



# Account Creation Guide

## FEMA Grants Outcomes (FEMA GO)



**FEMA**

April 2020



# Table of Contents

Slide Number	Topic
3	FEMA GO – Background
4-5	System for Award Management (SAM.gov)
6	SAM.gov Helpful Resources
7	SAM and FEMA GO
8 - 9	FEMA GO – Authorized Organization Representative (AOR)
10 - 14	FEMA GO – Create an Account
15	FEMA GO – Log In Page
16 - 18	FEMA GO – Landing Page
19	FEMA GO – Search by DUNS – Org Already Registered
20	FEMA GO – Search by DUNS – Org Not Found
21	FEMA GO – Profile Page
22 - 23	FEMA GO – Add a Team Member
24	FEMA GO – User Roles
25	FEMA GO – User Role Matrix
26	FEMA GO – User Roles - Organization Example
27	FEMA GO – Manage My Team

## Introduction

This guide provides information on creating an account in the FEMA Grants Outcomes (FEMA GO) system.

Topics covered in this guide include background on FEMA GO, creating an account, accessing the system, and managing team members in an organization.

## Need Help?

### Contact the AFG Help Desk

Phone: (866) 274-0960

Email: [firegrants@fema.dhs.gov](mailto:firegrants@fema.dhs.gov)

Hours: Mon–Fri, 8 a.m. – 4:30 p.m. ET



# FEMA GO - Background

FEMA Grants Outcomes (FEMA GO) is the new grants management system supporting all grants programs in the Agency. This new system is being developed by the Grants Management Modernization (GMM) Program, which is a multi-year effort to modernize and transform the way the Agency conducts grants management.

FEMA GO will allow users to apply for, track, and manage all FEMA grants, both disaster and non-disaster. FEMA GO will support all the active grants programs in the Agency which support missions in prevention, protection, mitigation, response and recovery.



FY 2019 AFG, SAFER, FP&S grants and beyond Grant applications and grant administration will be accepted and managed in [FEMA GO](#). 

AFG, SAFER, FP&S grants for FY 2018 grants and prior Grants will continue to be managed in the [FEMA eGrant portal](#). 



# System for Award Management (SAM)

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

1. Data Universal Numbering System (DUNS) number
2. Record in the System for Award Management (SAM.gov)

If your organization does not have a DUNS number or SAM record, please use these resources for information on creating or obtaining:

- [Obtain a DUNS Number](#)  (link to grants.gov)
- [Register with SAM](#)  (link to grants.gov)
- [How to Check Your SAM record status](#) (link to next slide)

## Important Notes on SAM

- Registering at SAM.gov is free
- May take 2-3 business days to secure a DUNS number
- 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 Record – Active Status

The status of your SAM record must be ‘active’ to register with FEMA GO and apply for a grant.

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

1. Go to <http://sam.gov>
2. Click the link titled ‘Search Records’
3. On the search page, in the ‘Quick Search’ box, search for your organization by name, DUNS number, or CAGE code.
4. If your record is active, your organization will be listed on the search results page. The status will read ‘Active’ and an expiration date will be listed.
5. If you **do not** see your organization listed, check the box for ‘Inactive’ listings and then click the ‘Apply Filters’ button.
6. If your organization appears after clicking the ‘Apply Filters’ button, your SAM record is currently in ‘Inactive’ status.

Some organizations restrict their SAM record information from being shared in a public search. In that case, contact the individual that administers SAM in your organization to verify the record’s status.

SAM Home Page

Search Page

Search Results Page



# SAM.gov Helpful Resources

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

## [SAM Status Checker](#)

Use this tool at SAM.gov to check the status of an organization's SAM record and understand the different status descriptions.

## [SAM User Guides](#)

Quick User Guides for SAM.gov

## [Guide for Updating an Entity Registration](#)

Guide for updating an organization record in SAM.gov and re-establishing 'active' status.

## 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](http://www.fsd.gov) 



# SAM and FEMA GO

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

- Organization's legal name
- Mailing address
- EIN
- DUNS number

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 your SAM record.

Updates made in your SAM record can take up to **48 hours** to reflect in FEMA GO. Updates may include details on 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 record, or re-activate a SAM record, it generally takes **24-48 hours** before the FEMA GO system recognizes the updates and allows you to register your organization or begin an application.

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 system. 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 record.

### 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 the “View Details” button.
3. On the Entity Dashboard page, click the link titled “POCs” in the left side navigation list.
4. Find the person listed as the “Electronic Business POC”.

Every organization has a primary AOR in FEMA GO. The 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.

Quick Search Results

Clear Search

Total records: 1

Result Page: 1

Save PDF Export Results Print

Sort by Relevance Order by Descending

FILTER RESULTS

Your search returned the following results...

Entity: VOLUNTEER FIRE DEPARTMENT INC Status: Active

View Details

DUNS: CAGE Code:

Has Active Exclusion?: No DoDAAC:

Expiration Date: 10/16/2020 Debt Subject to Offset?: No

Purpose of Registration: Federal Assistance Awards Only

By Record Status

Active

Inactive

By Record Type

Entity Registration

Exclusion

Apply Filters

SAM SYSTEM FOR ANNUAL MANAGEMENT

A NEW WAY TO SIGN IN - If you already have a SAM account, use your SAM email for login.gov. Log In Login.gov FAQs

HOME SEARCH RECORDS DATA ACCESS CHECK STATUS ABOUT HELP

ALERT: SAM.gov will be down for scheduled maintenance Saturday, 04/11/2020 from 8:00 AM to 1:00 PM

Entity Dashboard

DUNS: CAGE Code:

Status: Active

Expiration Date: 03/13/2021

Purpose of Registration: All Awards

Points of Contact

Points of Contact

Current Record VIEW HISTORICAL RECORD

Mandatory Points of Contact

Accounts Receivable POC

Electronic Business POC

Title: FINANCE DIRECTOR

First Name: Peter

Middle Name:

Last Name: Baker

US Phone: (833) 214-2020

Extension:

NON US Phone:

Notes:

Address Line 1: 75 Maynard St.



# FEMA GO - Authorized Organization Representative (AOR)

The person who is listed as the “Electronic Business Point of Contact” (eBiz POC) in SAM is **automatically** recognized as the primary AOR in FEMA GO upon logging into the system.

## 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 record.

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 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

**SAM**  
SYSTEM FOR AWARD MANAGEMENT

A NEW WAY TO SIGN IN - If you already have a SAM account, use your **SAM email** for login.gov. [Log In](#)  
Login.gov FAQs

HOME SEARCH RECORDS DATA ACCESS CHECK STATUS ABOUT HELP

⚠️ ALERT: SAM.gov will be down for scheduled maintenance Saturday, 04/11/2020 from 8:00 AM to 1:00 PM

**Entity Dashboard**

TOWN OF  
DUNS: [REDACTED] CAGE Code: [REDACTED]  
Status: Active UNITED STATES  
Expiration Date: 03/13/2021  
Purpose of Registration: All Awards

**Points of Contact**

Points of Contact

Current Record [REDACTED] [VIEW HISTORICAL RECORD](#)

**Mandatory Points of Contact**

Accounts Receivable POC

**Electronic Business POC**

Title: FINANCE DIRECTOR  
First Name: Peter  
Middle Name:  
Last Name: Baker  
US Phone: (833) 221-2020  
Extension:  
NON US Phone:  
Notes:  
Address Line 1: 75 WAYWARD ST.

[RETURN TO SEARCH](#)



# 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 is compatible with Internet Explorer (version 11 or higher), Firefox (version 63 or higher), or Chrome (version 70 or higher). Users who attempt to use tablet type devices may encounter usability issues using FEMA GO.

Microsoft Edge ([www.microsoft.com/en-us/windows/microsoft-edge](http://www.microsoft.com/en-us/windows/microsoft-edge)) 

Mozilla Firefox ([www.mozilla.org/en-US/firefox/](http://www.mozilla.org/en-US/firefox/)) 

Google Chrome ([www.google.com/chrome/](http://www.google.com/chrome/)) 

**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 record 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

The screenshot displays the FEMA GO registration interface. At the top, it says "Welcome to FEMA Grants Outcomes!". Below this, there's a registration form with fields for "Email" and "Confirm" (both containing "test@"). A "Submit" button is visible. A CAPTCHA challenge is presented with a grid of 12 images and the instruction "Select all images with a bus". The images include various scenes: a yellow school bus, a green bus, a street with a bus, a house, a road with cars, a school building, a street with a bus, a parking lot, a school bus, and a street intersection. A "VERIFY" button is located at the bottom right of the CAPTCHA grid. A "Department of Homeland Security" notice is visible at the bottom left of the screen, and a privacy policy notice is partially visible on the right.



# Create an Account

- You should receive an email from the FEMA GO system 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](mailto: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](mailto: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](https://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.

**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**

United States Government  
John Doe  
USA

**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.



# 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 17](#) for more information.

FEMA GO | Grants | Organizations | Grant Identifier Search... | james.taylor

Hello, james!

Welcome to FEMA's new grant system!  
Grants Outcomes (GO) will support applying for, managing, and closing your FEMA grants. As the system is developed, more features and grant programs will be available, so check back often.

**My grants**

Fiscal Year (FY) 2019 Fire Prevention and Safety (FP&S)  
Application ID: EMV-2019-FP-00003  
Due date: 01/01/2021 3:00 am  
[Continue application](#)

**+ Search for your organization POCs**

FEMA GO automatically adds your organization from SAM.gov.

- If you are the eBiz POC, you will automatically see your organization if you registered in FEMA GO with the same email address.
- If you are not the eBiz POC please search for them using your DUNS# below and contact them to be added to your organization.

You can use the [DUNS Number lookup tool](#) to find your DUNS number, or the [DUNS Request Service](#) to request a new DUNS Number.

Enter your DUNS number

[Search](#)

**Apply for a new grant**

Applications currently available to you

Fiscal Year (FY) 2019 Assistance to Firefighters Grants application  
Application period: 11/01/2019 - 01/01/2021  
[Start application](#)

Fiscal Year (FY) 2019 Fire Prevention and Safety (FP&S) application  
Application period: 11/01/2019 - 01/01/2021  
[Start application](#)

Fiscal Year (FY) 2019 Staffing for Adequate Fire and Emergency Response (SAFER) application  
Application period: 11/01/2019 - 01/01/2021  
[Start application](#)

**Option 2:** You do not see the “Apply for a new grant” box. Go to [Slide 18](#) for more information.

FEMA GO | Grants | Organizations | Grant Identifier Search... | james.taylor

Hello, james!

Welcome to FEMA's new grant system!  
Grants Outcomes (GO) will support applying for, managing, and closing your FEMA grants. As the system is developed, more features and grant programs will be available, so check back often.

**+ Search for your organization POCs**

FEMA GO automatically adds your organization from SAM.gov.

- If you are the eBiz POC, you will automatically see your organization if you registered in FEMA GO with the same email address.
- If you are not the eBiz POC please search for them using your DUNS# below and contact them to be added to your organization.

You can use the [DUNS Number lookup tool](#) to find your DUNS number, or the [DUNS Request Service](#) to request a new DUNS Number.

Enter your DUNS number

[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 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 21](#).

The screenshot shows the FEMA GO landing page for a user named James Taylor. The page is titled "Hello, james!" and includes a navigation bar with "Grants" and "Organizations" menus. A search bar is visible in the top right corner. The main content area is divided into several sections:

- Welcome to FEMA's new grant system!**: A message stating that Grants Outcomes (GO) will support applying for, managing, and closing FEMA grants.
- My grants**: A section showing a grant for "Fiscal Year (FY) 2019 Fire Prevention and Safety (FP&S)" with application ID EMWV-2019-FP-00003 and a due date of 01/01/2021 3:00 am. A "Continue application" link is provided.
- Search for your organization POCs**: A section with a plus sign icon, explaining that FEMA GO automatically adds organizations from SAM.gov. It includes instructions for eBiz POCs and non-eBiz POCs, and a "DUNS Number lookup tool" link. A search box and "Search" button are at the bottom.
- Apply for a new grant**: A section highlighted with a red box, titled "Applications currently available to you". It lists three applications:
  - Fiscal Year (FY) 2019 Assistance to Firefighters Grants application (Application period: 11/01/2019 - 01/01/2021) with a "Start application" link.
  - Fiscal Year (FY) 2019 Fire Prevention and Safety (FP&S) application (Application period: 11/01/2019 - 01/01/2021) with a "Start application" link.
  - Fiscal Year (FY) 2019 Staffing for Adequate Fire and Emergency Response (SAFER) application (Application period: 11/01/2019 - 01/01/2021) with a "Start application" link.



## 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 DUNS number and clicking the ‘Search’ button.

Based on the DUNS number entered, you may see one of the following responses:

1. **Organization is already registered.** This message means your organization has an active SAM record 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 19](#) FOR MORE INFORMATION.**

2. **Organization not found.** This message means your organization does not have an active SAM record. You need to either create a new SAM account or activate an existing SAM account, and then the eBiz POC needs to create an account or will be recognized as the primary AOR for the organization.

**GO TO [SLIDE 20](#) 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 SAM.gov. 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.



### 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

No organizations were found in SAM.gov matching that DUNS number. Please verify that you entered the correct DUNS number.



# FEMA GO – Search by DUNS

## “Organization is already registered”

If you searched by DUNS number on the GO landing page, and received a message stating, “Organization is already registered”, then answer the questions 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 the eBiz POC and determine if they have a FEMA GO account. Move to next question below.

**No** Ask your SAM administrator to find out who is listed as the eBiz POC - or - find the eBiz POC’s full name using the SAM public search tool as shown on [Slide 8](#).

### Does the eBiz POC have their own account in FEMA GO?

**Yes** Good. Contact the eBiz POC and ask them to add you as a member of the organization. Go to [Slide 22 – Add a Team Member](#) for instructions.

**No** Instruct the eBiz POC that they need to create an account ([Slide 10](#)) in FEMA GO. After the eBiz POC creates an account, they will need to add you to the organization as described on [Slide 22 – Add a Team Member](#) .

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



### 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 DUNS

## “Organization not found”

If you searched by DUNS 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 SAM record ‘active’ in Sam.gov?

Yes

Re-check the DUNS number entered. If the SAM record was activated in the last 48 hours, FEMA GO may not recognize the organization yet. Wait an additional 24 hours if possible or contact the AFG Help Desk.

No

The SAM record must be in an ‘active’ state to be recognized by FEMA GO. [Guide for Updating an Entity Registration](#) 

### Is the SAM record ‘inactive’?

Yes

You must activate or create a SAM record.

No

If the SAM record has been active for more than 48 hours and not recognized by FEMA GO, you can reach out to the FEMA GO Help Desk at [femago@fema.dhs.gov](mailto:femago@fema.dhs.gov).



#### Organization not found

No organizations were found in SAM.gov matching that DUNS number. Please verify that you entered the correct DUNS number.



# FEMA GO - Profile Page

To view your profile in FEMA GO, and see what roles you are assigned in the system, 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 Roles.'
5. If you are assigned to an organization(s), the organization(s) will be listed in the 'Your Roles' box 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 *Reading Fire & Rescue* 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](#)

The screenshot shows the 'Your Profile' page in FEMA GO. The page is divided into two main sections: 'Personal Information' and 'Your roles'. In the top right corner, the user's name 'James Taylor' is displayed, with a dropdown menu that includes 'Your profile' and 'Logout'. The 'Personal Information' section contains fields for Email (aor@microsoft.test), First name (james), Last name (taylo), and Phone type (Mobile, Work, Mobile, Mobile). The phone numbers are 111-111-1111, 342-980-3333, 324-367-4456, and 342-980-3339. There is an 'Add a phone number' button and 'Update Profile' and 'Cancel' buttons at the bottom. The 'Your roles' section shows 'Reading Fire & Rescue' as the organization and 'Authorized Organization Representative' as the role.

## Important Note

Only an Authorized Organization Representative (AOR) can sign and submit an application in FEMA GO.



# 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 designated as AORs.

## How to add a team member:

1. Click on the 'Organizations' link in the header.
2. Select 'My organizations' 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 see a drop-down menu listing all of those organizations. Ensure the correct organization is listed.
5. Click the linked titled 'Manage My Team'

The screenshot shows the FEMA GO interface. The header includes 'FEMA GO', 'Grants', and 'Organizations'. The 'Organizations' link is highlighted with a red box. Below the header, the 'My organizations' section is visible, with 'Manage my team' highlighted by a red box. A red arrow points from the 'Organizations' link to the 'My organizations' section. Another red arrow points from the 'Manage my team' link to the text in step 5 of the instructions. The main content area shows the organization profile for 'Dulles Disaster Recovery'.

**Organization information**

**Summary information**

Mailing address	Physical address	EMF	DUNIFA
6305 Dawnfield Lane Richmond, VA 23231	6305 Dawnfield Lane Richmond, VA 23231	967987807	786768780

**SAM.gov information**

Doing business as name Dulles Disaster Recovery, INC.	Registration status --
Registration last updated date --	Registration expiration date --
	Has active exclusions --



# FEMA GO – Add a Team Member

How to add a team member (continued):

- 6. On the ‘Manage My Team’ page, 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. Select the appropriate role and continue.
- 10. If the added team member does not have a FEMA GO account, they will receive an email invitation to register with FEMA GO. They must register using the same email address that you entered for them. A list of any added members who do not possess a FEMA GO account can be accessed using the ‘Manage Pending Registrations’ link.

**My organization** Dulles Disaster Recovery

Organization profile

Manage my team

Manage pending registrations

My suborganizations

All suborganizations

Manage my team

Roles & permissions

+ Add new team member

Search

Search by Name

Clear

Select an organization

**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

Name	Roles			
Test Org Member Karsun	2 Roles			
Testy McTesterson	2 Roles			
Lakshmi Nuvvula	2 Roles			
Bindu S ADR	Authorized Organization Representative			
Jane Smith	Authorized Organization Representative			
Bindu Somana	Authorized Organization Representative			
Bindu Somana Financial Member	Financial Member			
Bindu Somana Grant Writer	Grant Writer	(202) 999-9999	bindu.gw@google.com	Manage
Bindu Somana OM	Organization Member		bindu.om@google.com	Manage
Bindu Somana Programmatic Member	Programmatic Member	(202) 999-9999	bindu.pm@google.com	Manage
User10 Test	2 Roles		testuser10@test.com	Manage
User11 Test	Grant Writer		testuser11@test.com	Manage
User1 Test	2 Roles	(703) 346-8930	testuser1@test.com	Manage
User13 Test	Financial Member		testuser13@test.com	Manage
Shervonne Tester	Programmatic Member	(202) 555-1212 ext. 3456	shervonne@microsoft.com	Manage

Last Name

Ascending (A-Z)

Descending (Z-A)



# FEMA GO – User Roles

If a person is assigned to an organization in FEMA GO, the user will have at least one role. A person can have multiple roles in a single organization. If a person 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 record. Can manage team members including adding, editing, or deleting. Can perform all system functions in FEMA GO including signing and submitting applications.
2. **Authorized Organization Representative (AOR)** – can add or remove 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 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 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	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓			
Amendment Request	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓	✓		
Closeout Report	Create, View, Edit	✓	✓	✓	✓	✓	
	Submit	✓	✓				
Organization Page	View	✓	✓	✓	✓	✓	
	Add, Edit, Delete Team Members	✓	✓				

[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 record.
- Mr. Smith creates a new account in FEMA GO using the same email address as listed for him in the Manchester Fire Department SAM record.
- 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 system.
- Chief Jones is going to use a grant writer to help write a grant.
- Since Chief Jones is an AOR, she can add additional members to the team 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 – Manage My Team

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

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

The screenshot displays the 'Manage my team' interface for the organization 'Dulles Disaster Recovery'. The page includes a sidebar with navigation options like 'My organization', 'My suborganizations', and 'Manage pending registrations'. The main content area shows a table of team members with the following data:

Name	Roles	Phone	Email	Actions
Test Org Member Karsun	2 Roles	(571) 999-6786	testuser_om@microsoft.com	<a href="#">Manage</a>
Testy McTesterson	2 Roles	(703) 890-9000 ext. 444	aor@microsoft.test	<a href="#">Manage</a>
Lakshmi Njvuvula	2 Roles		testuserlak@gmail.com	<a href="#">Manage</a>
Bindu S AOR	Authorized Organization Representative		bindu.aor@fema.test	<a href="#">Manage</a>
Jane Smith	Authorized Organization Representative		aor_org@fema.test	<a href="#">Manage</a>
Bindu Somana	Authorized Organization Representative	(703) 999-9999	bindu.aor@google.com	<a href="#">Manage</a>
Bindu Somana Financial Member	Financial Member		bindu.fm@google.com	<a href="#">Manage</a>
Bindu Somana Grant Writer	Grant Writer	(202) 999-9999	bindu.gw@google.com	<a href="#">Manage</a>
Bindu Somana OM	Organization Member		bindu.om@google.com	<a href="#">Manage</a>
Bindu Somana Programmatic Member	Programmatic Member	(202) 999-9999	bindu.pm@google.com	<a href="#">Manage</a>
User10 Test	2 Roles		testuser10@test.com	<a href="#">Manage</a>
User11 Test	Grant Writer		testuser11@test.com	<a href="#">Manage</a>
User1 Test	2 Roles	(703) 346-8830	testuser1@test.com	<a href="#">Manage</a>
User13 Test	Financial Member		testuser13@test.com	<a href="#">Manage</a>
Shervonne Tester	Programmatic Member	(202) 555-1212 ext. 3456	shervonne@microsoft.com	<a href="#">Manage</a>

The interface also features a search bar, a filter by role dropdown, and a sort by dropdown (Last Name) with options for Ascending (A-Z) and Descending (Z-A).