

# Support

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# Support Center

 Grants Portal



Click Help icon to get to the Support Center


 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
- Intelligence


## Support Center


Hi Lisa Demo. What can we help you with?

 **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 FAQ's



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# 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*

**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, there is a 'General Resources' section with a 'Subfolders' dropdown. A table lists three subfolders: 'Training Materials and Tutorials' (0 subfolders, 17 resources), 'Position Assists' (0 subfolders, 13 resources), and 'Job Aids / Guides / Checklists' (0 subfolders, 20 resources). A red callout box with the text 'Click Training Materials and Tutorials' points to the first subfolder entry.

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

# Resources – Table of Contents

Click Table of Contents

The screenshot shows the FEMA Grants Portal interface. On the left is a dark sidebar with 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, and Work Orders. The main content area is titled 'Resources' and includes a breadcrumb trail: 'General Resources > Training Materials and Tutorials'. Below this is a 'Resources' section with three items:

- 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.

In the top right corner of the page, there are buttons for 'GO UP' and 'TABLE OF CONTENTS'. A red callout box with the text 'Click Table of Contents' points to the 'TABLE OF CONTENTS' button.



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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 My Tasks. The main content area is titled 'Resources' and shows a breadcrumb trail: 'General Resources > Training Materials and Tutorials'. Below this, there are three resource entries, each with a document icon, a title, a description, and a 'Last Updated' timestamp. On the right side, a 'Table of Contents' sidebar is open, showing a tree view of folders: 'General Resources', 'Training Materials and Tutorials' (highlighted), 'Position Assists', and 'Job Aids / Guides / Checklists'. A red callout box points to the folder names with the text 'Folders / Subfolders'. Another red callout box points to the 'Training Materials and Tutorials' folder with the text 'Click subfolders to navigate to different resources in Table of Contents'. A third red callout box points to a blue 'X' icon in the top right corner of the Table of Contents sidebar with the text '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, subtitle, '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 has a header with the 'Grants Portal' logo and user icons. Below the header, there are sections for 'FEMA Public Assistance: Policy and Guidance' and 'Grants Portal Resources'. The 'Grants Portal Resources' section lists three documents: 'Applicant: Grants Portal User Manual', 'Recipient: Grants Portal User Manual', and 'Recipient: State Administrative Plan Guidance'. A red callout box with a white background and a red border points to the 'Applicant: Grants Portal User Manual' link. The text inside the callout box reads: 'Step 1. Click hyperlink to download file'.

**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

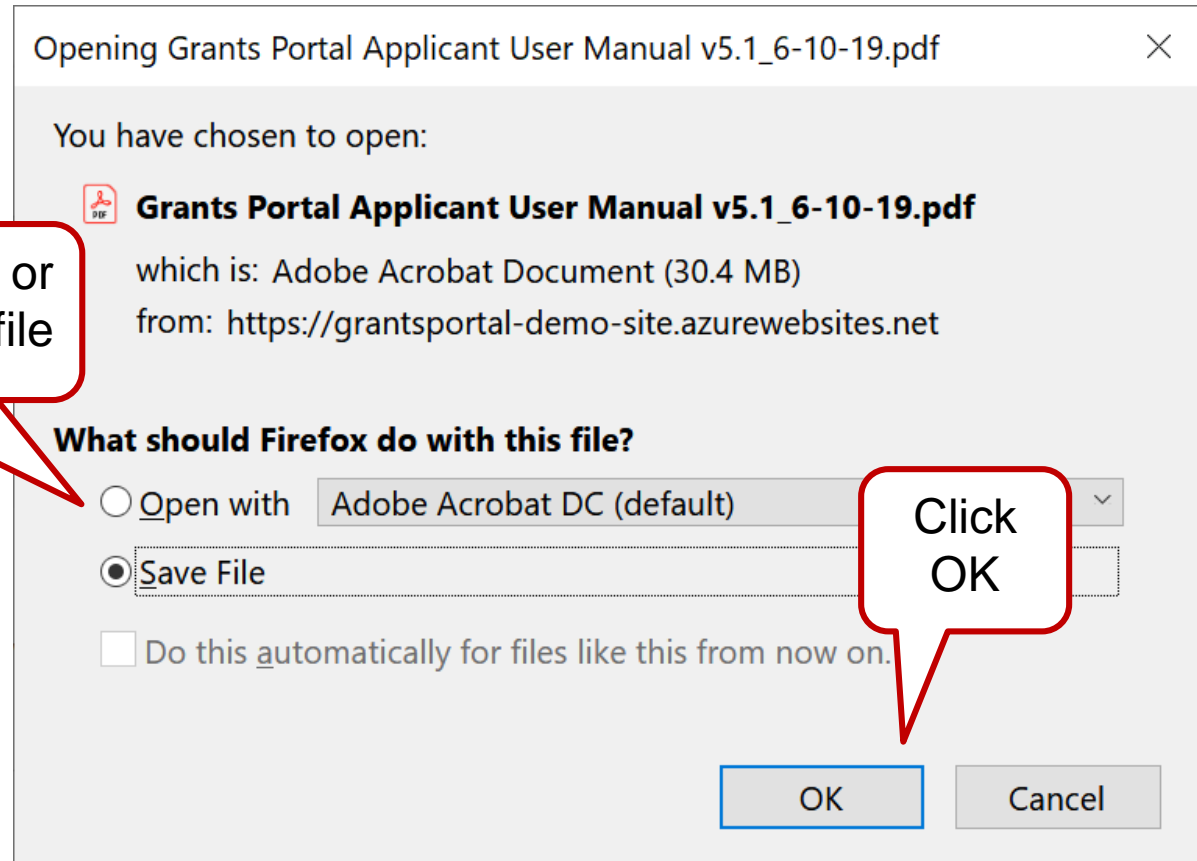
[Recipient: State-Led PA Guide](#)

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

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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 Your  
Account**



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# User Profile – Manage Contact Info

The screenshot shows the Grants Portal interface. At the top left is the 'Grants Portal' logo. On the right, there are icons for help, notifications (85), and a user profile dropdown. A 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. 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 located in the top right corner. On the left, a sidebar menu lists various 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 visible: 'Phone Numbers' and 'Email Addresses'. The 'Phone Numbers' section contains 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

A red callout box with the text 'Click Edit' points to the 'EDIT' button in the 'Phone Numbers' table. The 'Email Addresses' section contains a table with one entry:

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

# Update Phone Number

The screenshot shows the 'Edit Phone Number' modal form in the FEMA Grants Portal. The form contains the following fields and options:

- Phone:** A text input field containing the number '(222) 555-5679 x\_\_\_\_\_'. A red callout bubble points to this field with the text 'Step 1: Enter new phone number and type'.
- Phone Type:** A dropdown menu with 'Work (Cell)' selected. A red callout bubble points to the 'SAVE' button with the text 'Step 2: Click Save'.
- Receive Text?:** An unchecked checkbox.
- Buttons:** A green 'SAVE' button and a white 'CANCEL' button.

The background shows the portal's navigation menu with items like 'Dashboard', 'Change Organization', 'My Organization', 'Organization Profile', 'Organization Personnel', 'Applicant Event Profiles', 'Damages', 'Work Order Requests', 'Work Orders', and 'My Tasks'. A 'GO BACK' button and an 'ADD EMAIL ADDRESS' button are also visible in the background.

# 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

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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

**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 that must be addressed immediately to complete the mission) will be addressed first.

**✕ CLOSE**

**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**



**FEMA**



# 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 technical support, including a phone number (866) 337-8448 and an email address FEMA-Recovery-PA-Grants@fema.dhs.gov. It also lists the National Hotline Hours of Operation (8:00 AM - 8:00 PM EST, Monday through Friday) and the Puerto Rico Hotline Hours of Operation (8:30 AM - 5:00 PM AST, Monday through Friday). A "CLOSE" button is located in the bottom right corner of the modal. A red callout box with a white background and a red border points to the contact information in the modal, containing the text "Call or email Hotline for technical support".

Grants Portal

Support

Hi Teresa

Feedback?

Feedback on an issue or  
for the system to FEMA.

**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

CLOSE

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

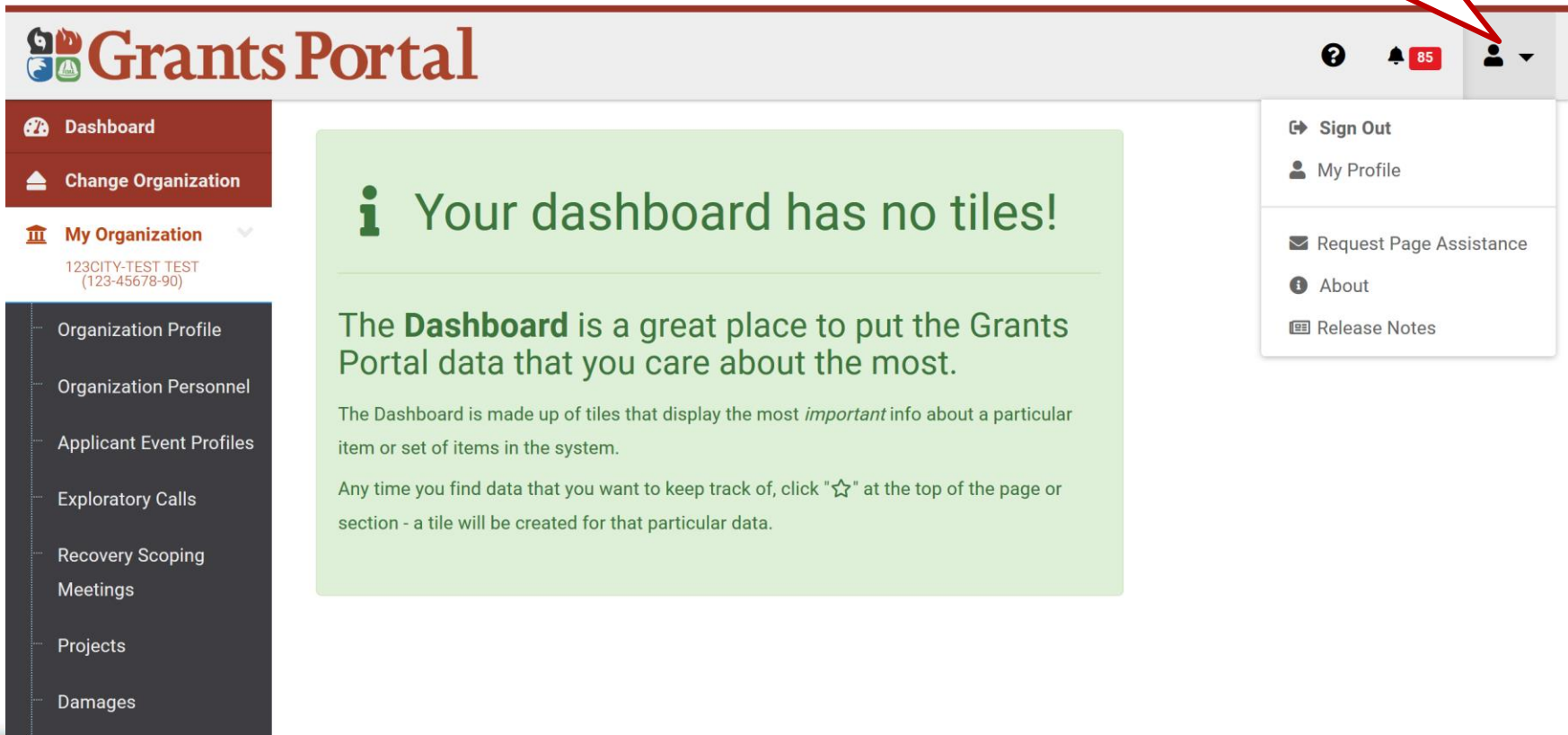
**Contact Us**  
Information to call or email the FEMA  
Grants Portal Hotline.



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# 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 dropdown menu is open, showing options: "Sign Out", "My Profile", "Request Page Assistance", "About", and "Release Notes". On the left side, there is a navigation menu with items: "Dashboard", "Change Organization", "My Organization" (with a dropdown arrow), and a list of organization-related items: "Organization Profile", "Organization Personnel", "Applicant Event Profiles", "Exploratory Calls", "Recovery Scoping Meetings", "Projects", and "Damages". The main content area features a green information box with the heading "Your dashboard has no tiles!" and text explaining that the dashboard is a place to put important data and that tiles are created for tracked data.

**Grants Portal**

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

- Organization Profile
- Organization Personnel
- Applicant Event Profiles
- Exploratory Calls
- Recovery Scoping Meetings
- Projects
- Damages

**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.

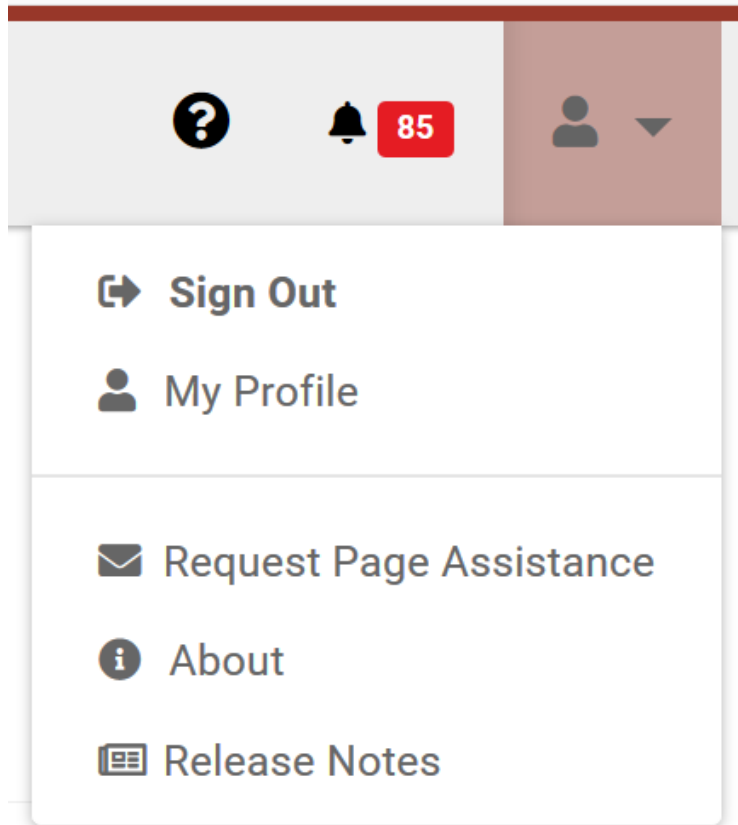
Any time you find data that you want to keep track of, click "☆" at the top of the page or section - a tile will be created for that particular data.

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



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# 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.

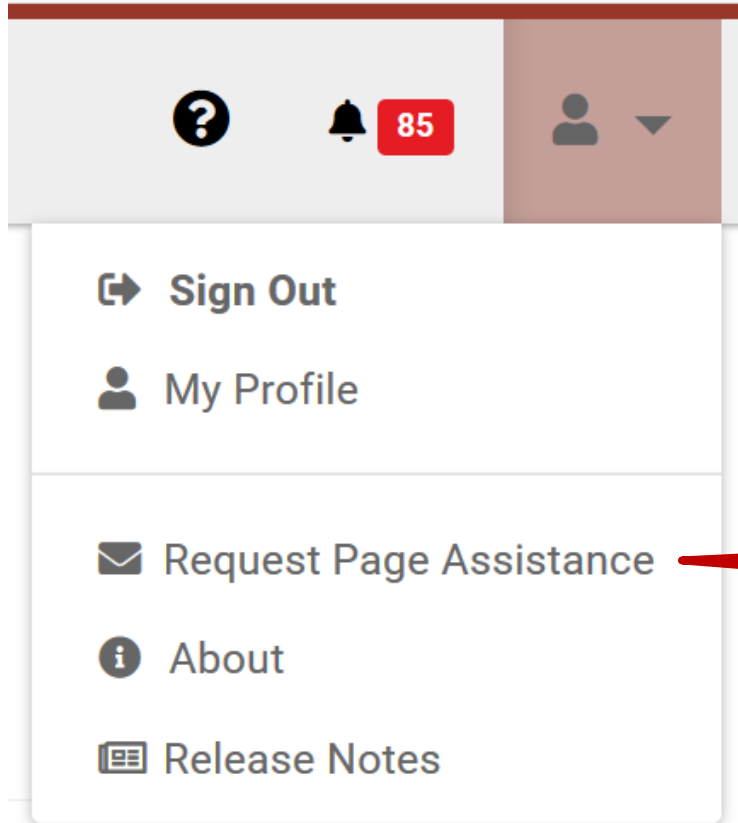
- Option 1: Send screenshot of current page
- Option 2: Attach screenshot of your choice



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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**

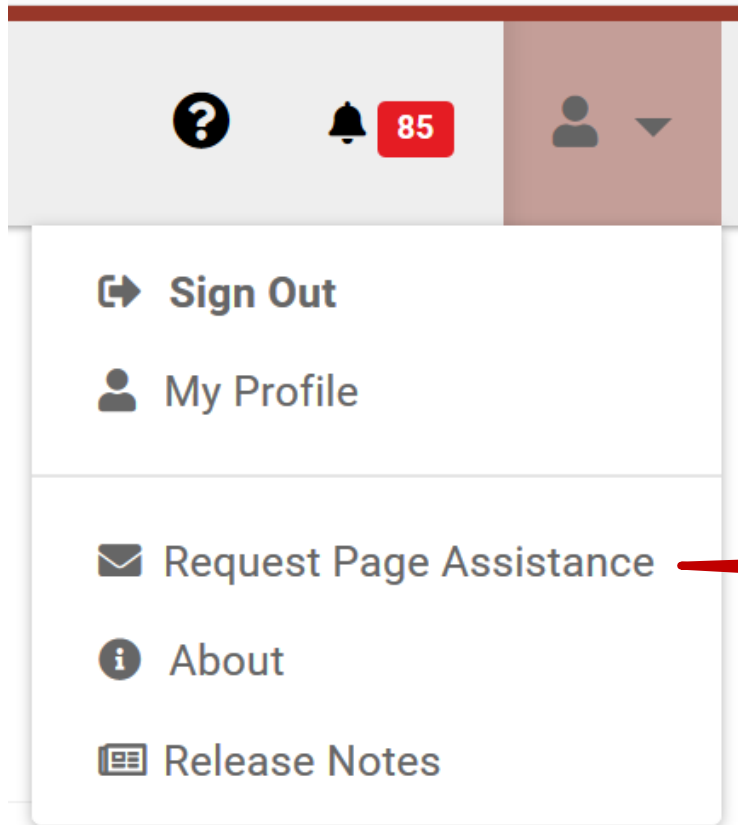


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# Send a link for help

- 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**

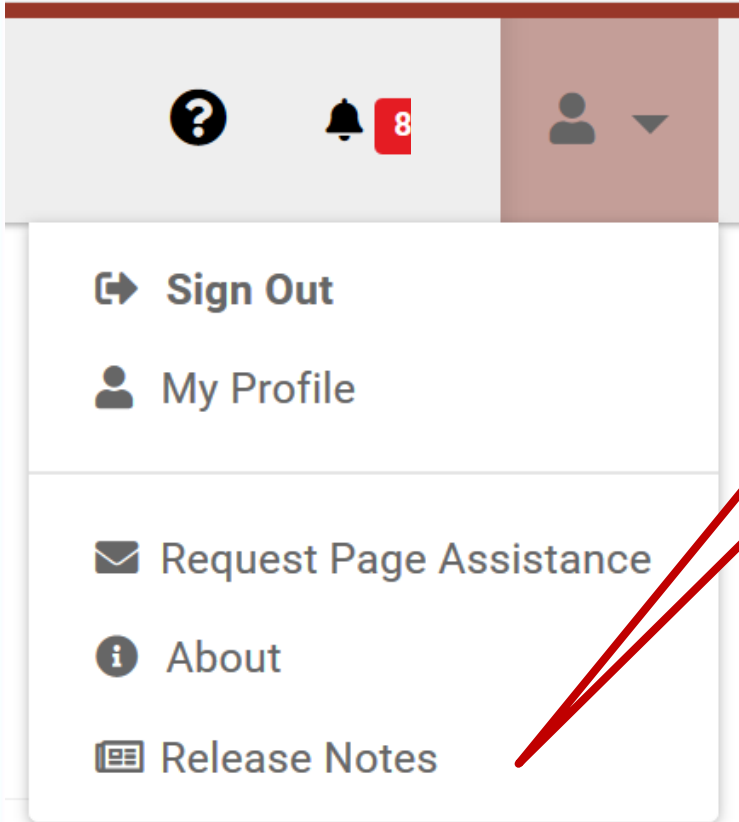
**Step 3: Click Request Assistance for Current Page**



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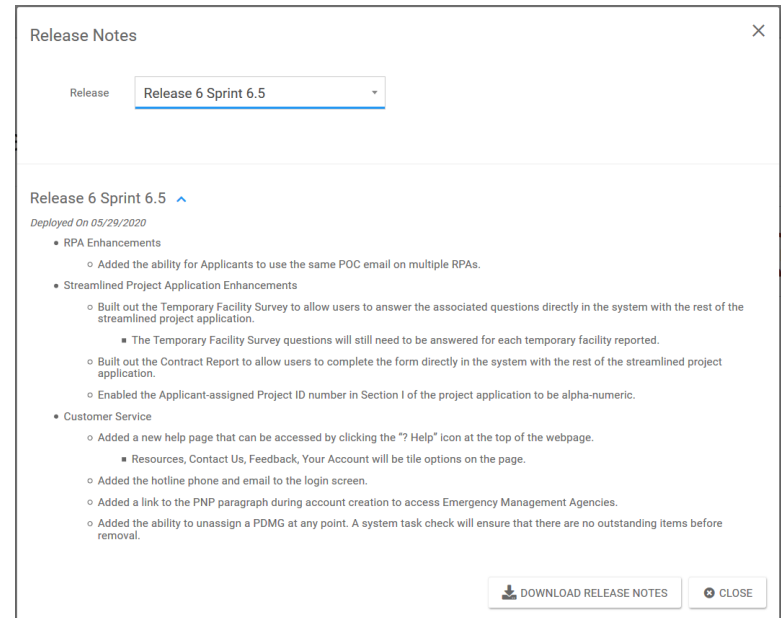


# Release Notes



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'.

Release Notes

Release

Release 6 Sprint 6.5

Deployed On 05/29/2020

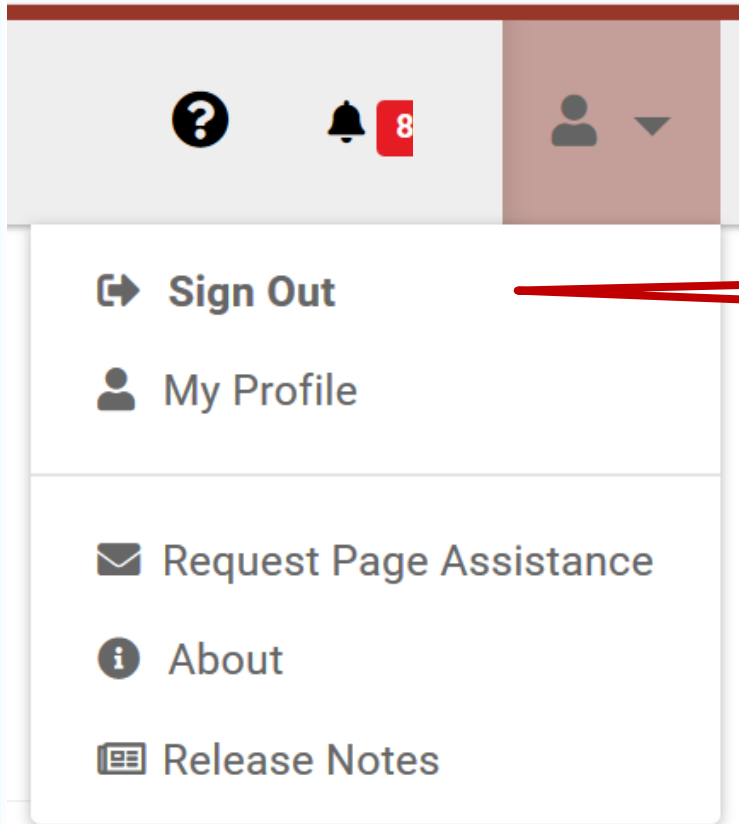
- RPA Enhancements
  - Added the ability for Applicants to use the same POC email on multiple RPAs.
- Streamlined Project Application Enhancements
  - Built out the Temporary Facility Survey to allow users to answer the associated questions directly in the system with the rest of the streamlined project application.
    - The Temporary Facility Survey questions will still need to be answered for each temporary facility reported.
  - Built out the Contract Report to allow users to complete the form directly in the system with the rest of the streamlined project application.
  - Enabled the Applicant-assigned Project ID number in Section I of the project application to be alpha-numeric.
- Customer Service
  - Added a new help page that can be accessed by clicking the "Help" icon at the top of the webpage.
    - Resources, Contact Us, Feedback, Your Account will be tile options on the page.
  - Added the hotline phone and email to the login screen.
  - Added a link to the PNP paragraph during account creation to access Emergency Management Agencies.
  - Added the ability to unassign a PDGM at any point. A system task check will ensure that there are no outstanding items before removal.

DOWNLOAD RELEASE NOTES CLOSE



# Log Out of Grants Portal

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Click **Sign Out**



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