FEMA Grants Outcomes (FEMA GO): Account Creation

Assistance to Firefighters Grants Program

FEMA

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FEMA GO - Background

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

FEMA GO allows users to apply for, track, and manage grants under the purview of the Assistance to Firefighters Grants (AFG) Program. FEMA GO will eventually support all the active grants programs in FEMA that 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. (link to go.fema.gov)

Grants awarded from FY 2017 and older are managed in the FEMA eGrant portal. (link to portal.fema.gov)

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); and
2. Active System for Award Management (SAM.gov) registration.

If your organization does not have a UEI-SAM number or SAM registration in 'active' status, the Federal Service Desk web site provides instruction for creating or updating a SAM registration:

- Renew or Update an Entity (link to fsd.gov)

Important Notes on SAM Registrations

- Registering at SAM.gov is free.
- It may take four weeks or more to create and activate a new registration in SAM.
- SAM registrations must be renewed annually.
- Always address any updates to your SAM registration as soon as possible – do not wait!

SAM Registration – Verify Status

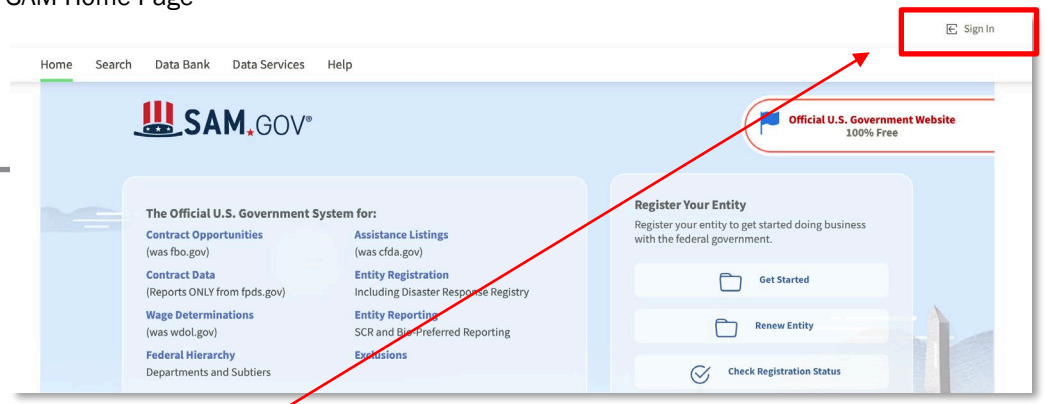
Your organization's SAM registration must be in 'active' status to register with FEMA GO and apply for a grant.

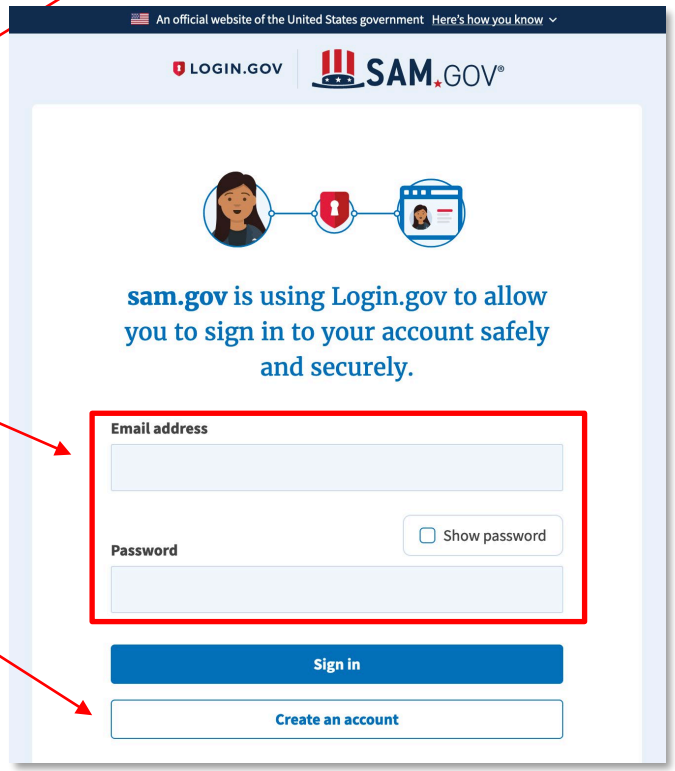
How to check the status of your organization's SAM registration using the public search function at SAM.gov:

1. Go to http://sam.gov
2. You must sign into SAM.gov 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 into 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





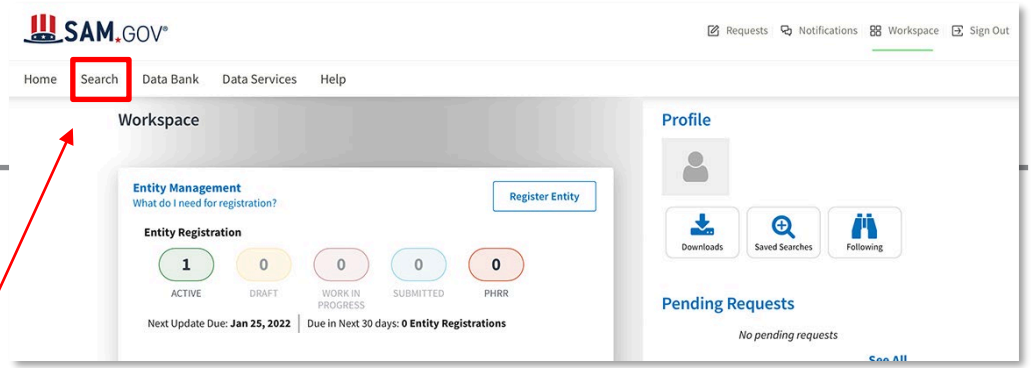
Login.gov Sign in Page

SAM Registration – Verify Status

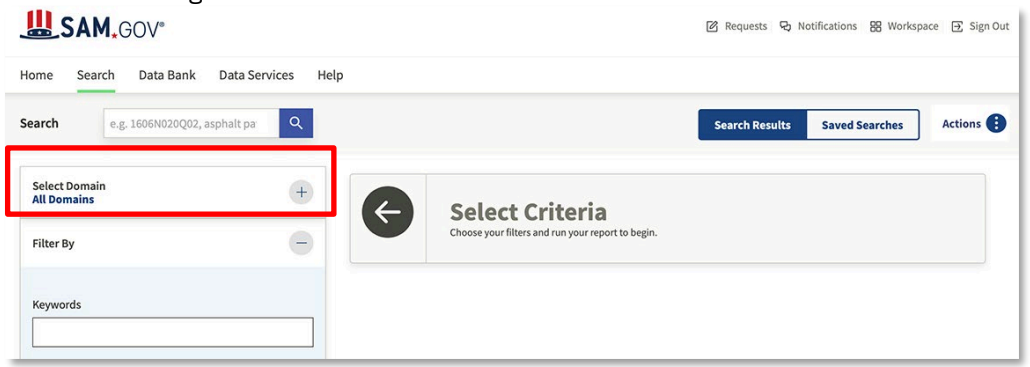
How to check the status of your organization's SAM registration using the public search at SAM.gov:

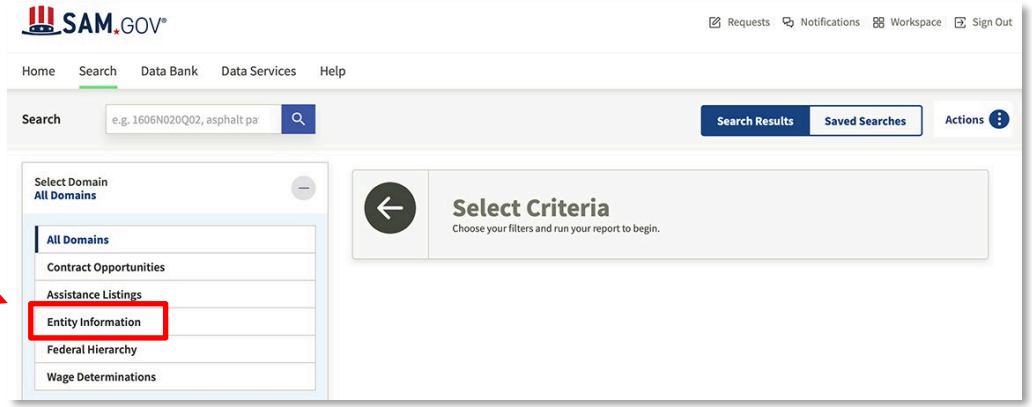
4. Once you successfully log into SAM.gov, you will see the 'Workspace' dashboard.
5. Click the Search option.
6. Click the link titled 'All Domains'. (*Alternatively, if you know the organization's UEI-SAM or DUNS number, enter the UEI-SAM or DUNS number into the Search box and skip to step 10 on next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

SAM Workspace Page



SAM Search Page





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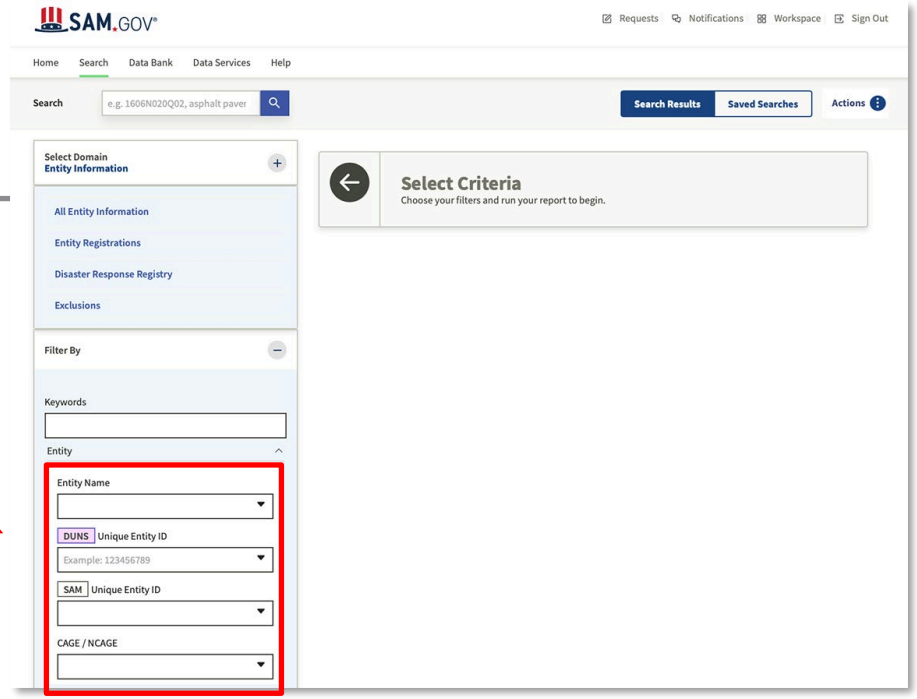
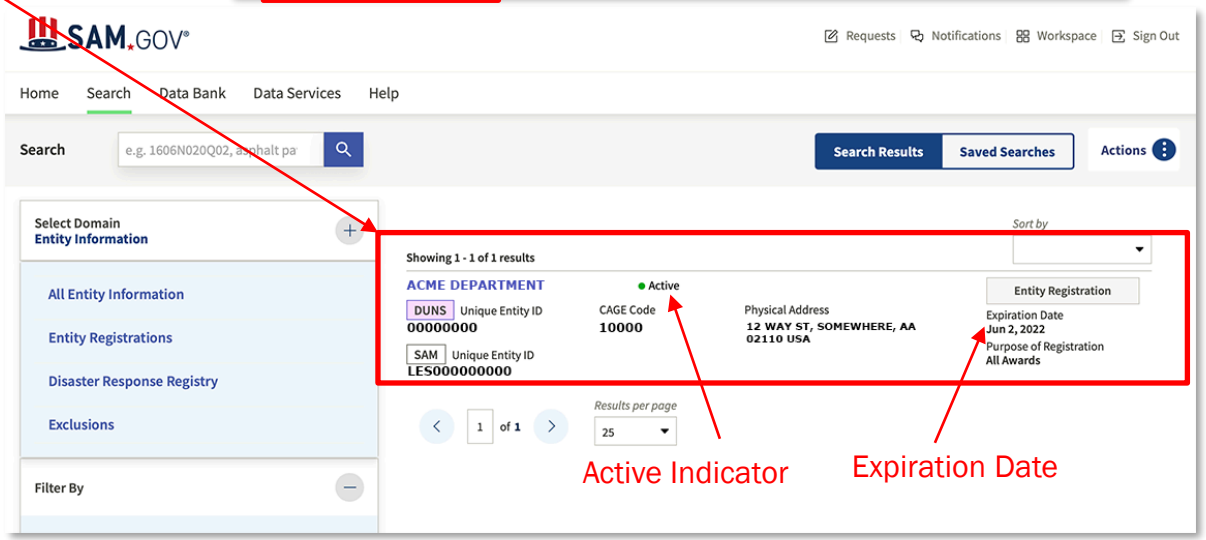
SAM Registration – Verify Status

How to check the status of your organization's SAM registration 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 registration 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 may not registered in SAM.

SAM Search Page





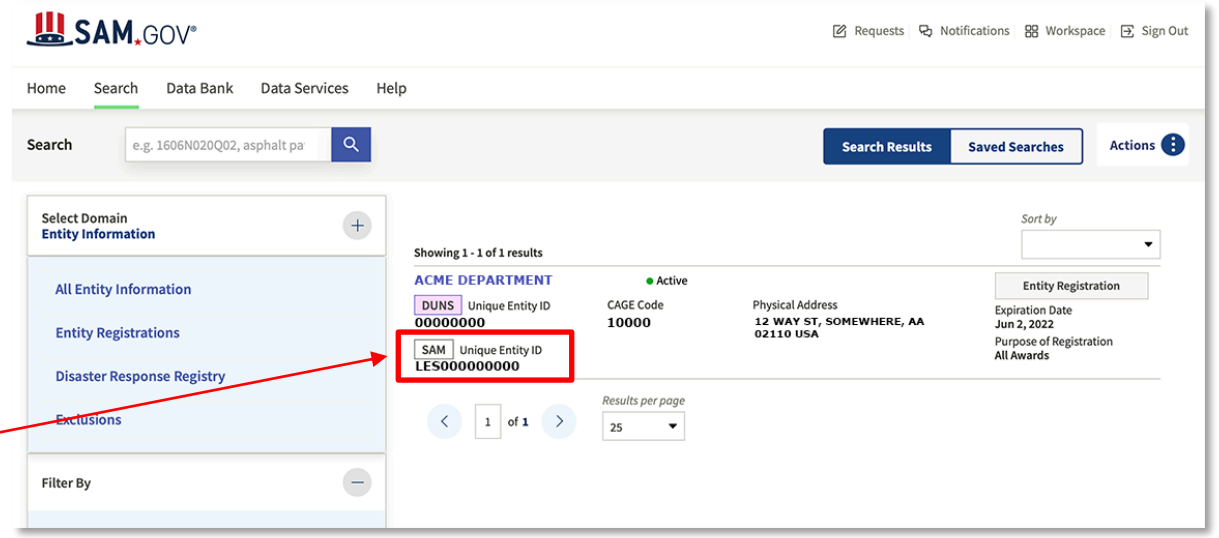
SAM Search Result Page

Unique Entity Identifier (UEI-SAM)

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

On April 4, 2022, the Federal Government ceased using the Dun & Bradstreet (DUNS) number to uniquely identify entities registered in the System for Award Management (SAM). Entities 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.

SAM.gov Helpful Resources

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

SAM.gov 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

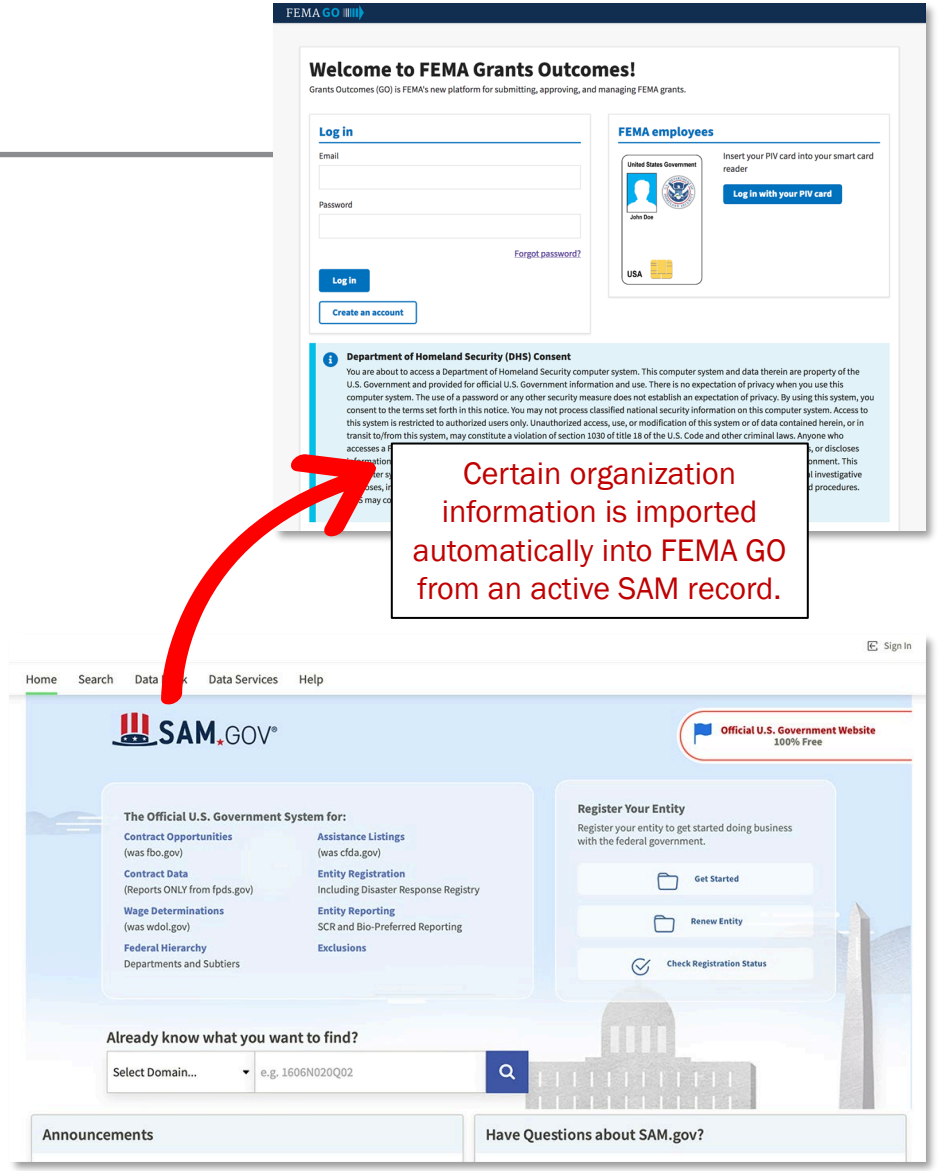
The FEMA Grants Outcomes (FEMA GO) system automatically imports certain information from an organization's active SAM registration such as:

- 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.gov is correct. If awarded a grant, financial transactions conducted between your organization and FEMA will use 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.

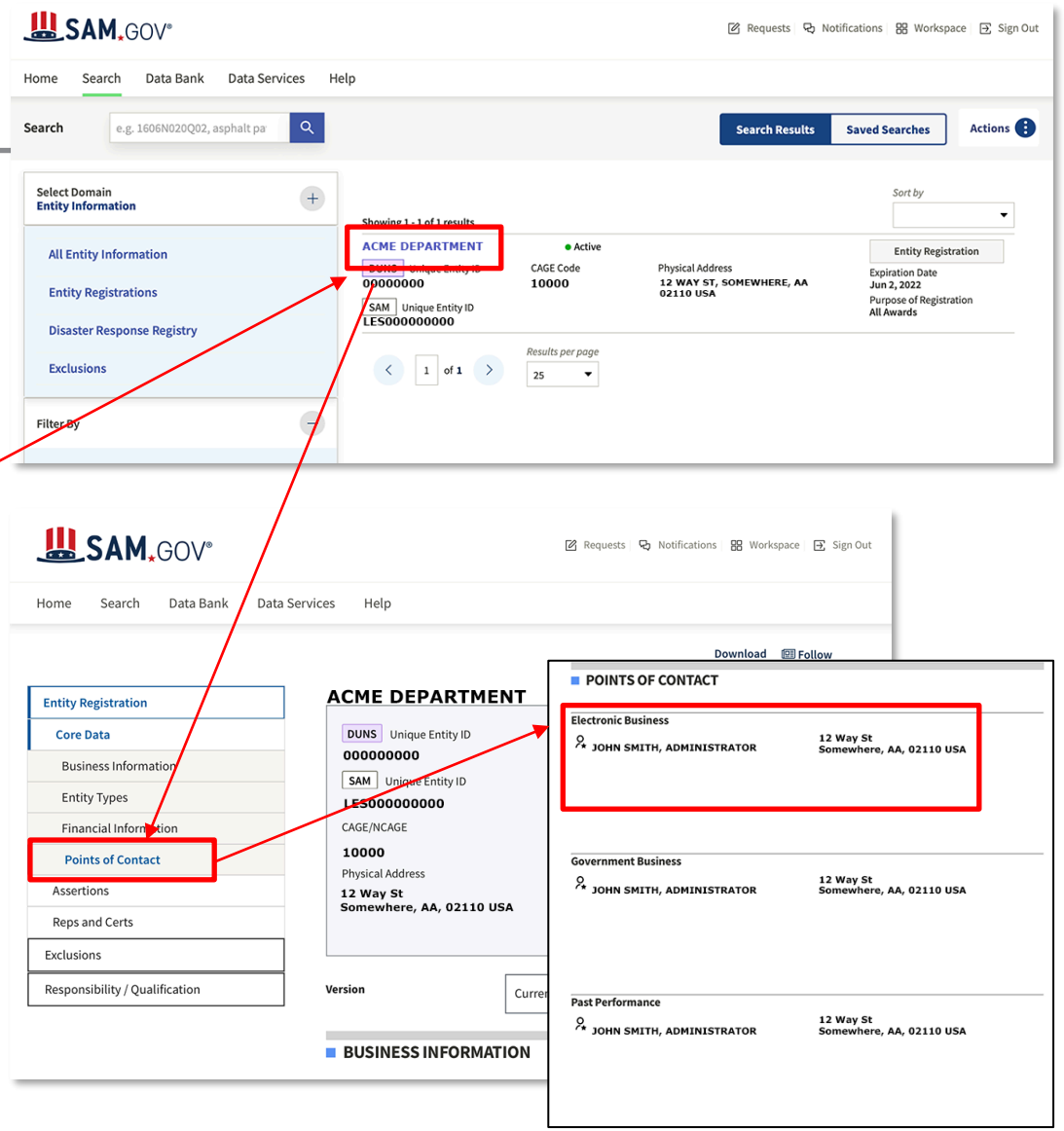


FEMA GO - Authorized Organization Representative (AOR)

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(s) listed as "Electronic Business (Point of Contact)."



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/update/remove 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.

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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.

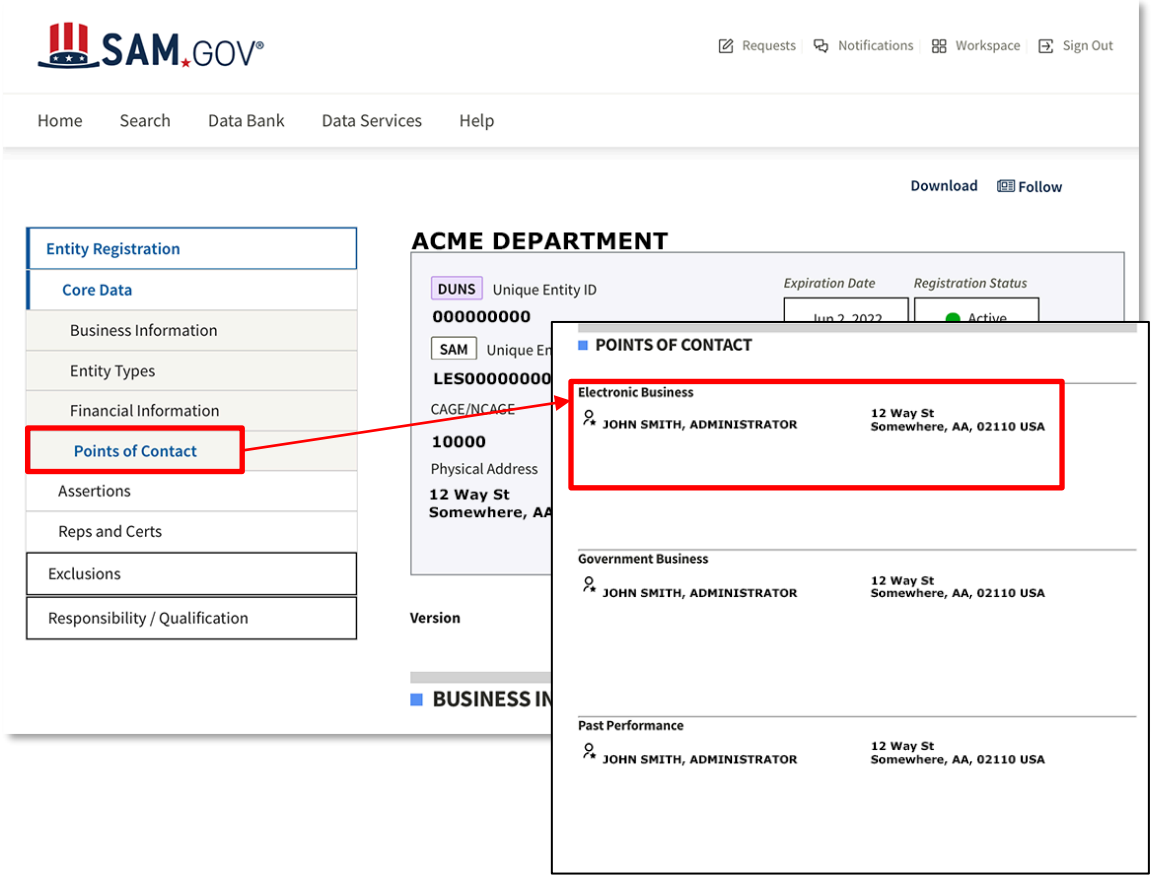
IMPORTANT – CREATING AN ACCOUNT (eBiz POC)

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



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FEMA GO - Create an Account

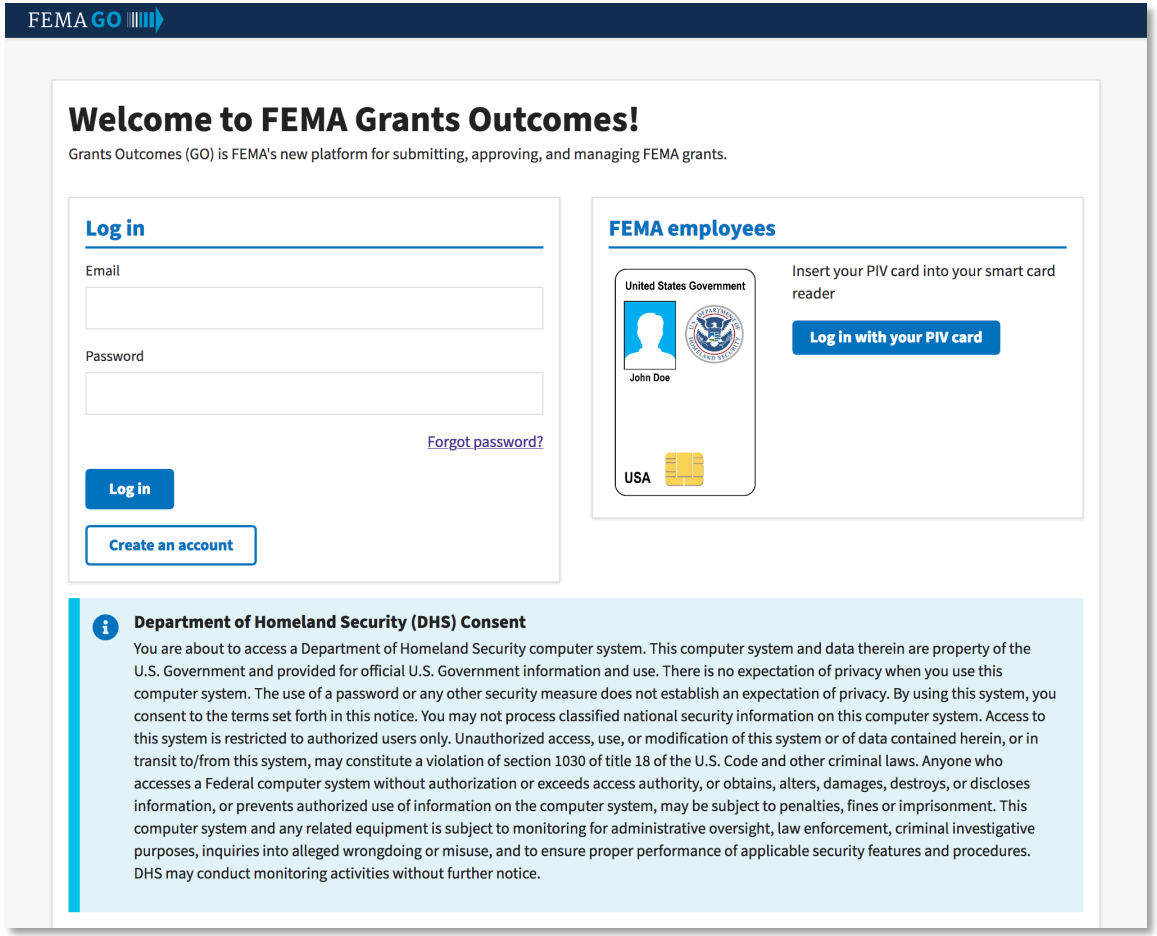
Open your web browser and go to https://go.fema.gov.

Is there a preferred web browser for using FEMA GO?

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

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

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

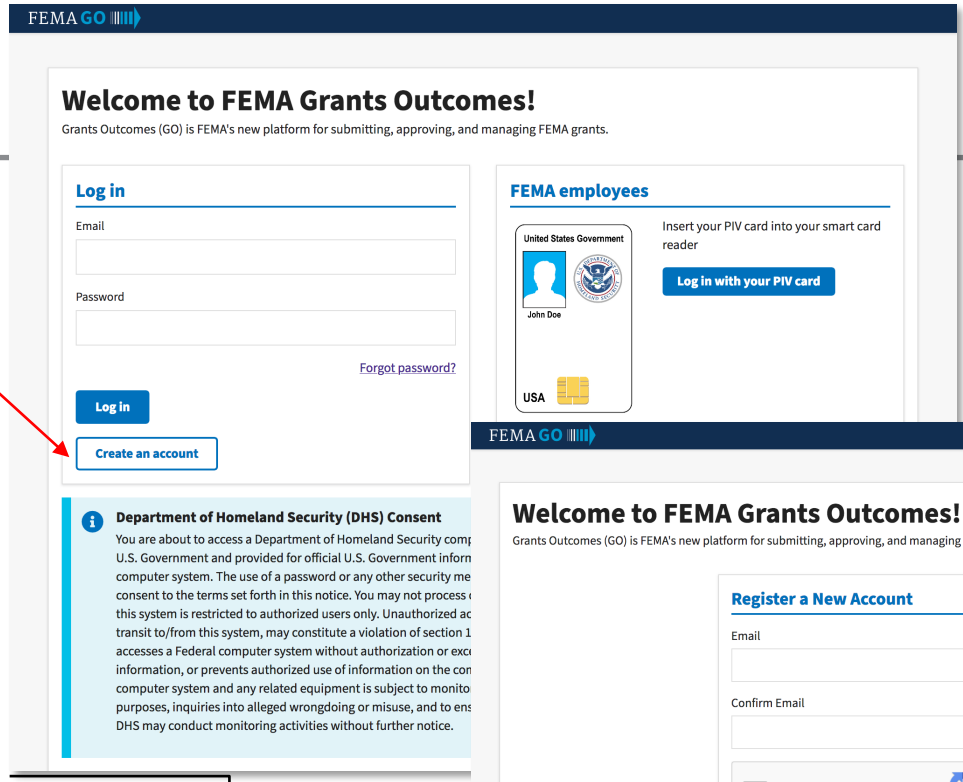


Create an Account

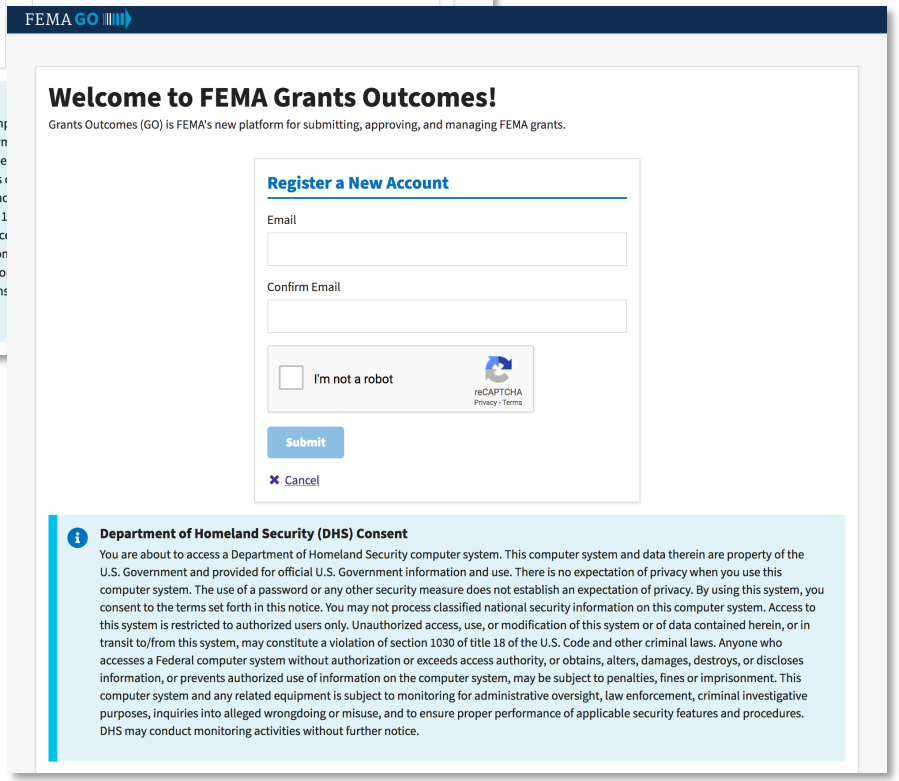
1. Click the “Create an Account” button on the FEMA GO login screen.
2. You will be taken to the FEMA GO account registration screen.
3. On the account registration screen, enter your email address, confirm your address, and check the box labeled “I’m not a robot”,

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



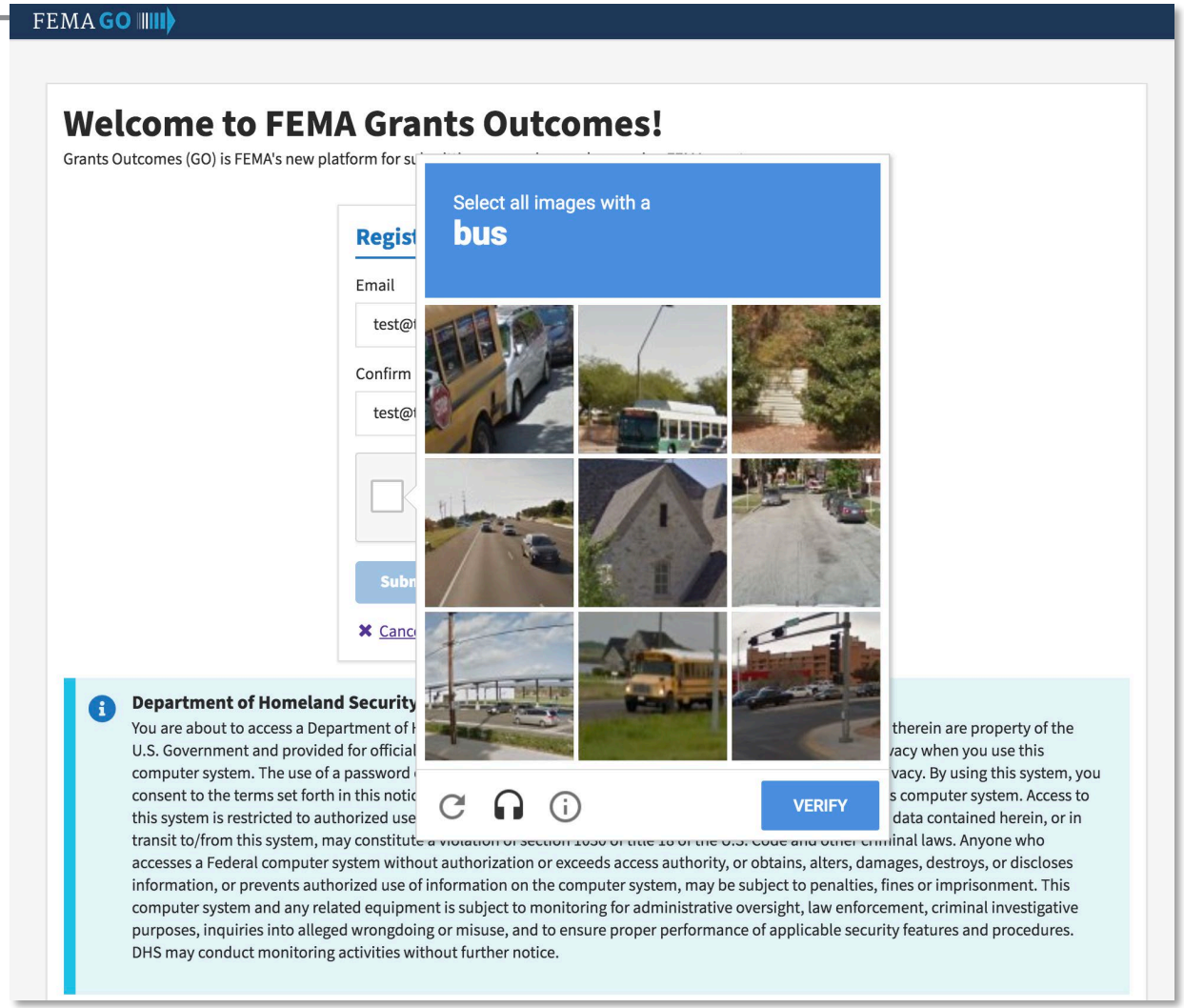
FEMA GO Account Registration Screen



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



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Create an Account

8. 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.

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

Sample FEMA GO Account Registration Verification Email

FEMA GO Registration

FG

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

Monday, February 3, 2020 at 8:03 AM

[redacted]

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=[redacted]

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 FEMA GO account, you will need to begin the registration process again.

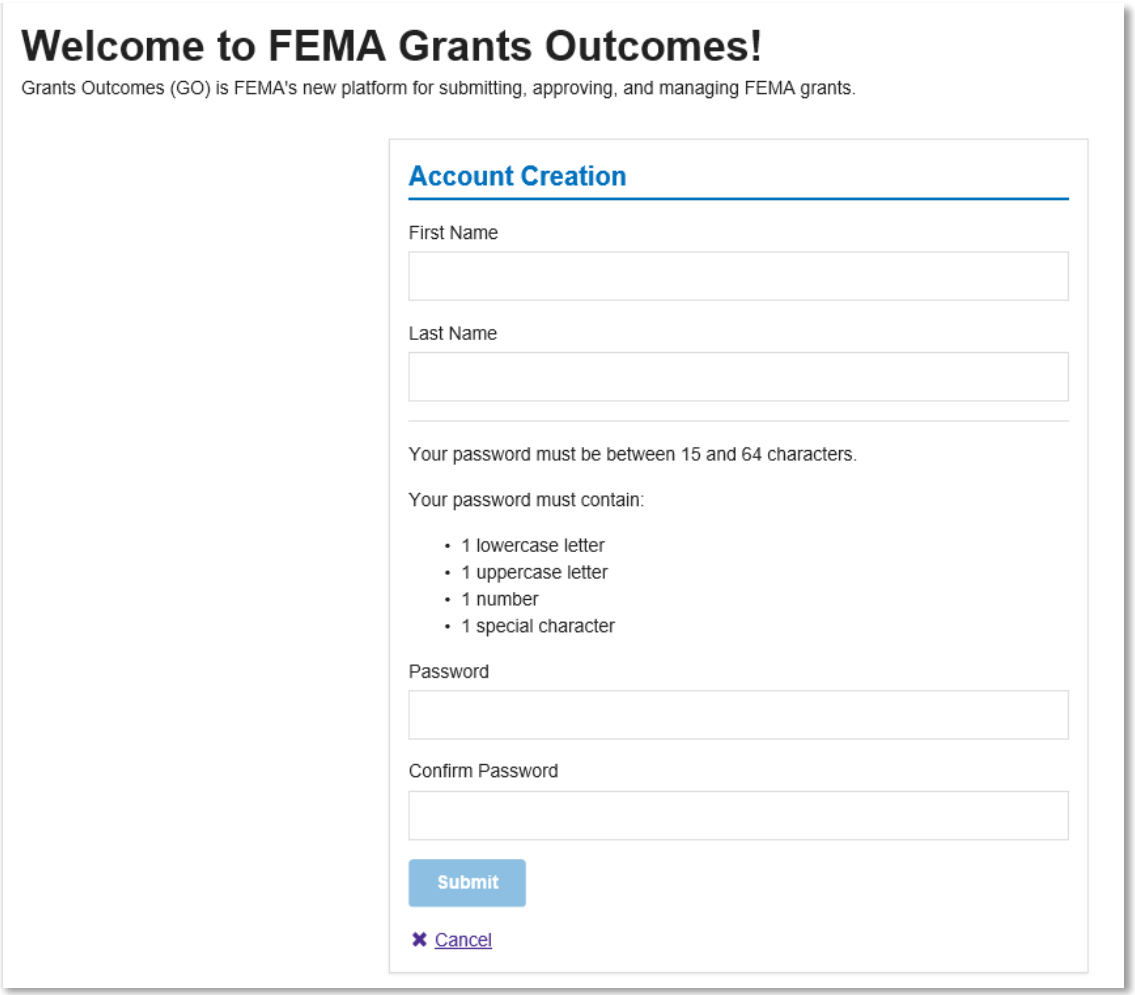
Create an Account

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.



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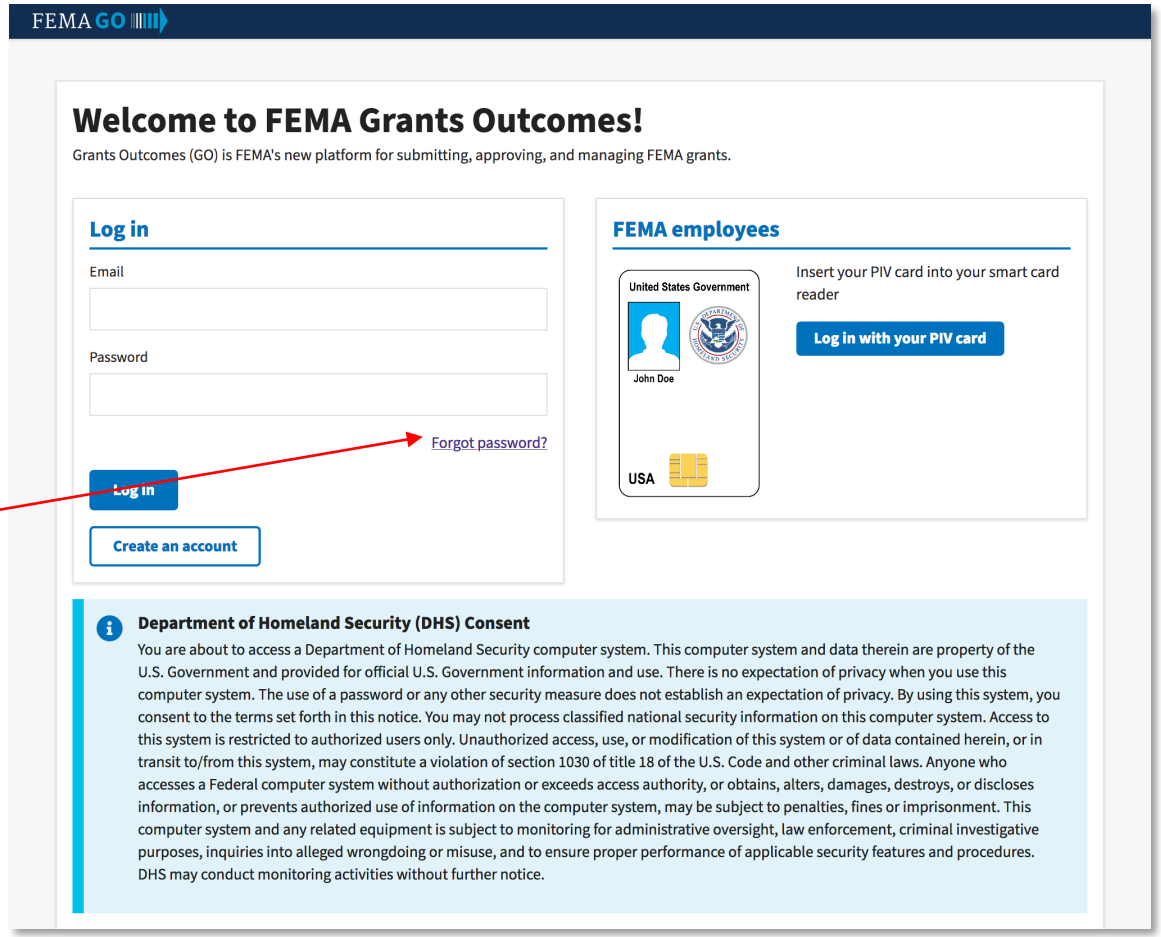
FEMA GO – Log In

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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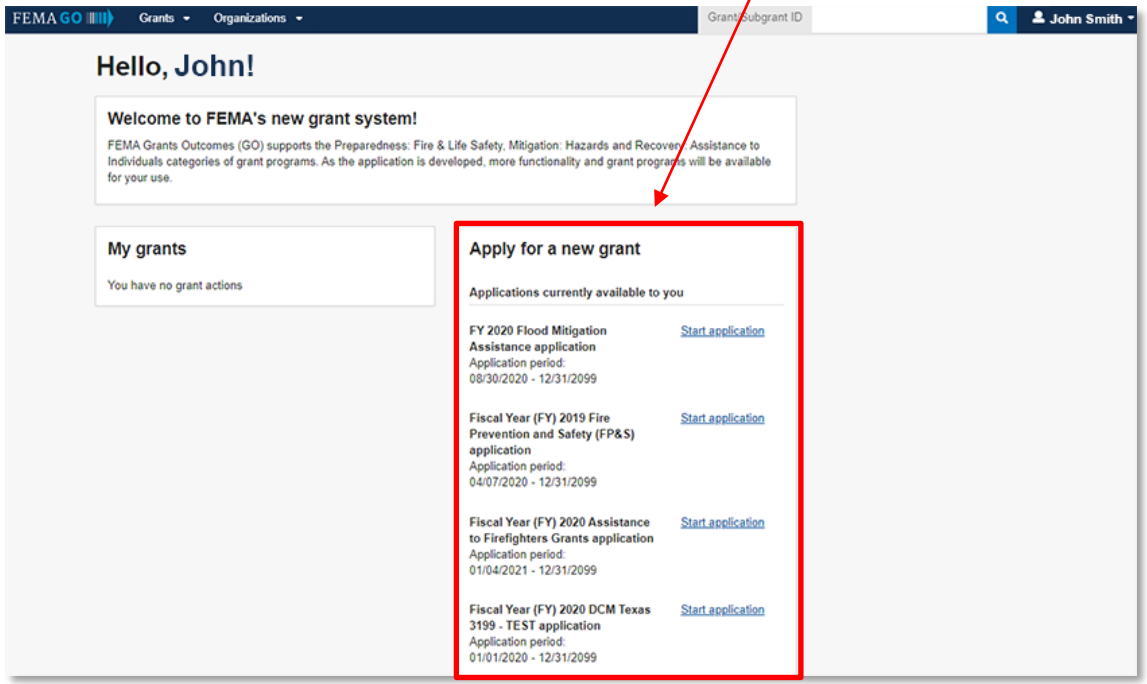
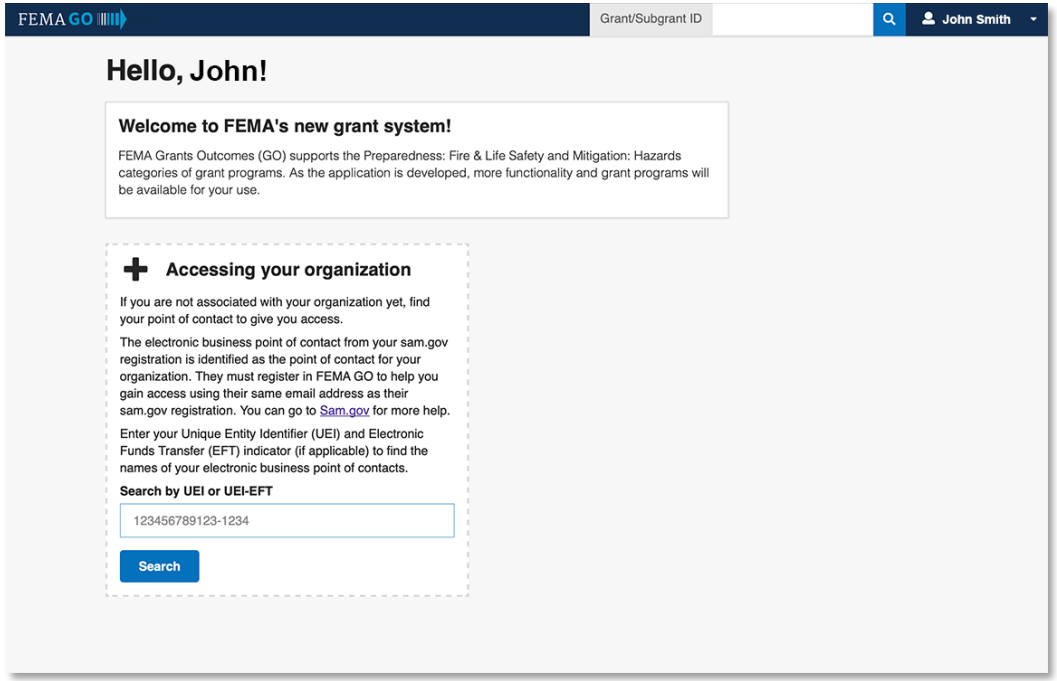
FEMA GO - Landing Page

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.



Option 2: You **do not see** the "Apply for a new grant" box.
Go to Slide 21 for more information.



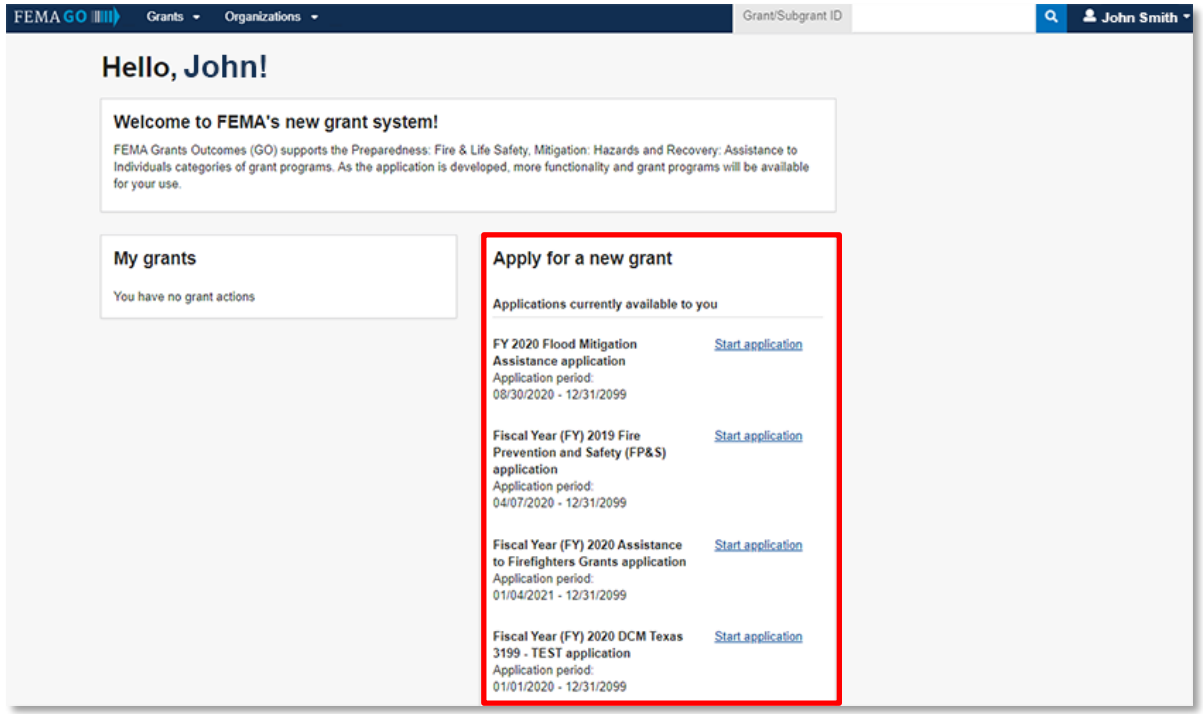
FEMA GO - Landing Page

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.



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FEMA GO - Landing Page

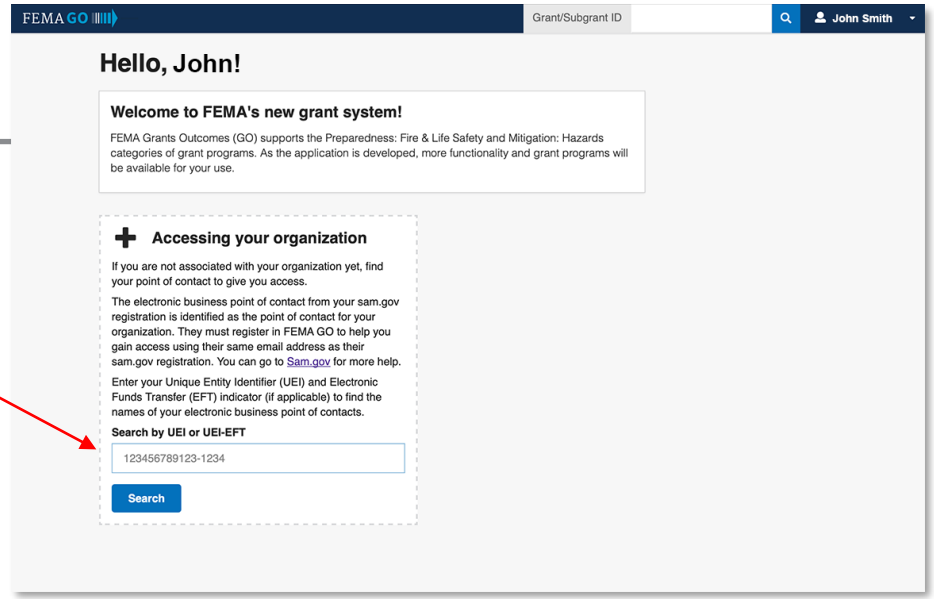
If you only see the "Search for your organization POCs" box on your FEMA GO landing page, you are not assigned to an organization in FEMA GO. You can search for your organization's POC by entering your UEI number and clicking the 'Search' button.

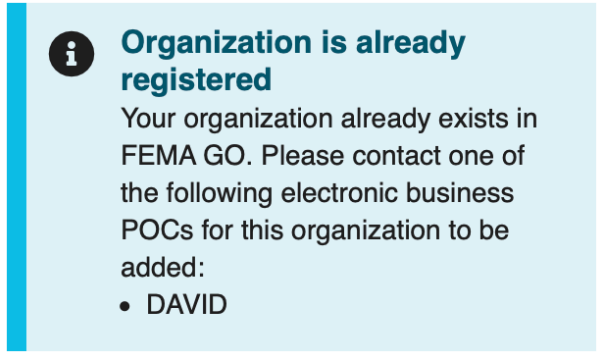
Based on the UEI (SAM) number entered, you may see one of the following responses:

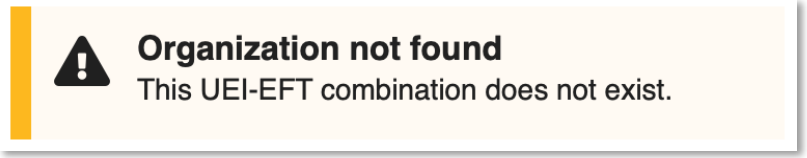
1. **Organization is already registered.** This message means your organization has an active SAM registration and the individual listed as the eBiz POC in SAM needs to add you to the organization in FEMA GO. The message provides the name of the eBiz POC listed in your organization's SAM record.
   GO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

FEMA GO
Landing Page



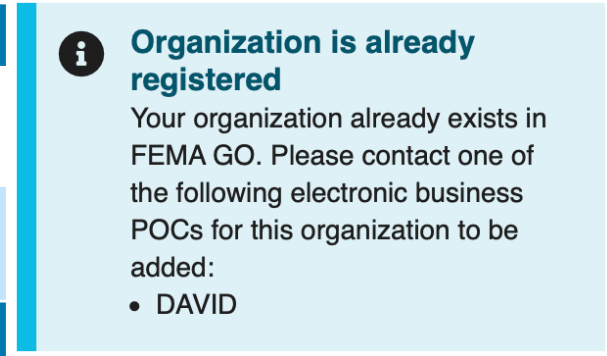




FEMA GO – Search by UEI
"Organization is already registered"

If you searched by UEI number on the FEMA 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 whether 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 detailed 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.*



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.

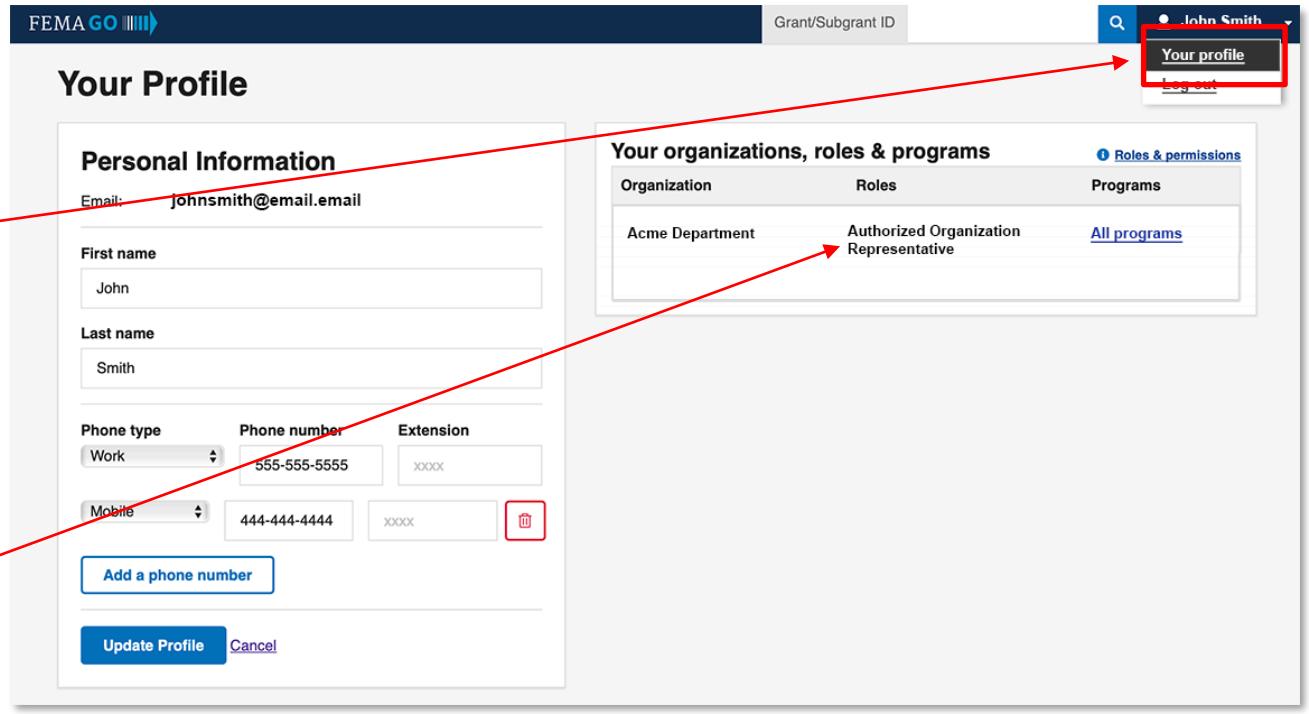
FEMA GO - Profile Page

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 Your Profile Page



Important

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

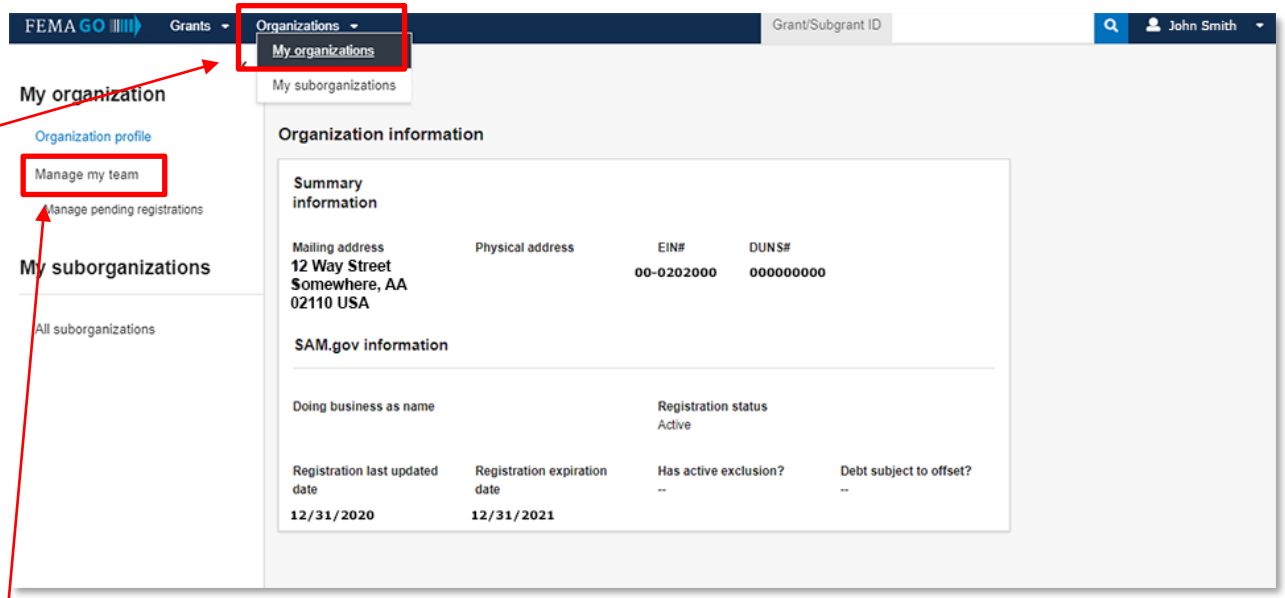
FEMA

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'

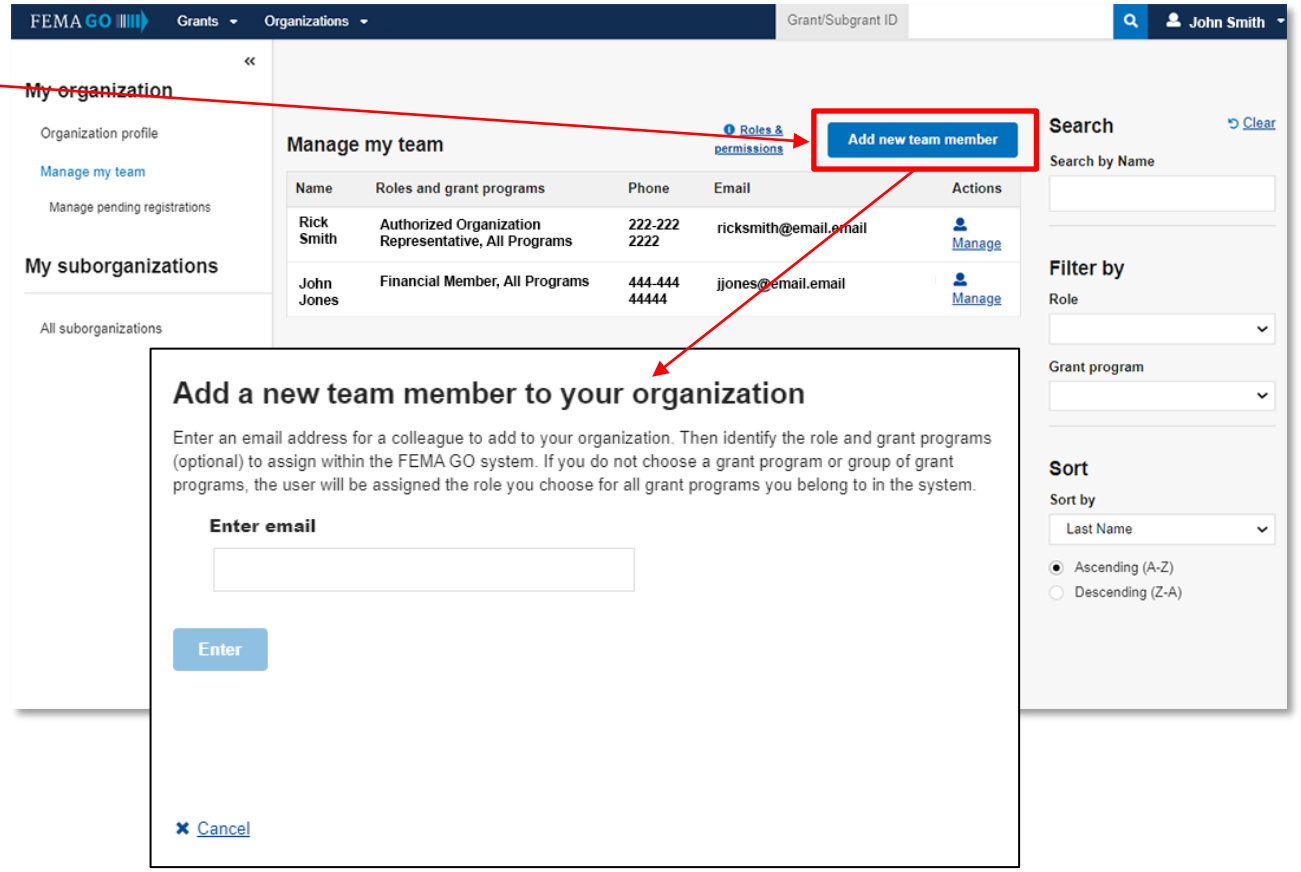


FEMA GO Organization Page

FEMA GO – Add a Team Member

How to add a team member (continued):

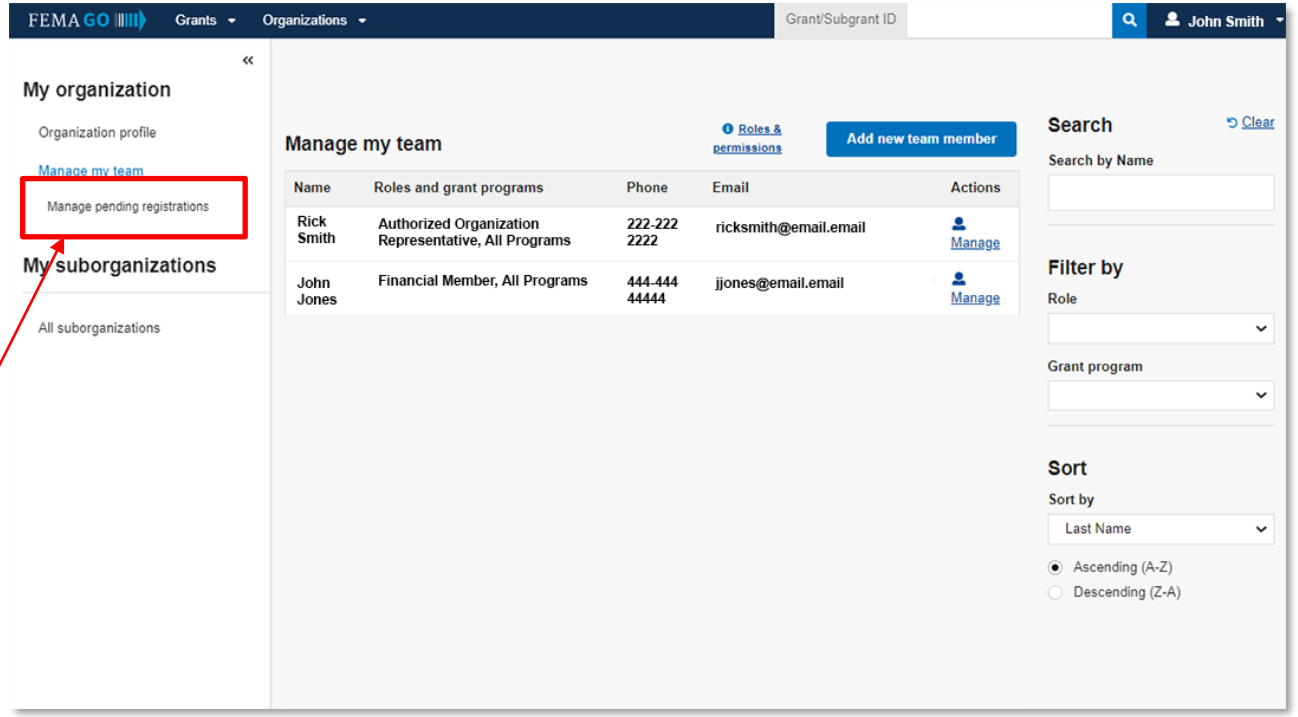
6. Click the ‘Add New team member’ button.
7. Enter the email address for the member being added to the team.
8. You will be asked to assign a ’role’ for the new team member. See a full description of user roles.
9. You will have the option to assign the team member to specific FEMA grant programs. Selecting 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 – 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.



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.

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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	✓	✓	✓	✓	✓	
	Sign and Accept	✓	✓				
Payment Request, Financial Reports	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓			
Amendment Request	Create, View, Edit, Withdraw	✓	✓	✓	✓	✓	
	Submit	✓	✓	✓	✓		
Closeout Report	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 examples are 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

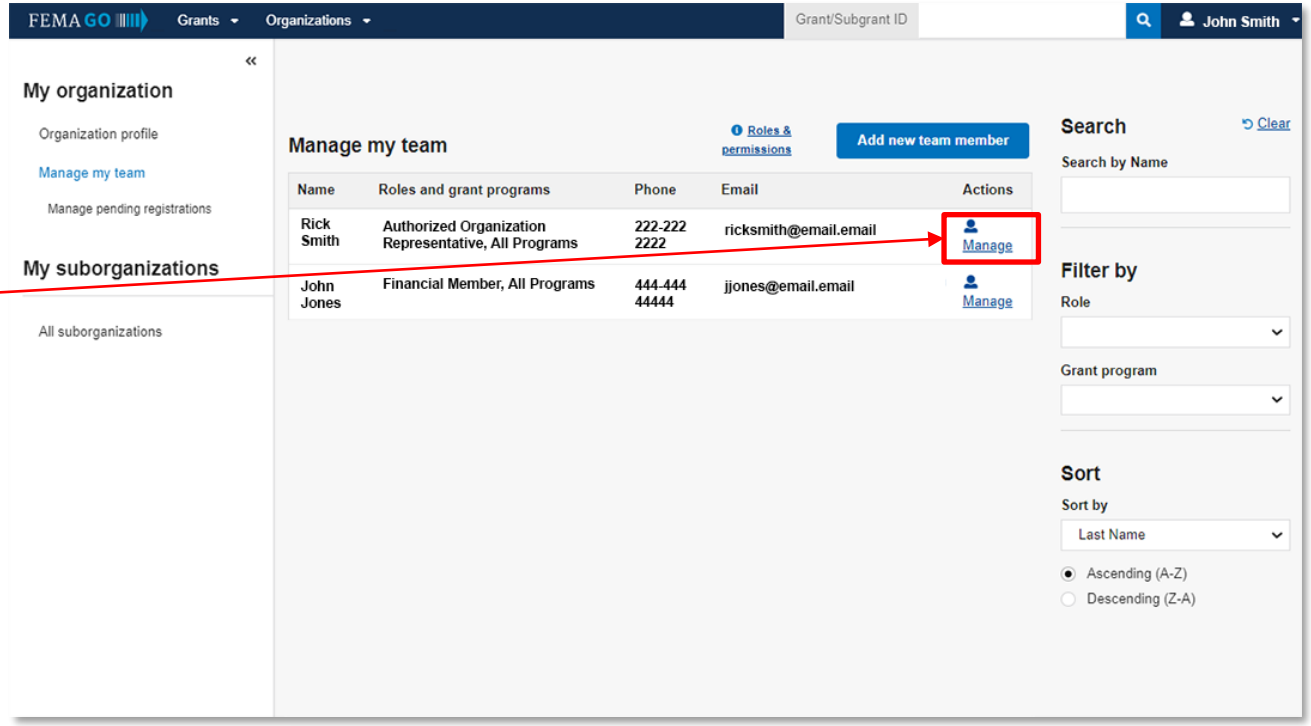
- The primary Authorized Organization Representative (AOR) (see definition) is encouraged to perform routine audits of team member assignments in FEMA GO.
- Any individual who is assigned the role of AOR can legally bind the organization with their electronic signature and maintains full access to all 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 manage individual team members, or adjust the roles assigned to a team member by clicking the ‘Manage’ link listed next to their information.

Only the primary AOR (eBiz POC) can remove team members from an organization in FEMA GO.



FEMA GO – User Guides and Videos

For more useful information about the FEMA GO portal, including general portal guides and instructional videos, visit: www.fema.gov/grants/guidance-tools/fema-go

Need Additional Help?

AFG Help Desk – Program and Grants Management 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 System Support
Phone: (877) 585-3242
Email: femago@fema.dhs.gov
Hours: Mon–Fri, 9 a.m. – 6:00 p.m. ET