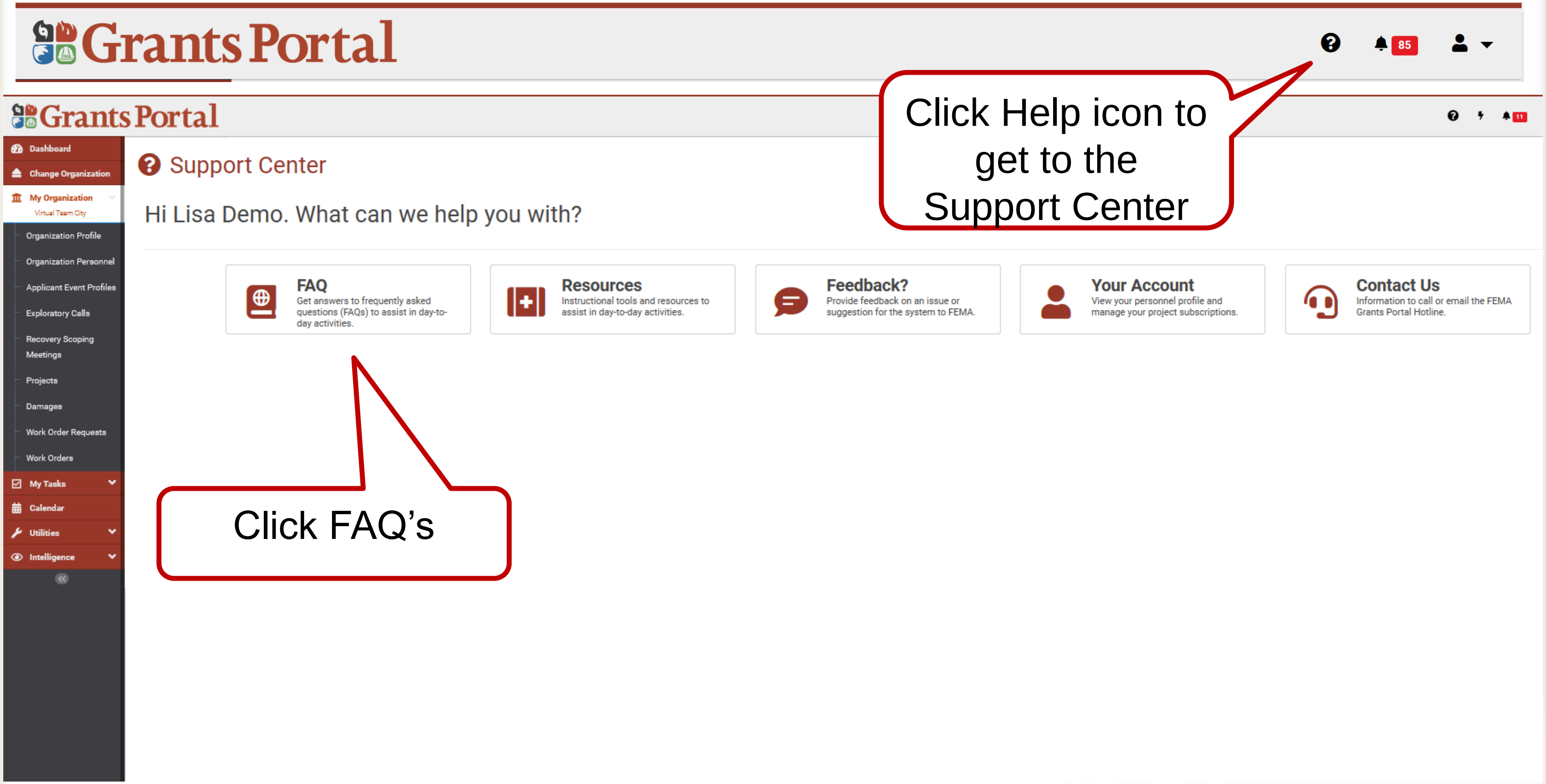
Support

Support Center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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.

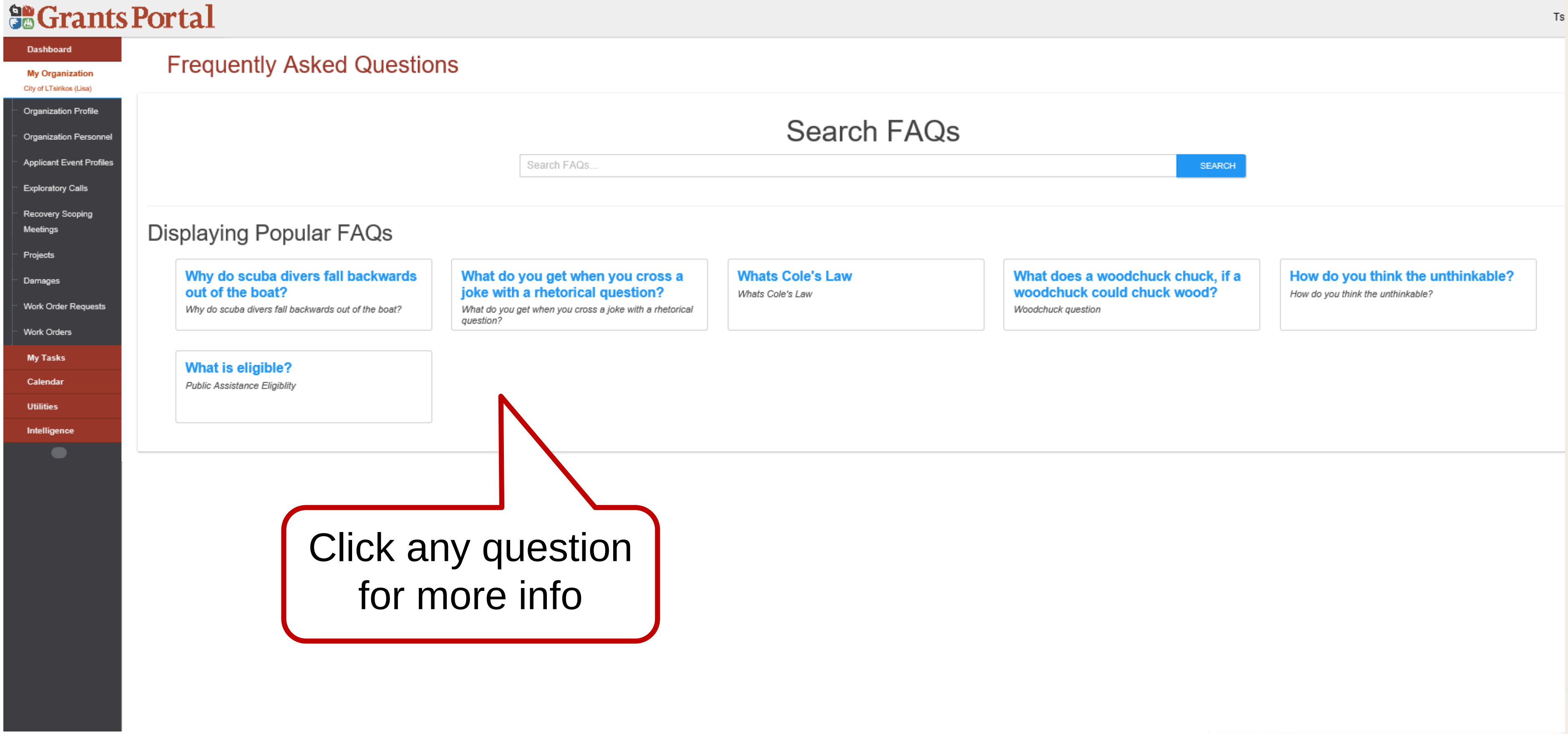
Your Account
View your personnel profile and manage your project subscriptions.

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

Click Help icon to get to the Support Center

Click FAQ’s

FAQ's



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Frequently Asked Questions

Search FAQs

Search FAQs...

SEARCH

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

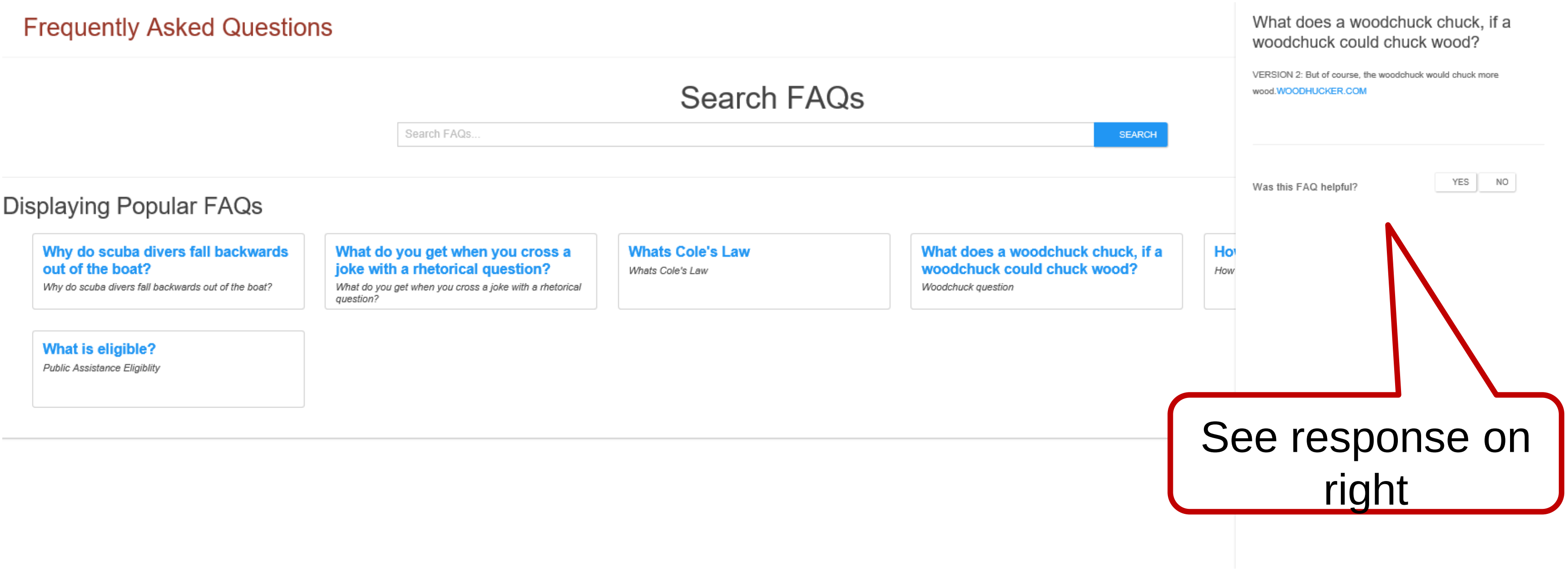
What does a woodchuck chuck, if a woodchuck could chuck wood?
Woodchuck question

How do you think the unthinkable?
How do you think the unthinkable?

What is eligible?
Public Assistance Eligiblity

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

Ho
How

What is eligible?
Public Assistance Eligiblity

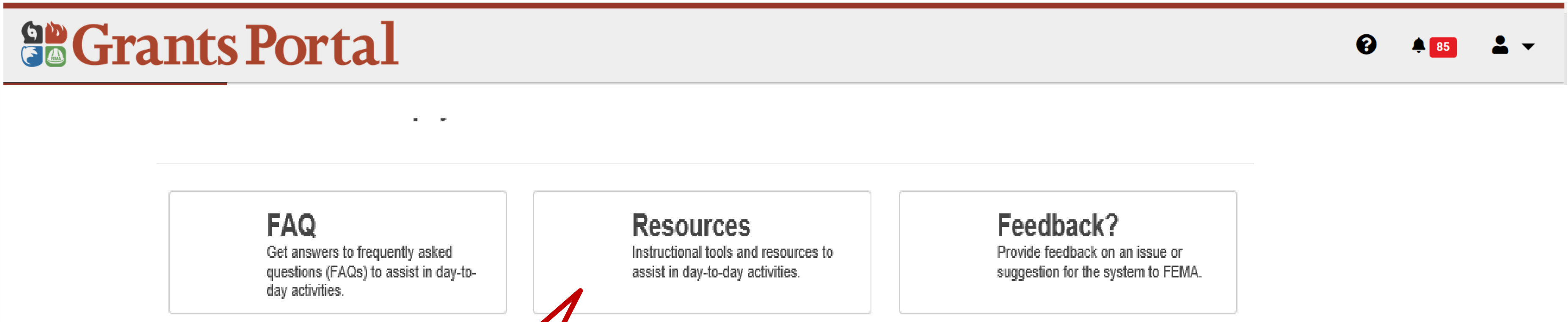
What does a woodchuck chuck, if a woodchuck could chuck wood?

VERSION 2: But of course, the woodchuck would chuck more wood. WOODHUCKER.COM

Was this FAQ helpful? YES NO

See response on right

Support Center - Resources



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

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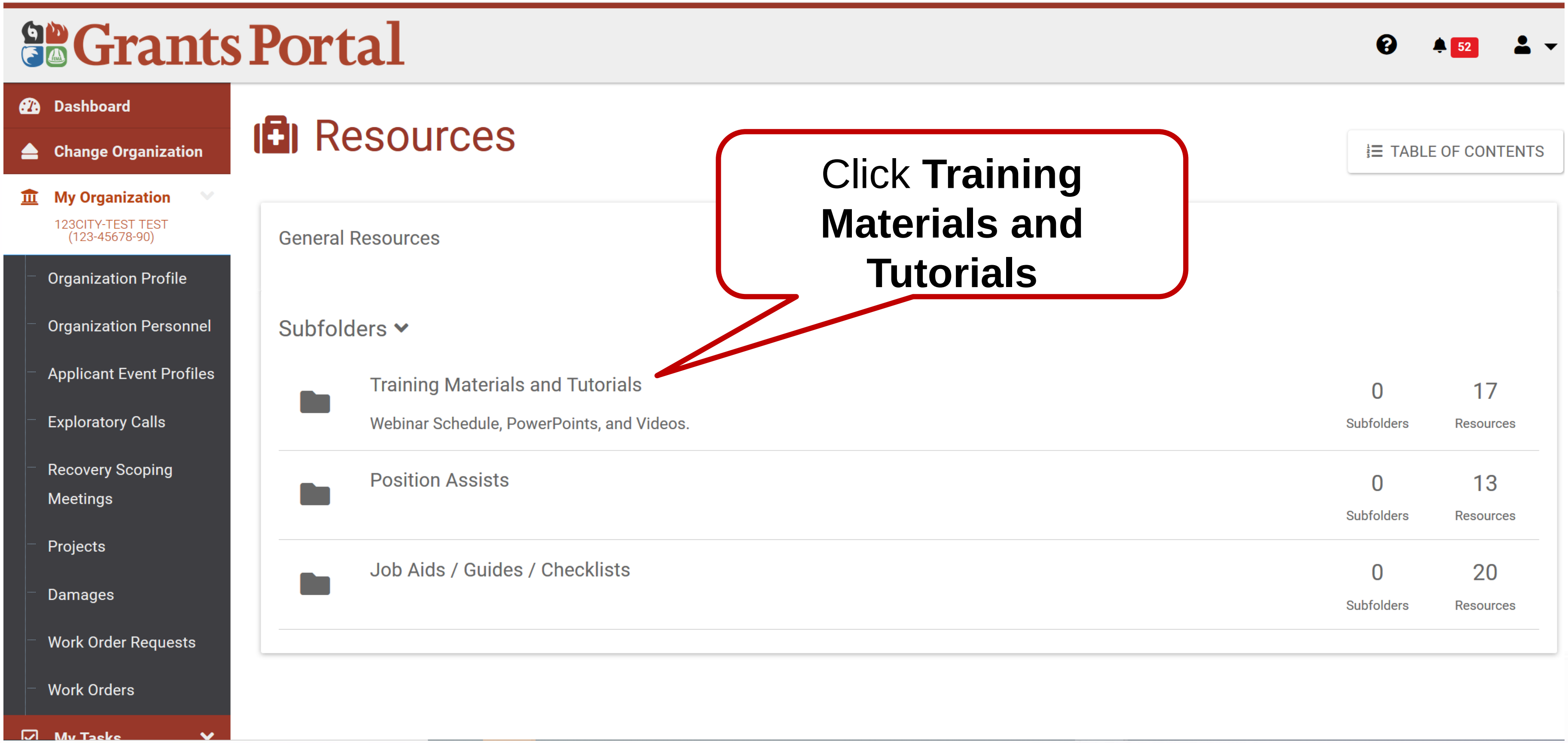
Click
Resources

General Resources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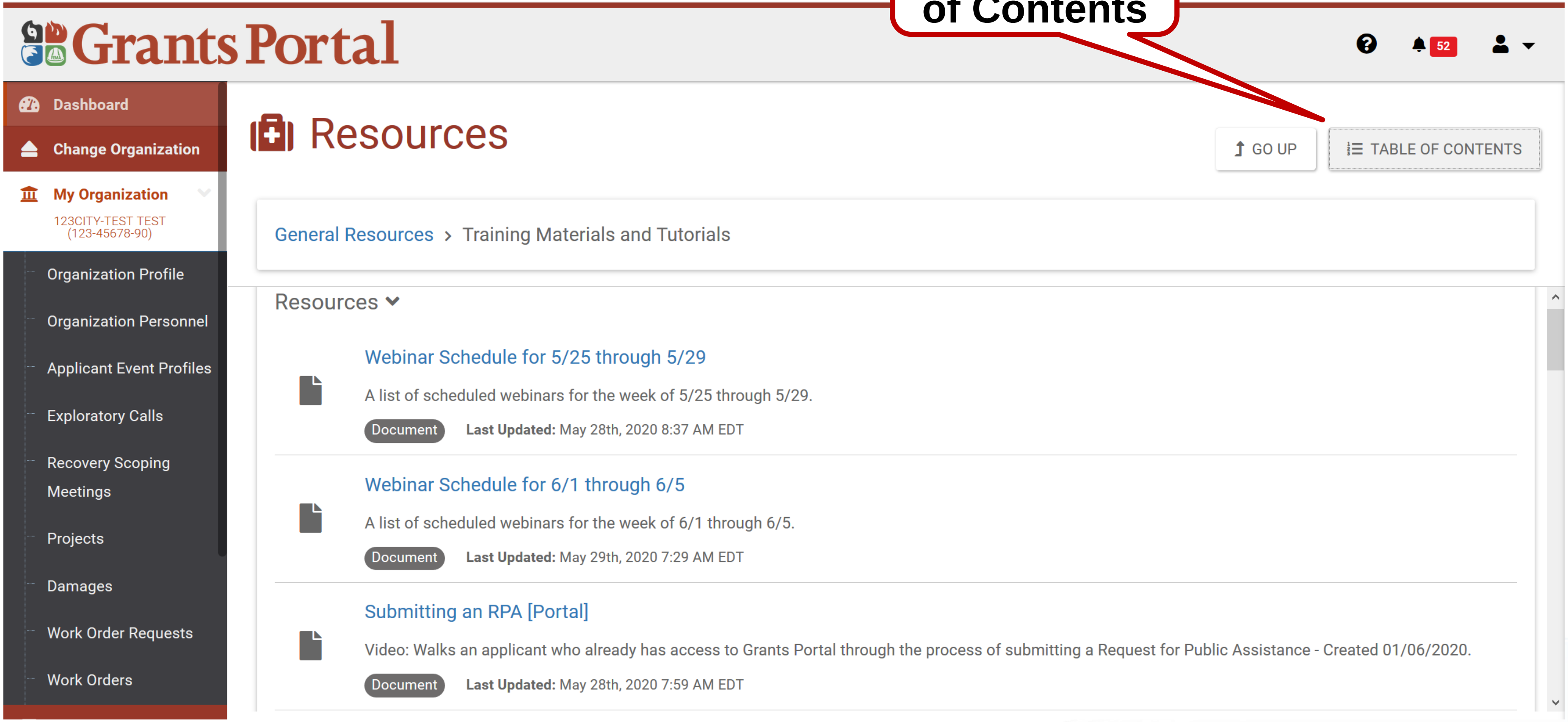
Job Aids / Guides / Checklists	0 Subfolders	20 Resources

Click **Training Materials and Tutorials**

Resources – Table of Contents

Click **Table of Contents**



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[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

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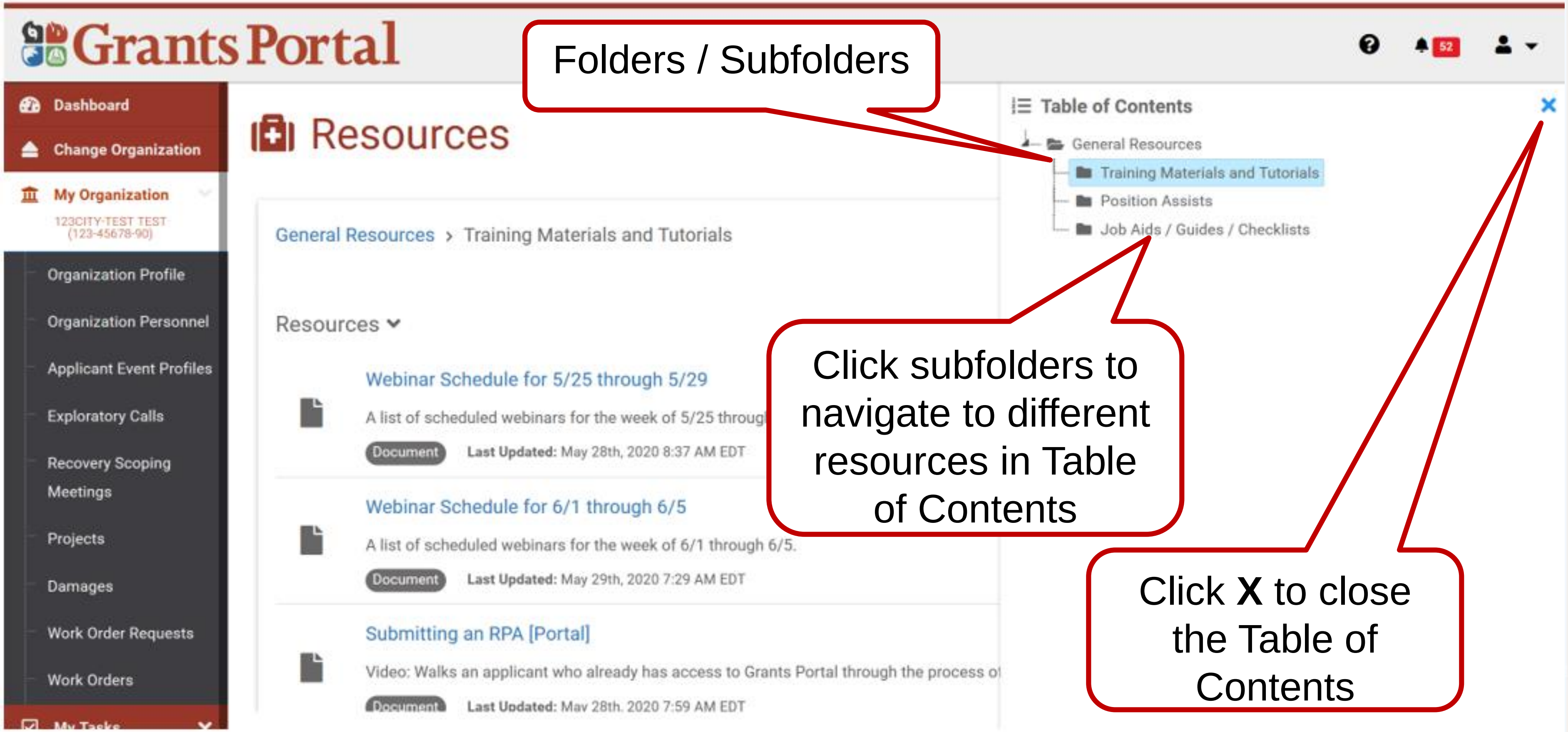
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Video: Walks an applicant who already has access to Grants Portal through the process o

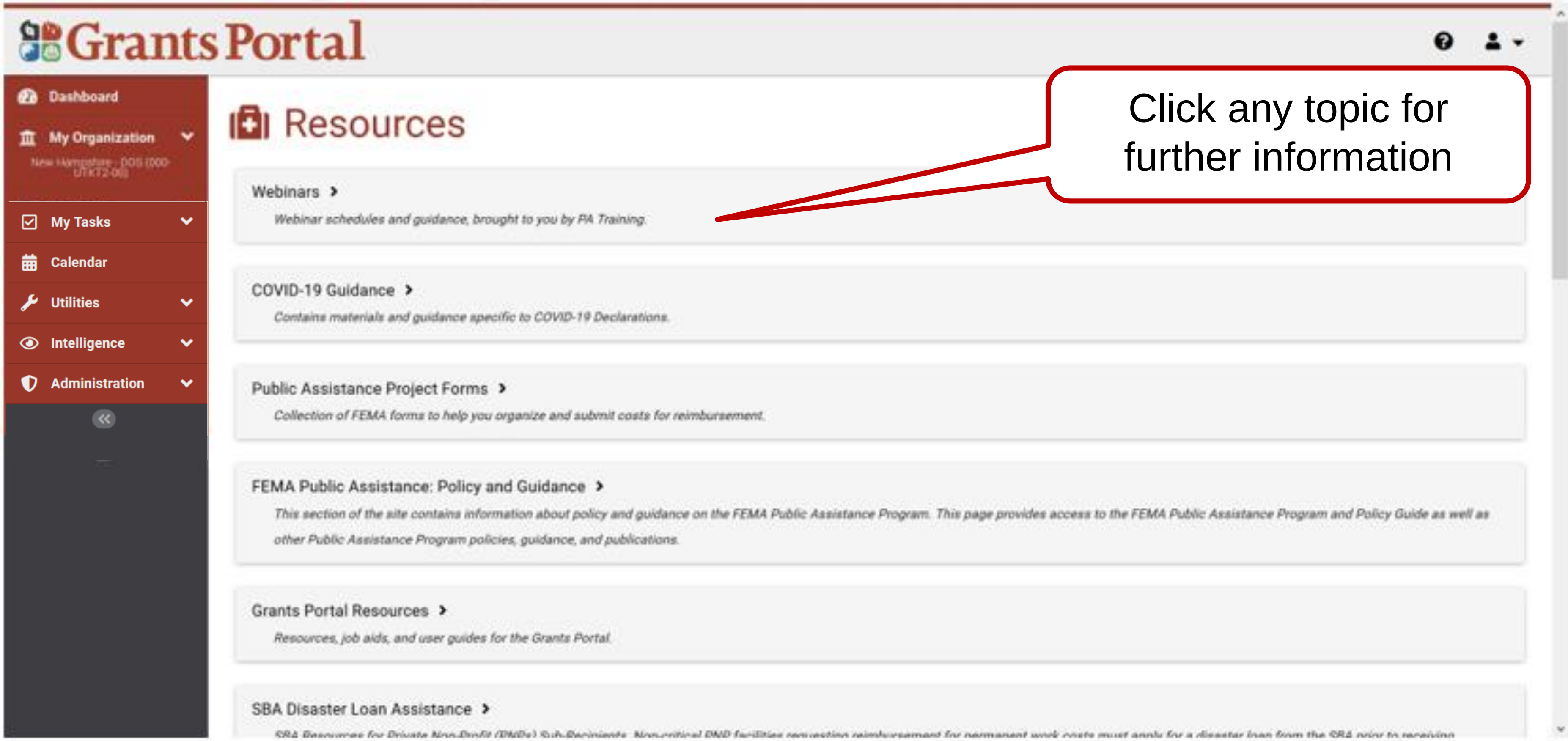
Document **Last Updated:** May 28th, 2020 7:59 AM EDT

Folders / Subfolders

Click subfolders to navigate to different resources in Table of Contents

Click **X** to close the Table of Contents

Resources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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 ›

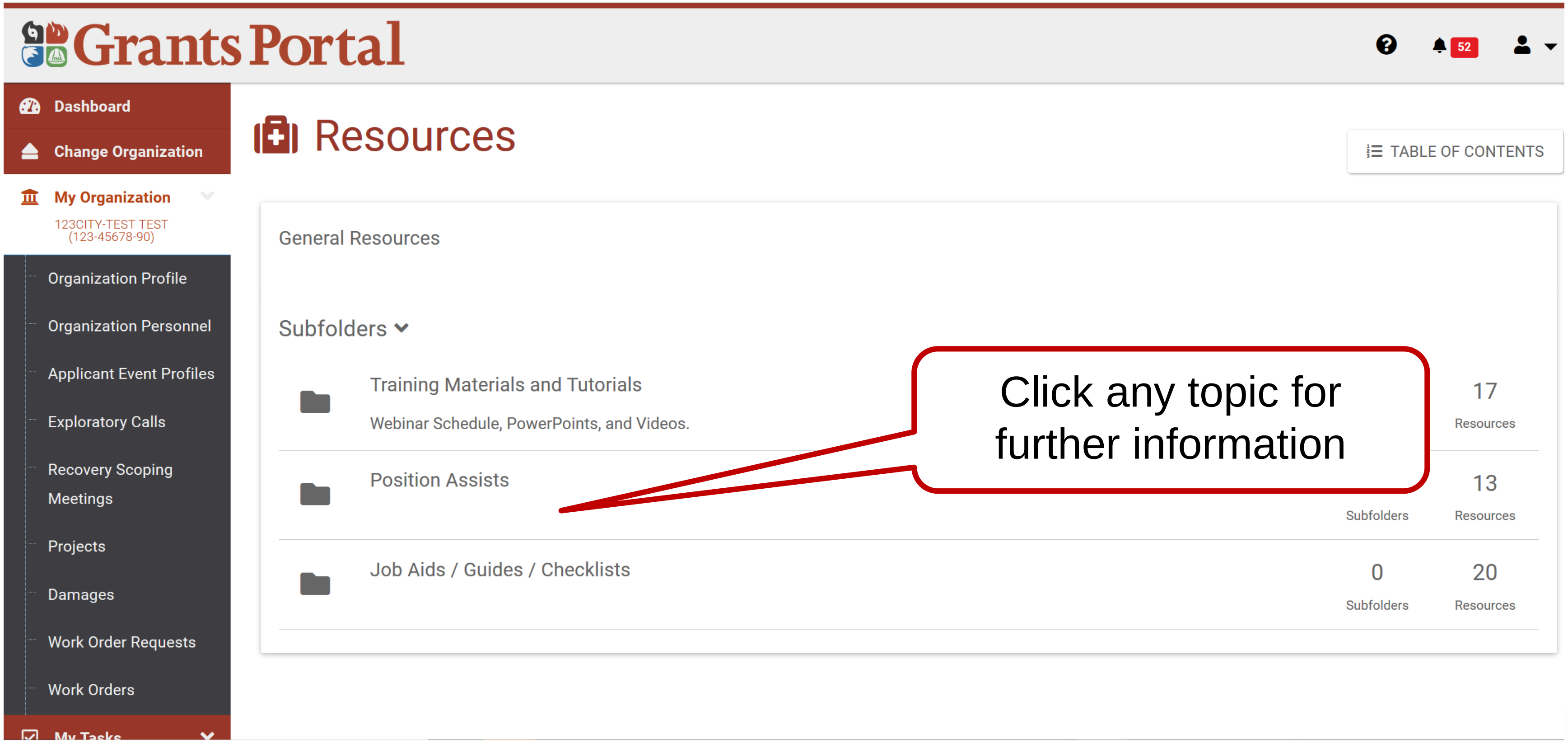
Resources, job aids, and user guides for the Grants Portal.

SBA Disaster Loan Assistance ›

SBA Resources for Private Non-Profit (PNPs) Sub-Recipients. Non-critical PNP facilities requesting reimbursement for permanent work costs must apply for a disaster loan from the SBA prior to receiving

Click any topic for further information

Resources – Position Assists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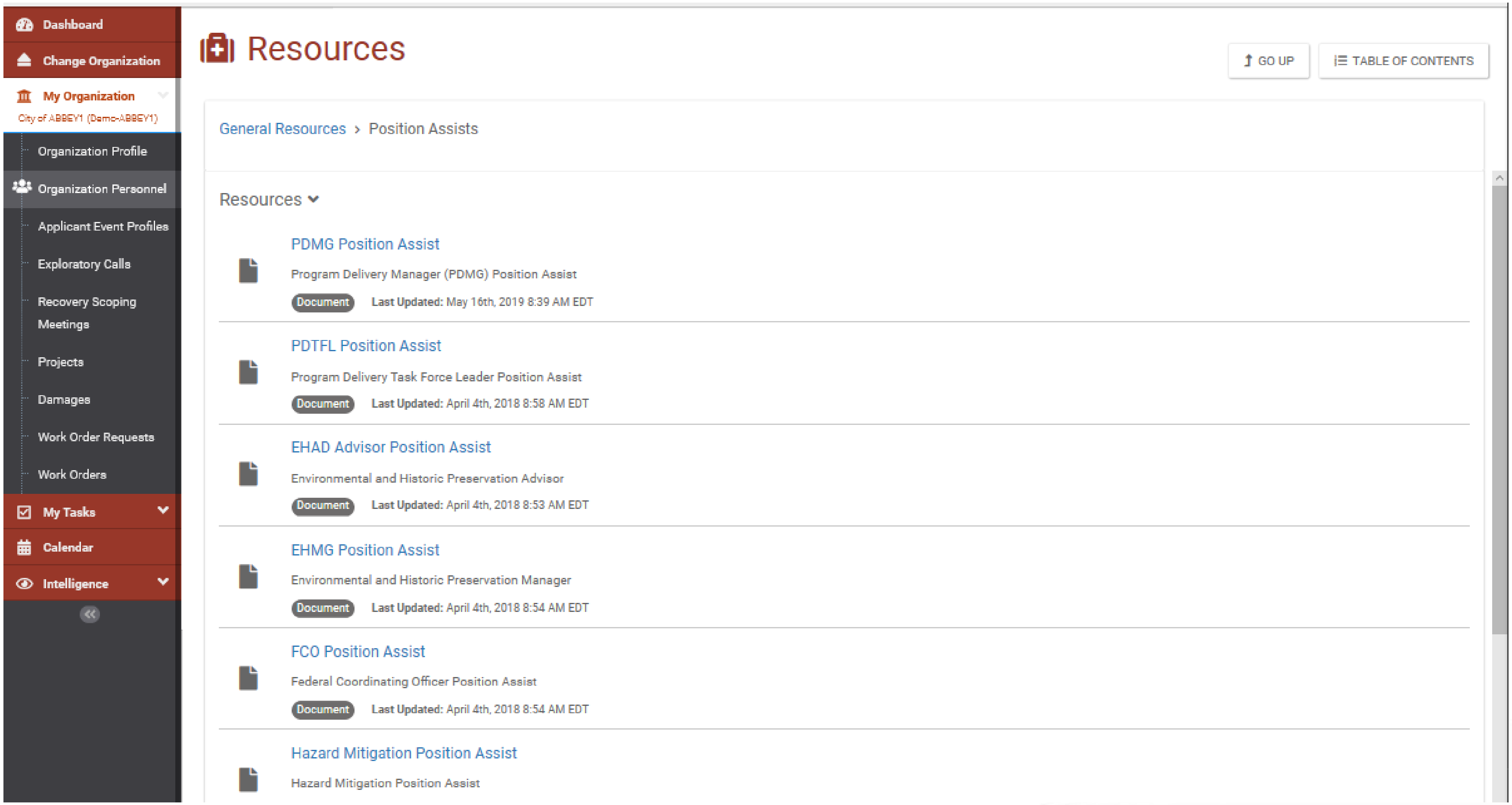
Click any topic for further information

Resources – Position Assists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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

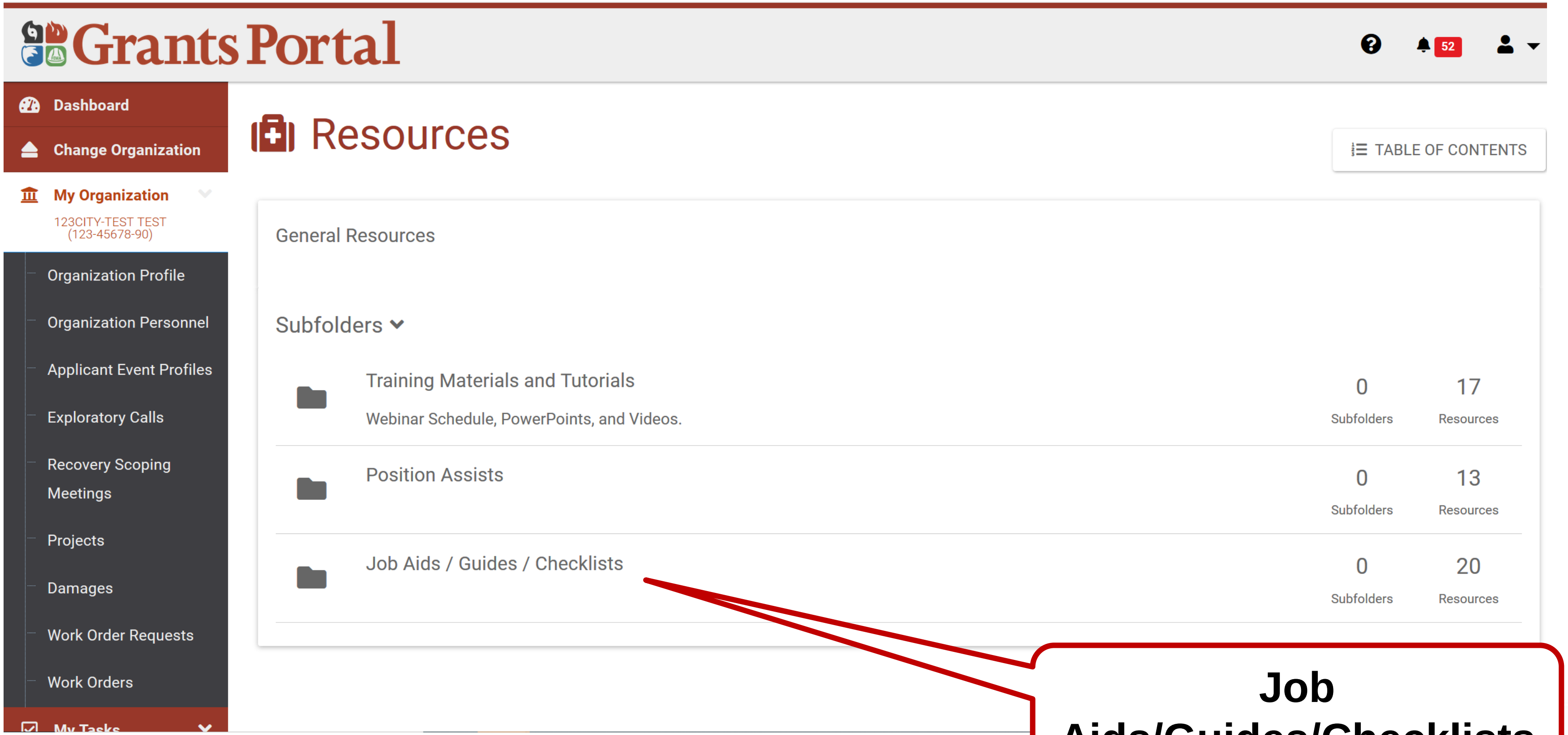
EHAD Advisor Position Assist
Environmental and Historic Preservation Advisor
Document **Last Updated:** April 4th, 2018 8:53 AM EDT

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



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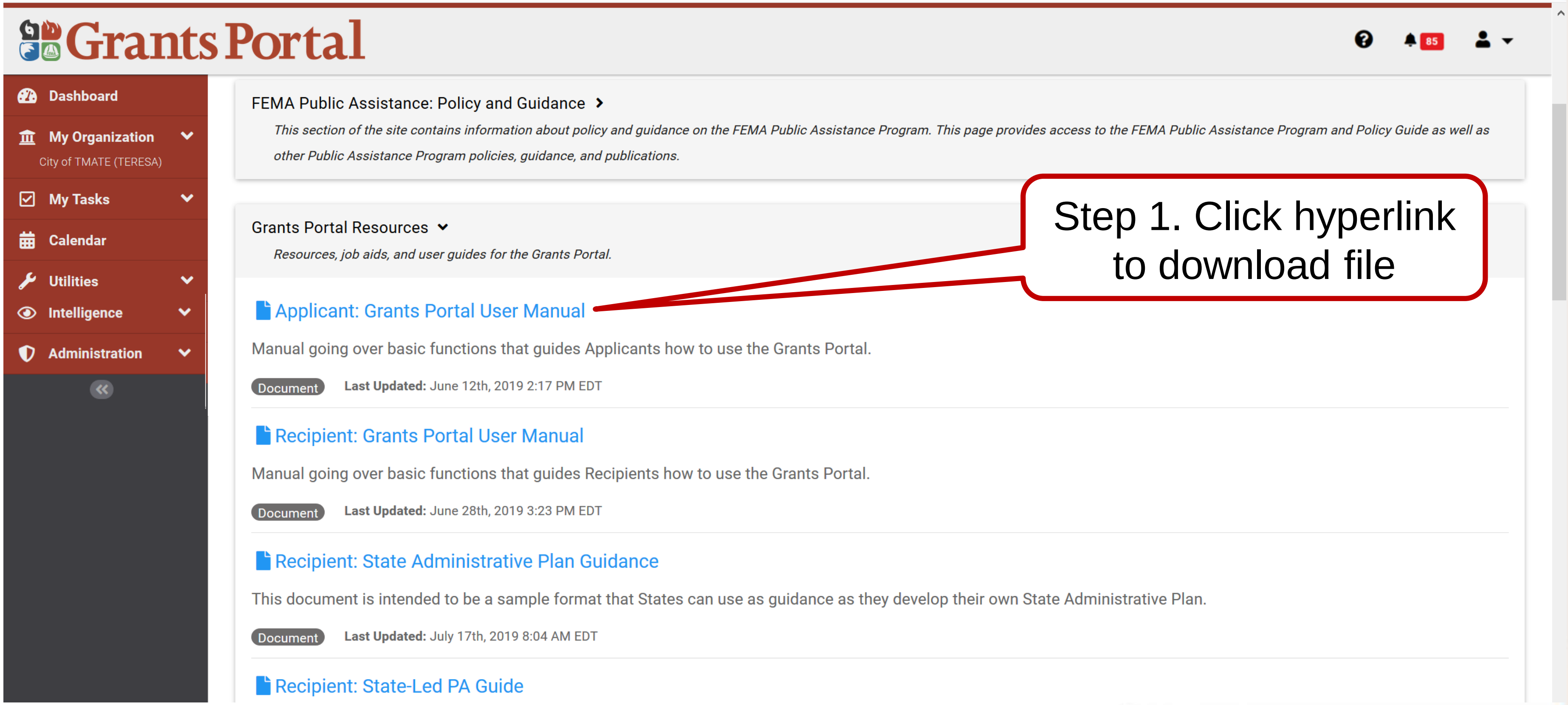
Job Aids/Guides/Checklists

Applicant Grants Portal User Manual



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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

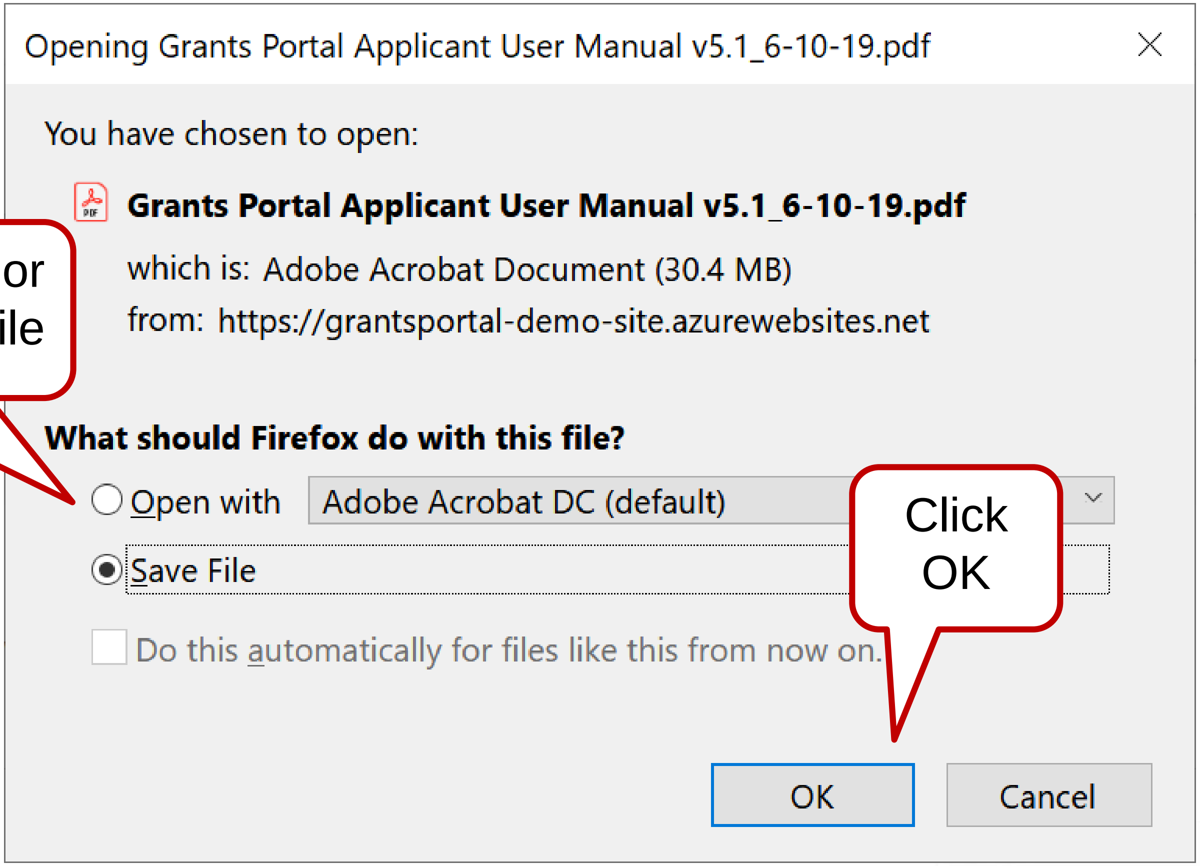
This document is intended to be a sample format that States can use as guidance as they develop their own State Administrative Plan.

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

Recipient: State-Led PA Guide

Step 1. Click hyperlink to download file

Applicant Grants Portal User Manual



Opening Grants Portal Applicant User Manual v5.1_6-10-19.pdf

You have chosen to open:

Grants Portal Applicant User Manual v5.1_6-10-19.pdf

which is: Adobe Acrobat Document (30.4 MB)

from: https://grantsportal-demo-site.azurewebsites.net

What should Firefox do with this file?

○ Open with Adobe Acrobat DC (default)

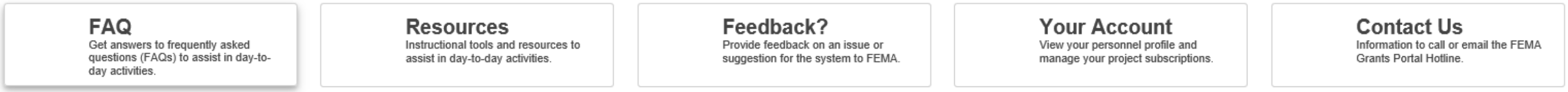
● Save File

☐ Do this automatically for files like this from now on.

Step 2: Click Open or Save to download file

Click OK

Support Center – Your Account



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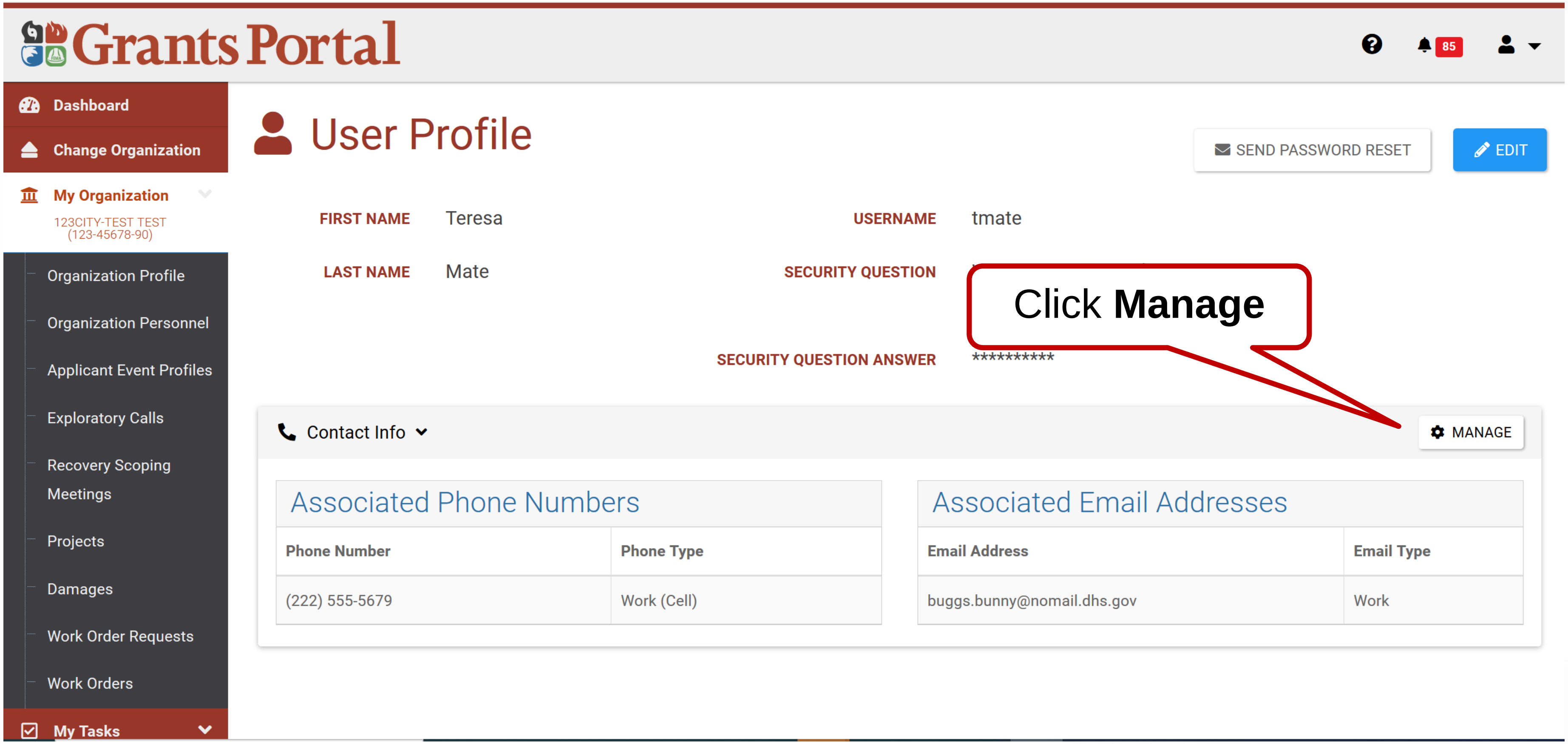
Your Account
View your personnel profile and manage your project subscriptions.

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

Click **Your Account**

User Profile – Manage Contact Info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SEND PASSWORD RESET
EDIT
Contact Info
MANAGE

User Profile

FIRST NAME Teresa

LAST NAME Mate

USERNAME tmate

SECURITY QUESTION

SECURITY QUESTION ANSWER **********

Click **Manage**

Associated Phone Numbers

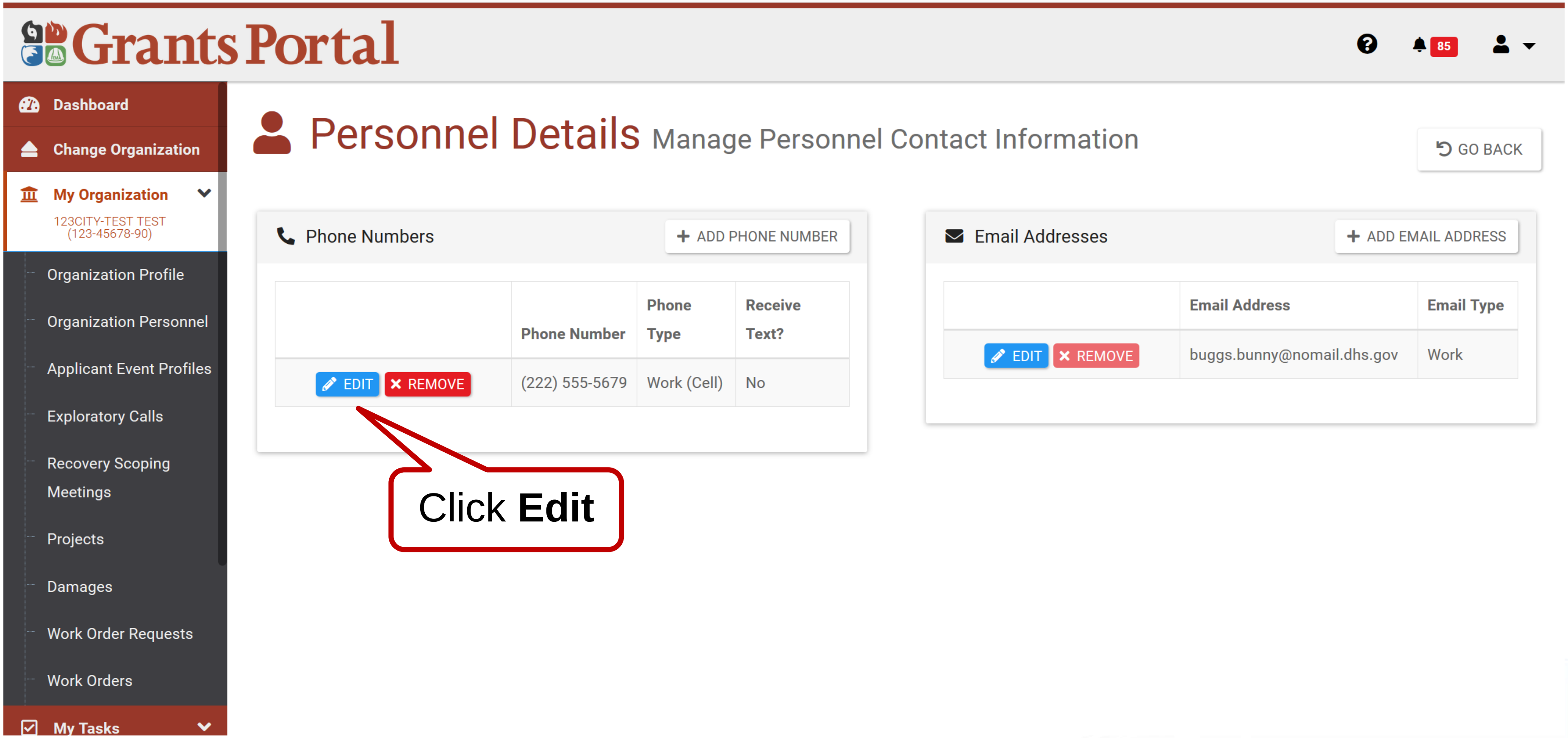
Phone Number	Phone Type
(222) 555-5679	Work (Cell)

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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GO BACK
ADD PHONE NUMBER
ADD EMAIL ADDRESS

Personnel Details Manage Personnel Contact Information

Phone Numbers

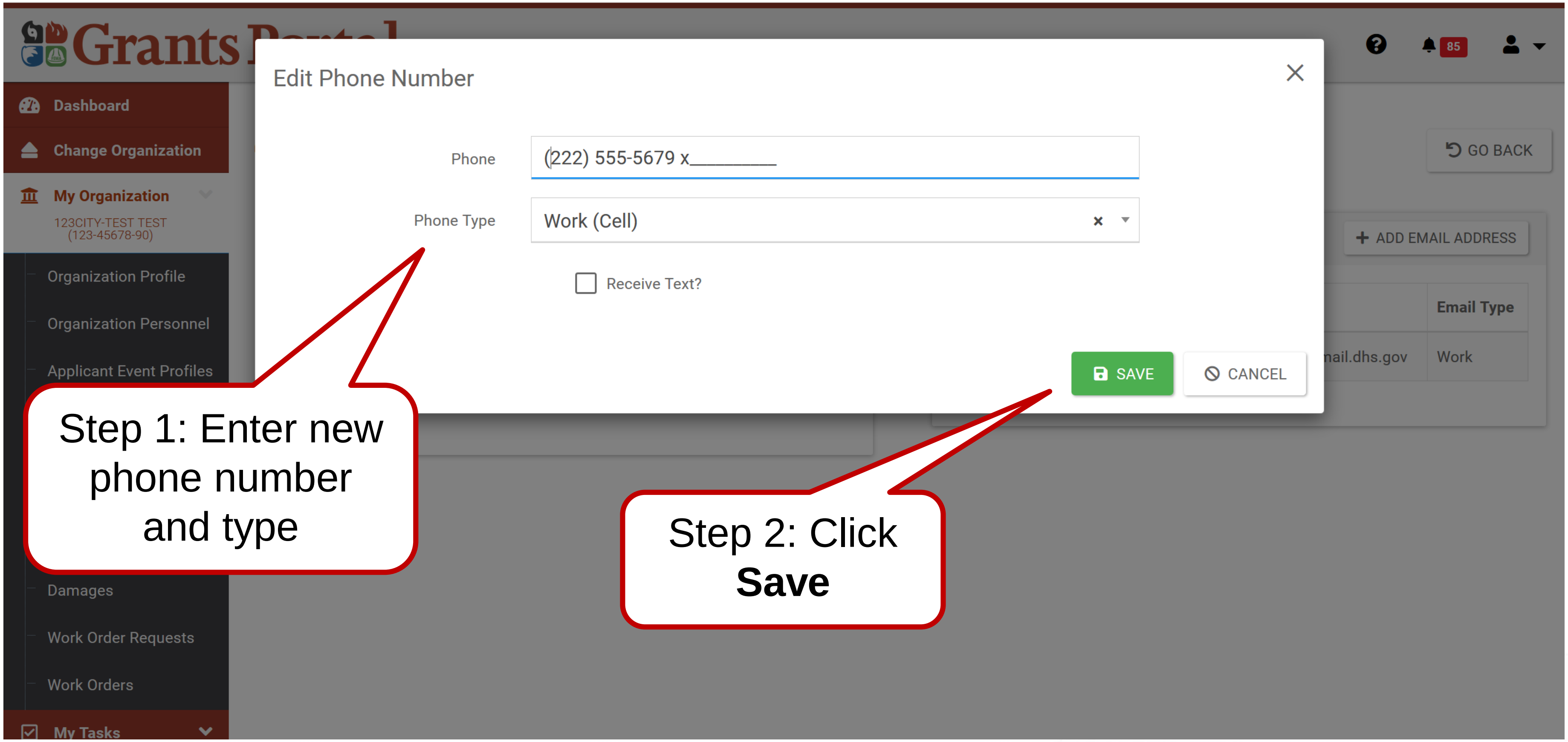
	Phone Number	Phone Type	Receive Text?
EDIT ✕ REMOVE	(222) 555-5679	Work (Cell)	No

Email Addresses

	Email Address	Email Type
EDIT ✕ REMOVE	buggs.bunny@nomail.dhs.gov	Work

Click **Edit**

Update Phone Number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GO BACK
ADD EMAIL ADDRESS
Email Type
nail.dhs.gov
Work

Edit Phone Number

Phone: (222) 555-5679 x________

Phone Type: Work (Cell)

☐ Receive Text?

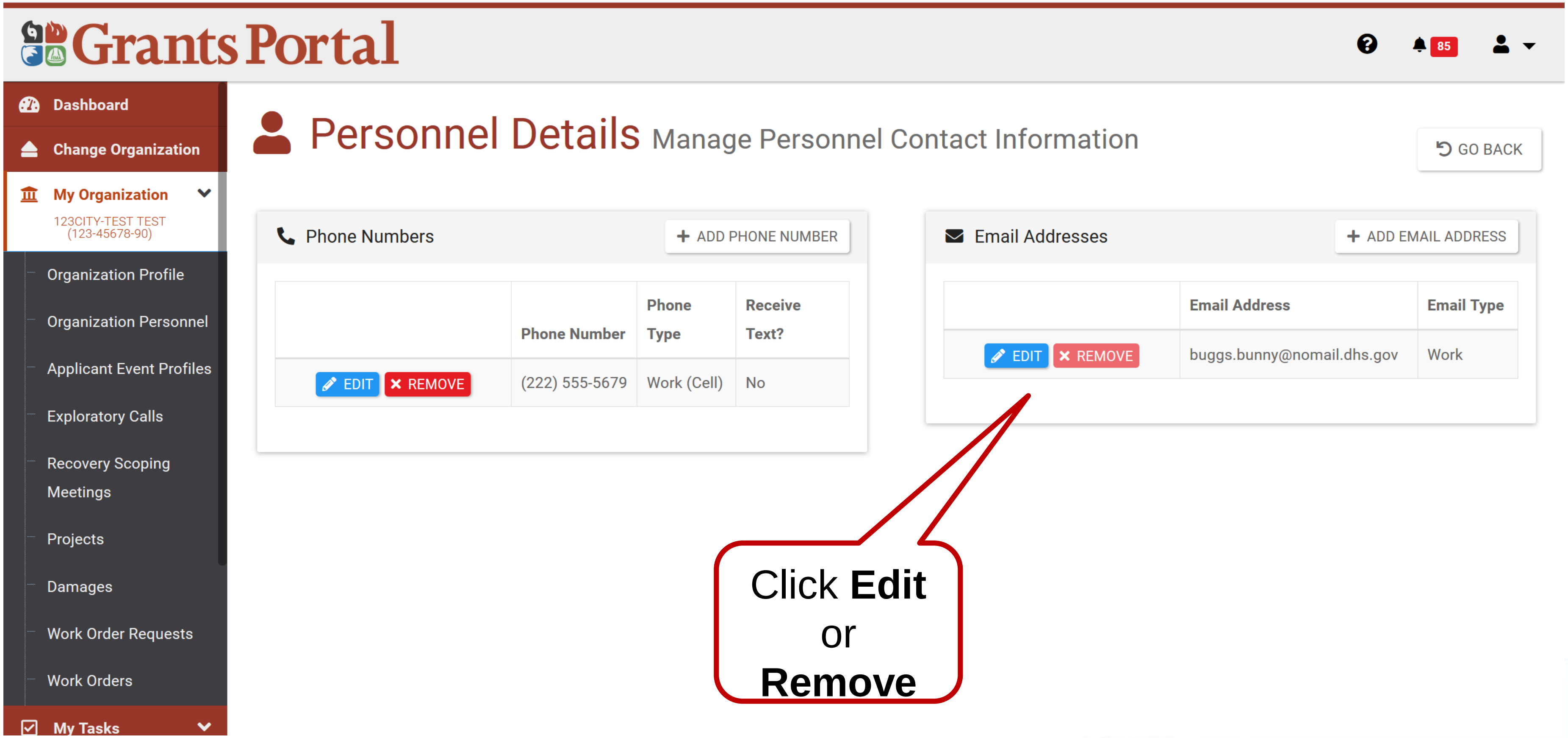
SAVE   CANCEL

Step 1: Enter new phone number and type

Step 2: Click **Save**

Update/Remove Email Address

- Manage phone number / email address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ADD PHONE NUMBER
ADD EMAIL ADDRESS
EDIT
REMOVE

Personnel Details Manage Personnel Contact Information

Phone Numbers

	Phone Number	Phone Type	Receive Text?
EDIT REMOVE	(222) 555-5679	Work (Cell)	No

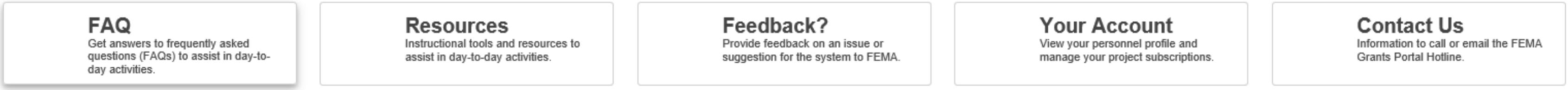
Email Addresses

	Email Address	Email Type
EDIT REMOVE	buggs.bunny@nomail.dhs.gov	Work

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

Support Center - Feedback

Click **Feedback?**



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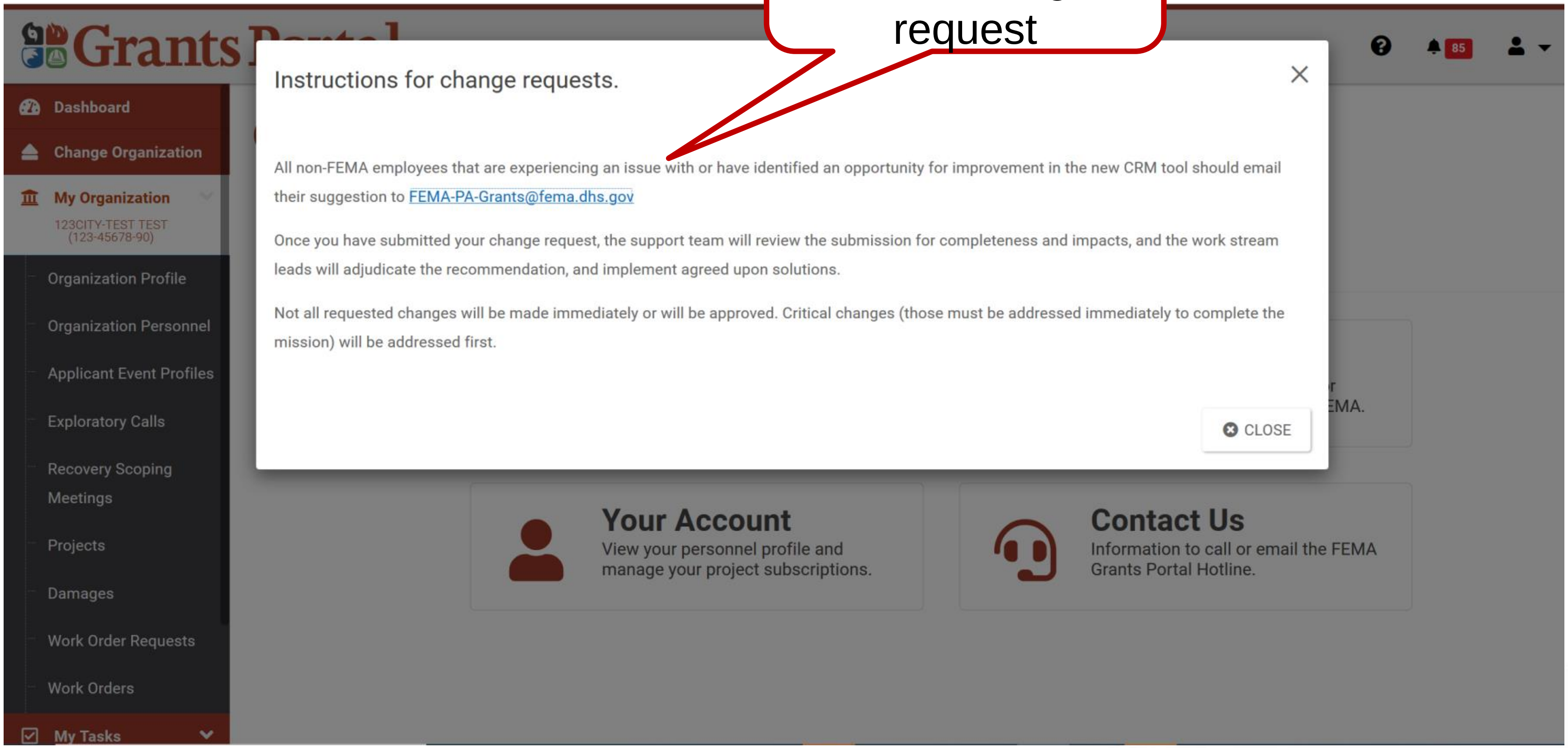
Email Suggestions for Improvement

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

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.

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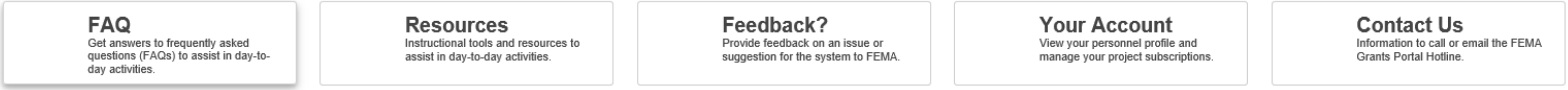
Your Account
View your personnel profile and manage your project subscriptions.
Contact Us
Information to call or email the FEMA Grants Portal Hotline.

Support Center - Contact Us



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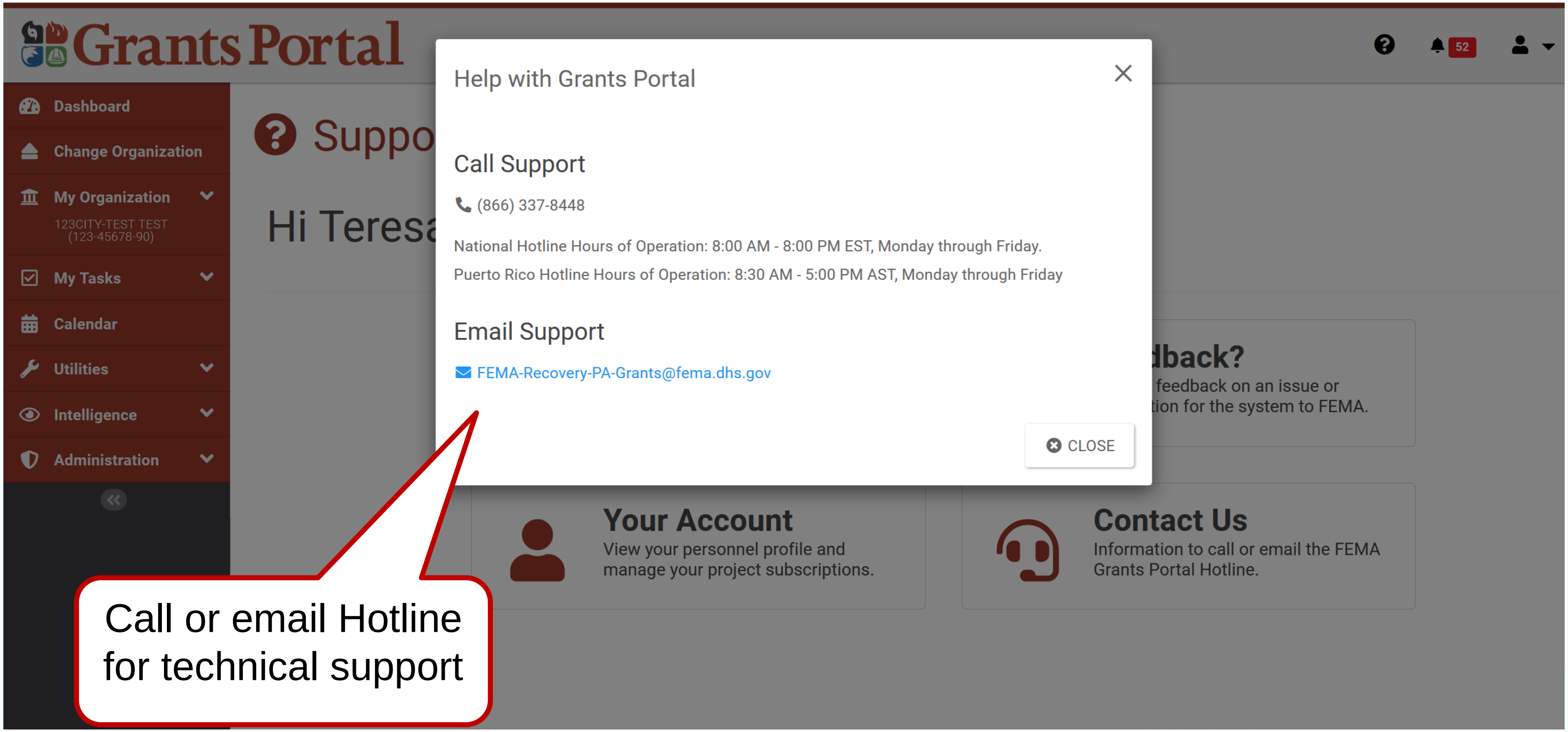
Click
Contact Us

Help with Grants Portal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Hi Teresa
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feedback on an issue or
tion for the system to FEMA.
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CLOSE

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

Your Account

View your personnel profile and manage your project subscriptions.

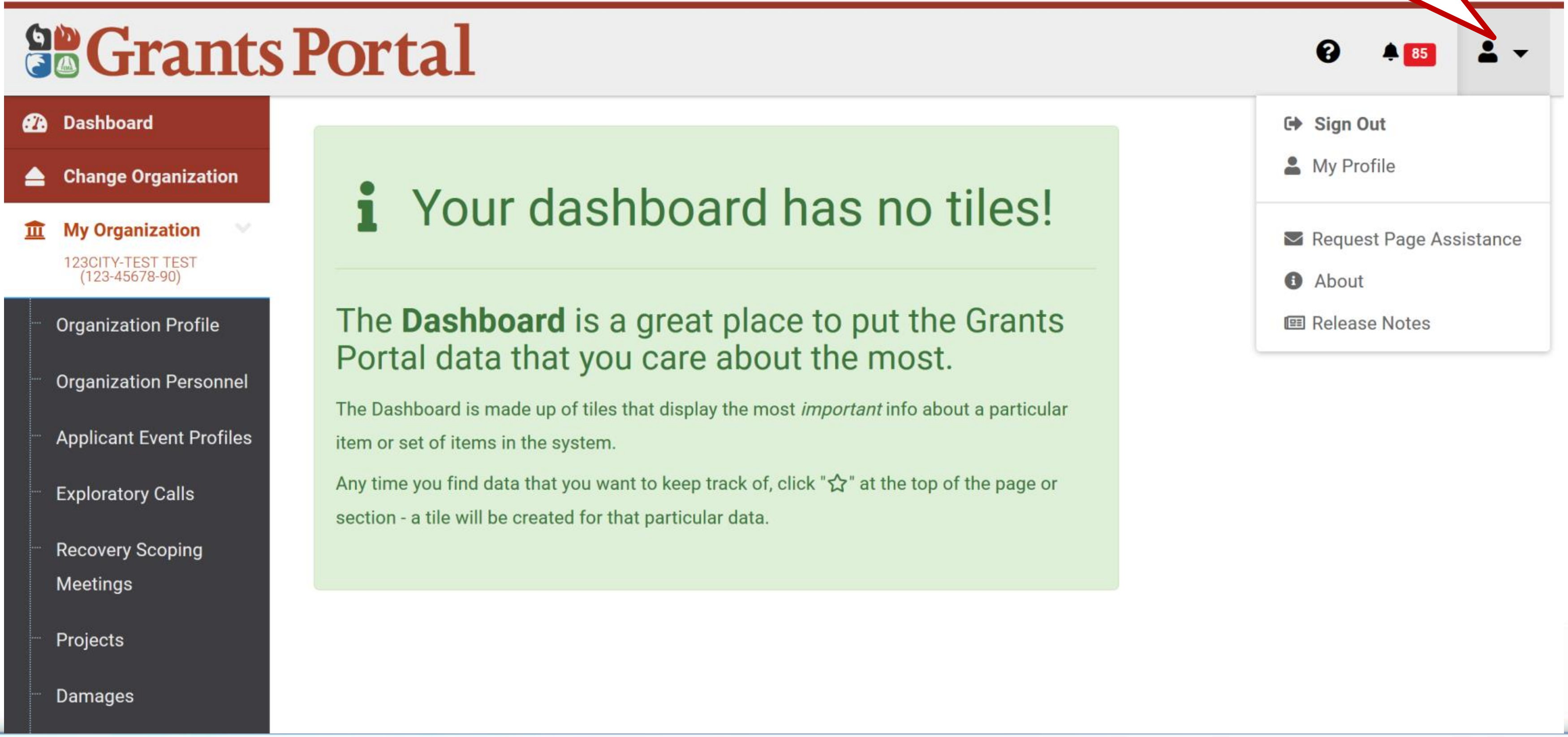
Contact Us

Information to call or email the FEMA Grants Portal Hotline.

Call or email Hotline for technical support

User Profile Menu

Click dropdown arrow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Release Notes
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(123-45678-90)
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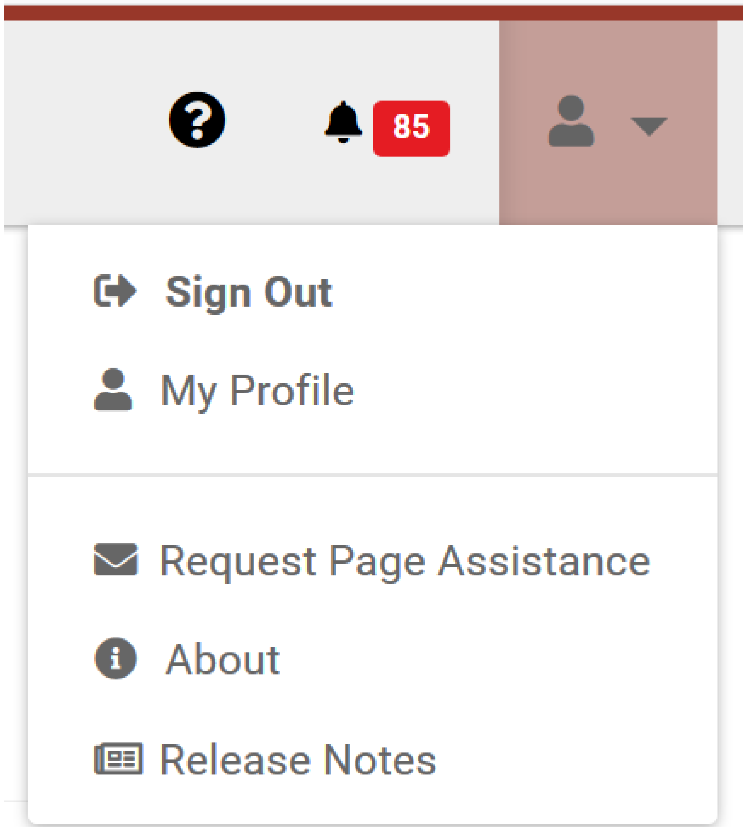
Your dashboard has no tiles!

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.

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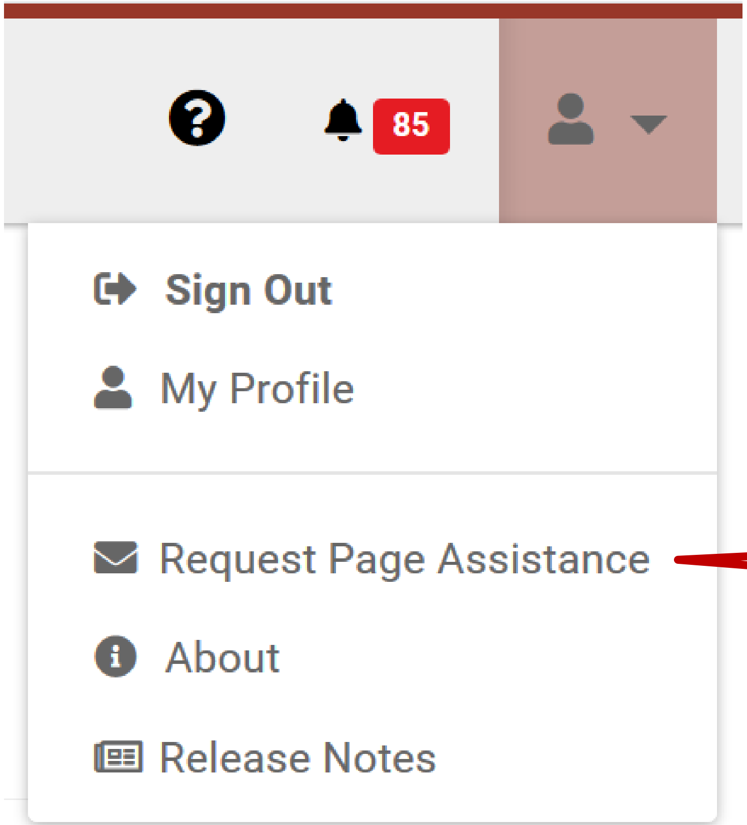
Sign Out
My Profile
Request Page Assistance
About
Release Notes

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

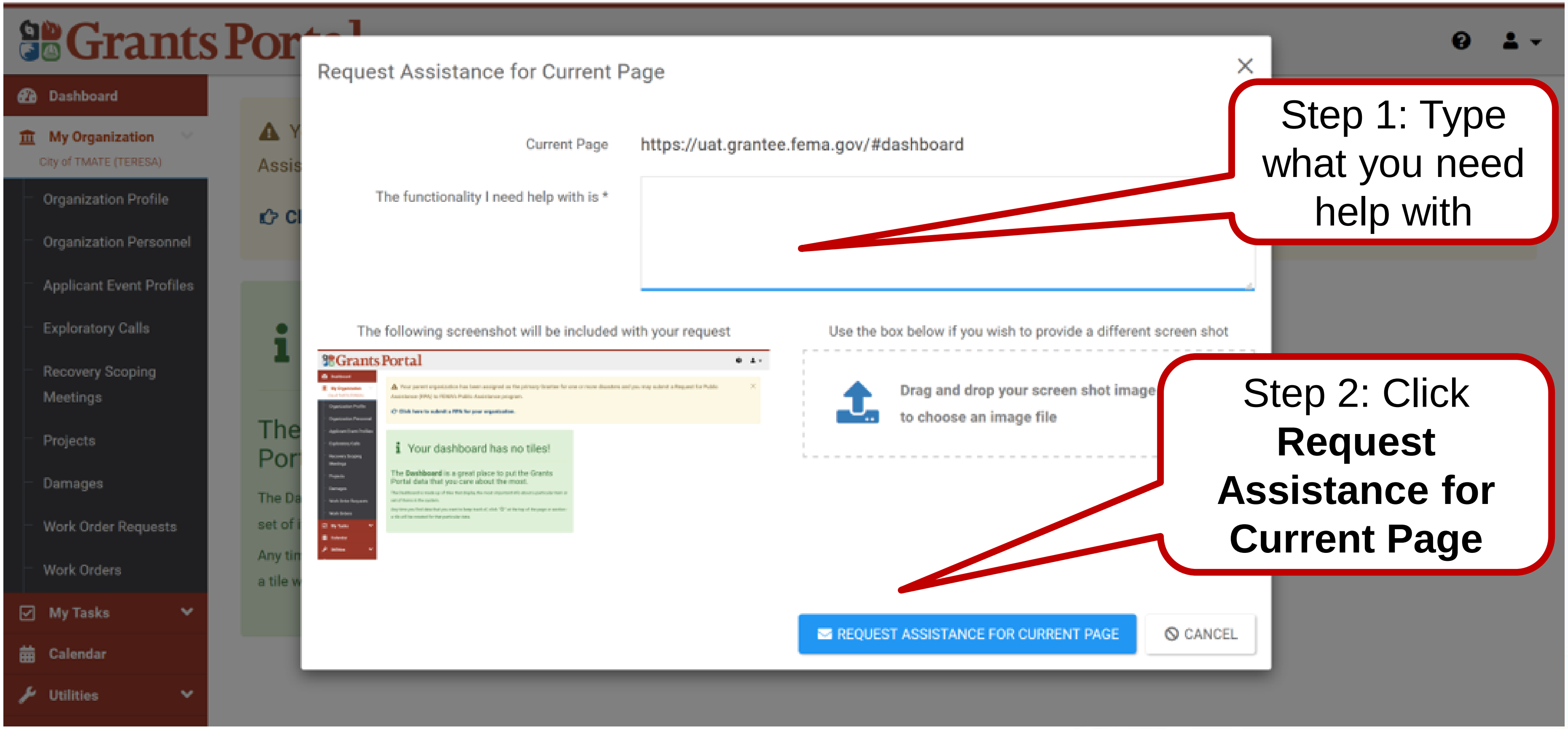
Request Assistance for Current Page


85
Sign Out
My Profile
Request Page Assistance
About
Release Notes

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

Click **Request Page Assistance**

Request Assistance for Current Page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Work Orders
My Tasks
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Utilities
✉ REQUEST ASSISTANCE FOR CURRENT PAGE
⊘ CANCEL

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

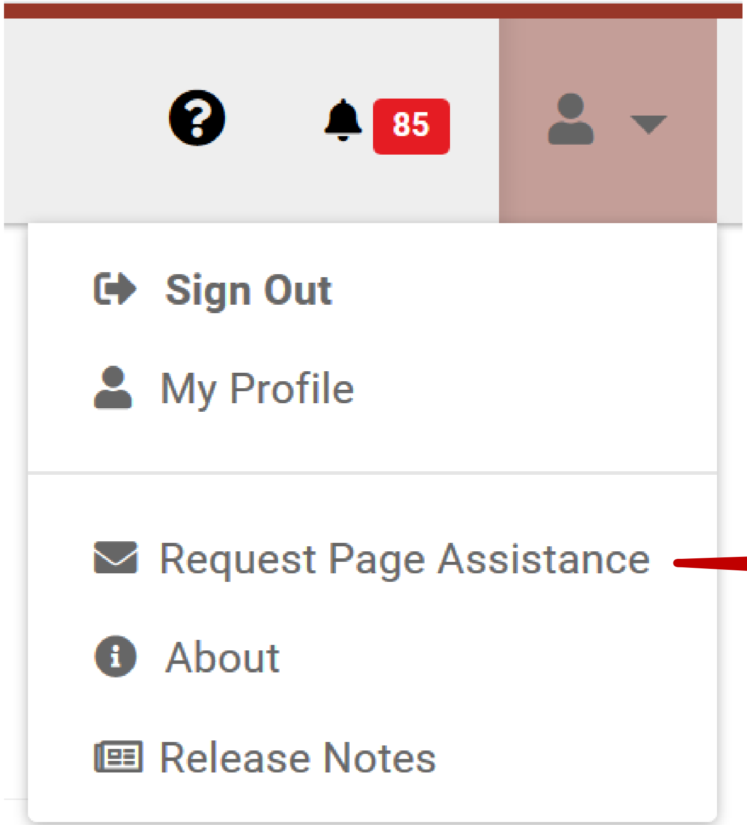
Use the box below if you wish to provide a different screen shot

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

Step 1: Type what you need help with

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

Send a link for help

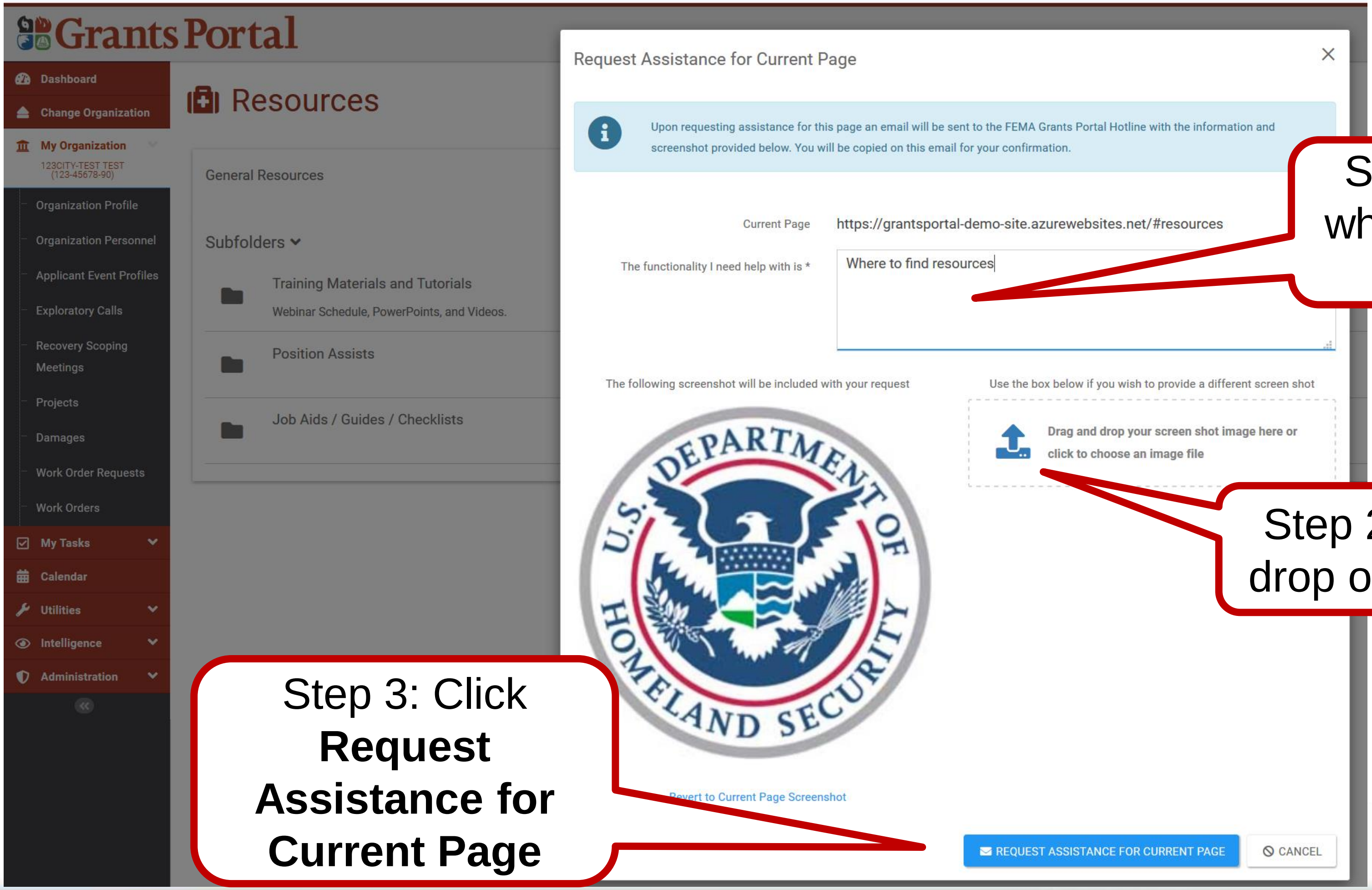

?
85
Sign Out
My Profile
Request Page Assistance
About
Release Notes

- 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**

Request Page Assistance – Pop-Up Box


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
Calendar
Utilities
Intelligence
Administration
Resources
General Resources
Subfolders
Training Materials and Tutorials
Webinar Schedule, PowerPoints, and Videos.
Position Assists
Job Aids / Guides / Checklists
Revert to Current Page Screenshot
REQUEST ASSISTANCE FOR CURRENT PAGE
CANCEL

Request Assistance for Current Page

Upon requesting assistance for this page an email will be sent to the FEMA Grants Portal Hotline with the information and screenshot provided below. You will be copied on this email for your confirmation.

Current Page: https://grantsportal-demo-site.azurewebsites.net/#resources

The functionality I need help with is *: Where to find resources

The following screenshot will be included with your request

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

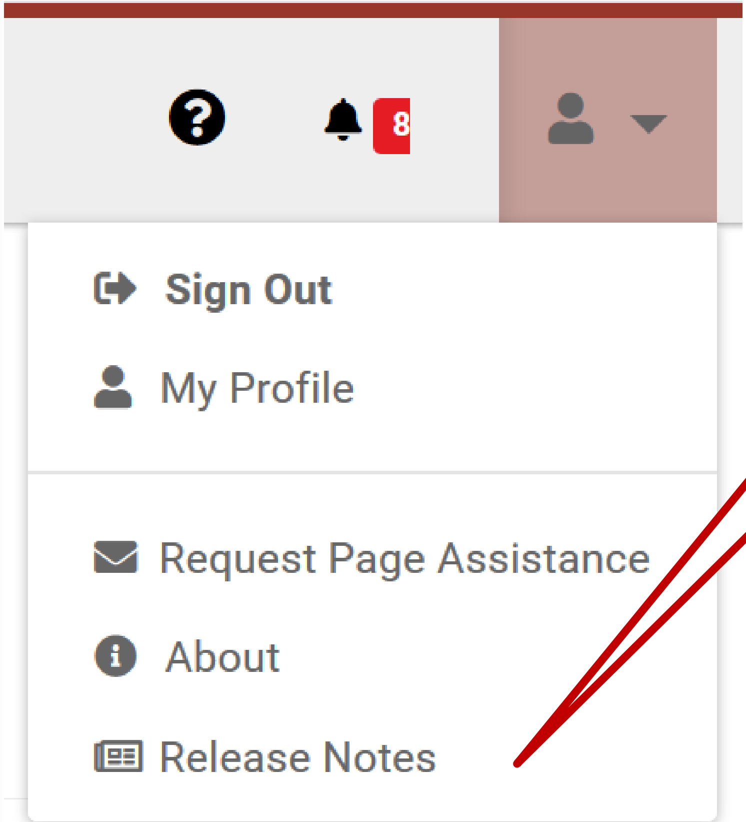
Drag and drop your screen shot image here or click to choose an image file

Step 1: Type what you need help with

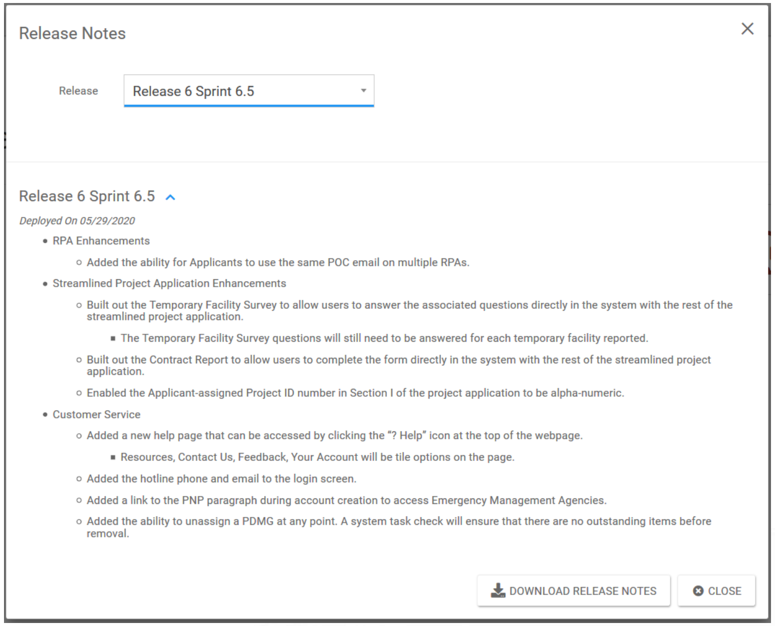
Step 2: Drag and drop or choose file

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

Release Notes



Click **Release Notes**



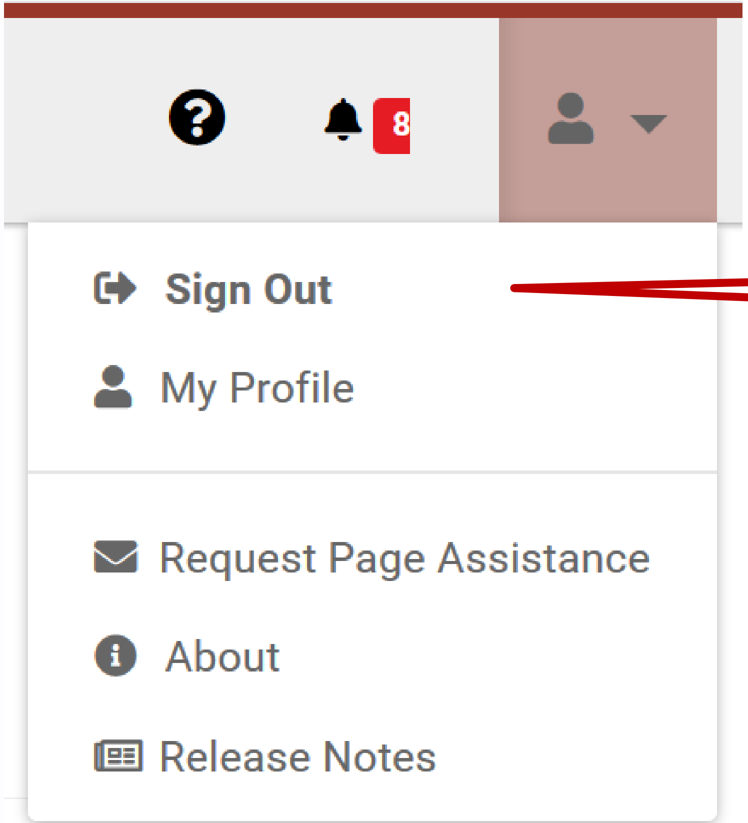
Release: Release 6 Sprint 6.5

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 PDMG at any point. A system task check will ensure that there are no outstanding items before removal.

Log Out of Grants Portal



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Sign Out
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Click **Sign Out**