

# How to Create a FEMA Online Account

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Oklahoma residents affected by the May 2-8 severe storms, tornadoes and flooding in one of the seven designated counties can make it easier to communicate with FEMA by creating an online account. You can upload documents and check the status of your application from anywhere with an internet connection.

## **Step 1: Apply with FEMA by:**

- Calling the FEMA Helpline at 800-621-3362;
- Visiting [disasterassistance.gov](https://disasterassistance.gov);
- Or downloading the FEMA app:
  - The FEMA App is available for both Android and iOS. You can download the FEMA App on Google Play and on the Apple App Store.
  - Apple devices: text APPLE to 43362
  - Android devices: text ANDROID to 43362

You'll need the following information to complete your application:

- A current phone number where you can be contacted.
- Your address at the time of the disaster and the address where you are now staying.
- Your Social Security number, if available.
- A general list of damage and losses if you know what they are.
- Your insurance policy number and the name of your agent or company.

## **Step 2: Create an online disaster assistance account**

- [Go to disasterassistance.gov](https://disasterassistance.gov)
- Select the "Create Account" button at the bottom of the page and follow instructions. You must first verify your identity:
  - Click "Check Status" on the home page or from the "Get Assistance" menu
  - Click "Create Account"
  - Enter your date of birth and Social Security number



- Answer four security questions to prove who you are

You have two chances to confirm your identity. If you fail the second time, you get a message that says, “Your answers do not match our records.” If that happens, click “Home” and go from step 1 above to try again.

### **Step 3: Create a user ID and password**

- Enter an email address. This is the only way we can send you a PIN and you need that to access your account. A temporary PIN will be sent to the email address you entered. You should receive it within 24 hours.
- When you get your PIN, follow the instructions in the email to finish creating your account

You will need a secure access code to access your account. Since the code is valid for only one login session, it is more secure than a password or PIN that is reusable.

You can choose to get your code from a text message, an email or a phone call. FEMA pulls the phone number(s) and email address from information you provided with your FEMA registration.

You must contact the FEMA Helpline for information about your application at 800-621-3362. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.

