

DISASTERASSISTANCE.GOV

A GUIDE FOR SURVIVORS



Guide Intro

It's normal to feel overwhelmed after a disaster. We're here to help you with the tasks ahead. The fastest way to apply for FEMA assistance and check your application status is online at **DisasterAssistance.gov**. This guide will provide you with step-by-step instructions on how to sign into **DisasterAssistance.gov**, access your account and upload application information.

Once you successfully set up your account, you can:

- Access your account anytime, from anywhere
- Check application status 24/7 without calling
- Complete an application you started earlier
- Upload documents quickly
- Receive messages from FEMA
- Review decision letters
- Send appeal letters
- Receive payments electronically
- Manage your application through DisasterAssistance.gov

Contents

▼ How to Create a Login.gov Account	3
▼ How to Sign in to DisasterAssistance.gov	6
▼ How to Link a Login.gov Account	7
▼ How to Fix Mismatched Emails	8
▼ How to Upload Documents to DisasterAssistance.gov	10



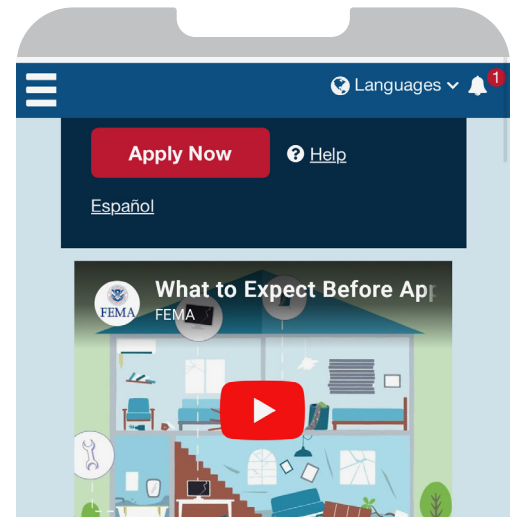
How to Create a Login.gov Account

FIRST PATH

This first path to create a Login.gov account comes after the “damage” screen of the application process. If a survivor needs to apply for assistance, it is recommended to use this path.

STEP 1

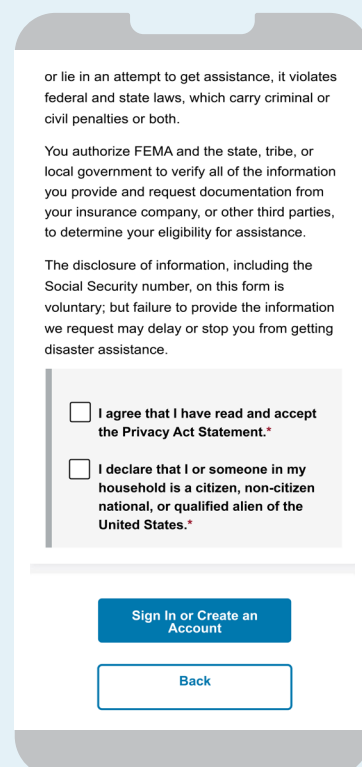
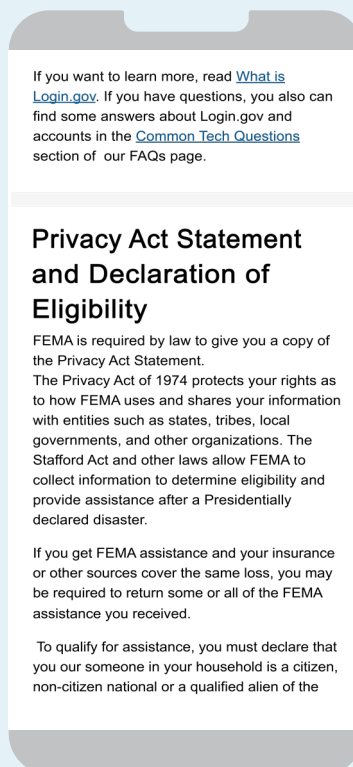
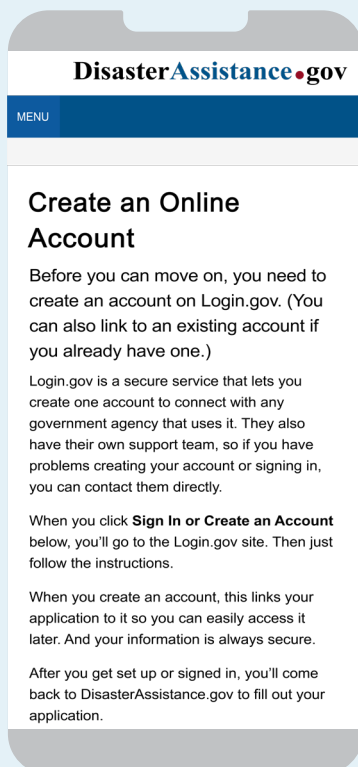
On the main DisasterAssistance.gov page, click **Apply Now** and go through the initial registration screens.



STEP 2

Survivors must agree that they have read and accept Privacy Act Statement AND declare that they or someone in their household is a citizen, non-citizen national, or qualified alien of the United States.

Click **Sign In** or **Create an Account**.



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

SECOND PATH

The second path to create a Login.gov account is on the DisasterAssistance.gov home page. The process will take you through Login.gov, where you create the account.

STEP 1

Click **Check Status**.

An official website of the United States government.
Here's how you know

DisasterAssistance.gov

Apply Now Help

Español

What to Expect Before Applying

American Sign Language: What to Expect Before Applying for FEMA Assistance

Check Status View the Process

STEP 2

Click **Continue** to go to Login.gov.

DisasterAssistance.gov

Account Move Notice

Our online accounts are moving to Login.gov.

To access your application, click **Continue** to sign in or to create an account.

Continue

Cancel

Version: 25.06.03.00.1419

STEP 3

Click **Create an Account**. If you already have a Login.gov account, click **Sign In**.

LOGIN.GOV DisasterAssistance.gov

DisasterAssistance.gov is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

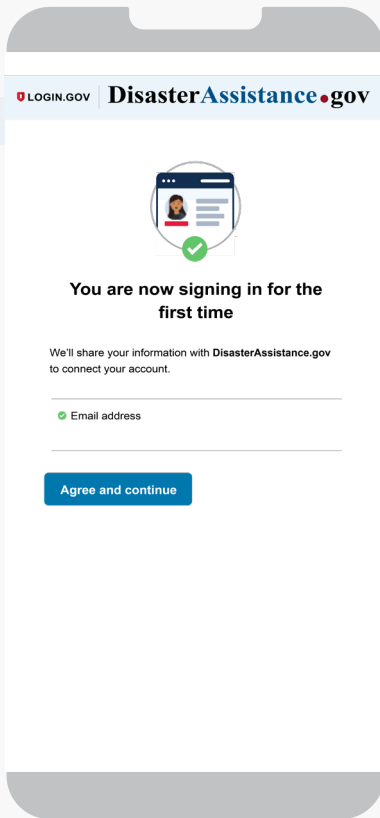
Sign in for existing users

Email address

Password

☐ Show password

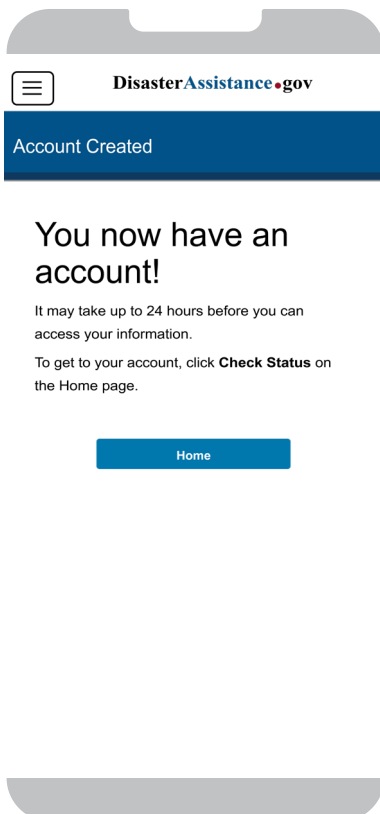
Submit



STEP 4

Login.gov will confirm that you want to link your account to DisasterAssistance.gov.

Click **Agree and continue**.



STEP 5

Click **Home** to go back to the DisasterAssistance.gov Home page.



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

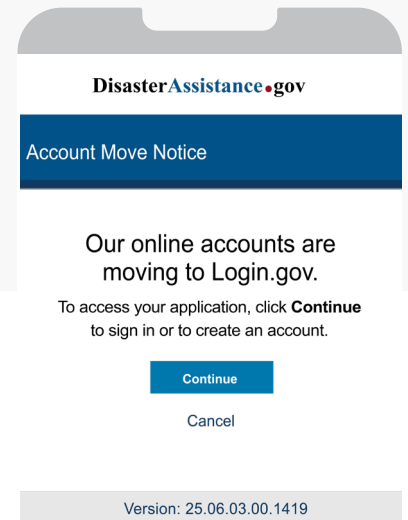
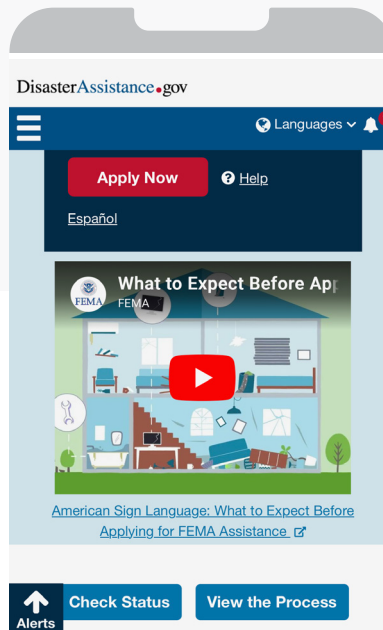
How to Sign in to DisasterAssistance.gov

STEP 1

On the main DisasterAssistance.gov page, click **Check Status**.

STEP 2

Click **Continue** to Login.gov.




DisasterAssistance.gov is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Sign in for existing users

Email address

Password

☐ Show password

Submit

Select your authentication method

You set these up when you created your account.

☐ **Text message**

Get one-time code via text message to (***)***-8255

☐ **Automated phone call**

Get one-time code via phone call to (***)***-8255 (North America phone numbers only).

☐ **Government employee ID**

Use your PIV/CAC card instead of a security code.

STEP 3

Click **Sign in**. You have the option to select one of the authentication methods you set up in your account.

1. Select your authentication method.
2. Click Continue.
3. Follow the instructions for that method and submit the response.

Login.gov will confirm that you want to link your account to DisasterAssistance.gov.



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

How to Link a Login.gov Account

Accounts are linked through Social Security number (SSN) and date of birth (DOB). Linking will only happen on first login.

STEP 1

Enter **Date of Birth** and **Social Security Number**.

STEP 2

Click **Submit**.

To find your application, enter the details for the main person named when you applied.

Date of Birth (MM/DD/YYYY): / /

Social Security Number: - -

☐ Show Social Security Number

STEP 3

The **Application Summary** screen appears. Any applications on record with the same SSN and DOB are displayed here. Select the application you want to open and click **Review**.

Note: If the email address in the application doesn't match the one in your Login.gov account, see *How to Fix Mismatched Email Addresses* on the next page.

Your Application Status screen appears with your next steps and Application Status Tracker.

Your Application Status Tracker displays as normal from this point, although it may take up to 24 hours for new updates to appear.

Application Summary

Here's a list of all of your FEMA applications. Click **Review** to open an application. Follow any other instructions given.

Application ID: **-***5789
Date Created: 07/14/2025
Status: Complete

VA PIV TEST BLIZZARD
Application is complete. To view, select **Review**.

Application ID: 81-0249760
Disaster Number: 4811

Your Application Status
[Help for this page ?](#)

Details about your application are below.

How to find information:

- **Your Next Steps** shows any documents we need from you.
- **FEMA Assistance** shows actions from FEMA.
- **Check Marks** show completed items.
- **Scroll down** to find all the details.
- Check the progress bar for each step along the way until everything is completed.

Your Next Steps

→ **Send Vehicle Documentation to FEMA** [more info](#)

→ **Send Dental Documents** [more info](#)



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

How to Fix Mismatched Emails

If the email address in your application doesn't match the one in Login.gov, you will be prompted to get a **secure access code**.

STEP 1

Select the option you want to use. If needed, select a phone number. You have three options for getting your code-email (using the email address in the application), text message, or voice phone call.

STEP 2

Click **Send**.

STEP 3

In the **Secure Access Code** field, enter the code sent to you. If you don't receive the code after 5 minutes, click **Send a New Code**.

STEP 4

Click **Submit**.

Send Secure Access Code

To skip this screen next time, update the email address on your application to match the one in your Login.gov account.

How would you like to receive your secure access code?

Note: If you select **Email**, be aware that you may not get a message from certain email providers. To avoid possible delays, we suggest you select **Text Message** or **Voice Phone Call**.

☐ Email: bmpet*****@gmail.com

☐ Text Message

☐ Voice Phone Call

Phone Number:

Message and data rates may apply to SMS text messages. Check with your cell phone provider for more information.

Send

Verify Secure Access Code

Once you get your access code, enter it below. Codes are good for 10 minutes.

Secure Access Code

Did not receive the code?
If you requested your code via email, it will be sent from fema.otp.service@lexisnexisrisk.com. Check your Junk folder.
If you have not received your code after 5 minutes, click **Send a New Code**.

Submit

Cancel

Send a New Code



FEMA

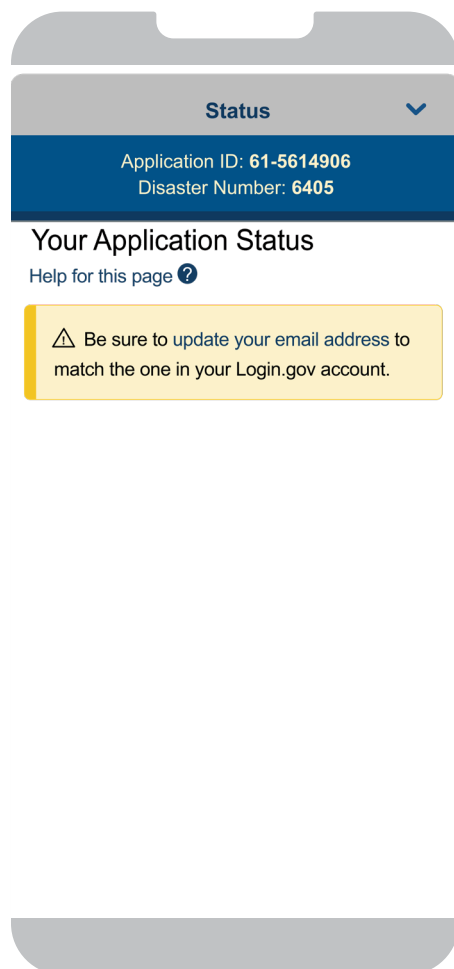
For more information
visit us at: www.fema.gov

Last Updated: May 2026

The **Your Application Status** screen appears.

- The **Your Application Status** dashboard displays a reminder to update the email address in your application, if it is different from the one in the Login.gov account. The message appears above the intro text.

You are required to get a **secure access code** to sign in until you update the email address.



How to Upload Documents to DisasterAssistance.gov

Document upload is one of the features available to you. You **MUST** have a Login.gov account and a **DisasterAssistance.gov** online account to be able to upload documents. The following screens show what you see when uploading documents to their online account.

STEP 1

Log into Login.gov or link accounts using the prior instructions.

STEP 2

An application summary screen will pop up for the survivor to select the appropriate application they need to upload documents into.

STEP 3

Your Application Status screen will come up.

Look in the **Your Next Steps** section. Select **More Info** for a list of documents that are needed.

STEP 4

Select the **Status** Tab, then select the **Upload Center** Tab to upload documents.



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026



The first page of the **Upload Center** has an **Image Tips** link that provides information about the size and types of files that can be uploaded. It also has helpful tips for uploading an image file using a mobile device.

Note: Word documents cannot be uploaded using this feature. Only images of documents or documents saved as a Portable Document Format (PDF) file can be uploaded.

STEP 5

After reading the information on the screen, click the **Next** button.

STEP 6

From the **Select Assistance Type** dropdown list, choose the option that best describes the type of information in the file being uploaded.

STEP 7

The options in the **Select Document Type** dropdown list will depend on the option selected in the **Select Assistance Type** dropdown list.

Note: Only one option can be selected from the dropdown list.



STEP 7 (CONT.)

The dropdown pick list may be replaced with radio buttons for making selections.

The **Help for Document Chosen** section is based on the **Assistance Type** and **Document Type** options chosen.

NOTE: Since the *Assistance Type* option selected is "Appeal," the *Document Type* options displayed are limited to the applicable options as shown here.

*** Select Assistance Type:**
Appeal

*** Select Document Type:**
Select One

PREV. NEXT DONE

☒ Select one

☐ Affidavit

☐ Agent's Statement/Letter

☐ Appeal Letter

Help for Document Chosen

Affidavit

To be considered for FEMA assistance, your affidavit should be a sworn statement with the applicant's signature and the notary public's signature and seal. This document may be needed for ownership verification.

☐ * Confirm that all required information is with your documents. Processing may be delayed if the information is not included.

- Applicant's Name
- Date
- Seal

STEP 8 (FOR ANDROID)

The document files to upload must be located on the mobile device. You can also take a photo of the document to upload.

Select **Choose File** to locate the file.

Note: Selecting the file will place the name of the file in the *Selected Files* area (next to the *Browse* button).

Files uploaded during this session are located under **Files uploaded during this login**. When you return to your account, files will be located in **Upload History**.

Uploading For

Assistance Type: Appeal

Document: Affidavit

Selected File(s)

Choose File No file chosen

Add Another File

Upload Now

Files uploaded during this session are located under **Files uploaded during this login**. When you return to your account, files will be located in **Upload History**.

Uploading For

Assistance Type: Appeal

Choose an action

Camera Camcorder Voice Recorder My Files

Documents

Files uploaded during this session are located under **Files uploaded during this login**. When you return to your account, files will be located in **Upload History**.

Uploading For

Assistance Type: Appeal

Document: Agent's Statement/Letter

Selected File(s)

Choose File 15060432334...6755406.jpg

Name: 1506043233490-1066755406.jpg

Size: 2.9 MB



File Locations on Android:

- Camera
- My Files
- Documents



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

Uploading For

Assistance Type: Home Repair

Document: Driver's License

Selected File(s)

Choose File image.jpg

Photo Library

Take Photo

Choose File

Upload Now

Files uploaded during this login

Assistance Type	Document Type	File Name
No data available in table		

Cancel

STEP 8 (FOR IPHONE)

The document files to upload must be located on the mobile device. You can also take a photo of the document to upload.

Select **Choose File** to locate the file.

Note: Selecting the file will place the name of the file in the **Selected Files** area (next to the **Browse** button).



File Locations on iPhone:

- Photo Library
- Take a Photo
- Choose File

STEP 8A

Files uploaded during this session are located under **Files uploaded during this login**. When you return to your account, files will be located in **Upload History**.

Uploading For

Assistance Type: Appeal

Document: Affidavit

Selected File(s)

Choose File image.jpg

Add Another File

Upload Now

STEP 8B

Please allow up to 10 days* for your document(s) to appear in your file.

If you don't see your document(s) after 10 days, or if you have questions, please call FEMA's Helpline at 1-800-621-3362.

If your COVID-19 Funeral Assistance documents don't appear in your file after 10 days, please call the COVID-19 Funeral Assistance Helpline at 1-844-684-6333.

If you use a video relay service, captioned phone, or other communication service, give FEMA the number for that service.

**Time could be longer depending on high disaster activity.*

Files uploaded during this login

Assistance Type	Document Type	File Name
Appeal	Affidavit	image.jpg

Upload More Files

STEP 8A

Once the file is listed, select either the **Upload Now** or **Add Another File** button.

Multiple files can be uploaded at the same time. However, there is a limit of 10 MB on the total size of the uploaded content for the entire session.

If the maximum is reached, an error message will be displayed.

STEP 8B

If the upload is successful, you will see an **Upload Confirmation** page showing the file(s) uploaded and two buttons: **Upload More Files** and **Return to Status Page**.

A message displays to tell you that it may take up to 10 days for uploaded documents to appear in their account file.

Note: In some cases, the upload delay could take longer than 10 days during high disaster activity due to manual processing. You are instructed to call FEMA's Helpline if documents do not appear after 10 days.



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026

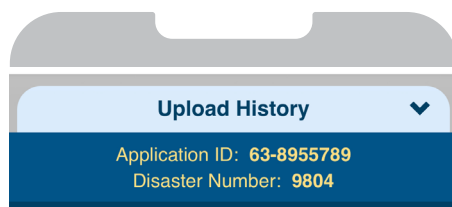
STEP 9

Select the **Status** tab, then select the **Upload History** tab.

The **Upload History** tab will show documents immediately after you upload them here. The date and time listed indicate when you initiated the upload. The Correspondence page will only show documents when they have made it to FEMA's internal processing system.

STEP 10

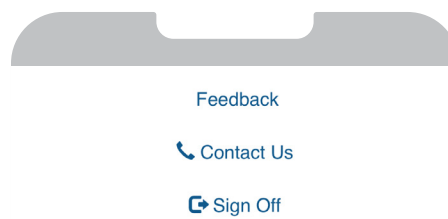
Once you have finished uploading and reviewing documents, you can then **sign off**.



Upload History

Help for this page ?

Status	Document Type
Pending	Affidavits of Residency or other court documentation
Assistance Type Appeal	
Date - Time 05/18/2026 14:59	
View Document	Affidavit
Assistance Type Appeal	
Date - Time 01/13/2026 18:48	
View Document	Affidavit
View Document	Contractor Statement/Letter/Estimate
View Document	Affidavit



Upload History

Application ID: 63-8955789
Disaster Number: 9804

Upload History

Help for this page ?

Status	Document Type
Pending	Affidavits of Residency or other court documentation
View Document	Affidavit
View Document	Affidavit
View Document	Contractor Statement/Letter/Estimate



FEMA

For more information
visit us at: www.fema.gov

Last Updated: May 2026