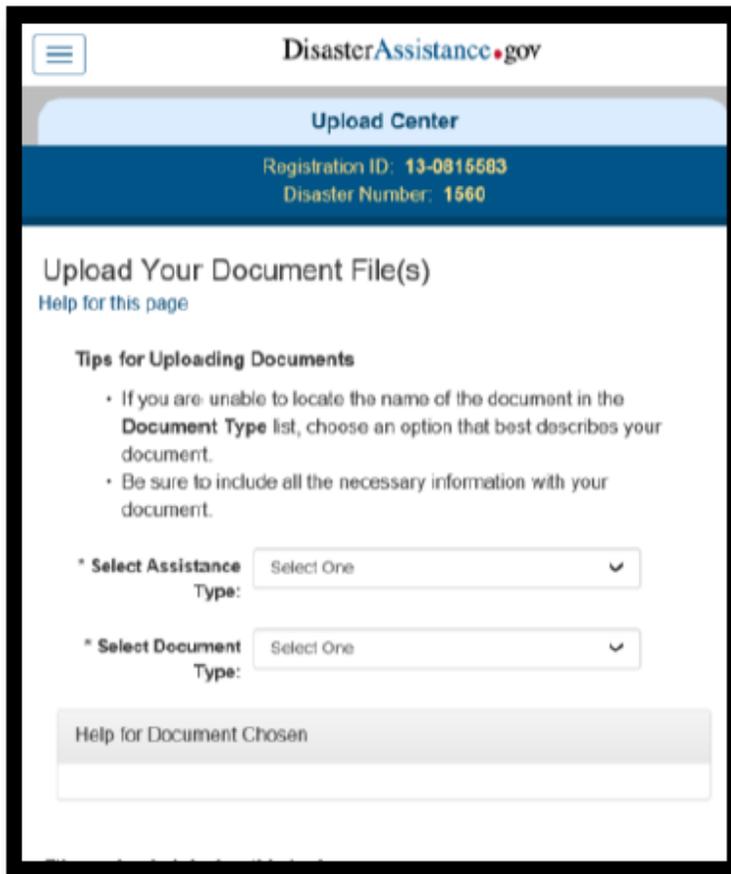


- From the **Select Assistance Type** dropdown list, choose the option that closely represents and best describes the type of information in the file being uploaded.
NOTE: only one option can be selected from the dropdown list.

Desktop view:



Mobile View (Android):



4. The options in the **Select Document Type** dropdown list will depend on the option selected in the **Select Assistance Type** dropdown pick list. From the Select Document Type dropdown list, choose the option in the list that most closely matches the file contents in the file being uploaded.

NOTE: for a mobile device, the dropdown pick list may be replaced with radio buttons for making selections.

Mobile View (Android):

(NOTE: since the Assistance Type option selected is "Appeal" the options displayed are limited to the ones shown.)

* Select Assistance Type:
Appeal

* Select Document Type:
Select One

PREV. NEXT DONE

Select One
 Affidavit
 Agent's Statement/ Letter
 Appeal Letter

5. The **Help for Document Chosen** section is based on the Assistance Type and Document Type options chosen. Read through the information, then check the **Confirm** checkbox showing that all necessary information is included in the document file being uploaded.

Desktop view:

document.
• Be sure to include all the necessary information with your document.

* Select Assistance Type: Rental Assistance

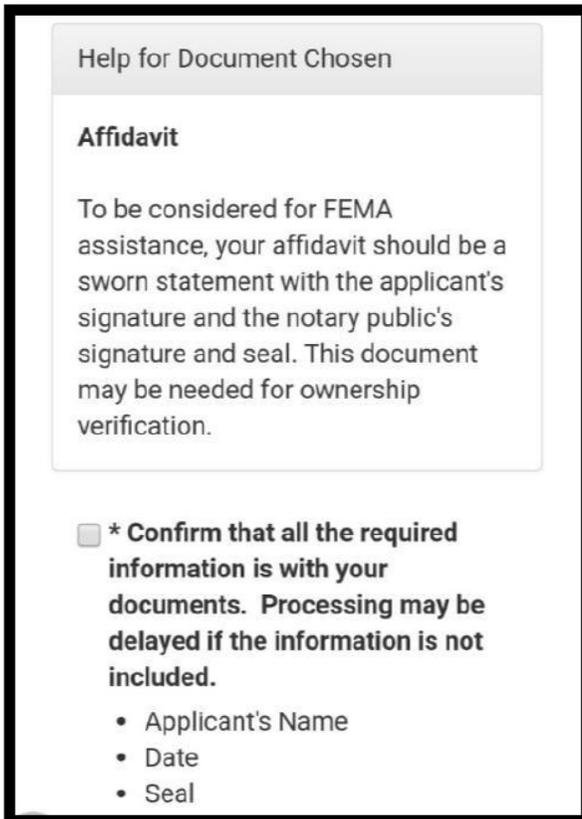
* Select Document Type: Check

Help for Document Chosen
A check from FEMA, you or another entity maybe copied to your file.

* Confirm that all the required information is with your documents.
Processing may be delayed if the information is not included.

- Amount
- Applicant's Name
- Date Issued
- Mailing Address

Mobile view (Android):

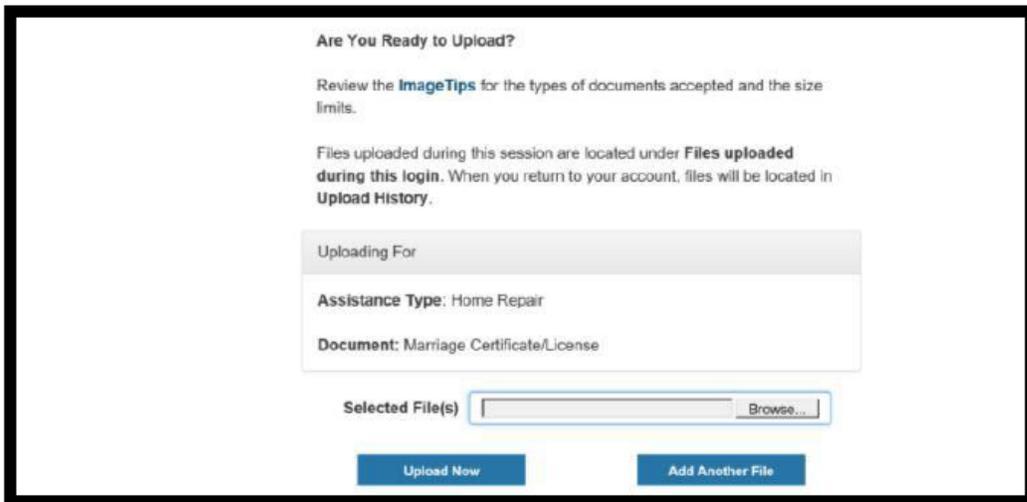


NOTES: An **Image Tips** feature is available, if needed. Some common issues when uploading documents are:

- Files are larger than allowed.
 - Files are not of the right type (e.g. Word documents cannot be uploaded.)
6. Next the document to be uploaded needs to be located on the desktop or the mobile device.
 7. Select **Browse** (desktop) or **Choose File** (mobile device) to locate the file.
 8. Selecting the file will place the name of the file in the **Selected Files** area (next to the Browse button).
 9. Once the file is listed, select either the **Upload Now** or **Add Another File** button.

Desktop view:

Browse option and buttons screen:

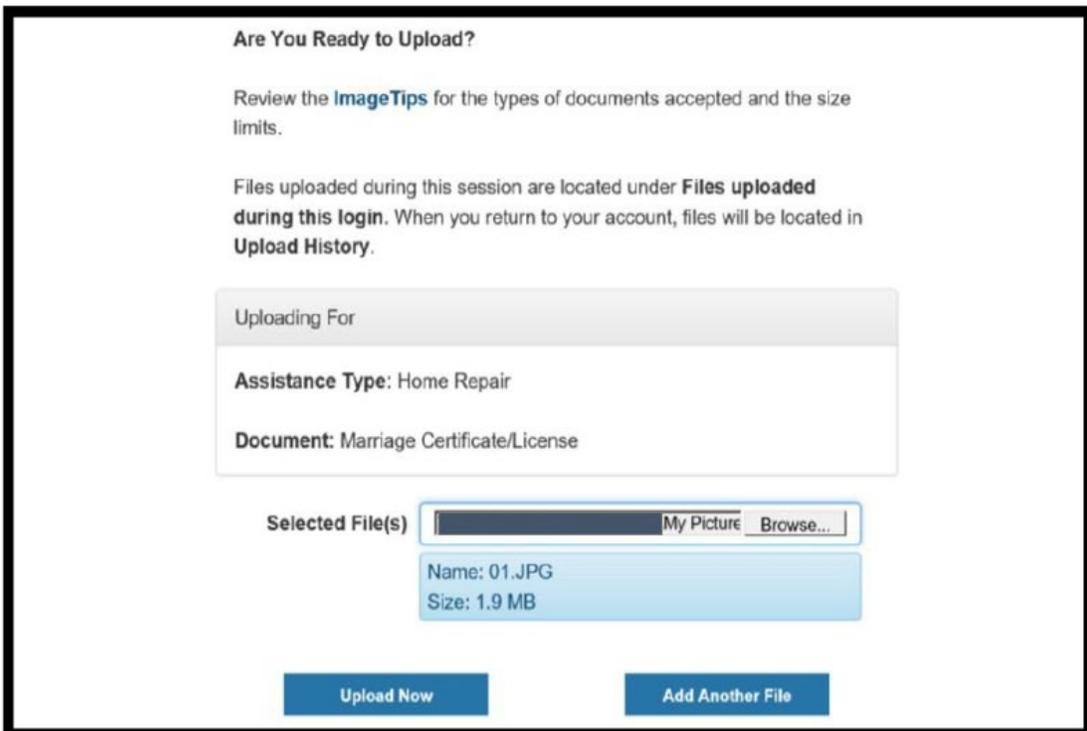


Example of a search results list for selecting a file to upload:

Name	Date modified	Type	Size
Decision Letter	9/11/2017 9:39 AM	Adobe Acrobat D...	130 KB
Information Letter	9/11/2017 9:40 AM	Adobe Acrobat D...	44 KB

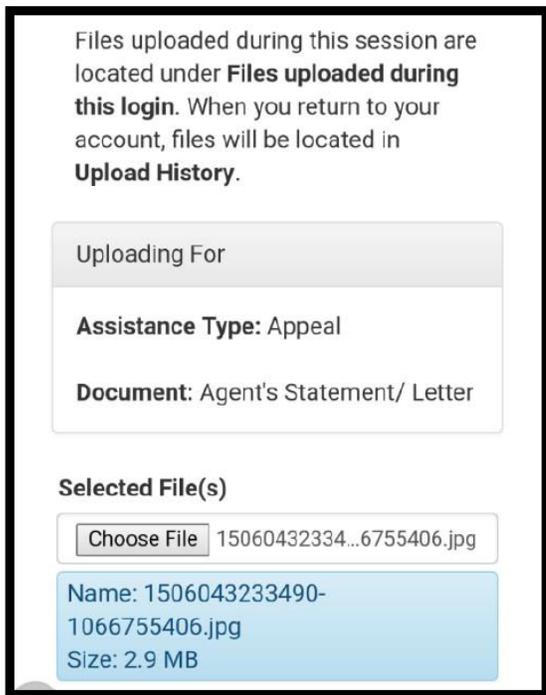
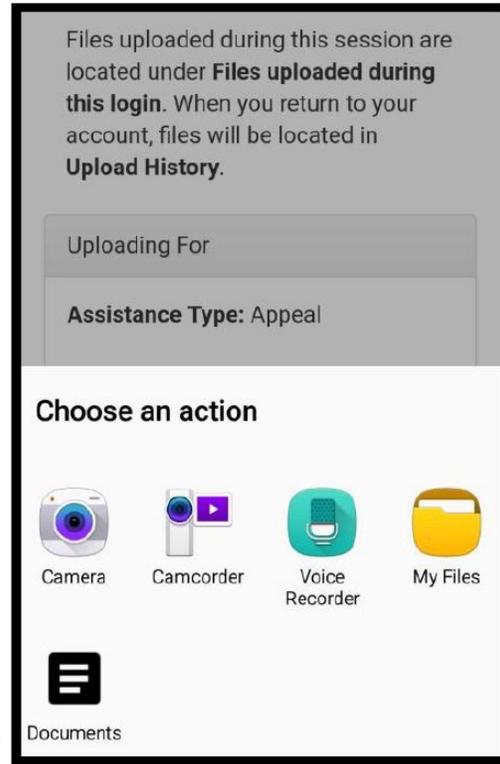
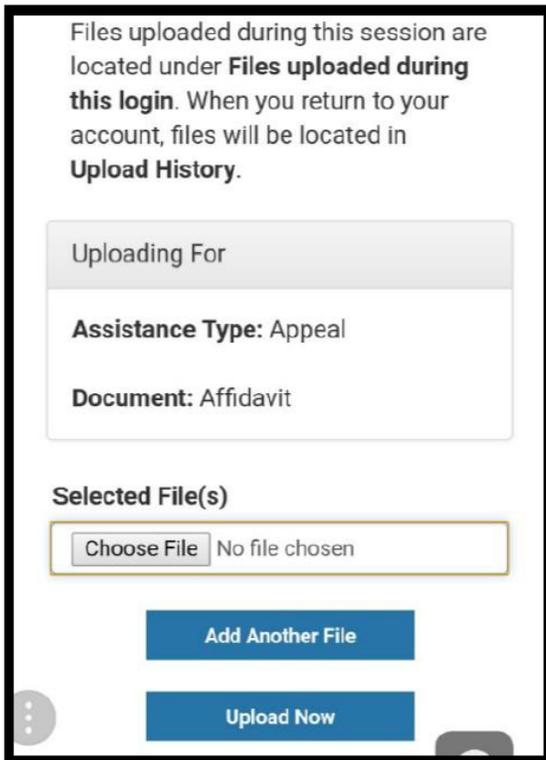
Example of the screen after file is selected:

The name of the file, the file size, and file type will be displayed on the screen.



Mobile view (Android):

First image shows the options; second images shows the selectin options Android screen. The third image shows the screen after a file is selected for uploading.



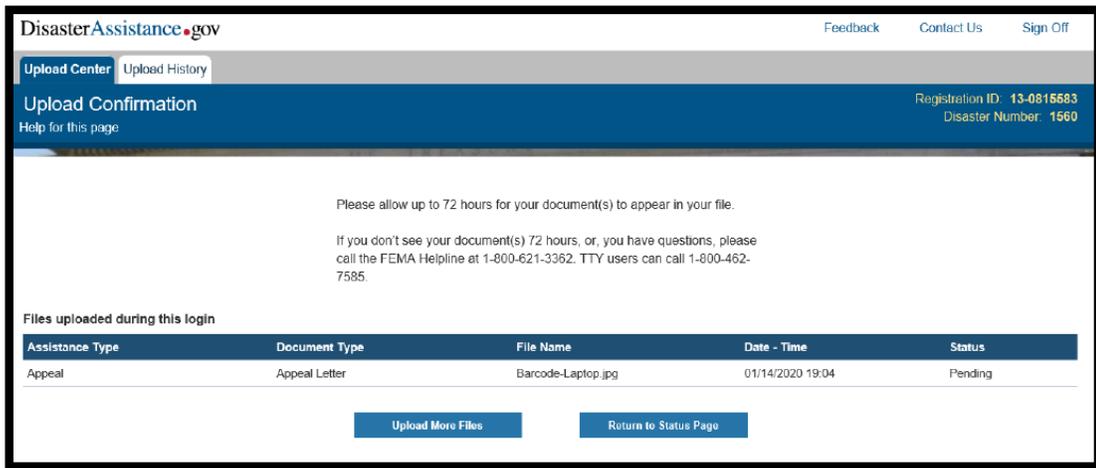
10. Multiple files can be uploaded at the same time. **However, there is a limit of 10 MB on the total size of the uploaded content for the entire session.**

If the maximum is reached, an error message will be displayed.

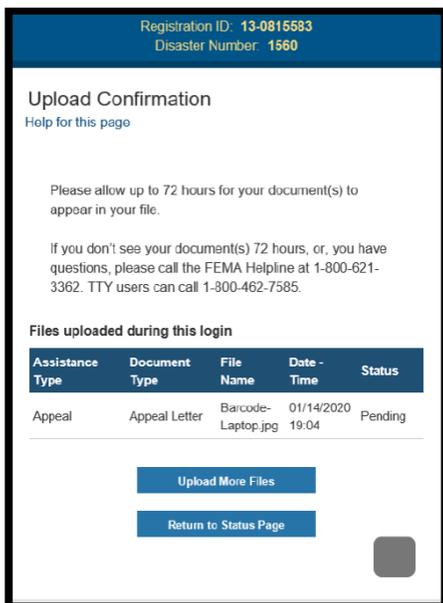
If the upload is successful, then the applicant will see an **Upload Confirmation** page showing the file(s) uploaded and two buttons: **Upload More Files** and **Return to Status Page**. A message displays to let the applicant know that it may take up to 72 hours for uploaded documents to appear in their account file.

NOTE: The upload delay could take longer than 72 hours during high disaster activity. Applicants are instructed to call the FEMA Call Center if documents do not appear after 72 hours.

Web view:



Mobile view (Android):



11. Documents that have been uploaded and received by FEMA can be viewed using the **Correspondence Tab > Received From You** section. This table view shows the **Received Date**, the **Description**, the **Received Method**, and the **Action** available for that document.

Web view:

Received Date	Description	Received Method	Action
02/28/2017	Personal Property Appeal Letter	Upload	View
02/28/2017	Hotel/Motel Receipts	Upload	View
02/28/2017	Personal Property Appeal Letter	Upload	View

Mobile view (Android):

Received Date	Description	Received Method	Action
02/28/2017	Personal Property Appeal Letter	Upload	View
02/28/2017	Hotel/Motel Receipts	Upload	View
02/28/2017	Personal Property Appeal Letter	Upload	View

Once finished uploading and reviewing documents, the applicant can then log out of their account.