FEMA GO Request a Payment Guide

This guide provides instructions for External FEMA GO Users to log-in, navigate the system, complete a request for payment, and view the request or FEMA decision.

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Prepared by: GPD Communications, Culture, Analytics & Training Branch (CCAT)
Objectives

By the end of this FEMA GO training, you will be able to:

- Log-in to FEMA GO as an external user
- Complete a Request for Payment
- Review the Payment Request or FEMA Decision
This page intentionally left blank.
Training Roles and Log-in
Training Roles

This training is for the following external roles:

<table>
<thead>
<tr>
<th>Role</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized Organization Representative</td>
<td>AOR</td>
</tr>
<tr>
<td>Financial Member</td>
<td>FM</td>
</tr>
<tr>
<td>Programmatic Member</td>
<td>PM</td>
</tr>
</tbody>
</table>

Remember

The available screens are based on your role.
Log-in

Step 1:
Go to https://go.fema.gov

Step 2:
Log in with your previously created Email and Password
Request a Payment

Navigate to the Task

Payment Request

Certify and Submit
Navigate to the Task

Step 1:
Select Grants at the top of the Welcome page to navigate to the Grants Landing Page.

Step 2:
Locate the Grant ID. Then under the I want to... dropdown, select Request a payment.
Request a Payment

Section 1: Payment Request

- Review the **Federal share** and awarded items for accuracy
- Enter the amount that you are requesting in the **Payment amount** text field
- Enter the required **Payment request narrative**
- Select **Upload from your computer** to attach required attachments for support

![Payment Request Form](image)

**Attention**

Only certain file types are accepted.
Request a Payment

Section 2: Certify and Submit

- Select the box next to the certification statement
- Enter your FEMA GO password
- Select Submit

You have successfully submitted your payment request.
Review the Request or Decision

Navigate to the Task

View Request or Decision
Navigate to the Task

**Step 1:**
Select **Grants** at the top of the Welcome page to navigate to the Grants Landing Page.

**Step 2:**
Locate the grant you want to request a payment for and select the **Grant ID** link.
Review the Request or Decision

Step 1:
Select **Payments** in left navigation panel

Step 2:
Select the **Actions** dropdown

Step 3:
Select **View FEMA decision** or **View request**

**Note**
You can also select **Withdraw request** or **Continue request**.
FEMA GO Help Desk Information:

Please send any questions to:

FEMAGO@fema.dhs.gov

1-877-585-3242

Hours: Mon-Fri, 8:00 a.m. – 5:00 p.m. ET