How to Use Your FEMA Online Account

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Your FEMA online account is a self-service online system which can be used for many things such as tracking your application, receiving messages, and uploading documents.

The first step in any of these processes it to log in to your online account. This can easily be done by:

- Visiting disasterassistance.gov on a computer, tablet, or phone.
- Select the "Sign In" button at the top right corner of the page.
- If you have not yet applied for FEMA assistance, select, "Apply Now."

Check Your FEMA Application Status

- After signing in, disasterassistance.gov should display the application status page. If it does not you have two choices to navigate there:
  - Go to disasterassistance.gov and select the blue check status button.
  - Select the "status" button at the top of the page.

Check Your Inspection Status

Once an application is submitted, FEMA may request an inspection to determine your eligibility for certain types of assistance. If an inspection is needed, an inspector will reach out within **10 days** of your application being submitted.

- To check your inspection status, navigate to the "inspection" page.
  - If you are on a cellular device, you will need to click the drop down under "status" and select "inspection."
  - If you are on a computer, you should see all options on the top of the screen and can select "inspection" from the list.

Update Your Personal Information

You should always update any contact changes as soon as possible. This includes changes to your mailing address, telephone number, or email.

- To update your personal information, navigate to the "applicant information" page.
  - If you are on a cellular device, you will need to click the drop down from "status" and then select "applicant information."
  - If you are on a computer, you should see all options on the top of the screen and can select "applicant information" from the list.

Upload Documents

FEMA may request additional documentation such as identity verification, proof of ownership or occupancy, insurance policies, proof of disaster related losses, receipts, and other documentation to help FEMA make a determination on your case.

- To upload documents, you will have to navigate from the status page to the upload page.
  - If you are on a cellular device, you will need to click the drop down from "status" and then select "upload center."
  - If you are on a computer, you should see all options on top of the screen and can select "upload center" from the list.

View Messages from FEMA

Depending on your communications preferences, FEMA will reach out via email or postal mail. FEMA will also upload any correspondence in your online account. This includes, but is not limited to, determination letters and requests for information.

- To view messages, navigate to the "correspondences" page.
  - If you are on a cellular device, you will need to click the drop down from "status" and then select "correspondence."
  - If you are on a computer, you should see all options on top of the screen and can select "correspondence" from the list.

Get Help with the Site

- For help to create or sign in to your account:
  - Visit the Login.gov Help Center.
  - Please note, Login.gov can't answer questions about your application or information in your account, or questions about other technical problems on our site.
- For help with other technical questions or site errors:
  - Call the FEMA Technical Help Desk: **1-800-745-0243**, **7 a.m. to 10 p.m.** (in your time zone), **7 days a week**. Hours may be longer during high disaster activity.
  - The Help Desk can't answer questions about how to create or sign in to your account, or questions about your application or information in your account.
- For help with your application or information in your account, or to make updates:
  - Call the FEMA Helpline: **1-800-621-3362**, **7 a.m. to 10 p.m**. (in your time zone), **7 days a week**. Hours may be longer during high disaster activity. If you use a video relay service (VRS), captioned telephone (CTS), or other service, give FEMA your number for that service.
  - The Helpline can't answer questions about how to create or sign in to your account or questions about other technical problems on the site.