

# **Grants Portal Applicant Basics Webinar**

**Presented by Public Assistance Training Section**



**FEMA**

# Agenda

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- Support options
- Register a New Organization
- Submit a Request for Public Assistance (RPA)
- Create / Manage Applicant User Accounts
- Grants Portal Basic Navigation
- Additional resources and support



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# Getting Started

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# For Technical Assistance

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For technical assistance, please contact:  
Grants Portal Hotline (866) 337-8448

Email: [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov)

Hours: 8:00 AM – 8:00 PM EDT Mon-Fri



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# For Policy & Eligibility Questions

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Contact your State, Local, Tribal or Territorial  
Emergency Management Agency.

Below is a link to find contact information for  
local emergency management agencies:

<https://www.fema.gov/emergency-management-agencies>



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# Grants Portal Website

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<https://grantee.fema.gov/>



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# Grants Portal Login Screen



? Help

## ⚠ This Portal Is for Governments and Non-Profits Use Only

Individuals looking for Individual Assistance, please visit [disasterassistance.gov](https://disasterassistance.gov) for assistance.

Businesses looking for assistance should visit the [Small Business Administration's disaster assistance website](#).

## 🔑 Sign in to Your Account

USERNAME

[Forgot your username?](#)

PASSWORD

[Forgot your password?](#)

SIGN IN

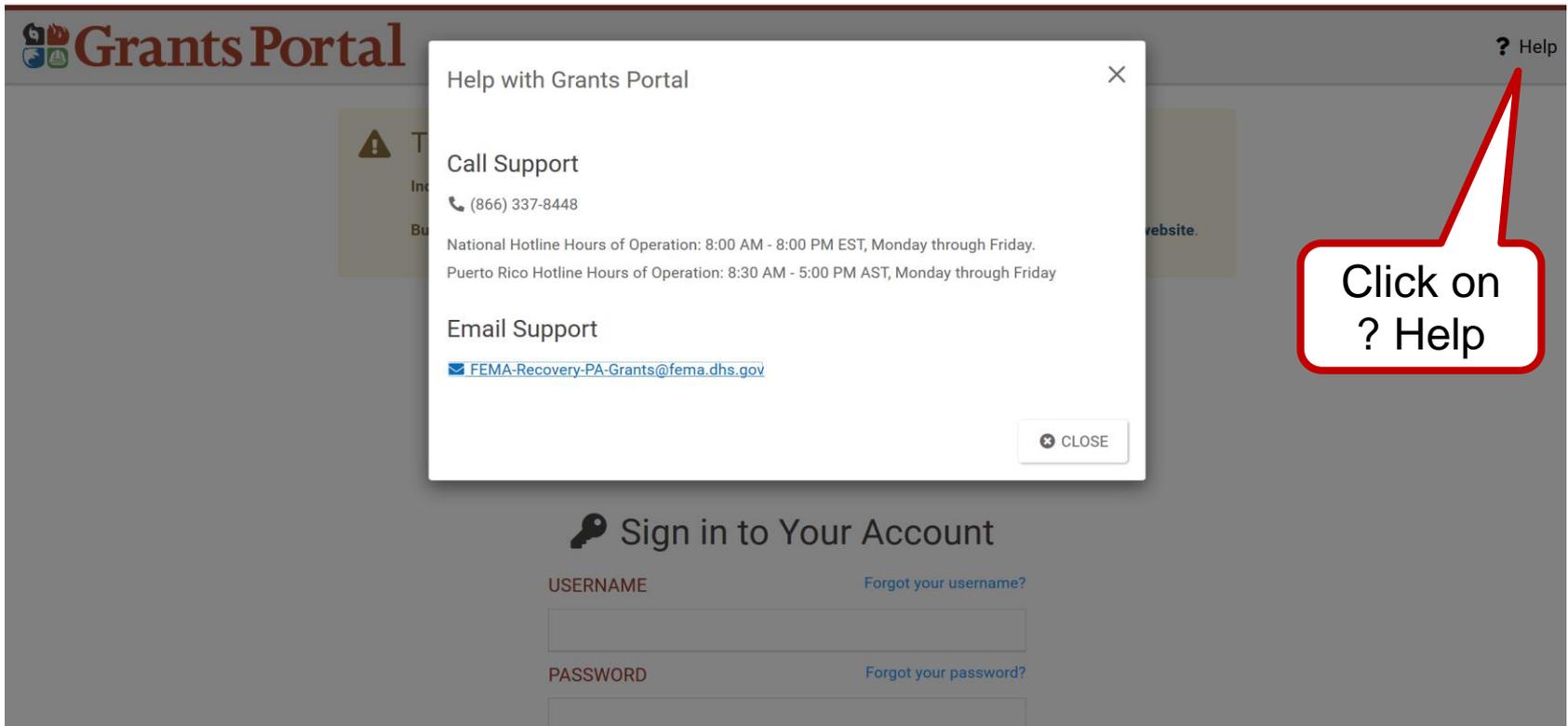
[⊕ Register Your Government Organization for Public Assistance](#)



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# Customer Service (Prior to Log In)

- Hotline contact information is accessible prior to login
- Help icon is always visible on the title banner 



The screenshot displays the Grants Portal interface. At the top left, the logo for FEMA and the text "Grants Portal" are visible. In the top right corner, there is a "? Help" link. A white popup window titled "Help with Grants Portal" is centered on the screen, containing the following information:

- Call Support**  
Phone icon (866) 337-8448  
National Hotline Hours of Operation: 8:00 AM - 8:00 PM EST, Monday through Friday.  
Puerto Rico Hotline Hours of Operation: 8:30 AM - 5:00 PM AST, Monday through Friday
- Email Support**  
Email icon [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov)

Below the popup, there is a "Sign in to Your Account" section with a key icon. It includes input fields for "USERNAME" and "PASSWORD", each with a "Forgot your [username/password]?" link. A red callout box with a white background and a red border points to the "? Help" link in the top right corner, containing the text "Click on ? Help".



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# Register an account in Grants Portal

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- If you have **previously worked** in Grants Portal, you already have a registered account
  
- If you are a **first time** Grants Portal user, there are 2 ways to register your organization's account:
  1. Register your organization and submit a Request for Public Assistance (RPA) independently
  2. Applicant receives an email invitation from their State, Tribe, or Territory to register their organization



# Register a New Organization

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(First time users who have not received a Recipient invitation via email)



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# Grants Portal – New Users

 This Portal Is for Governments and Non-Profits Use **Only**

Individuals looking for Individual Assistance, please visit [disasterassistance.gov](http://disasterassistance.gov) for assistance.

Businesses looking for assistance should visit the [Small Business Administration's disaster assistance website](#).

Click  
Register Your  
Government  
Organization for  
Public  
Assistance

 Sign in to Your Account

USERNAME

[Forgot your username?](#)

PASSWORD

[Forgot your password?](#)

SIGN IN

[+ Register Your Government Organization for Public Assistance](#)



# Welcome Screen

## Welcome to the FEMA Grants Portal Registration!

This registration process is for state and local government and certain private non-profit (PNP) organizations to request a FEMA account for Public Assistance funding. Individuals and businesses should not attempt to register here.

If you are a state or local government or PNP organization, you will be required to provide basic information about your organization to be used during the approval of your request. You will have **1 hour** to complete this process.

For additional information, please see FEMA's [Applicant Quick Guide to Grants Portal Account Creation and Request for Public Assistance](#).

### PLEASE NOTE:

- ❗ Private non-profit organizations applying for assistance should be prepared to provide the following when submitting their Request for Public Assistance:
  - A ruling letter from the Internal Revenue Service that was in effect on the declaration date and granted tax exemption under sections 501(c), (d), or (e) of the Internal Revenue Code.
  - Documentation from the State substantiating it is a non-revenue producing, non-profit entity organized or doing business under State law, including law citation.
  - If exempt from both the requirement to apply for 501(c)(3) status and tax-exempt status under State law, articles of incorporation, bylaws, or other documents indicating it is an organized entity and a certification that is is compliant with Internal Revenue Code section 501(c)(3) and State law requirements.
- ❗ **Individuals** looking for Individual Assistance, please go to [disasterassistance.gov](https://disasterassistance.gov) for assistance.
- ❗ **Businesses** looking for assistance should visit the [Small Business Administration's disaster assistance website](#).
- ❗ **Tribal government organizations** applying as a Recipient should first reach out to their local [FEMA Regional representative](#).

By proceeding, you are confirming that you are the legal agent of a state or local government organization or private non-profit organization, and you acknowledge that intentionally making false statements or concealing any information in an attempt to obtain Public Assistance is a violation of federal laws, which carries severe criminal and civil penalties.

Please verify you are a human by clicking below.

Click to confirm you are not a robot

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

You may be asked to identify items in a photo.



# FEMA

# Organization Information Tab

Step 2:  
Click  
Next

## 1 Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

1 Organization Info

2 Contact Info

3 Locations

4 RPA

5 Submit

← PREV

NEXT →

Businesses and individuals should not attempt to register for Federal Assistance here. Please see guidance on the [Grants Portal Registration Welcome Page](#).

WITHIN WHICH STATE / TERRITORY / TRIBE IS YOUR ORGANIZATION? \*

Alabama

ORGANIZATION NAME \*

City of Example

? ORGANIZATION TYPE \*

City or Township Government

? EIN NUMBER \*

01-2345678

? DUNS NUMBER \*

0987655432

Step 1: Enter  
Organization  
information



# FEMA

# Contact Information Tab

## 1 Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

Step 2:  
Click  
**Next**

1 Organization Info

2 Contact Info

3 Locations

4 RPA

5 Submit

← PREV

NEXT →

To expedite your request approval process, official email addresses (.gov) and no personal email addresses should be used.

### Primary Contact Info

### Alternate Contact Info

FIRST NAME *	<input type="text" value="John"/>
LAST NAME *	<input type="text" value="Doe"/>
TITLE *	<input type="text" value="Mayor"/>
PHONE NUMBER *	<input type="text" value="(555) 555-5555"/>
EMAIL *	<input type="text" value="johndoe@noemail.com"/>

FIRST NAME	<input type="text" value="Susan"/>
LAST NAME	<input type="text" value="Test"/>
TITLE	<input type="text" value="Deputy Mayor"/>
PHONE NUMBER	<input type="text" value="(555) 555-5555"/>
EMAIL	<input type="text" value="susantest@noemail.com"/>

Step 1: Enter  
Contact  
Information



# FEMA

# Locations Tab

## Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

Step 3:  
Click  
**Next**

1 Organization Info

2 Contact Info

3 Locations

4 RPA

5 Submit

← PREV

NEXT →

### Primary Location

ADDRESS 1 *	<input type="text" value="61 Main Street"/>
ADDRESS 2	<input type="text"/>
CITY *	<input type="text" value="Anniston"/>
STATE *	<input type="text" value="Alabama"/> x ▾
ZIP CODE *	<input type="text" value="38305"/>
COUNTY *	<input type="text" value="Calhoun County"/> x ▾

Step 1:  
Enter  
Primary  
Location  
Address

### Mailing Address

\*Only if different from the Primary Address

ADDRESS 1	<input type="text"/>
ADDRESS 2	<input type="text"/>
CITY	<input type="text"/>
STATE	<input type="text" value="Select..."/> ▾
ZIP CODE	<input type="text"/>
COUNTY	<input type="text" value="Select..."/>

Step 2: Enter Mailing  
Address (if different)



# Request for Public Assistance Tab



## Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

- 1 Organization Info
- 2 Contact Info
- 3 Locations
- 4 RPA
- 5 Submit

Step 5:  
Click  
Next

Step 1:  
Click Yes

Step 2:  
Select  
disaster

Step 4: Click  
for Additional  
Event  
information

Step 3: Enter  
additional info

In addition to registering your account, you also have the option to submit a Request for Public Assistance for a current PNP organization disaster.

DO YOU WANT TO SUBMIT A REQUEST FOR PUBLIC ASSISTANCE? \*  Yes  No

WHICH EMERGENCY / DISASTER DO YOU WANT TO REQUEST PUBLIC ASSISTANCE FOR? \*

Alabama COVID-19 (4503DR-AL)

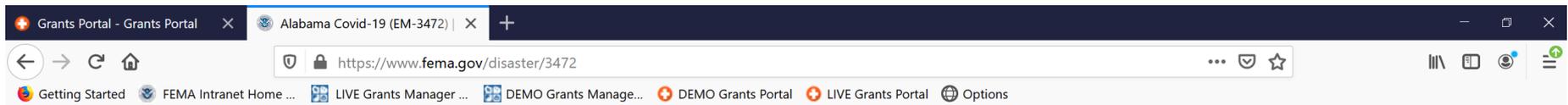
[View FEMA's Emergency / Disaster Information](#)

PLEASE USE THE AREA TO THE RIGHT IF YOU WOULD LIKE TO PROVIDE ANY ADDITIONAL INFORMATION; FOR INSTANCE, YOU MAY PROVIDE A BRIEF NARRATIVE DESCRIBING WHY YOUR ORGANIZATION IS REQUESTING ASSISTANCE. THIS IS OPTIONAL, AND YOU MAY PRESS NEXT AT THE TOP OF THE FORM TO SKIP THIS STEP.



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# FEMA's Emergency/Disaster Information



## Alabama Covid-19 (EM-3472)

Incident Period: January 20, 2020 and continuing.  
Emergency Declaration declared on March 13, 2020

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# Review and Submit

## Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

- 1 Organization Info
- 2 Contact Info
- 3 Locations
- 4 RPA
- 5 Submit

[← PREV](#) [NEXT →](#)

 Please review the information below to ensure everything is entered correctly. Click the **Submit** button below to proceed.

### Organization Information

STATE / TERRITORY / TRIBE Alabama

ORGANIZATION NAME City of Example

ORGANIZATION TYPE City or Township Government

EIN NUMBER 01-2345678

DUNS NUMBER 98765432

### Request for Public Assistance

SUBMIT RPA? Yes

DISASTER/EMERGENCY Alabama COVID-19 (4503DR-AL)

### Primary Contact Info

### Alternate Contact Info

Review Information

Scroll Down



# Review and Submit (cont....)

CITY	Anniston	CITY
STATE	Alabama	STATE
ZIP CODE	38305	ZIP CODE
COUNTY	Calhoun County	COUNTY



It is important to know that, upon submittal, the request becomes a legal document. The Recipient or FEMA may use external sources to verify the accuracy of the information entered. It is a violation of Federal law to intentionally make false statements or hide information when applying for Public Assistance. **This includes claiming representation of a private non-profit or government organization.** This can carry severe criminal and civil penalties including a fine of up to \$250,000, imprisonment, or both. (18 U.S.C. §§ 287, 1001, 1040, and 3571)

By clicking submit below, I certify that:

- All information I have provided regarding this request is true and correct to the best of my knowledge.
- I understand that if I intentionally make false statements or conceal any information in an attempt to obtain Public Assistance, it is a violation of federal laws, which carry severe criminal and civil penalties. (18 U.S.C. §§ 287, 1001, 1040 and 3571)

Click **Submit**  
Your  
**Organization**  
Registration

 SUBMIT YOUR ORGANIZATION REGISTRATION



# Congratulations Registration Submitted



## ✓ Congratulations!

Your account registration and Request for Public Assistance (RPA) through FEMA has been successfully submitted for review. Once your request has been approved by state/territory Emergency Management representative and FEMA, you will receive a username and temporary password for this site. Once approved, your profile will be created, and you will be able to use this site to upload necessary documentation and manage your application for FEMA Public Assistance funding. If you require additional assistance with the FEMA Grants Portal, please contact the Grants Portal Hotline at (866) 337-8448, or [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov).



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# PNP – Register Your Organization

## **i** Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

Step 2:  
Click  
**Next**

1 Organization Info

2 Contact Info

3 Locations

4 Submit

← PREV

NEXT →

**i** Businesses and individuals should not attempt to register for Federal Assistance here. Please see guidance on the [Grants Portal Registration Welcome Page](#).

WITHIN WHICH STATE / TERRITORY / TRIBE IS YOUR ORGANIZATION? \*

Select...

ORGANIZATION NAME \*

**i** ORGANIZATION TYPE \*

Select...

**i** EIN NUMBER \*

**i** DUNS NUMBER \*

Step 1: Enter  
Organization  
information



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# PNP – Contact Info

## Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

1 Organization Info   2 Contact Info   3 Locations   4 Submit

← PREV   NEXT →

 To expedite your request approval process, official email addresses (.gov) and no personal email addresses should be used.

### Primary Contact Info

FIRST NAME *	<input type="text"/>
LAST NAME *	<input type="text"/>
TITLE *	<input type="text"/>
PHONE NUMBER *	<input type="text"/>
EMAIL *	<input type="text"/>

### Alternate Contact Info

FIRST NAME	<input type="text"/>
LAST NAME	<input type="text"/>
TITLE	<input type="text"/>
PHONE NUMBER	<input type="text"/>
EMAIL	<input type="text"/>

Enter primary and alternate contact info



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# PNP – Location

## **i** Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

1 Organization Info   2 Contact Info   **3 Locations**   4 Submit

← PREV   NEXT →

### Primary Location

ADDRESS 1 *	<input type="text"/>
ADDRESS 2	<input type="text"/>
CITY *	<input type="text"/>
STATE *	Virginia x ▾
ZIP CODE *	<input type="text"/>
COUNTY *	Select... ▾

### Mailing Address \*Only if different from the Primary Address

ADDRESS 1	<input type="text"/>
ADDRESS 2	<input type="text"/>
CITY	<input type="text"/>
STATE	Select... ▾
ZIP CODE	<input type="text"/>
COUNTY	Select... ▾

Enter primary address and mailing address\*



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# PNP - Review & Submit Tab

## **i** Register Your Government or Private Non-Profit Organization for Public Assistance

Please provide the following basic information to request a Government or Private Non-Profit (PNP) organization account for **FEMA Public Assistance Funding**. Once completed, your account and request will be submitted to your state/territory Emergency Management representative and FEMA for review and approval.

1 Organization Info

2 Contact Info

3 Locations

4 Submit

← PREV

NEXT →

Step 2:  
Scroll  
down

Because you have designated that you are a Private Non-Profit Organization, the following documents will be required by FEMA before any request for public assistance can be considered eligible:

- A ruling letter from the Internal Revenue Service that was in effect on the declaration date and granted tax exemption under sections 501(c), (d), or (e) of the Internal Revenue Code.
- Documentation from the State substantiating it is a non-revenue producing, non-profit entity organized or doing business under State law, including law citation.
- If exempt from both the requirement to apply for 501(c)(3) status and tax-exempt status under State law, articles of incorporation, bylaws, or other documents indicating it is an organized entity and a certification that is is compliant with Internal Revenue Code section 501(c)(3) and State law requirements.

**i** Please review the information below to ensure everything is entered correctly. Click the **Submit** button below to proceed.

### Organization Information

STATE / TERRITORY / Alabama

Step 1: Review  
information



# PNP - Review and Submit (cont....)

CITY	Anniston	CITY
STATE	Alabama	STATE
ZIP CODE	38305	ZIP CODE
COUNTY	Calhoun County	COUNTY



It is important to know that, upon submittal, the request becomes a legal document. The Recipient or FEMA may use external sources to verify the accuracy of the information entered. It is a violation of Federal law to intentionally make false statements or hide information when applying for Public Assistance. **This includes claiming representation of a private non-profit or government organization.** This can carry severe criminal and civil penalties including a fine of up to \$250,000, imprisonment, or both. (18 U.S.C. §§ 287, 1001, 1040, and 3571)

By clicking submit below, I certify that:

- All information I have provided regarding this request is true and correct to the best of my knowledge.
- I understand that if I intentionally make false statements or conceal any information in an attempt to obtain Public Assistance, it is a violation of federal laws, which carry severe criminal and civil penalties. (18 U.S.C. §§ 287, 1001, 1040 and 3571)

Click **Submit**  
Your  
**Organization**  
Registration

 SUBMIT YOUR ORGANIZATION REGISTRATION



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# Congratulations Registration Submitted



## ✓ Congratulations!

Your account registration and Request for Public Assistance (RPA) through FEMA has been successfully submitted for review. Once your request has been approved by state/territory Emergency Management representative and FEMA, you will receive a username and temporary password for this site. Once approved, your profile will be created, and you will be able to use this site to upload necessary documentation and manage your application for FEMA Public Assistance funding. If you require additional assistance with the FEMA Grants Portal, please contact the Grants Portal Hotline at (866) 337-8448, or [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov).



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# Creating Password for a New Account

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(First time users after receiving the Access Email)



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# Setting up a New Grants Portal Account

## Applicant Receives Access Email

From: [support@pagrants.fema.gov](mailto:support@pagrants.fema.gov) [mailto:[support@pagrants.fema.gov](mailto:support@pagrants.fema.gov)]

Sent: Thursday, November 23, 2017 3:11 PM

Subject: FEMA PA Notification – Org Account Request.Approved

Hello Sherry,

Your organization account request has received final approval. You may now log in to the Grants Portal with the temporary username and password:

Username: [comanager@subrecipientcountyga.com](mailto:comanager@subrecipientcountyga.com)

Password: LJE1kAvc!%

Please click <https://grantee.fema.gov/> to sign in with your temporary password. You will be required to change your password upon login.

-FEMA PA Support Team

[FEMA-PA-Support@FEMA.DHS.Gov](mailto:FEMA-PA-Support@FEMA.DHS.Gov)

<https://pagrants.fema.gov>

Click hyperlink to  
go to Grants Portal



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# Welcome Wizard



## Welcome to the Grants Portal!

To get started, we'll ask you a few questions to get your account set up.

- 1 Start
- 2 Password
- 3 Security Question
- 4 Finalize Account

← PREV **NEXT** →

Use the Previous and Next buttons to navigate through the steps and fill out your information.



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# Setting up a New Grants Portal Account



Welcome to the Grants Portal!

First, let's create a password so you can access your account. Please select a password and enter it twice below.

1 Start 2 Password 3 Security Question 4 Finalize Account

← PREV NEXT →

USERNAME  
SBLACK\_State

CHOOSE A PASSWORD  
.....  
[Progress bar: 80% complete]

RE-ENTER YOUR PASSWORD  
.....

Password Tips

- Make your password at least 15 characters long. The longer, the better.
- Include uppercase and lowercase characters, numbers, punctuation marks, and symbols. The greater the variety, the more secure

Step 1: Type New Password

Step 2: Click Next



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# Setting up a New Grants Portal Account



Almost done!

Now create a security question in case you forget your password

1 Start 2 Password 3 Security Question 4 Finalize Account

← PREV NEXT →

SECURITY QUESTION

What was your childhood nickname?

SECURITY ANSWER

\*\*\*\*\*

RE-ENTER YOUR SECURITY ANSWER

\*\*\*\*\*

Step 1: Select Security Question & Answer (at least 5 characters)

Step 2: Click Next



# Setting up a New Grants Portal Account



## Let's review

Please make sure your selections are correct below. If everything looks good, press the Submit button, otherwise, use the Previous and Next buttons to go back and make any changes.

Step 1:  
Review  
Information

1 Start 2 Password 3 Security Question 4 Finalize

← PREV NEXT →

Please review the information below to ensure everything is entered correctly. Click the **Submit** button below to proceed.

USERNAME	maureen
PASSWORD	*****
SECURITY QUESTION	What was your childhood nickname?
SECURITY ANSWER	twinkie

**SUBMIT**

Step 2: Click  
Submit



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# Return to Login Screen



Congratulations!

Your account has been activated. Use the button below to continue.

RETURN TO LOGIN SCREEN

Click **Return to Login Screen**



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# Sign into Grants Portal Account

## Re-Login to Grants Portal



### Sign in to Your Account

USERNAME

[Forgot your username?](#)

PASSWORD

[Forgot your password?](#)

SIGN IN

[+ Register Your Organization and Request Public Assistance](#)

Enter User  
Name and  
**NEW**  
Password



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# Setting up a New Grants Portal Account



Privacy Notice ×

**Authority:** FEMA is authorized to collect the information requested pursuant to the Robert T. Stafford Disaster Relief and Emergency Assistance Act, §§ 402-403, 406-407, 417, 423, and 427, 42 U.S.C. 5170a-b, 5172-73, 5184, 5189a, 5189e; The American Recovery and Reinvestment Act of 2009, Public Law No. 111-5, § 601; and "Public Assistance Project Administration," 44 C.F.R. §§ 206.202.

**Purpose:** FEMA is collecting this information to provide user access to the Grants Portal system. This enables users to collaborate with FEMA and manage their pre-aware disaster grant activities.

**Routine Uses:** The information on this form may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using this information as necessary and authorized by the routine uses published in DHS/ALL – 004 General Information Technology Access Account Records System of Records 74 FR 49882 (September 29, 2009), and upon written request, by agreement, or as required by law. The Department's full list of systems of records notices can be found on the Department's website at: <http://www.dhs.gov/system-records-notices-sorns>.

**Consequences of Failure to Provide Information:** The disclosure of information on this form is voluntary; however, failure to provide the requested information may prevent or delay you from obtaining an account with the Grants Portal system.

Click  
**ACCEPT**



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# Setting up a New Grants Portal Account



## ATTENTION

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use or access of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy when you use this information system; this includes any communications or data transiting, stored on or traveling to or from this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, search and seize any communication or data transiting, stored on or traveling to or from this information system.
- The government may disclose or use any communications or data transiting, stored on or traveling to or from this information system for any lawful government purpose.
- You are NOT authorized to process classified information on this information system.

REJECT

ACCEPT

Click  
**ACCEPT**



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# Register Organization from Recipient Invitation

---



(Users who received an invitation email  
from Recipient)



**FEMA**

# Register your Organization



**i** Let's register your organization!

Please follow along in the wizard below. If you need any assistance, please contact the FEMA helpline at (866) 337-8448 or [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov).

Step 3:  
Click  
Next

1 Basic Information > 2 Contact Info > 3 Locations > 4 Facilities > 5 Complete Access Request

← PREV NEXT →

REQUESTING ORGANIZATION Colorado

NAME \* Test123, City of

TYPE \* City or Township Government

DUNS NUMBER

EIN NUMBER \*

Step 1: Enter  
DUNS Number

Step 2: Enter EIN  
Number



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# Organization Contact Information

1 Basic Information   2 Contact Info   3 Locations   4 Facilities   5 Complete Access Request   ← PREV   NEXT →

**Primary Contact Info**

FIRST NAME \*

LAST NAME \*

TITLE \*

PHONE NUMBER \*

EMAIL \*

**Alternate Contact Info**

FIRST NAME

LAST NAME

TITLE

PHONE NUMBER

EMAIL

Step 2:  
Click  
Next

Step 1: Enter  
Contact  
Information



# Enter Location Information

Step 3:  
Click  
Next

1 Basic Information   2 Contact Info   3 Locations   4 Facilities   5 Complete Access Request

← PREV   NEXT →

### Primary Location

ADDRESS 1 \*   61 Main Street

ADDRESS 2

CITY \*   Boulder

STATE \*   Colorado

ZIP CODE \*   80301

COUNTY \*   Adams County

### Mailing Address \*Only if different

ADDRESS 1

ADDRESS 2

CITY

STATE   Colorado

ZIP CODE

COUNTY   Select...

Step 1: Enter  
Primary Location  
Address

Step 2: Enter Mailing  
Address (if different)



FEMA

# Select Counties with Facilities

1 Basic Information   2 Contact Info   3 Locations   4 Facilities   5 Complete Access Request

← PREV   NEXT →

Select the Counties where a Facility exists

Quick Search...

	County
<b>REMOVE</b>	Adams County
<b>+ ADD</b>	Alamosa County
<b>+ ADD</b>	Arapahoe County
<b>+ ADD</b>	Archuleta County
<b>+ ADD</b>	Baca County
<b>+ ADD</b>	Bent County
<b>+ ADD</b>	Boulder County
<b>+ ADD</b>	Broomfield, City and County of
<b>+ ADD</b>	Chaffee County

**Step 1: Click Add next to the County the facilities are located**

**Step 2: Click Next**



# Verify Organization Information

1 Basic Information

2 Contact Info

3 Locations

4 Facilities

5 Complete Access Request

← PREV

NEXT →

Please review the information below to ensure everything is entered correctly. Click the **Submit** button below to proceed.

## Organization Information

**REQUESTING ORGANIZATION** Colorado

**NAME** Test123, City of

**TYPE** City or Township Government

**DUNS NUMBER** 987654432

Review  
Information

## Primary Contact Info

**FIRST NAME** John

**LAST NAME** Smith

## Alternate Contact Info

**FIRST NAME** --

**LAST NAME** --



FEMA

# Submit Organization Information

**PHONE NUMBER** (555) 555-5555

**EMAIL** john.smith54321@test.nomail.com

## Primary Location

**ADDRESS 1** 61 Main Street

**ADDRESS 2** --

**CITY** Boulder

**STATE** Colorado

**ZIP CODE** 80301

**COUNTY** Adams County

**PHONE NUMBER** --

**EMAIL** --

## Mailing Address \*Only if different

**ADDRESS 1** --

**ADDRESS 2** --

**CITY** --

**STATE** Colorado

**ZIP CODE** --

**COUNTY** --

## Counties with Facility

**COUNTIES** Adams County

Click  
Submit

 SUBMIT



FEMA

# Confirmation of Submittal

---

Your access request has been submitted!

You will be contacted once your request has been approved.



**FEMA**

# Email Confirmation of Submission

---

**From:** [support@pagrants.fema.gov](mailto:support@pagrants.fema.gov) [<mailto:support@pagrants.fema.gov>]  
**Sent:** Wednesday, February 01, 2017 2:36 PM  
**Subject:** FEMA PA Notification - Workflow Initiation Receipt Org Account Request

Hello Sherry,

You have successfully initiated an Org Account Request. You will receive another notification whether the request is approved or rejected.

-FEMA PA Support Team

[FEMA-PA-Support@FEMA.DHS.Gov](mailto:FEMA-PA-Support@FEMA.DHS.Gov)  
<https://pagrants.fema.gov>



**FEMA**

# Submit Request for Public Assistance (RPA)

---



(Existing users who already have accounts set up)



**FEMA**

# Recipient Must Approve Organization

## My Organization Dashboard

Grants Portal Tsirikos, Lisa D...

Dashboard | Change Organization | My Organization (EMI CITY (668-90996-56))

### Applicant Event Profile

State Demo (1028-STATE-DEMO) / EMI CITY (668-90996-56)

**Recipient eligibility determination is pending for EMI CITY**

General Information	Event Information
<b>FEMA PA CODE</b> 668-90996-56	<b>JOB #</b> 1028-STATE-DEMO
<b>NAME</b> EMI CITY	State Demo
<b>TYPE</b> City or Township Government	aster
<b>SECTOR</b> --	rrricane
<b>STATUS</b> Pending Recipient RPA Review	ngoing
<b>RPA DECISION DATE</b> --	<b>DECLARATION DATE</b> October 26, 2016
<b>PROCESS STEP</b> Pending Recipient Review <small>As of October 25th, 2017 12:42 PM EDT</small>	<b>DECLARED COUNTIES</b> Multiple Counties - October 25th, 2016
	<b>FIXED COST OFFER DECLARATION-WIDE DEADLINE</b> October 26, 2017

Stats/Summary > | Staff / Contacts > | Locations > | Damage Inventory > | EHP Profile >

**Recipient eligibility determination pending**



FEMA

# Submit Request for Public Assistance

## My Organization Dashboard

**Grants Portal**

**Dashboard**

**Change Organization**

**My Organization**  
Virtual Team City

Organization Profile

Organization Personnel

Applicant Event Profiles

Exploratory Calls

Recovery Scoping Meetings

Projects

Damages

Work Order Requests

Work Orders

**My Tasks**

**Calendar**

**Utilities**

**Organization**  
Virtual Team City

Level: 2

Type: City or Township Government

FEMA PA Code:

Is PNP? No

**Click here to submit a RPA for your organization.**

**Click here to submit a RPA for your organization**



**FEMA**

# Submit Request for Public Assistance

 Grants Portal

- Dashboard
- Change Organization
- My Organization  
Virtual Team City
  - Organization Profile
  - Organization Personnel
  - Applicant Event Profiles
  - Exploratory Calls
  - Recovery Scoping Meetings
  - Projects
  - Damages
  - Work Order Requests
  - Work Orders
- My Tasks
- Calendar

## Request Public Assistance

**1 Start** 2 General Info 3 Contacts 4 Addresses 5 Other Info 6 Submit

Welcome to the FEMA Request for Public Assistance (RPA) process. Over the next few minutes we will ask you a series of questions regarding your organization, contacts, mailing addresses, and supporting information. Once complete, you will be provided with the opportunity to review your submission and, once you are satisfied, you will then be able to directly submit your RPA to FEMA.

Following submission you will receive automatic notifications and will be able to track the progress of your RPA review. If your organization is deemed eligible for Public Assistance by FEMA, you will be automatically notified and will be able to use this system to collaborate with your FEMA partners.

Prior to starting this process, you may wish to [click here](#) to review your Organization Profile to ensure that all your information is up-to-date.

To get started, press the **Next** button at the bottom of this form.

Fill in each tab as previously displayed

Click Next.



FEMA

# General Info Tab

## Request Public Assistance

1 Start 2 General Info 3 Contacts 4 Addresses 5 Other Info 6 Submit

Your organization may be eligible to apply for Public Assistance. Below, please indicate the Event for which you are applying for assistance and confirm your DUNS# and FEMA PA Code (i.e., *FIPS Code*). Also, please indicate whether you have already prepared and submitted a Preliminary Damage Assessment (PDA). Pre-submission of a PDA is not required to be considered eligible for Public Assistance.

Organization	Virtual Team City
FEMA PA Code	--
DUNS #	111111111
Event	4432DR-OR (4432DR) x
Participated in PDA?	Select...

PREV NEXT CANCEL



# Contact Info

## Request Public Assistance

1 Start 2 General Info 3 Contacts 4 Addresses 5 Other Info 6 Submit

Please indicate your primary and alternate contacts. These individuals will receive regular notifications and will be able to use this system to track the progress of your request as well as collaborate with your designated FEMA partners. Following submission, you will have the option of specifying additional team members. If you do not see appropriate personnel in the dropdown lists below, or if their email or phone contact information is incorrect, please [click here](#) to manage the Contacts currently assigned to your Organization Profile.

### Primary Contact

Name Choose Contact...  
Title --  
Email --  
Phone --

### Alternate Contact

Name Choose Contact...  
Title --  
Email --  
Phone --

PREV NEXT CANCEL

Enter Primary and Alternate contact info



# Addresses

- Dashboard
- Change Organization
- My Organization**  
Virtual Team City
  - Organization Profile
  - Organization Personnel
  - Applicant Event Profiles
  - Exploratory Calls
  - Recovery Scoping Meetings
  - Projects
  - Damages
  - Work Order Requests
  - Work Orders
- My Tasks
- Calendar
- Utilities
- Intelligence

## Request Public Assistance

2 General Info 3 Contacts 4 **Addresses** 5 Other Info 6 Submit

Please indicate your physical and mailing addresses. These may be the same, of course. These addresses will be used for meeting scheduling and for sending formal correspondence. Following submission, you will have the option of modifying these addresses. If you do not see appropriate addresses in the dropdown lists below, or if they are incorrect, please [click here](#) to manage the Locations currently assigned to your Organization Profile.

**Primary Location**

Address	Virtual Team
City	Virtual City
State	Alaska
Zip	11111
County	Valdez-Cordova Census Area

**Mailing Address**

Address	Virtual Team
City	Virtual City
State	Alaska
Zip	11111
County	Valdez-Cordova Census Area

**Enter Primary and Mailing address**



# Other Info

2 General Info 3 Contacts 4 Addresses 5 Other Info 6 Submit

Please use the area below if you would like to provide any additional information; for instance, you may provide a brief narrative describing why your organization is requesting assistance. This is optional, and you may press next at the bottom of the form to skip this step.

Comments

Limit 500 characters

PREV NEXT CANCEL

**Any additional info (optional)**



# Review & Submit

## Request Public Assistance

2 General Info 3 Contacts 4 Addresses 5 Other Info 6 Submit

Please ensure all information listed below is accurate before clicking the **Submit** button at the bottom of this form. By clicking the **Submit** button, a notification will be sent to FEMA of your organizations desire to receive Public Assistance. In addition, your designated primary and alternate contacts will receive a confirmation. Following submission, you will receive additional guidance describing the FEMA Public Assistance process.

### General Info

Applicant Virtual Team City  
Event 4432DR-OR (4432DR)  
Participated in PDA? No

### Primary Contact

Name Tsirikos, Lisa Demo  
Title PA Officer  
Email @fema.dhs.gov  
Phone (111) 111-1111

### Primary Location

### Other Info

Comments --



← PREV SUBMIT ✓ CANCEL



# Confirmation of Submittal

---

Your access request has been submitted!

You will be contacted once your request has been approved.



**FEMA**

# Create/Manage User Accounts

---

Add  
Personnel



(Grants Portal Users with specific roles)



**FEMA**

# Add User Accounts

The screenshot shows the 'My Organization Profile' page in the Grants Portal. The page title is 'My Organization Profile' with a back arrow icon. The organization name is '123CITY-TEST TEST (123-45678-90)'. The page is divided into sections: 'General Information', 'Personnel', 'Locations', 'Counties with Facility', 'Insurance Profile', and 'Applicant Event Profiles'. The 'Personnel' section has a 'MANAGE' button. The 'Insurance Profile' section has 'UPLOAD INSURANCE DOCUMENTS' and 'HELP' buttons. The left sidebar contains navigation options: Dashboard, Change Organization, My Organization (selected), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, My Tasks, Calendar, Utilities, Intelligence, and Administration. The top right shows user information 'Mate, Teresa' and notification icons. Two red callout boxes provide instructions: 'Step 1: Click on Organization Profile' points to the 'Organization Profile' link in the sidebar, and 'Step 2: Click on Manage Personnel' points to the 'MANAGE' button in the Personnel section.

**Step 1: Click on Organization Profile**

**Step 2: Click on Manage Personnel**



FEMA

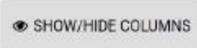
# Add User Accounts

Portal 

## Manage Personnel

**Click Create** 

Search...  

	Last Name	First Name	Middle Initial	Roles	Emails	Phones
 <b>MANAGE</b>	Doe	Jane		Alternate PA Coordinator Authorized Representative	58720.Jane@PDMG0009.gov, Work	(555) 555-555, Work (Cell)
 <b>MANAGE</b>	Doe	John		Authorized Representative Primary PA Coordinator	59313John@PDMG0009.gov, Work	(555) 555-555, Work (Cell)
 <b>MANAGE</b>	Leghorn	Foghorn		Organization Admin Primary PA Coordinator	foghorn.leghorn@glenville.gov, Work	
 <b>MANAGE</b>	Wayne	Burce		Account Manager Alternate PA Coordinator Personnel Manager		

10  Showing 1 to 5 of 5 entries  **1** 



# FEMA

# Create Direct Personnel

Click  
Direct  
Employee

What type of **Personnel** do you want to create? ×

<b>DIRECT EMPLOYEE</b>	Person directly employed by the Applicant or Recipient organization.
<b>CONTRACTOR / CONSULTANT</b>	Person employed by a company that provides services under contract to the Applicant or Recipient organization.

× CLOSE



FEMA

# Complete Personnel Information

Assign Personnel ×

### General Information

Personnel Type Direct Employee

Organization 123CITY-TEST TEST (123-45678-90)

First Name \*

Last Name \*

Middle Initial

Title \*

### Contact Information

Email \*

Confirm Email \*

Phone

Mobile Phone

### Authentication Information

Username \*

Password \*

Confirm Password \*

Complete Information

Click Save



FEMA

# Add Contractor/Consultant Personnel

What type of **Personnel** do you want to create? ×

<b>DIRECT EMPLOYEE</b>	Person directly employed by the Applicant or Recipient organization.
<b>CONTRACTOR / CONSULTANT</b>	Person employed by a company that provides services under contract to the Applicant or Recipient organization.

× CLOSE

Click  
**Contractor /  
Consultant**



**FEMA**

# Complete Personnel Information

Complete Information

Assign Personnel ×

**General Information**

Personnel Type Contractor / Consultant

Organization City of TMATE (TERESA)

First Name \*

Last Name \*

Middle Initial

Title \*

**Contact Information**

Email \*

Confirm Email \*

Phone

Mobile Phone

**Contractor Information**

Company/Firm Name \*

Company/Firm EIN \*

Company/Firm Address \*

**Authentication Information**

Username \*

Click Save



FEMA

# Provide Roles to Personnel

Portal 👤 Leghorn, Fogho...

## Manage Personnel + CREATE GO BACK

Search... SHOW/HIDE COLUMNS

	Last Name	First Name	Middle Initial	Roles	Emails	Phones
<a href="#">MANAGE</a>	Coyote	Wile	E		ecoyote@glenville.gov, Work	
<a href="#">MANAGE</a>	Doe	Jane		Alternate PA Coordinator Authorized Representative	58720.Jane@PDMG0009.gov, Work	(555) 555-555, Work (Cell)
<a href="#">MANAGE</a>	Doe			Authorized Representative Primary PA Coordinator	59313.John@PDMG0009.gov, Work	(555) 555-555, Work (Cell)
<a href="#">MANAGE</a>	Leghorn	Foghorn		Organization Admin Primary PA Coordinator	foghorn.leghorn@glenville.gov, Work	
<a href="#">MANAGE</a>	Wayne	Burce		Account Manager Alternate PA Coordinator Personnel Manager		

10 Showing 1 to 6 of 6 entries Previous 1 Next

**Click Manage**



# Manage Organization Roles

## Manage Personnel

[RE-SEND INVITE](#)[EDIT](#)[GO BACK](#)

### General Information

**NAME** Coyote , Wife

**TITLE** Vice Mayor

**PRIMARY ORG** [Glenville - PDMG0009 - 4332DR \(4332DR - 9\)](#)

**PERSONNEL STATUS** Available

### User Information

**USERNAME** [ecoyote@glenville.gov](#) [EDIT](#)

**ACCOUNT STATUS** Active [DISABLE ACCOUNT](#)

**ACCOUNT LOCKED?** No [LOCK ACCOUNT](#)

**LAST LOGIN** --

**PASSWORD LAST SET** 10/28/2017 8:33 am

[Contact Info >](#)[MANAGE](#)[Roles v](#)[System Roles >](#)[Organization Roles Glenville - PDMG0009 - 4332DR \(4332DR - 9\) >](#)[MANAGE](#)

Click **Manage**



FEMA

# Add or Remove Roles

Edit Roles for 17, Bama



Place mouse over “?”  
for definition of role

## Assigned Roles

### APPLICANT ROLES

- Primary PA Coordinator ?
- Alternate PA Coordinator ?
- Authorized Representative ?
- Project POC ?

### ADMINISTRATIVE ROLES

- Account Manager ?
- Personnel Manager ?
- Organization Admin ?
- Read-Only Access ?

Step 1: Click boxes  
to select role

## Permissions Preview

### ORGANIZATION

- Create Requests for Public Assistance (RPAs)
- Edit Organization Details
- Manage Locations
- Manage Organization Counties List
- Manage Documents
- Manage Staff

### APPLICANT

- Create Comment
- Create Discussion
- Reply to Discussion
- Manage Damage Inventory
- Manage Documents

Green check will allow  
personnel to perform  
those functions

### PERSONNEL

- Send Password Reset
- View Login History
- Lock Account
- Disable Account
- Edit Personnel Record
- Manage Contact Info
- Manage Organization Roles
- Create New Staff

### DAMAGE INVENTORY

- Edit
- Manage Documents

### PROJECT

- Sign DDD
- Sign Scope & Cost

Step 2:  
Click **Save**

SAVE

CANCEL



FEMA

# Manage User Accounts

**Grants Portal** Mate, Teresa

**My Organization Personnel**

Filters: Filters Unchanged | Columns Unchanged | Quick Search Unchanged | All Active Organization Personnel | RUN QUERY | HELP

Quick Search... SEARCH

Last Name	First Name	Middle Initial	Personnel Type	Roles	Emails	Phones	Last Login
Abbey	Kelly		Consultant	Alternate PA Coordinator	kelly.abbey@nomail.com (Work)	(555) 555-5555 x59, Work (Desk)	
Allen	Gary				(Work)	(555) 555-5555 x55, Work (Desk)	
Apple	Bryan				(Work)	(555) 555-5555 x58, Work (Desk)	
April	May					(555) 999-8888, Work (Desk)	
August	Randy		Direct Employee	Personnel Manager	randy.august133@colvilletribes.com (Work)	(555) 223-3043, Work (Cell)	
Besette	Travis		Direct Employee	Authorized Representative Personnel Manager	travis.besette.Pub1@colvilletribes.com (Work)		
Bunny	Buggs				buggs.bunny@nomail.com (Work)		
Coyote	Wiley				wiley.coyote@nomail.com (Work)		
Crocker	Betty				betty.crocker@nomail.com (Work)		
Crunch	Captian		Direct Employee	Read-Only Access	captian.crunch@nomail.com (Work)		



# Manage User Accounts

**Grants Portal** 123CITY-TEST TEST (123-45678-90) / Crunch, Captian RE-SEND INVITE EDIT

**Personnel Details**

123CITY-TEST TEST (123-45678-90) / Crunch, Captian

**General Information**

NAME	Crunch, Captian
TITLE	City Administrator
PERSONNEL TYPE	Direct Employee
ORG PERSONNEL STATUS	Active

**User Information**

USERNAME	captian.crunch@nomail.com	EDIT
ACCOUNT STATUS	Active	DISABLE ACCOUNT
ACCOUNT LOCKED?	No	LOCK ACCOUNT
LAST LOGIN	--	
PASSWORD LAST SET	5/30/2020 12:25 pm	CHANGE PASSWORD SEND TEMPORARY PASSWORD
SECURITY QUESTION RESET REQUIRED?	No	REQUIRE SECURITY QUESTION RESET

Contact Info > MANAGE

Roles >

System Roles >

Organization Roles 123CIT > MANAGE

**Step 1: Click arrow to open Roles bar**

**Step 2: Click Manage**



# Send Temporary Password

## Profile

Adamsville (765-67543-54) / Adams, John

SEND PASSWORD RESET

EDIT

GO BACK

Organization Profile

Organization Personnel

Applicant Event Profiles

Exploratory Calls

Recovery Scoping

Meetings

Projects

Damages

Work Order Requests

Work Orders

My Tasks

Calendar

Utilities

Intelligence

Administration

### General Information

NAME Adams, John

TITLE Mayor

ORG PERSONNEL STATUS Active

### User Information

USERNAME john.adams@fema.com EDIT

ACCOUNT STATUS Active

ACCOUNT LOCKED? No

LAST LOGIN 4/23/2020 8:13 pm

PASSWORD LAST SET 4/23/2020 8:13 pm SEND TEMPORARY PASSWORD

SECURITY QUESTION No REQUIRE SECURITY QUESTION RESET REQUIRED?

Contact Info >

MANAGE

Roles >

Notification Subscriptions >

Click **Send Temporary Password**



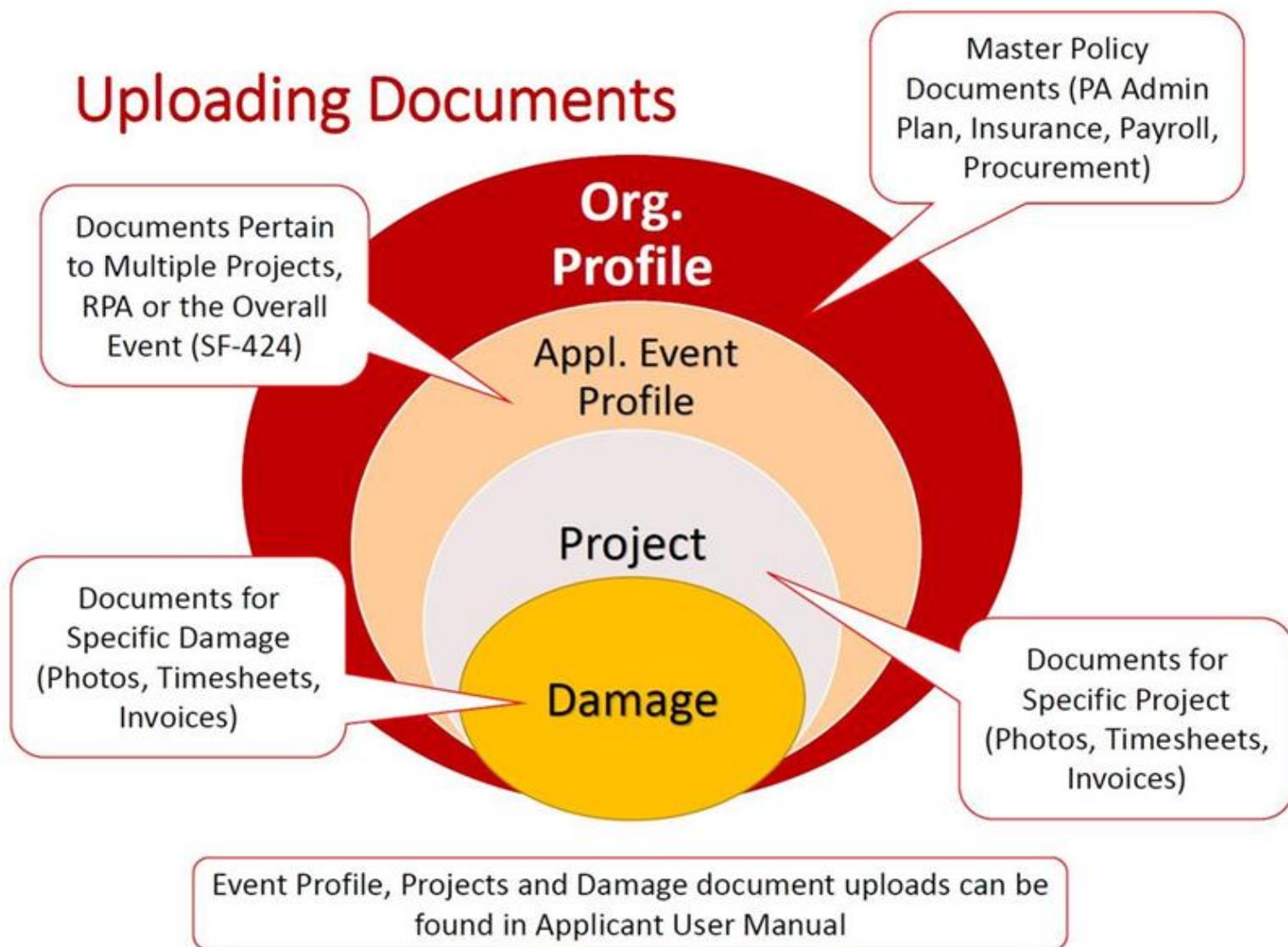
# Upload Documents

---



**FEMA**

# Uploading Documents



# Uploading Documents to Organizational Profile

The screenshot shows the Grants Portal interface. On the left is a dark navigation sidebar with the following items: Organization Profile (highlighted), Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Events, Projects, Damages, Work Order Requests, Work Orders, and My Tasks. The main content area displays several panels: 'Counties with Fac' with a 'MANAGE' button; 'UPLOAD INSURANCE DOCUMENTS' and 'HELP' buttons; 'Applicant Event Profiles' with a 'REQUEST PUBLIC ASSISTANCE' button; 'Census Population' with a right arrow; 'Documents' with 'UPLOAD', 'DOWNLOAD', and 'MANAGE' buttons; 'Events' with a right arrow; and 'Settings' with a 'MANAGE' button. Two red callout boxes are overlaid: one pointing to 'Organization Profile' with the text 'Step 1: Click Organization Profile', and another pointing to the 'UPLOAD' button with the text 'Step 2: Click Upload'.

# Uploading Documents to Org. Profile

The screenshot shows a web application interface with a sidebar on the left containing menu items like 'Dashboard', 'Organization Profile', 'Organization Personnel', 'Applicant Event Profiles', 'Exploratory Calls', 'Recovery Scoping Meetings', 'Projects', 'Damages', 'Work Order Requests', 'Work Orders', and 'My Tasks'. The main content area is partially obscured by a modal dialog box titled 'Upload Organization Profile Documents'. The dialog box has a close button (X) in the top right corner. Inside the dialog, there is a dashed-line box containing an upload icon and the text 'Drag and drop files here, or click here to select files.' A red callout bubble points to this area with the text 'Drag and drop files or click to select file'. Below this is a section titled 'Documents Pending Upload' with an information icon and the text: 'To begin uploading a document, either drag and drop a file or multiple files into the area above or click the area above to upload files manually.' A note below states: 'Note: You may not upload the document to the Organization profile that matches an existing document with same document area.' At the bottom of the dialog are two buttons: 'UPLOAD PENDING DOCUMENTS' (green) and 'CANCEL' (grey). The background of the application shows a 'Insurance Profile' section with a 'MANAGE' button and an 'Applicant Event Profiles' section with a 'MANAGE' button. There are also 'UPLOAD INSURANCE DOCUMENTS' and 'HELP' buttons visible.



FEMA

# Select Document Pop-up Box

The screenshot shows the Grants Portal interface with a sidebar on the left containing navigation options like Dashboard, Change Organization, My Organization, and My Tasks. The main content area displays 'My Organization' information for Bananatown (8790). Overlaid on this is a 'File Upload' dialog box titled 'Upload Insurance Documents'. The dialog shows a list of files in a folder named 'Foghorn Leghorn'. The file 'Glenville PDMG009 Insurance Doc' is selected. A red callout box with the text 'Step 1: Select the document to upload' points to this file. At the bottom of the dialog, the 'File name' field contains 'Glenville PDMG009 Insurance Doc' and the file type is set to 'All Files'. A second red callout box with the text 'Step 2: Click Open' points to the 'Open' button.

Name	Date modified	Type
Glenville PDMG009 damage inspection Hourly ...	11/3/2017 8:44 AM	Micro
Glenville PDMG009 Debris Removal Contract	11/3/2017 11:06 AM	Micro
Glenville PDMG009 Dell Inc. Contract	11/3/2017 3:17 PM	Micro
Glenville PDMG009 Fringe Benefits	11/3/2017 8:42 AM	Micro
Glenville PDMG009 Hurricane work Log	11/3/2017 8:43 AM	Micro
Glenville PDMG009 Insurance Doc	10/30/2017 7:44 AM	Micro
Glenville PDMG009 Mutual Aid Agreement	11/3/2017 11:07 AM	Micro
Glenville PDMG009 PayPolicy	11/3/2017 8:41 AM	Micro
Glenville PDMG009 Roadway Maint Records	11/3/2017 4:56 PM	Micro
Glenville PDMG009 Work Orders	11/3/2017 8:41 AM	Micro

# Edit Document Details

Upload Organization Profile Documents

Drag and drop files here, or click here to select files.

Documents Pending Upload

Quick Search...

	Filename	Description	Size	Category
	Uploading Docs 1.PNG		165.7 KB	<a href="#">Specify...</a>

Showing 1 to 1 of 1 entries

[EDIT](#) [REMOVE](#)

[UPLOAD PENDING DOCUMENTS](#) [CANCEL](#)

Click **EDIT**



# Add Description & Category Type

The screenshot shows the 'Process Document' form in the Grants Portal. The form includes a 'CAUTION' message, a 'Filename' field with 'Insurance policy.docx', a 'Description' field, and a 'Category' dropdown menu. The dropdown menu is open, showing options like 'General Insurance Documents', 'Insurance Certificate', 'Insurance Policy', 'Insurance Settlement', 'Insurance Worksheet', and 'Proof of Insurance'. The 'Insurance Policy' option is selected. Three callout boxes provide instructions: 'Step 1: Write description of document' points to the description field; 'Step 2: Click the Category box' points to the category dropdown; and 'Step 3: Click to select document category type' points to the 'Insurance Policy' option in the dropdown.

Step 1: Write description of document

Step 2: Click the Category box

Step 3: Click to select document category type



# Save

The screenshot shows the 'Grants Portal' interface with a 'Process Document' modal window open. The modal contains a yellow caution box at the top with the text: **CAUTION: Document will be uploaded to the Organization profile.** Below this are several form fields: 'Filename \*' with the value 'Document Name', 'Description' with the value 'Document Description', 'Category Filter (Optional)' with the value 'All', and 'Category \*' with a dropdown menu showing 'Contract Document'. At the bottom of the modal are two buttons: a blue 'SAVE' button and a grey 'CANCEL' button. A red speech bubble callout with the text 'Click Save' points to the 'SAVE' button. The background shows the portal's navigation menu on the left and a list of document cards on the right, each with a 'MANAGE' button.



FEMA

# Upload Additional Documents

Grants Portal

Upload Insurance Documents

Drag and drop files here, or click here to select files.

Documents Pending Upload

	Filename	Description	Size	Category
✓ EDIT REMOVE	Insurance policy.docx	General Insurance Policy	11.4 KB	Insurance Policy

Showing 1 to 1 of 1 entries

Previous 1 Next

UPLOAD PENDING DOCUMENTS CANCEL

Repeat uploading if additional documents

Click Upload Pending Document



# Manage Uploaded Documents

---

Manage Uploaded Documents in Organization Profile



**FEMA**

# Manage Organization Uploaded Documents

**Grants Portal** 7 Leghorn, Fogho.

Dashboard

RECIPIENT REGION Region 7

**My Organization** ▼  
Glenville - PDM/G0009 - 4332DR  
(4332DR - 9)

- Organization Profile
- Organization Personnel
- Applicant Event Profiles
- Exploratory Calls
- Recovery Scoping Meetings
- Projects
- Damages
- Work Order Requests
- Work Orders
- My Tasks ▼
- Calendar
- Utilities ▼

**Step 1: Click Organization Profile**

**Step 2: Click Manage**

MANAGE

Locations > MANAGE

Counties with Facility > MANAGE

Insurance Profile > UPLOAD INSURANCE DOCUMENTS HELP

Applicant Event Profiles > REQUEST PUBLIC ASSISTANCE

Documents > UPLOAD DOWNLOAD MANAGE

Action Log >



FEMA

# Edit Document Name

## Portal

? 🔔 7 👤 Leghorn, Foghor...

### My Organization Profile Manage Documents

Glenville - PDMG0009 - 4332DR (4332DR - 9) / [Manage Documents](#)

+ ADD DOCUMENT

↶ GO BACK

🔍 Search... ⓘ

👁️ SHOW/HIDE COLUMNS

	File Name	Description	Size	Category	Uploaded Date	Uploaded By
<a href="#">EDIT</a> <a href="#">REMOVE</a>	Timesheets		11.2 KB	Force Account Labor Payroll / Timesheets; Force Account Labor Summary	05/23/2018 11:26 AM CDT	Leghorn, Foghorn
<a href="#">EDIT</a> <a href="#">REMOVE</a>	Glenville PDMG0009 Pay Policy.docx	Employee Payroll policy	11.2 KB	Force Account Labor Pay Policy	08/07/2018 05:21 PM CDT	Leghorn, Foghorn
<a href="#">EDIT</a> <a href="#">REMOVE</a>	Insurance Policy.docx	Wind and Fire Policy	11 KB	Insurance Certificate; Insurance Policy	05/23/2018 10:15 AM CDT	Leghorn, Foghorn

Click **Edit**

10 ▾

Previous 1 Next

Showing 1 to 3 of 3 entries



# FEMA

# Edit Name

Portal

Manage Documents

Search...

Filename

EDIT REMOVE

Glenville PDMG0125 Paypol

Showing 1 to 1 of 1 entries

Sam, Yosemite

ADD DOCUMENT

2017 04:48 PM CDT

Sam, Yosemite

Previous 1 Next

**Edit Document**

Filename: Glenville PDMG0125 Paypolicy.docx

Description: Payroll Policy

Types: All

Category: × Force Account Labor Pay Policy

**SAVE CHANGES** CANCEL

**Step 1: Edit information**

**Step 2: Click Save Changes**



# Remove Documents

**Grants Portal** Crocker, Betty

**My Organization Profile** Manage Documents + ADD DOCUMENT GO BACK

Barnantown (8790) / **Manage Documents**

Search...

SHOW/HIDE COLUMNS

	Filename	Description	Size	Category	Uploaded Date	By
<a href="#">EDIT</a>	General Insurance Expires		606.4	Contract Costs Summary; Contract Invoices; Contractor Estimate; Force Account Equipment Rate Costs; Force Account Equipment	05/16/2019 09:31	Crocker, Betty
<a href="#">REMOVE</a>	12-31-2020.jpg		KB	Summary; Force Account Labor Pay Policy; Force Account Labor Payroll / Timesheets; Force Account Work Order / Activity Log; Maintenance Record; Photo; Procurement Policy	AM AST	
<a href="#">EDIT</a>	Insurance policy.docx		11.4 KB	Insurance Policy	05/29/2019 10:25	Crocker, Betty
<a href="#">REMOVE</a>					PM AST	

Showing 1 to 2 of 2

Previous 1 Next

**Click Remove**



FEMA

# Delete Confirmation Pop-Up Box

The screenshot shows the Grants Portal interface. A pop-up box titled "Confirm Delete" is centered on the screen, asking "Are you sure you would like to remove this document?". Below the question are two buttons: "YES" (highlighted in blue) and "NO". A red callout box with a white background and a red border points to the "YES" button, containing the text "Click Yes".

The background interface includes a sidebar with navigation options: Dashboard, My Organization (Bananatown (8790)), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, My Tasks, Calendar, and Utilities. The main content area shows a "My Organization Profile" for Bananatown (8790) with a "Manage Documents" link. A search bar is present, and a table lists documents with columns for Filename, Description, Size, and Category. Two documents are visible:

Filename	Description	Size	Category
12-31-2020.jpg	General Insurance Expires	606.4 KB	Contract Costs Summary; Contract Invoices; Contractor Estimate; Force Account Equipment Rate Costs; Force Account Equipment
Insurance policy.docx	Insurance policy.docx	11.4 KB	Insurance Policy



# Identify Tasks to Complete

---



# Identify Tasks to Complete

**Grants Portal**

Dashboard | My Organization | Organization Profile | Organization Personnel | Applicant Event Profiles | Exploratory Calls | Recovery Scoping Meetings | Projects | Damages | Work Order Requests | Work Orders | My Tasks | Calendar

## My Organization Profile

Bannatown (5790)

### General Information

STATE/TRIBE/TERRITORY	Florida	IS ACTIVE?	Yes
LEVEL 2	Bannatown	FEMA PA CODE	8790
TYPE	County Government	DUNS NUMBER	987654321
EIN NUMBER	--		

Personnel > MANAGE

Locations > MANAGE

Counties with Facility > MANAGE

Click Notification Bell

DOWNLOAD | EDIT | ☆

Crocker, Betty



FEMA

# Review Tasks to Complete

The screenshot shows the Grants Portal interface. The top navigation bar includes the 'Grants Portal' logo and the user name 'Crocket, Betty'. The left sidebar contains a menu with options like 'Dashboard', 'My Organization', 'Organization Profile', 'Organization Personnel', 'Applicant Event Profiles', 'Exploratory Calls', 'Recovery Scoping Meetings', 'Projects', 'Damages', 'Work Order Requests', and 'Work Orders'. The main content area is titled 'My Tasks' and features a blue information banner at the top stating: 'For any incomplete active tasks assigned to you, a **REVIEW** button or similar will be displayed. Clicking the button will direct you to the location in Grants Portal to complete the task.'

Below the banner is a 'Filters' section with a search bar and a dropdown menu set to 'My Active Incomplete Tasks'. A table of tasks is displayed with the following columns: Personnel, Type, Description, Start Date, Age, Deadline, Last Action, and Note. One task is listed:

Personnel	Type	Description	Start Date	Age	Deadline	Last Action	Note
<a href="#">REVIEW</a> Crocket, Betty	Submit EOI to FEMA for Review	Submit EOI - Completed Lane - Category B on [37584] BANNANA TOWN EMP or Bannastown (0790) on 4337DR-FL (4337DR) for FEMA to Review	06/04/2019 12:45 PM AST	0d 3h	06/07/2019		

Below the table, it indicates 'Showing 1 to 1 of 1 entries (Filtered from 5 total entries)'. A red callout box with the text 'Click Review' points to the 'REVIEW' button in the first row of the table.



# Locating Task from Menu

**Grants Portal**

My Tasks

For any incomplete active tasks assigned to you, a **REVIEW** button or similar will be displayed. Clicking the button will direct you to the location in Grants Portal to complete the task.

My Active Incomplete Tasks

Personnel	Type	Description	Start Date	Age	Deadline	Last Action	Note
Crocker, Betty	Submit ED to FEMA for Review	Submit ED - Completed Line - Category II on [375M] BAYBONA TOWN EMP on Bannastown (0296) on 40270R-FL (40270R) for FEMA to Review	06/04/2019 12:45 PM AST	0d/3h	06/07/2019		

Showing 1 to 1 of 1 entries (Filtered from 5 total entries)

Step 2: Click  
Review



FEMA

# Add Tiles to Dashboard

---

Items on your dashboard are shortcuts and help track information regarding your grant.



# Dashboard: Create Tiles

- Dashboard
- Change Organization
- My Organization ▼
  - 123CITY-TEST TEST  
(123-45678-90)
  - Organization Profile
  - Organization Personnel
  - Applicant Event Profiles
  - Exploratory Calls
  - Recovery Scoping Meetings
  - Projects
  - Damages
  - Work Order Requests
  - Work Orders
- My Tasks ▼
- Calendar
- Utilities ▼
- Intelligence ▼
- Administration ▼

**i** Your dashboard has no tiles!

The **Dashboard** is a great place to put the Grants Portal data that you care about the most.

The Dashboard is made up of tiles that display the most *important* info about a particular item or set of items in the system.

Any time you find data that you want to keep track of, click "☆" at the top of the page or section - a tile will be created for that particular data.



# Create Tiles

**Grants Portal**

Dashboard

My Organization  
Bananetown (8790)

Organization Profile

Organization Personnel

Applicant Event Profiles

Exploratory Calls

Recovery Scoping Meetings

Projects

Damages

Work Order Requests

Work Orders

My Tasks

Calendar

## My Applicant Event Profiles

Filters >

All Active Applicant Event Profiles

SHOW/HIDE COLUMNS

Event #	Event Name	Status	Process Step	# Projects	# Damages	# Work Orders
4337DR	4337DR-FL	Eligible	Pending Grant Completion	3	22	0

Showing 1 to 1 of 1 entries

Previous 1 Next

# Select the Star to add a Tile

The screenshot shows the Grants Portal interface. The left sidebar contains navigation options: Dashboard, Change Organization, My Organization (City of ABBEY1 (Demo-ABBEY1)), Organization Profile, Organization Personnel, Applicant Event Profiles (selected), Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, My Tasks, Calendar, and Intelligence. The main content area is titled 'My Applicant Event Profiles' and features a table of event profiles. The table has columns for Event #, Event Name, Status, Process Step, # Projects, # Damages, and # Work Orders. A red callout box with a white border points to a yellow star icon in the top right corner of the table area, with the text 'Select the open star'.

Event #	Event Name	Status	Process Step	# Projects	# Damages	# Work Orders
PA-OM	Public Assistance OM	Pending Recipient RPA Review	Pending Recipient Review	0	0	0
OP-WIN-FREEDOM	Operation Winchester Freedom	Eligible	Pending Grant Completion	1	26	0
FCO-WORKSHOP	FCO Exercise 03-27-2017	Pending Recipient RPA Review	Pending Recipient Review	0	0	0
4279P	4279P-MD	Pending FEMA RPA Review	Pending DIU RPA EMMIE Entry	0	0	0



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# Create Tiles

**Grants Portal** City of ABBEY1 (Demo-ABBEY1) Tsirikos, Lisa D...

## My Applicant Event Profiles

Filters: Filters Unchanged Columns Unchanged Quick Search Unchanged

All Active Applicant Event Profiles [RUN QUERY] [HELP] **★**

Quick Search... [SEARCH] [INFO] [HELP]

Event #	Event Name	Status	Process Step	# Projects	# Damages	# Work Orders
PA-OM	Public Assistance OM	Pending Recipient RPA Review	Pending Recipient Review	0	0	0
OP-WIN-FREEDOM	Operation Winchester Freedom	Eligible	Pending Grant Completion	1	26	0
FCO-WORKSHOP	FCO Exercise 03-27-2017	Pending Recipient RPA Review	Pending Recipient Review	0	0	0
4279P	4279P-MD	Pending FEMA RPA Review	Pending DIU RPA EMMIE Entry	0	0	0

25 Showing 1 to 4 of 4 entries

Star is highlighted in yellow



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# Locate New Tile

**Grants Portal**

**Dashboard**

**My Organization**  
Bananatown (8790)

**Applicant Event Profile**

4337DR-FL (4337DR) / Bananatown (8790)

**Click Dashboard**

**General Information**

<b>FEMA PA CODE</b>	8790
<b>NAME</b>	Bananatown
<b>TYPE</b>	County Government
<b>SECTOR</b>	--
<b>STATUS</b>	Eligible
<b>RPA DECISION DATE</b>	03/02/2018 02:47 PM AST
<b>RSM COMPLETION DATE</b>	02/22/2019 08:30 AM AST

**Event Information**

<b>JOB #</b>	4337DR
<b>EVENT NAME</b>	4337DR-FL
<b>EVENT TYPE</b>	Disaster
<b>INCIDENT TYPE</b>	Other
<b>INCIDENT LEVEL</b>	1
<b>INCIDENT START DATE</b>	September 4, 2017
<b>INCIDENT END DATE</b>	Ongoing

# Locate New Tile

The screenshot displays the Grants Portal interface. At the top, the "Grants Portal" logo is on the left, and user navigation icons (help, notifications with a count of 85, and profile) are on the right. A dark red sidebar on the left contains the following menu items: Dashboard, My Organization (Bananatown (8790)), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, My Tasks, and Calendar. The main content area features a light gray "Applicant Event Profile" tile for "Bananatown". The tile displays the following information: Event: 4337DR-FL (4337DR), Eligibility Status: Pending, Process Step: Pending Grant Completion, # of Damages: 22, and # of Projects: 3. A red callout box with a white background and a red border points to the tile, containing the text: "Click on tile to go to Applicant Event Profile".



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# Remove or Move Tile

The screenshot displays the Grants Portal interface. On the left is a navigation sidebar with the following items: Dashboard, My Organization (Bananatown (8790)), My Tasks, Calendar, Utilities, Intelligence, and Administration. The main content area shows a tile titled "Applicant Event Profile" for "Bananatown". The tile details include: Event: 4337DR-FL (4337DR), Eligibility Status: Pending, Process Step: Pending Grant Completion, # of Damages: 22, and # of Projects: 3. A white "X" icon is located in the top right corner of the tile. A red callout box with the text "Click on white X on tile" points to this icon. The top of the page features the "Grants Portal" header and user navigation icons.



# Support

---



**FEMA**

# Support Center

Click Help icon to get to the Support Center

- Dashboard
- Change Organization
- My Organization
  - Virtual Team City
- Organization Profile
- Organization Personnel
- Applicant Event Profiles
- Exploratory Calls
- Recovery Scoping Meetings
- Projects
- Damages
- Work Order Requests
- Work Orders
- My Tasks
- Calendar
- Utilities
- Intelligence

## Support Center

Hi Lisa Demo. What can we help you with?

 <b>FAQ</b> Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.	 <b>Resources</b> Instructional tools and resources to assist in day-to-day activities.	 <b>Feedback?</b> Provide feedback on an issue or suggestion for the system to FEMA.	 <b>Your Account</b> View your personnel profile and manage your project subscriptions.	 <b>Contact Us</b> Information to call or email the FEMA Grants Portal Hotline.
--	---	---	---	---

Click FAQ's



# FAQ's

- Dashboard
- My Organization**  
City of Litchfield (Lisa)
- Organization Profile
- Organization Personnel
- Applicant Event Profiles
- Exploratory Calls
- Recovery Scoping Meetings
- Projects
- Damages
- Work Order Requests
- Work Orders
- My Tasks**
- Calendar
- Utilities
- Intelligence

## Frequently Asked Questions

### Search FAQs

### Displaying Popular FAQs

**Why do scuba divers fall backwards out of the boat?**

*Why do scuba divers fall backwards out of the boat?*

**What do you get when you cross a joke with a rhetorical question?**

*What do you get when you cross a joke with a rhetorical question?*

**Whats Cole's Law**

*Whats Cole's Law*

**What does a woodchuck chuck, if a woodchuck could chuck wood?**

*Woodchuck question*

**How do you think the unthinkable?**

*How do you think the unthinkable?*

**What is eligible?**

*Public Assistance Eligibility*

Click any question for more info



# Click on a Question to Find More Info

## Frequently Asked Questions

### Search FAQs

### Displaying Popular FAQs

**Why do scuba divers fall backwards out of the boat?**

*Why do scuba divers fall backwards out of the boat?*

**What do you get when you cross a joke with a rhetorical question?**

*What do you get when you cross a joke with a rhetorical question?*

**Whats Cole's Law**

*Whats Cole's Law*

**What does a woodchuck chuck, if a woodchuck could chuck wood?**

*Woodchuck question*

**How**

*How*

**What is eligible?**

*Public Assistance Eligibility*

What does a woodchuck chuck, if a woodchuck could chuck wood?

VERSION 2: But of course, the woodchuck would chuck more wood [WOODCHUCKER.COM](#)

Was this FAQ helpful?

See response on right



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# Support Center - Resources

## FAQ

Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.

## Resources

Instructional tools and resources to assist in day-to-day activities.

## Feedback?

Provide feedback on an issue or suggestion for the system to FEMA.

Click  
Resources



# General Resources

The screenshot shows the Grants Portal interface. The top navigation bar includes the 'Grants Portal' logo, a help icon, a notification bell with '52', and a user profile icon. The left sidebar contains menu items: Dashboard, Change Organization, My Organization (with a dropdown arrow), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, and My Tasks. The main content area is titled 'Resources' and features a 'TABLE OF CONTENTS' button. Below this, a table lists subfolders under 'General Resources':

General Resources	
Subfolders ▾	
Training Materials and Tutorials	0 17
Webinar Schedule, PowerPoints, and Videos.	Subfolders Resources
Position Assists	0 13
	Subfolders Resources
Job Aids / Guides / Checklists	0 20
	Subfolders Resources

A red callout box with the text 'Click Training Materials and Tutorials' points to the 'Training Materials and Tutorials' subfolder entry in the table.

# Resources – Table of Contents

Click Table of Contents

**Grants Portal**

Dashboard  
Change Organization  
My Organization  
123CITY-TEST TEST  
(123-45678-90)

Organization Profile  
Organization Personnel  
Applicant Event Profiles  
Exploratory Calls  
Recovery Scoping Meetings  
Projects  
Damages  
Work Order Requests  
Work Orders

**Resources**

General Resources > Training Materials and Tutorials

Resources ▾

- [Webinar Schedule for 5/25 through 5/29](#)  
A list of scheduled webinars for the week of 5/25 through 5/29.  
Document Last Updated: May 28th, 2020 8:37 AM EDT
- [Webinar Schedule for 6/1 through 6/5](#)  
A list of scheduled webinars for the week of 6/1 through 6/5.  
Document Last Updated: May 29th, 2020 7:29 AM EDT
- [Submitting an RPA \[Portal\]](#)  
Video: Walks an applicant who already has access to Grants Portal through the process of submitting a Request for Public Assistance - Created 01/06/2020.  
Document Last Updated: May 28th, 2020 7:59 AM EDT

↑ GO UP    TABLE OF CONTENTS



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# Table of Contents

The screenshot displays the Grants Portal interface. On the left is a navigation sidebar with options like Dashboard, Change Organization, My Organization, and Organization Profile. The main content area is titled 'Resources' and shows a breadcrumb path: 'General Resources > Training Materials and Tutorials'. Below this, there are three resource cards: 'Webinar Schedule for 5/25 through 5/29', 'Webinar Schedule for 6/1 through 6/5', and 'Submitting an RPA [Portal]'. On the right, a 'Table of Contents' sidebar is open, listing 'General Resources' with subfolders: 'Training Materials and Tutorials', 'Position Assists', and 'Job Aids / Guides / Checklists'. A red callout box points to the 'Folders / Subfolders' in the sidebar. Another callout box points to the subfolders, stating 'Click subfolders to navigate to different resources in Table of Contents'. A third callout box points to the 'X' icon in the top right corner of the sidebar, stating 'Click X to close the Table of Contents'.



# Resources

**Grants Portal**

**Resources**

- Webinars** >  
*Webinar schedules and guidance, brought to you by PA Training.*
- COVID-19 Guidance** >  
*Contains materials and guidance specific to COVID-19 Declarations.*
- Public Assistance Project Forms** >  
*Collection of FEMA forms to help you organize and submit costs for reimbursement.*
- FEMA Public Assistance: Policy and Guidance** >  
*This section of the site contains information about policy and guidance on the FEMA Public Assistance Program. This page provides access to the FEMA Public Assistance Program and Policy Guide as well as other Public Assistance Program policies, guidance, and publications.*
- Grants Portal Resources** >  
*Resources, job aids, and user guides for the Grants Portal.*
- SBA Disaster Loan Assistance** >  
*IRA Resources for Private Non-Profit (DMDs) Sub-Grantees: Non-critical DMD facilities requesting reimbursement for permanent work costs must apply for a disaster from the IRA prior to receiving*

Click any topic for further information



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# Resources – Position Assists

**Grants Portal**

Dashboard  
Change Organization  
My Organization  
123CITY-TEST TEST  
(123-45678-90)  
Organization Profile  
Organization Personnel  
Applicant Event Profiles  
Exploratory Calls  
Recovery Scoping Meetings  
Projects  
Damages  
Work Order Requests  
Work Orders  
My Tasks

**Resources**

TABLE OF CONTENTS

General Resources

Subfolders ▾

	Training Materials and Tutorials Webinar Schedule, PowerPoints, and Videos.	17 Resources
	Position Assists	13 Resources
	Job Aids / Guides / Checklists	0 Resources

Click any topic for further information



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# Resources – Position Assists

The screenshot displays a web application interface. On the left is a dark sidebar with navigation items: Dashboard, Change Organization, My Organization (City of ABBEY1), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, My Tasks, Calendar, and Intelligence. The main content area is titled 'Resources' and includes a breadcrumb 'General Resources > Position Assists'. It features a 'Resources' dropdown menu and a list of six document entries, each with a file icon, title, description, 'Document' tag, and 'Last Updated' timestamp.

**Resources**

General Resources > Position Assists

Resources ▾

- PDMG Position Assist**  
Program Delivery Manager (PDMG) Position Assist  
Document Last Updated: May 16th, 2019 8:39 AM EDT
- PDTFL Position Assist**  
Program Delivery Task Force Leader Position Assist  
Document Last Updated: April 4th, 2018 8:58 AM EDT
- EHAD Advisor Position Assist**  
Environmental and Historic Preservation Advisor  
Document Last Updated: April 4th, 2018 8:53 AM EDT
- EHMG Position Assist**  
Environmental and Historic Preservation Manager  
Document Last Updated: April 4th, 2018 8:54 AM EDT
- FCO Position Assist**  
Federal Coordinating Officer Position Assist  
Document Last Updated: April 4th, 2018 8:54 AM EDT
- Hazard Mitigation Position Assist**  
Hazard Mitigation Position Assist



# Resources – Job Aids/Guides/Checklists

**Grants Portal**

Dashboard  
Change Organization  
My Organization  
123CITY-TEST TEST  
(123-45678-90)  
Organization Profile  
Organization Personnel  
Applicant Event Profiles  
Exploratory Calls  
Recovery Scoping Meetings  
Projects  
Damages  
Work Order Requests  
Work Orders  
My Tasks

**Resources**

TABLE OF CONTENTS

General Resources

Subfolders ▾

	Training Materials and Tutorials Webinar Schedule, PowerPoints, and Videos.	0 Subfolders	17 Resources
	Position Assists	0 Subfolders	13 Resources
	Job Aids / Guides / Checklists	0 Subfolders	20 Resources

**Job Aids/Guides/Checklists**



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# Applicant Grants Portal User Manual

The screenshot shows the Grants Portal interface. On the left is a dark red sidebar with navigation options: Dashboard, My Organization (City of TMATE (TERESA)), My Tasks, Calendar, Utilities, Intelligence, and Administration. The main content area is white and features a header for 'FEMA Public Assistance: Policy and Guidance' with a sub-header 'Grants Portal Resources'. Below this, there are three document entries, each with a blue document icon and a title. The first entry, 'Applicant: Grants Portal User Manual', is highlighted with a red callout box that says 'Step 1. Click hyperlink to download file'. The other two entries are 'Recipient: Grants Portal User Manual' and 'Recipient: State Administrative Plan Guidance'. Each entry includes a 'Document' label and a 'Last Updated' timestamp.

**Grants Portal**

Dashboard

My Organization  
City of TMATE (TERESA)

My Tasks

Calendar

Utilities

Intelligence

Administration

FEMA Public Assistance: Policy and Guidance >

*This section of the site contains information about policy and guidance on the FEMA Public Assistance Program. This page provides access to the FEMA Public Assistance Program and Policy Guide as well as other Public Assistance Program policies, guidance, and publications.*

Grants Portal Resources ▾

*Resources, job aids, and user guides for the Grants Portal.*

[Applicant: Grants Portal User Manual](#)

Manual going over basic functions that guides Applicants how to use the Grants Portal.

Document Last Updated: June 12th, 2019 2:17 PM EDT

[Recipient: Grants Portal User Manual](#)

Manual going over basic functions that guides Recipients how to use the Grants Portal.

Document Last Updated: June 28th, 2019 3:23 PM EDT

[Recipient: State Administrative Plan Guidance](#)

This document is intended to be a sample format that States can use as guidance as they develop their own State Administrative Plan.

Document Last Updated: July 17th, 2019 8:04 AM EDT

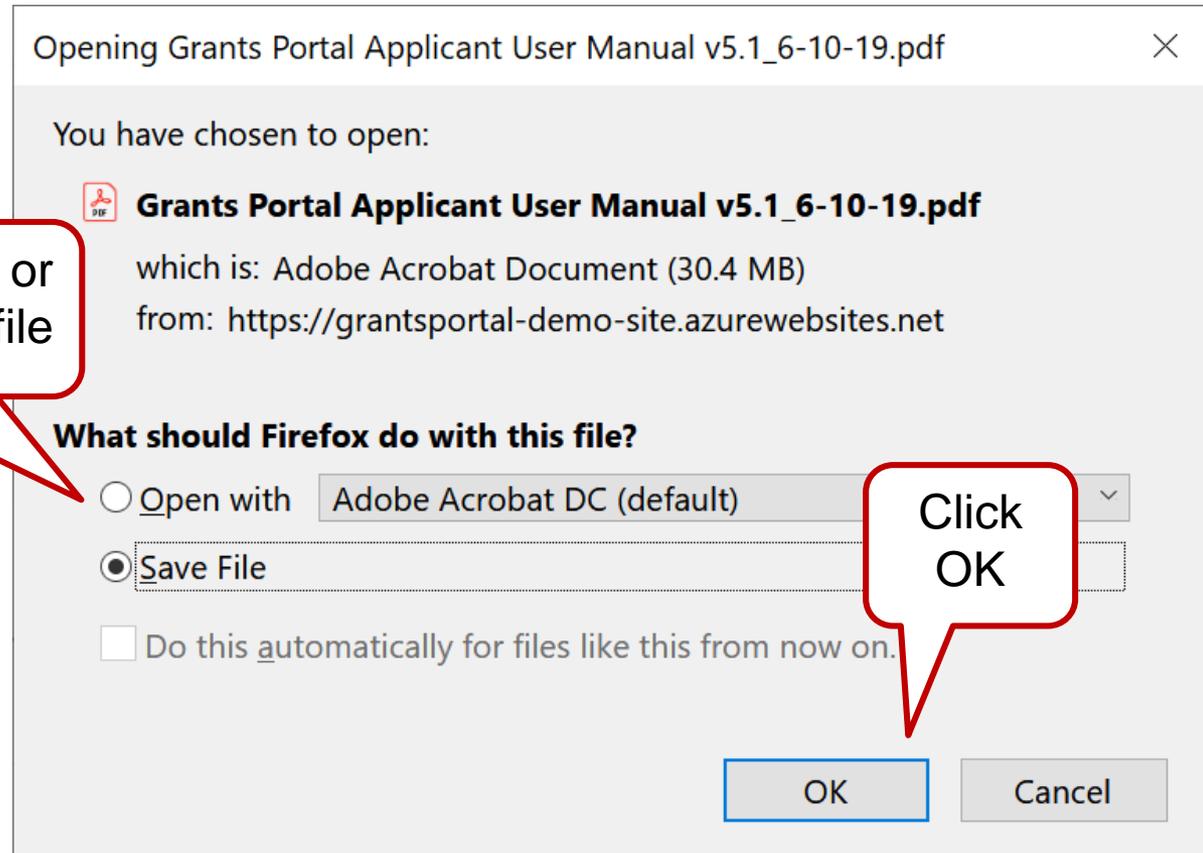
[Recipient: State-Led PA Guide](#)

**Step 1. Click hyperlink to download file**



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# Applicant Grants Portal User Manual



Step 2: Click Open or Save to download file

Click OK



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# Support Center – Your Account

---

## FAQ

Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.

## Resources

Instructional tools and resources to assist in day-to-day activities.

## Feedback?

Provide feedback on an issue or suggestion for the system to FEMA.

## Your Account

View your personnel profile and manage your project subscriptions.

## Contact Us

Information to call or email the FEMA Grants Portal Hotline.

**Click Your Account**



**FEMA**

# User Profile – Manage Contact Info

The screenshot shows the Grants Portal interface. At the top left is the 'Grants Portal' logo. The top right contains a help icon, a notification bell with '85', and a user profile icon. A left sidebar lists navigation options: Dashboard, Change Organization, My Organization (123CITY-TEST TEST (123-45678-90)), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, and My Tasks. The main content area is titled 'User Profile' and includes a 'SEND PASSWORD RESET' button and an 'EDIT' button. The profile details are as follows:

FIRST NAME	Teresa	USERNAME	tmate
LAST NAME	Mate	SECURITY QUESTION	
		SECURITY QUESTION ANSWER	*****

A red callout box with the text 'Click Manage' points to a 'MANAGE' button (gear icon) located in the top right corner of the 'Contact Info' section. Below this section are two tables:

Associated Phone Numbers	
Phone Number	Phone Type
(222) 555-5679	Work (Cell)

Associated Email Addresses	
Email Address	Email Type
buggs.bunny@nomail.dhs.gov	Work

# User Profile – Manage Contact Info

- Edit or remove phone number, email address

The screenshot displays the 'Grants Portal' interface. The main heading is 'Personnel Details' with the subtitle 'Manage Personnel Contact Information'. A 'GO BACK' button is visible in the top right. The left sidebar contains navigation options: Dashboard, Change Organization, My Organization (123CITY-TEST TEST (123-45678-90)), Organization Profile, Organization Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Projects, Damages, Work Order Requests, Work Orders, and My Tasks.

Two main sections are shown: 'Phone Numbers' and 'Email Addresses'. The 'Phone Numbers' section has a table with one entry:

	Phone Number	Phone Type	Receive Text?
<a href="#">EDIT</a> <a href="#">REMOVE</a>	(222) 555-5679	Work (Cell)	No

The 'Email Addresses' section has a table with one entry:

	Email Address	Email Type
<a href="#">EDIT</a> <a href="#">REMOVE</a>	buggs.bunny@nomail.dhs.gov	Work

A red callout box with the text 'Click Edit' points to the 'EDIT' button in the Phone Numbers table.

# Update Phone Number

Grants Portal

Dashboard

Change Organization

My Organization

123CITY-TEST TEST  
(123-45678-90)

Organization Profile

Organization Personnel

Applicant Event Profiles

Damages

Work Order Requests

Work Orders

My Tasks

GO BACK

ADD EMAIL ADDRESS

Email Type

mail.dhs.gov Work

85

### Edit Phone Number

Phone (222) 555-5679 x\_\_\_\_\_

Phone Type Work (Cell) x ▾

Receive Text?

SAVE CANCEL

Step 1: Enter new phone number and type

Step 2: Click Save



FEMA

# Update/Remove Email Address

- Manage phone number / email address

**Grants Portal**

Personnel Details Manage Personnel Contact Information [GO BACK](#)

**Phone Numbers** + ADD PHONE NUMBER

	Phone Number	Phone Type	Receive Text?
<a href="#">EDIT</a> <a href="#">REMOVE</a>	(222) 555-5679	Work (Cell)	No

**Email Addresses** + ADD EMAIL ADDRESS

	Email Address	Email Type
<a href="#">EDIT</a> <a href="#">REMOVE</a>	buggs.bunny@nomail.dhs.gov	Work

Click **Edit** or **Remove**

# Support Center - Feedback

---

Click  
Feedback?

## FAQ

Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.

## Resources

Instructional tools and resources to assist in day-to-day activities.

## Feedback?

Provide feedback on an issue or suggestion for the system to FEMA.

## Your Account

View your personnel profile and manage your project subscriptions.

## Contact Us

Information to call or email the FEMA Grants Portal Hotline.



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# Email Suggestions for Improvement

Click hyperlink to  
email change  
request

The screenshot shows the FEMA Grants Portal interface. On the left is a navigation menu with items like Dashboard, Change Organization, My Organization, and various organizational and project management options. The main content area is partially obscured by a white overlay window titled "Instructions for change requests." This window contains text explaining the process for non-FEMA employees to submit suggestions via email to [FEMA-PA-Grants@fema.dhs.gov](mailto:FEMA-PA-Grants@fema.dhs.gov). Below the text are two buttons: "CLOSE" and "Your Account". A red speech bubble points to the email hyperlink in the text.

Instructions for change requests.

All non-FEMA employees that are experiencing an issue with or have identified an opportunity for improvement in the new CRM tool should email their suggestion to [FEMA-PA-Grants@fema.dhs.gov](mailto:FEMA-PA-Grants@fema.dhs.gov)

Once you have submitted your change request, the support team will review the submission for completeness and impacts, and the work stream leads will adjudicate the recommendation, and implement agreed upon solutions.

Not all requested changes will be made immediately or will be approved. Critical changes (those must be addressed immediately to complete the mission) will be addressed first.

**Your Account**  
View your personnel profile and manage your project subscriptions.

**Contact Us**  
Information to call or email the FEMA Grants Portal Hotline.



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# Support Center - Contact Us

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## FAQ

Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.

## Resources

Instructional tools and resources to assist in day-to-day activities.

## Feedback?

Provide feedback on an issue or suggestion for the system to FEMA.

## Your Account

View your personnel profile and manage your project subscriptions.

## Contact Us

Information to call or email the FEMA Grants Portal Hotline.

Click  
**Contact Us**



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# Help with Grants Portal

The screenshot shows the FEMA Grants Portal interface. A dark red sidebar on the left contains navigation links: Dashboard, Change Organization, My Organization (with sub-organization details), My Tasks, Calendar, Utilities, Intelligence, and Administration. The main content area is partially obscured by a white modal window titled "Help with Grants Portal". This modal provides contact information for "Call Support" (866) 337-8448 and "Email Support" (FEMA-Recovery-PA-Grants@fema.dhs.gov), along with national and Puerto Rico hotline hours. A "CLOSE" button is in the bottom right of the modal. A red callout box with a white background and red border points to the contact information, containing the text "Call or email Hotline for technical support".

**Help with Grants Portal**

**Call Support**  
(866) 337-8448

National Hotline Hours of Operation: 8:00 AM - 8:00 PM EST, Monday through Friday.  
Puerto Rico Hotline Hours of Operation: 8:30 AM - 5:00 PM AST, Monday through Friday

**Email Support**  
[FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov)

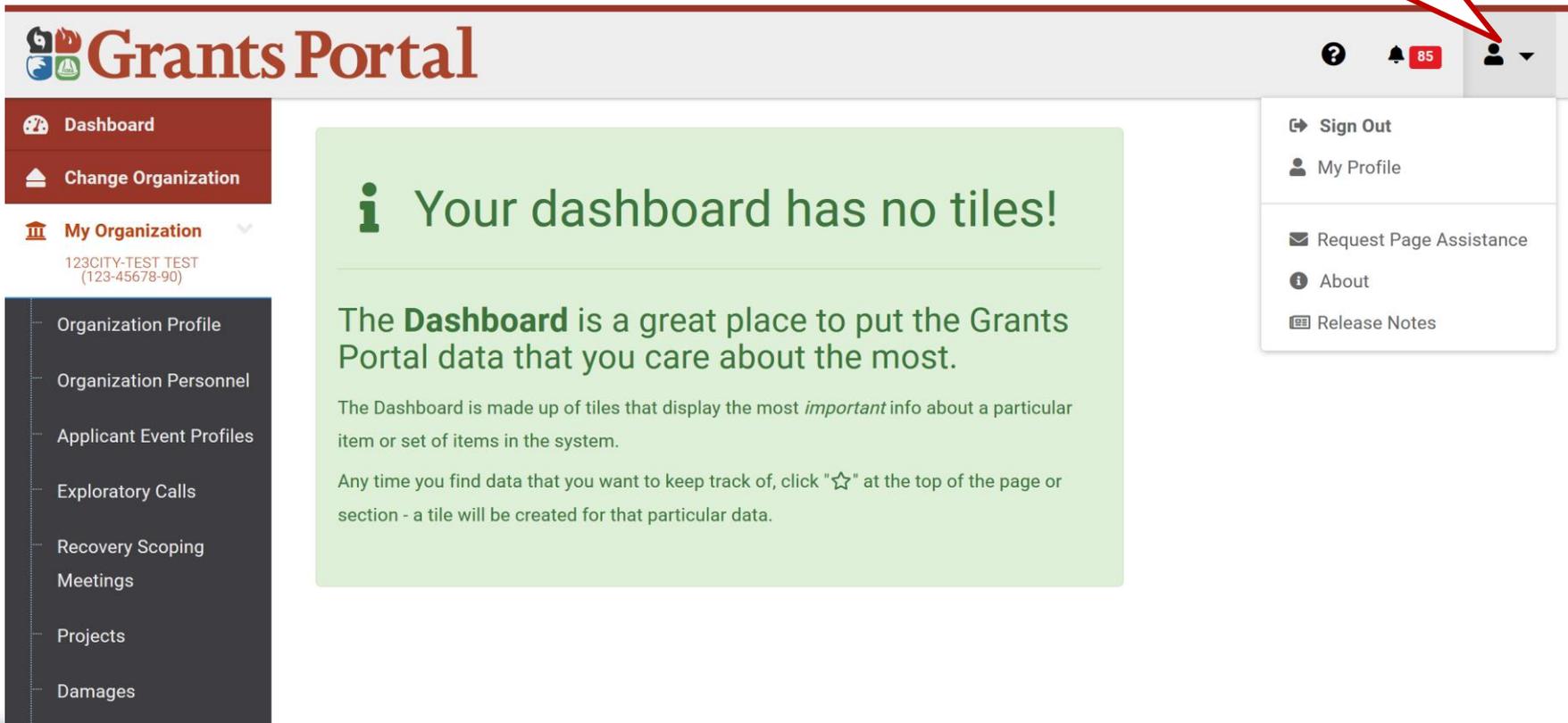
**Call or email Hotline for technical support**



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# User Profile Menu

Click dropdown arrow



The screenshot shows the Grants Portal interface. At the top left is the logo and the text "Grants Portal". On the right side of the header, there are icons for help, notifications (85), and a user profile dropdown arrow. A red callout box points to this arrow with the text "Click dropdown arrow".

The user profile dropdown menu is open, showing the following options:

- Sign Out
- My Profile
- Request Page Assistance
- About
- Release Notes

The main content area features a green information box with the following text:

**i Your dashboard has no tiles!**

The **Dashboard** is a great place to put the Grants Portal data that you care about the most.

The Dashboard is made up of tiles that display the most *important* info about a particular item or set of items in the system.

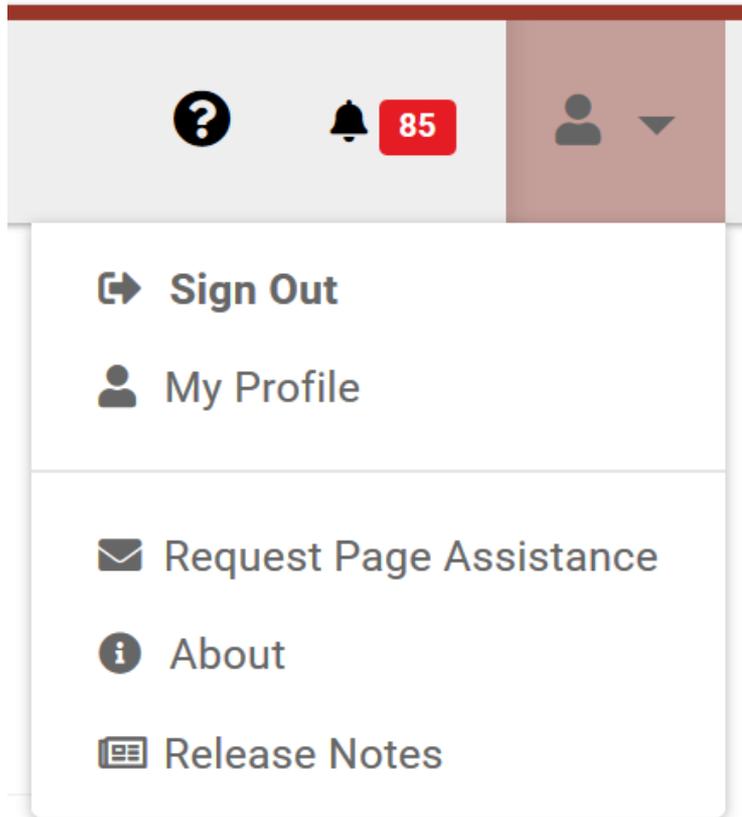
Any time you find data that you want to keep track of, click "☆" at the top of the page or section - a tile will be created for that particular data.

The left sidebar contains the following navigation items:

- Dashboard
- Change Organization
- My Organization (123CITY-TEST TEST (123-45678-90))
  - Organization Profile
  - Organization Personnel
  - Applicant Event Profiles
  - Exploratory Calls
  - Recovery Scoping Meetings
  - Projects
  - Damages



# Request Page Assistance



Request Page Assistance sends an email to the Hotline with a link and screenshot of the current page you are on or a different screenshot that you choose to upload.

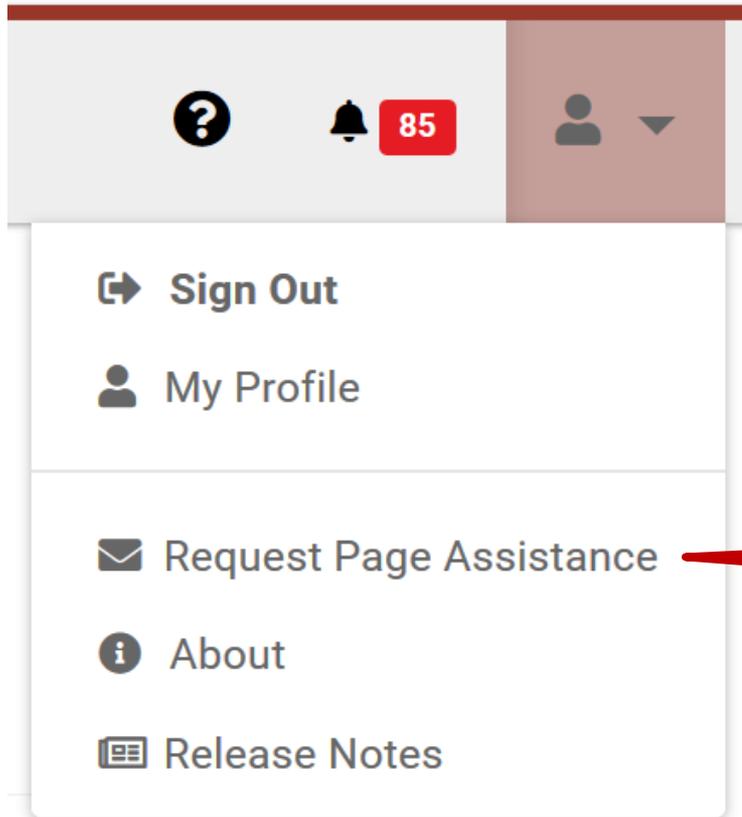
- Option 1: Send screenshot of current page
- Option 2: Attach screenshot of your choice



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# Request Assistance for Current Page

- Option 1: Request Page Assistance sends an email to the Hotline with a link and screenshot of the current page



Click  
**Request Page  
Assistance**



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# Request Assistance for Current Page

**Request Assistance for Current Page**

Current Page <https://uat.grantee.fema.gov/#dashboard>

The functionality I need help with is \*

The following screenshot will be included with your request

Use the box below if you wish to provide a different screen shot

Drag and drop your screen shot image to choose an image file

**REQUEST ASSISTANCE FOR CURRENT PAGE** CANCEL

**Step 1: Type what you need help with**

**Step 2: Click Request Assistance for Current Page**

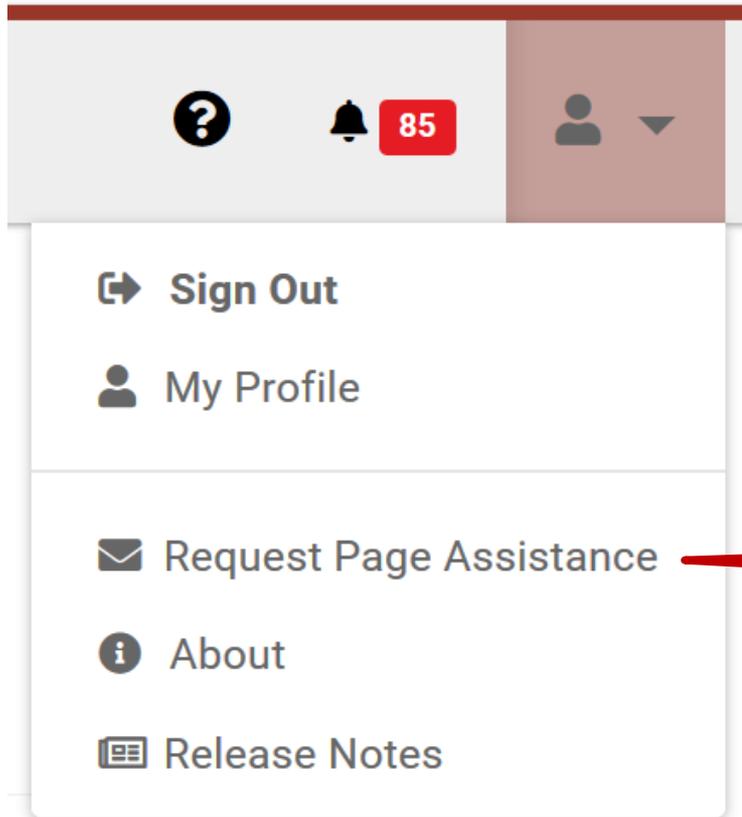


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# Send a link for help

- Option 2: Request Page Assistance sends an email to the Hotline with a link and screenshots of your choice.

You can choose files to upload to the hotline.



Click **Request Page Assistance**



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# Request Page Assistance – Pop-Up Box

**Step 1: Type what you need help with**

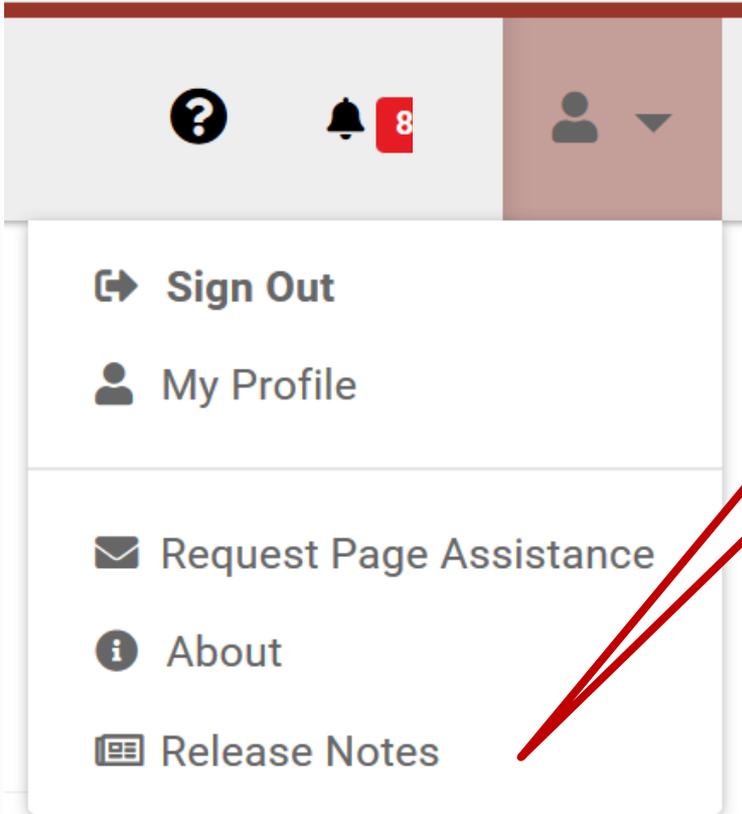
**Step 2: Drag and drop or choose file**

**Step 3: Click Request Assistance for Current Page**



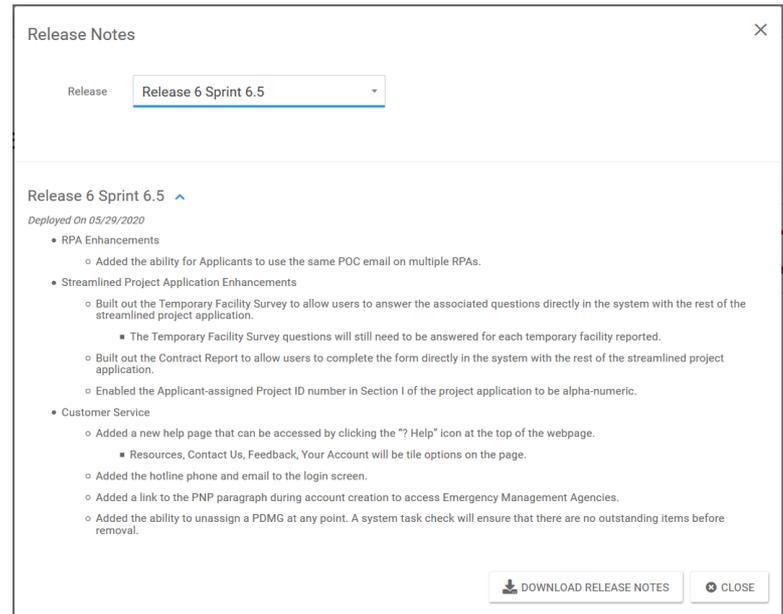
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# Release Notes



A user navigation menu with a grey background. At the top, there is a help icon (question mark), a notification bell with a red badge containing the number '8', and a user profile icon with a dropdown arrow. Below these are five menu items, each with an icon and text: 'Sign Out' with a right-pointing arrow, 'My Profile' with a person icon, 'Request Page Assistance' with an envelope icon, 'About' with an information icon, and 'Release Notes' with a document icon.

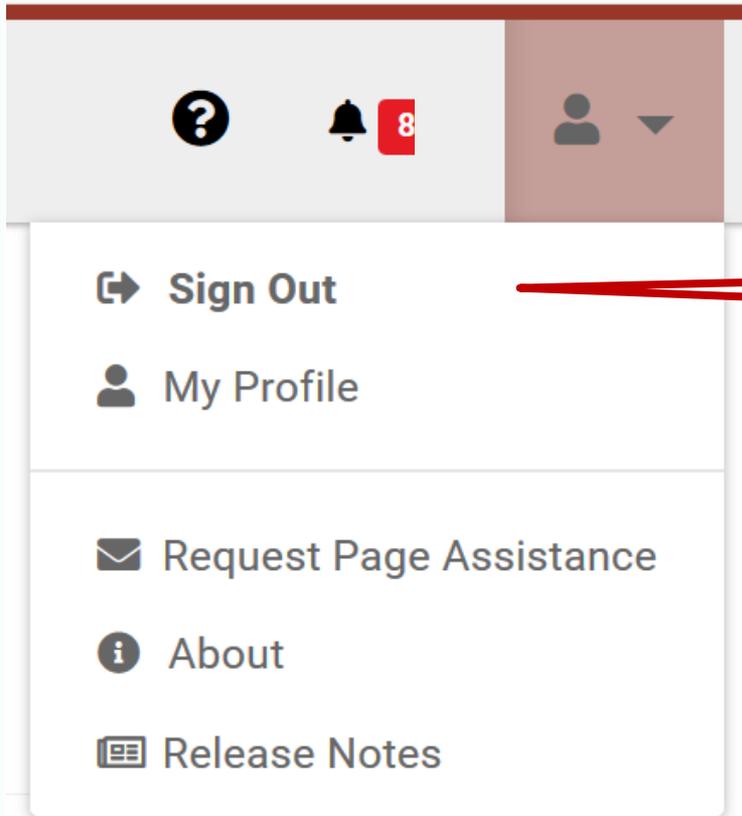
Click **Release Notes**



A modal window titled 'Release Notes' with a close button (X) in the top right corner. It features a dropdown menu labeled 'Release' with 'Release 6 Sprint 6.5' selected. Below the dropdown, the title 'Release 6 Sprint 6.5' is followed by a small upward arrow. The main content area lists updates under the heading 'Deployed On 05/29/2020'. The updates are categorized into 'RPA Enhancements', 'Streamlined Project Application Enhancements', and 'Customer Service'. At the bottom right, there are two buttons: 'DOWNLOAD RELEASE NOTES' and 'CLOSE'.

# Log Out of Grants Portal

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Click **Sign Out**



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# For Technical Assistance

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For technical assistance, please contact:  
Grants Portal Hotline (866) 337-8448

Email: [FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov)

Hours: 8:00 AM – 8:00 PM EDT Mon-Fri



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# For Policy & Eligibility Questions

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Contact your State, Local, Tribal, or Territorial  
Emergency Management Office

Below is a link to find contact information for  
local emergency management agencies:

[https://www.fema.gov/emergency-management-  
agencies](https://www.fema.gov/emergency-management-agencies)



**FEMA**

# Thank you for attending

**Grants Portal Hotline: 1-866-337-8448**

**[FEMA-Recovery-PA-Grants@fema.dhs.gov](mailto:FEMA-Recovery-PA-Grants@fema.dhs.gov)**

**Monday – Friday 8:00AM – 8:00 PM EDT**



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