



Assistance to Firefighters Grants Program

Account Creation Guide

FEMA Grants Outcomes (FEMA GO)



FEMA

November 2021



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This Account Creation Guide provides information on creating an account in the FEMA Grants Outcomes (FEMA GO) portal.

Need Help?

AFG Help Desk – Program Questions

Phone: (866) 274-0960

Email: firegrants@fema.dhs.gov

Hours: Mon–Fri, 8 a.m. – 4:30 p.m. ET

FEMA GO Help Desk – Technical Support

Phone: (877) 585-3242

Email: femago@fema.dhs.gov

Hours: Mon–Fri, 8 a.m. – 5:00 p.m. ET



FEMA GO - Background


FEMA's Grants Technology Division (GTD) is working to develop one unified grants management platform called **FEMA Grants Outcomes (FEMA GO)**. The development of the FEMA GO portal is a multi-year effort to modernize and transform the way FEMA conducts grants management.

FEMA GO will allow users to apply for, track, and manage grants under the purview of the AFG Program. FEMA GO will eventually support all the active grants programs in FEMA which support missions in prevention, protection, mitigation, response and recovery.

The FEMA GO portal is the system of record for all AFG grant programs starting with the FY 2018 grants, and all future grant offerings.



Grant applications starting from FY 2018 and beyond are managed in [FEMA GO](#). 

Grants awarded from FY 2017 and older are managed in the [FEMA eGrant portal](#). 





System for Award Management (SAM)

To register your organization in FEMA GO and apply for a grant, you must have:

1. Unique Entity Identifier (UEI-SAM)
2. Active System for Award Management (SAM.gov) registration

If your organization does not have a UEI-SAM number or active SAM registration, the following resources provide information on creating or obtaining:

- [UEI \(SAM\) Helpful Information](#)  (link to fsd.gov)
- [Renew or Update an Entity](#)  (link to fsd.gov)

Important Notes on SAM

- Registering at SAM.gov is free
- May take up to 4 weeks or more to create and activate a new registration in SAM
- SAM accounts must be renewed annually
- **Address any updates to your SAM record as soon as possible – do not wait!**




SAM Registration – Verify Status

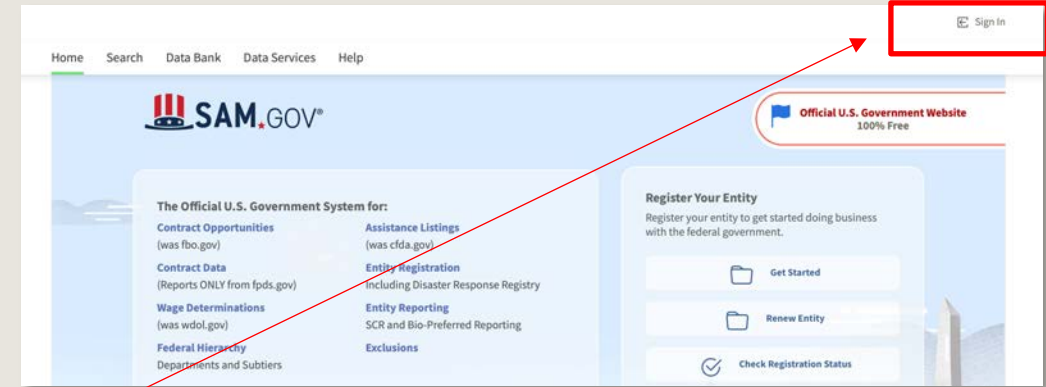
The status of your organization's SAM registration must be 'active' to register with FEMA GO and apply for a grant.

How to check the status of your organization's SAM registration using the public search function at SAM.gov:

1. Go to <http://sam.gov>
2. You must sign in to SAM.gov in order to view an entity's registration. Click the 'Sign In' link.
3. SAM.gov uses credentials created at login.gov to allow you to sign in. When prompted, enter your login.gov account credentials (email and password).
 - If you do not have account credentials established in login.gov, you must create an account.

Login.gov is a secure service used by the public to sign in to participating government agencies. Reviewing or administering a SAM registration requires sign in through login.gov.




[Login.gov Help Center](#)  (link to login.gov)



SAM Home Page

An official website of the United States government Here's how you know

LOGIN.GOV SAM.GOV

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

Email address

Password Show password

Login.gov Sign in Page

SAM Registration – Verify Status

How to check the status of your organization's SAM record using the public search at SAM.gov:

4. Once you successfully log into SAM.gov, you will see the 'Workspace' dashboard.
5. Click the Search option.
6. Click the link titled 'All Domains'. (Alternatively, if you know the organization's UEI-SAM or DUNS number, enter the UEI-SAM or DUNS number into the Search box and skip to step 10 on next slide)
7. When the 'All Domains' box expands, select the option titled 'Entity Information.'

SAM
Workspace
Page

SAM
Search
Page

SAM
Search
Page



SAM Registration – Verify Status

How to check the status of your organization's SAM record using the public search at SAM.gov:

8. Click the option titled 'Entity' to show search criteria entry boxes (Entity Name, DUNS number, Unique Entity ID (SAM), or CAGE / NCAGE).
9. Enter a value in any of the search criteria boxes to locate your organization.
10. If your organization's registration is active, the organization will be listed in the search results. The registration status will read 'Active' and the expiration date of the record will be listed.
11. If the search does not return a result, you may be asked to see any 'Inactive' records. Select the 'Yes' button and see if your organization is listed as inactive.
12. If your organization appears after clicking the 'Yes' button, your SAM registration should indicate 'Inactive' status. You will need to [renew the entity registration](#).
13. If your organization does not appear as active or inactive, your organization is not registered in SAM.

Some organizations restrict their SAM registration information from being shared in a public search. In that case, contact the individual in the organization who manages the SAM registration to verify status.

The screenshot shows the SAM.gov search interface. The search bar contains the text "e.g. 1606N020Q02, asphalt paver". Below the search bar, there are several tabs: "All Entity Information", "Entity Registrations", "Disaster Response Registry", and "Exclusions". The "Entity" tab is selected, and a red box highlights the search criteria input fields: "Entity Name", "DUNS Unique Entity ID" (with an example "123456789"), "SAM Unique Entity ID", and "CAGE / NCAGE".

SAM
Search
Page

The screenshot shows the SAM.gov search results page. The search bar contains the text "e.g. 1606N020Q02, asphalt pa". Below the search bar, there are several tabs: "All Entity Information", "Entity Registrations", "Disaster Response Registry", and "Exclusions". The "Entity Registrations" tab is selected, and a red box highlights the search results for "ACME DEPARTMENT". The results show the status "Active", CAGE Code "10000", and Expiration Date "Jun 2, 2022". Red arrows point to the "Active Indicator" and "Expiration Date".

SAM
Search
Result
Page



Unique Entity Identifier (UEI-SAM)

The FEMA GO portal has been updated to utilize the UEI-SAM as the Primary Entity Identifier.

By April 4, 2022, the Federal Government will cease using the Dun & Bradstreet (DUNS) number to uniquely identify entities registered in the System for Award Management (SAM). Entities will no longer need to go a third-party website to obtain a unique identifier.

Entities already registered in SAM.gov have been assigned a Unique Entity Identifier (UEI-SAM). The UEI-SAM is viewable in the entity's registration record. Entities that newly register at SAM.gov will be issued a UEI as part of the registration.

The transition to utilizing UEI-SAM will allow the General Services Administration (GSA) to streamline the entity identification and validation process, making it easier and less burdensome for entities to do business with the Federal Government.

The screenshot displays the SAM.GOV interface. At the top, there are navigation links for Home, Search, Data Bank, Data Services, and Help. A search bar contains the text 'e.g. 1606N020Q02, asphalt pa'. Below the search bar, there are buttons for 'Search Results', 'Saved Searches', and 'Actions'. The main content area shows a search result for 'ACME DEPARTMENT'. The result includes the following information:

Field	Value
Entity Name	ACME DEPARTMENT
DUNS Unique Entity ID	00000000
SAM Unique Entity ID	LES00000000
CAGE Code	10000
Physical Address	12 WAY ST, SOMEWHERE, AA 02110 USA
Expiration Date	Jun 2, 2022
Purpose of Registration	All Awards

The 'SAM Unique Entity ID' field is highlighted with a red box, and a red arrow points from the text in the adjacent paragraph to this field.

[More information on the Integrated Award Environment \(IAE\)](#)



SAM.gov Helpful Resources

The following resources can be utilized to understand and manage your organization's SAM registration.

[SAM Help Page](#) 

SAM help page containing links to resources, or the ability to utilize a live chat feature for issue resolution.

[SAM Quick Start Guides](#) 

Quick Start Guides for SAM.gov

Federal Service Desk

The Federal Service Desk provides information and assistance for the System for Award Management (SAM).

Hours of Operation

Monday – Friday, 8 a.m. to 8 p.m. ET

U.S. Calls: (866) 606-8220

www.fsd.gov 



SAM and FEMA GO

The FEMA Grants Outcomes (FEMA GO) system automatically imports certain information from an organization’s active SAM registration such as:

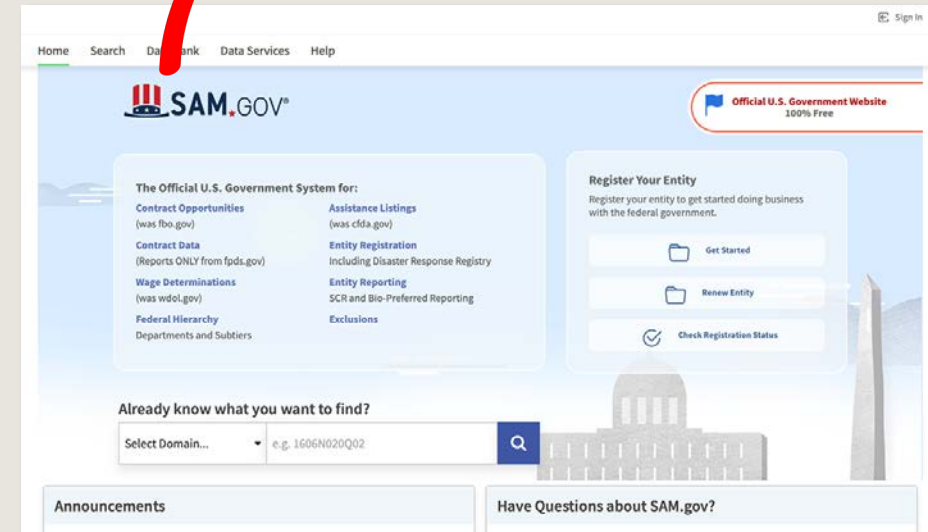
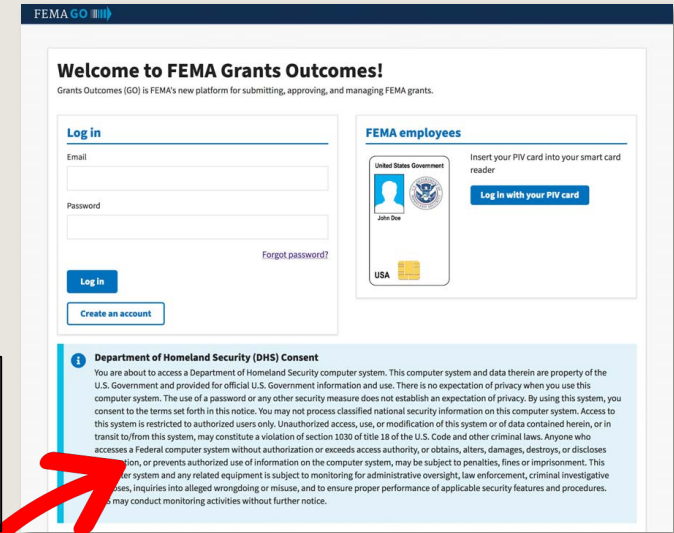
- Organization’s legal name
- Mailing address
- EIN
- UEI-SAM

This information is automatically added to a grant application. As part of your application, you must verify that the organizational information imported from SAM is correct. If awarded a grant, financial transactions conducted between your organization and FEMA will utilize the banking institution information contained in the organization’s SAM registration.

Updates made to an organization’s SAM registration can take up to **48 hours** to reflect in FEMA GO after activation in SAM.gov. Updates may include changes to an organization’s core information or changing the individual listed as the ‘Electronic Business Point of Contact’ (eBiz POC).

If you create a new SAM registration, or re-activate a SAM registration, it generally takes **24-48** hours before the FEMA GO portal imports the updates and allows you to register your organization or begin an application. The 24-48 hour window starts once you receive confirmation of registration **activation** by SAM.gov.

Certain organization information is imported automatically into FEMA GO from an active SAM record.





FEMA GO - Authorized Organization Representative (AOR)

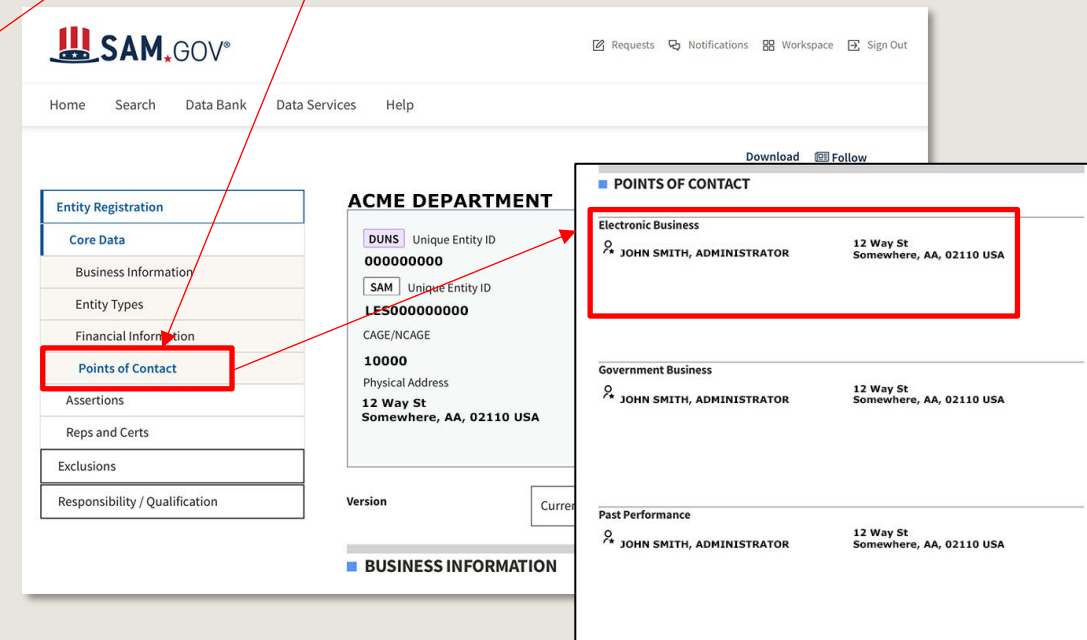
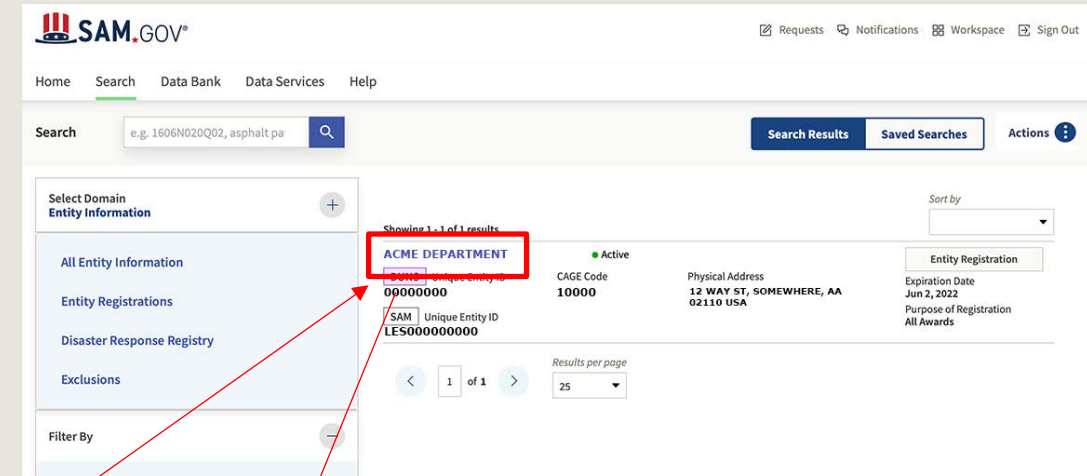
The Authorized Organization Representative (AOR) is a user role in the FEMA GO portal. The **primary AOR** for any organization is the individual who is listed as the “Electronic Business Point of Contact” (eBiz POC) inside the organization’s SAM registration.

How to find the “Electronic Business Point of Contact” (eBiz POC) in SAM

1. Search for your organization’s record in SAM. (as detailed in [Slide 5](#))
2. On the search results page, click on the organization name.
3. On the entity information page, click the link titled “Points of Contact” in the left side navigation list.
4. The page will flow down to the points of contact section. Find the person listed as “Electronic Business.”

Every organization has a primary AOR in FEMA GO. The primary AOR can perform all functions in FEMA GO on behalf of an organization, as well as add additional users to an organization in FEMA GO.

The “Electronic Business Point of Contact” (eBiz POC) for every organization **MUST** register in FEMA GO and maintain their own account.





FEMA GO - Authorized Organization Representative (AOR)

The individual listed as the “Electronic Business” point of contact (eBiz POC) in SAM is **automatically** recognized as the organization’s primary AOR in the FEMA GO portal.

IMPORTANT – CREATING AN ACCOUNT (eBiz POC)

When an eBiz POC creates an account in FEMA GO, they must use the **SAME** email address that is listed in “Electronic Business” point of contact entry in the organization’s SAM registration.

For example, if John Smith is listed as the eBiz POC in SAM.gov with an email address of **john@orgXYZ.com** – then John Smith must create an account in FEMA GO using the same email address, **john@orgXYZ.com**.

FEMA GO automatically validates the identity of the primary AOR of an organization by matching the email addresses listed in the two systems.

eBiz POC’s email listed in SAM = FEMA GO account email

The screenshot displays the SAM.GOV interface for the 'ACME DEPARTMENT' profile. On the left, a navigation menu includes 'Entity Registration', 'Core Data', 'Business Information', 'Entity Types', 'Financial Information', 'Points of Contact', 'Assertions', 'Reps and Certs', 'Exclusions', and 'Responsibility / Qualification'. The 'Points of Contact' menu item is highlighted with a red box. A red arrow points from this box to the 'Points of Contact' section of the profile details. This section lists three entries: 'Electronic Business', 'Government Business', and 'Past Performance'. Each entry lists 'JOHN SMITH, ADMINISTRATOR' and the address '12 Way St Somewhere, AA, 02110 USA'. The 'Electronic Business' entry is also highlighted with a red box.



FEMA GO - Create an Account

Open your web browser and go to <https://go.fema.gov>

Is there a preferred browser for using FEMA GO?

FEMA GO will support only the most recent major release of the following browsers.

- Google Chrome
- Internet Explorer
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

Users who attempt to use tablet type devices or other browsers may encounter issues with using FEMA GO.

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

Log in

Email

Password

[Forgot password?](#)

Log in

Create an account

FEMA employees

Insert your PIV card into your smart card reader

Log in with your PIV card

Department of Homeland Security (DHS) Consent

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.



Create an Account

1. Click the “Create an Account” button on the FEMA GO login screen.
2. You will be taken to the FEMA GO account registration screen.
3. On the account registration screen, enter your email address, confirm your address, and check the box labeled “I’m not a robot”

PLEASE NOTE

If you are listed in your organization’s SAM registration as the “Electronic Business” Point of Contact (eBiz POC), you must register with FEMA GO using the **SAME** email address as listed in SAM.

FEMA GO Login Screen

FEMA GO Account Registration Screen



Create an Account

4. Upon checking the box labeled “I’m not a robot”, you will be presented with a CAPTCHA verification test.
5. In the example to the right, you would click on all squares containing an image of a bus. After completing the CAPTCHA verification, click the Verify button.
6. Click the “Submit” button to submit your registration request.
7. A message will appear on screen stating an email has been sent to you with a link to complete the account registration process.

FEMA GO Account Registration Screen

FEMA GO

Welcome to FEMA Grants Outcomes!

Grants Outcomes (GO) is FEMA's new platform for submitting and tracking grant applications.

Register

Email
test@

Confirm
test@

Submit

[Cancel](#)

Select all images with a
bus

Department of Homeland Security

You are about to access a Department of Homeland Security U.S. Government and provided for official use only. The use of a password on this computer system. The use of a password on this system is restricted to authorized users. By using this system, you consent to the terms set forth in this notice. Access to data contained herein, or in transit to/from this system, may constitute a violation of section 1059 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

therein are property of the Department of Homeland Security. By using this system, you consent to the terms set forth in this notice. Access to data contained herein, or in transit to/from this system, may constitute a violation of section 1059 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

VERIFY



Create an Account

- You should receive an email from the FEMA GO portal with a link to complete your registration. A sample of the email is shown on this slide.

The email will come from no-reply@fema.dhs.gov. Do not reply to this automated message when received.

Ensure you check your SPAM folders if you do not receive the email shortly following the submission of your registration request.

- When the email is received, click the link in the body of the message.

Sample FEMA GO Account Registration Verification Email

FEMA GO Registration



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

Monday, February 3, 2020 at 8:03 AM

Mike Duignan

[Show Details](#)

Thank you for registering with FEMA Grants Outcomes (GO). Please select the following link to complete your registration:

<https://go.fema.gov/createPW?token=d98d9d5e-9aa5-4958-b57c-6bbfeb87a4bf&email=mduignan@mcking.com>

This URL will expire in 24 hours. To request a new link, you must re-register in FEMA GO.

Thank you,

The FEMA GO Team

go.fema.gov

PLEASE NOTE

The link in the verification email will expire 24 hours following receipt of the message. If 24 hours passes without clicking the link and successfully creating your account, you will need to begin the registration process again.



Create an Account

10. Complete your FEMA GO registration by entering your first name, last name, and create a password.
11. Hit the 'Submit' button when complete.
12. You have created your FEMA GO account!

Remember Your Password!

Depending on your user role in FEMA GO, your password may be required to sign documents. Never share your password with others. FEMA personnel will never request your password.

Welcome to FEMA Grants Outcomes!

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

Account Creation

First Name

Last Name

Your password must be between 15 and 64 characters.

Your password must contain:

- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 1 special character

Password

Confirm Password

Submit

[✕ Cancel](#)



FEMA GO – Log In

Open your web browser and go to <https://go.fema.gov>

Enter the email address and password you entered to create your account and click the ‘Log In’ button.

Forgot your password?

Click the ‘Forgot Password’ link and follow the prompts to reset your password.

You can only reset your password once in a 24-hour period. This function only works for system users with existing FEMA GO accounts.

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[Forgot password?](#)

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FEMA GO - Landing Page

When you log into FEMA GO, you will come to your landing page. Your landing page may look one of two ways.

Option 1: You see the “Apply for a new grant” box. Go to [Slide 20](#) for more information.

Hello, John!

Welcome to FEMA's new grant system!

FEMA Grants Outcomes (GO) supports the Preparedness: Fire & Life Safety, Mitigation: Hazards and Recovery, Assistance to Individuals categories of grant programs. As the application is developed, more functionality and grant programs will be available for your use.

My grants
You have no grant actions

Apply for a new grant

Applications currently available to you

FY 2020 Flood Mitigation Assistance application Application period: 08/30/2020 - 12/31/2099	Start application
Fiscal Year (FY) 2019 Fire Prevention and Safety (FP&S) application Application period: 04/07/2020 - 12/31/2099	Start application
Fiscal Year (FY) 2020 Assistance to Firefighters Grants application Application period: 01/04/2021 - 12/31/2099	Start application
Fiscal Year (FY) 2020 DCM Texas 3199 - TEST application Application period: 01/01/2020 - 12/31/2099	Start application

Option 2: You do not see the “Apply for a new grant” box. Go to [Slide 21](#) for more information.

Hello, John!

Welcome to FEMA's new grant system!

FEMA Grants Outcomes (GO) supports the Preparedness: Fire & Life Safety and Mitigation: Hazards categories of grant programs. As the application is developed, more functionality and grant programs will be available for your use.

+ Accessing your organization

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

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

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

Search by UEI or UEI-EFT

123456789123-1234

[Search](#)



FEMA GO - Landing Page

If you see the “Apply for a new grant” box on your FEMA GO landing page, one of two things are possible:

1. You are the primary Authorized Organization Representative (AOR) of an organization (eBiz POC in SAM.gov).
2. You have been added as a team member of an organization in FEMA GO by an AOR in that organization.

If you see the “Apply for a new grant” box, you can start an application. Based on your role in FEMA GO, you may also be able to view an existing application, or view grants associated with your assigned organization(s).

To verify your system role(s) in an organization, you can review your FEMA GO profile – see [Slide 24](#).

FEMA GO | Grants | Organizations | Grant/Subgrant ID | John Smith

Hello, John!

Welcome to FEMA's new grant system!
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My grants
 You have no grant actions

Apply for a new grant
 Applications currently available to you

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Fiscal Year (FY) 2020 DCM Texas 3199 - TEST application Application period: 01/01/2020 - 12/31/2099	Start application



FEMA GO Landing Page

FEMA GO - Landing Page

If you only see the “Search for your organization POCs” box on your FEMA GO landing page, you are not assigned to an organization in FEMA GO. You can search for your organization’s POC by entering your UEI number and clicking the ‘Search’ button.

Based on the UEI (SAM) number entered, you may see one of the following responses:

1. **Organization is already registered.** This message means your organization has an active SAM registration and the individual listed as the eBiz POC in SAM needs to add you to the organization in FEMA GO. The message provides the name of the eBiz POC listed in your organization’s SAM record.

GO TO [SLIDE 22](#) FOR MORE INFORMATION.

2. **Organization not found.** This message means your organization does not have an active SAM registration. You need to either create a new SAM registration or activate an existing SAM registration. Then the eBiz POC listed in the SAM registration must create a FEMA GO account to be recognized as the primary AOR.

GO TO [SLIDE 23](#) FOR MORE INFORMATION.

If you believe you are the eBiz POC for your organization and should be recognized as your organization’s primary AOR – double check the email address listed in your organization’s SAM registration. This may require you to log into SAM.gov to verify the email address listed for you as the eBiz POC. Remember, a primary AOR’s email listed in SAM.gov must be the SAME email used to register in FEMA GO.

FEMA GO

Grant/Subgrant ID

John Smith

Hello, John!

Welcome to FEMA's new grant system!

FEMA Grants Outcomes (GO) supports the Preparedness: Fire & Life Safety and Mitigation: Hazards categories of grant programs. As the application is developed, more functionality and grant programs will be available for your use.

+ Accessing your organization

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

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

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

Search by UEI or UEI-EFT

123456789123-1234

Search



Organization is already registered

Your organization already exists in FEMA GO. Please contact one of the following electronic business POCs for this organization to be added:

- DAVID



Organization not found

This UEI-EFT combination does not exist.



FEMA GO – Search by UEI

“Organization is already registered”

If you searched by UEI number on the GO landing page, and received a message stating, “Organization is already registered”, then answer the questions below and follow the information provided.

Do you know the person(s) listed as the eBiz POC for your organization in the message?

Yes Good. Contact those eBiz POC(s) and determine if they have established a FEMA GO account. Move to next question below.

No Ask your SAM administrator to find out who is listed as the eBiz POC(s) - or - find the eBiz POC’s full name using the SAM public search tool as shown on [Slide 11](#).

Has the eBiz POC created their own account in FEMA GO?

Yes Good. Contact the eBiz POC(s) and ask them to add you as a member of the organization. Go to [Slide 25 – Add a Team Member](#) for instructions.

No Instruct the eBiz POC(s) that they need to create an account ([Slide 13](#)) in FEMA GO. After an eBiz POC creates an account, they will need to add you to the organization as described on [Slide 25 – Add a Team Member](#) .

Remember, the eBiz POC(s) must create their account in FEMA GO using the SAME email address that is listed for them in the organization’s SAM registration.



Organization is already registered

Your organization already exists in FEMA GO. Please contact one of the following electronic business POCs for this organization to be added:

- DAVID




FEMA GO – Search by UEI

“Organization not found”

If you searched by UEI number on the GO landing page, and received a message stating, “Organization not found”, then answer the questions and follow the information provided.

Is the status of your organization’s SAM registration ‘active’ in Sam.gov?

Yes	Re-check the UEI number entered. If the SAM registration was recently created or updated, and you received notice of successful activation from SAM, FEMA GO may not recognize the organization yet. Wait 48 hours from receipt of the notice of activation from SAM and then try again.
No	The organization’s SAM registration must be in an ‘active’ state to be recognized by FEMA GO. Guide for Updating an Entity Registration 

Is your organization’s SAM record ‘inactive’?

Yes	SAM registration for the organization must be created or updated to bring to an ‘active’ state.
No	If the SAM registration was recently created or updated, and you received notice of successful activation from SAM, and it has been than 48 hours since receipt of the notice of activation, contact the FEMA GO Help Desk at femago@fema.dhs.gov .



Organization not found
This UEI-EFT combination does not exist.



FEMA GO - Profile Page

FEMA GO
Your Profile Page

To view your profile in FEMA GO, and see what roles you are assigned in the portal, you must access 'Your Profile'.

Access your FEMA GO profile and verify your assigned roles:

1. Click your name in the upper right corner in FEMA GO.
2. Select 'Your Profile' from the drop-down menu.
3. On the 'Your Profile' page, you can update your name and contact phone numbers. You cannot edit your email address.
4. You will also see a box labeled 'Your organizations, roles & programs.'
5. If you are assigned to an organization(s), the organization(s) will be listed along with the assigned role(s).
6. In the example to the right – this person is assigned as an Authorized Organization Representative (AOR) for the *Acme Department* organization.
7. You can have multiple roles assigned to you for one organization, or have roles listed for multiple organizations. [See a full description of user roles](#)

FEMA GO

Grant/Subgrant ID

John Smith

Your profile
Log out

Your Profile

Personal Information

Email: johnsmith@email.email

First name
John

Last name
Smith

Phone type Phone number Extension

Work 555-555-5555 xxxxx

Mobile 444-444-4444 xxxxx

Add a phone number

Update Profile Cancel

Your organizations, roles & programs Roles & permissions

Organization	Roles	Programs
Acme Department	Authorized Organization Representative	All programs

Important

Ensure your profile contains two UNIQUE phone numbers. Submission of an application or reports in FEMA GO will require two unique phone numbers.



FEMA GO – Add a Team Member

Only a person designated as an [Authorized Organization Representative \(AOR\)](#) for an organization can manage team members. An organization can have multiple people assigned with the AOR role.

How to add a team member:

1. Click on the 'Organizations' link in the header.
2. Select the 'My organizations' option from the drop-down menu.
3. On the Organization page, you will see the name of the organization listed and summary information.
4. On the Organization page, if you are an AOR for multiple organizations, you will also see a drop-down menu containing all assigned organizations. Ensure the correct organization is listed.
5. Click the linked titled 'Manage My Team'

The screenshot shows the FEMA GO interface. At the top, there is a header with 'FEMA GO' and navigation links for 'Grants' and 'Organizations'. The 'Organizations' dropdown menu is open, with 'My organizations' selected. Below this, the 'My organization' section is visible, with 'Manage my team' highlighted in a red box. The 'My suborganizations' section is also visible. The main content area displays 'Organization information' for a specific organization, including summary information such as mailing address, physical address, EIN#, and DUNS#. Below this, there is a section for 'SAM.gov information' with details like 'Doing business as name', 'Registration status', 'Registration last updated date', 'Registration expiration date', 'Has active exclusion?', and 'Debt subject to offset?'.

FEMA GO
Organization Page



FEMA GO – Add a Team Member

How to add a team member (continued):

6. Click the 'Add New team member' button.
7. Enter the email address for the member being added to the team.
8. You will be asked to assign a 'role' for the new team member. [See a full description of user roles](#)
9. You will have the option to assign the team member to specific FEMA grant programs. Selecting specific programs will restrict the team member's access to grants under those program(s) in FEMA GO. If no program assignment is made, the team member will have the ability to see all grants, under all programs, for the organization.
10. Select the appropriate role, any program assignment, and click the 'Add this team member' button.

FEMA GO | Grants | Organizations | Grant/Subgrant ID | John Smith

My organization

Organization profile
Manage my team
Manage pending registrations

My suborganizations

All suborganizations

Manage my team

Roles & permissions

Add new team member

Name	Roles and grant programs	Phone	Email	Actions
Rick Smith	Authorized Organization Representative, All Programs	222-222-2222	ricksmith@email.com	Manage
John Jones	Financial Member, All Programs	444-444-4444	jjones@email.com	Manage

Add a new team member to your organization

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

Enter email

Enter

[Cancel](#)

Search Clear

Search by Name

Filter by

Role

Grant program

Sort

Sort by

Last Name

Ascending (A-Z)

Descending (Z-A)



FEMA GO – Add a Team Member

How to add a team member (continued):

11. If the added team member **does not** have a FEMA GO account, they will receive an invitation via email to register with FEMA GO. They must register using the same email address where the invitation email was sent. A list of any added members who do not have an account in FEMA GO, and have not registered yet, can be accessed using the ‘Manage Pending Registrations’ link.
12. If you have added a team member who maintains an active FEMA GO account, it is recommended they log out of FEMA GO, log back into FEMA GO, and should then see access to the organization.

The screenshot shows the FEMA GO user interface. The top navigation bar includes 'FEMA GO', 'Grants', and 'Organizations'. The main content area is titled 'Manage my team' and features a table of team members. A red box highlights the 'Manage pending registrations' link in the left sidebar, with a red arrow pointing to it. The table lists two team members: Rick Smith (Authorized Organization Representative) and John Jones (Financial Member). The right sidebar contains search and filter options.

Name	Roles and grant programs	Phone	Email	Actions
Rick Smith	Authorized Organization Representative, All Programs	222-222-2222	ricksmith@email.email	Manage
John Jones	Financial Member, All Programs	444-444-4444	jjones@email.email	Manage



FEMA GO – User Roles

If an individual is assigned to an organization in FEMA GO, the user will have at least one role assigned. An individual can have multiple roles assigned for a single organization. If an individual belongs to multiple organizations, they can be assigned different roles within those organizations.

Role breakdown ([also see user role matrix](#)):

1. **Primary Authorized Organization Representative (AOR)** – the FEMA GO system automatically assigns this role to the person listed as the “Electronic Business Point of Contact” (eBiz POC) in an organization’s SAM registration. AOR can manage team members including adding, updating and **removing**. Can perform all system functions in FEMA GO. Only the primary AOR can remove team members in FEMA GO.
2. **Authorized Organization Representative (AOR)** – can add or update team members and perform all system functions. **Can electronically sign documents on behalf of an organization**. Role is typically assigned to an individual who is authorized to legally bind the organization by signing documents. An organization can have multiple AORs.
3. **Organization Member** – can perform all system functions except accepting an award or submitting an application/payment request/grant closeout package/amendment request/closeout package. For example, an organization member can create a request for payment in FEMA GO, but cannot submit it to FEMA. The Organization Member would need to have an AOR sign and submit the prepared payment request to FEMA.
4. **Programmatic Member** – can perform all system functions except accepting an award or submitting an application/payment request/grant closeout package/closeout package. The Programmatic Member can sign and submit an amendment request or programmatic report to FEMA.
5. **Financial Member** – can perform all system functions except accepting an award or submitting an application/payment request/grant closeout package/closeout package. The Financial Member can sign and submit a request for payment, financial reporting, as well as amendment requests to FEMA.
6. **Grant Writer** – can create, view, and edit an application on behalf of an organization. **Grant Writer must coordinate with an AOR to sign and submit a completed grant application in FEMA GO**. Grant Writer role is typically reserved for professional grant writers that may not be directly affiliated with the organization.



FEMA GO – User Role Matrix

System Function	Capability	Primary AOR	AOR	Financial Member	Programmatic Member	Organization Member	Grant Writer
Application	Start, View, Edit	✓	✓	✓	✓	✓	✓
	Sign and Submit	✓	✓				
Award Acceptance	View, Edit	✓	✓	✓	✓	✓	
	Sign and Accept	✓	✓				
Payment Request, Financial Reports	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓			
Amendment Request <i>Not available in FEMA GO at this time</i>	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓	✓		
Closeout Report <i>Not available in FEMA GO at this time</i>	Create, View, Edit	✓	✓	✓	✓	✓	
	Submit	✓	✓				
Organization Page	View	✓	✓	✓	✓	✓	
	Add, Edit Team Member	✓	✓				
	Remove Team Member	✓					

[See an example of how one organization structured their role assignments](#)



FEMA GO – User Roles – Organization Example

The following example is for illustrative purposes only. Manchester Township has set up their FEMA GO team structure as such:



John Smith, Township Finance Director – FEMA GO user role: **PRIMARY Authorized Organization Representative (AOR)**

- John Smith is Manchester Township's Finance Director and listed as the 'Electronic Business Point of Contact' (eBiz POC) in the Township's SAM registration.
- Mr. Smith creates a new account in FEMA GO using the same email address as listed for him in the Manchester Fire Department SAM registration.
- After logging into FEMA GO, the system automatically recognizes Mr. Smith as the Primary AOR.
- Mr. Smith wants to add the Township's Fire Chief, Jane Jones, as a member of the organization in FEMA GO.
- Mr. Smith follows the [Add Team Member](#) process to add Chief Jones. Mr. Smith assigns Chief Jones the role of 'AOR' since she has the authority to sign documents (such as an application) and legally bind the Township. An organization can have multiple AORs.



Jane Jones, Fire Chief – FEMA GO user role: **Authorized Organization Representative (AOR)**

- Chief Jones receives an email from the FEMA GO system stating she was added. Chief Jones does not have a FEMA GO account, so she creates a new account.
- As a designated AOR for the Township, Chief Jones can perform all functions in FEMA GO upon logging into the portal.
- Chief Jones is going to use a grant writer to help write a grant.
- Since Chief Jones is an AOR, she can add additional team members to the organization in FEMA GO.
- Chief Jones follows the process to add the grant writer, Arthur Lewis, in FEMA GO and assigns him the role of 'Grant Writer.'



Arthur Lewis, Professional Grant Writer – FEMA GO user role: **Grant Writer**

- Mr. Lewis receives an email stating he was added in FEMA GO. Mr. Lewis does not have a FEMA GO account, so he creates a new account.
- As a designated 'Grant Writer' for the Township in FEMA GO, Mr. Lewis can now start an application on behalf of the Township.
- When the application is complete and ready for submission, Mr. Lewis will submit the application for signature to an AOR in FEMA GO. Mr. Lewis must coordinate with either Mr. Smith (Primary AOR) or Chief Jones (AOR) to sign and submit the application in FEMA GO. Only an AOR can sign and submit an application to FEMA.



FEMA GO – AOR Role Considerations

- The primary Authorized Organization Representative (AOR) ([see definition](#)) is encouraged to perform routine audits of team member assignments in FEMA GO.
- Any individual who is assigned the role of AOR can legally bind the organization with their electronic signature and maintains full access to all organization information contained in FEMA GO.
- If an individual who maintains the role of AOR in FEMA GO leaves an organization, they will still maintain full access to the organization in FEMA GO until removed in the portal by the primary AOR.
- If an organization assigns the AOR role to an unaffiliated third party for the purpose of a grant submission or grant management, that third party will maintain all rights granted by the AOR role for the organization until removed by the primary AOR.



FEMA GO – Manage My Team

If you are assigned the role of AOR for an organization, you can view a full list of team members for that organization on the ‘Manage my Team’ page.

You can edit or remove individual team members, or adjust the roles assigned to a team member by clicking the ‘Manage’ link listed next to their information.

The screenshot shows the FEMA GO interface for managing a team. The top navigation bar includes 'FEMA GO', 'Grants', 'Organizations', and a search bar for 'Grant/Subgrant ID'. The user 'John Smith' is logged in. The main content area is titled 'Manage my team' and features a table of team members. A red box highlights the 'Manage' link for Rick Smith, and a red arrow points from the text in the second paragraph to this link.

Name	Roles and grant programs	Phone	Email	Actions
Rick Smith	Authorized Organization Representative, All Programs	222-222-2222	ricksmith@email.email	Manage
John Jones	Financial Member, All Programs	444-444-4444	jjones@email.email	Manage

On the right side of the interface, there are sections for 'Search' (Search by Name), 'Filter by' (Role, Grant program), and 'Sort' (Sort by Last Name, Ascending (A-Z), Descending (Z-A)).