



FEMA

Coordinated Needs Management Strategy (CNMS) Tutorial

April 2015

RiskMAP

Increasing Resilience Together



What's Inside

In this tutorial you will find:

- Information about the CNMS tool and its benefits
- Available CNMS data and the validation process
- CNMS user criteria and how to request an account
- How to submit a CNMS mapping need request
- Additional CNMS user resources



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Introducing CNMS

- The [Coordinated Needs Management Strategy \(CNMS\) tool](https://msc.fema.gov/cnms/) (<https://msc.fema.gov/cnms/>) coordinates the management of FEMA's flood hazard mapping inventory, including validation status of flood studies and flood hazard mapping needs nationwide, with the exception of coastal study areas
 - The CNMS tool does not reflect validation statuses of coastal shorelines or coastal studies
- The tool identifies and tracks the lifecycle of flood studies and mapping need requests of FEMA's flood maps (known as [Flood Insurance Rate Maps](#) or FIRMs) to determine which flood study areas are completed with up-to-date engineering methodology and which studies may warrant additional analysis

Introducing CNMS

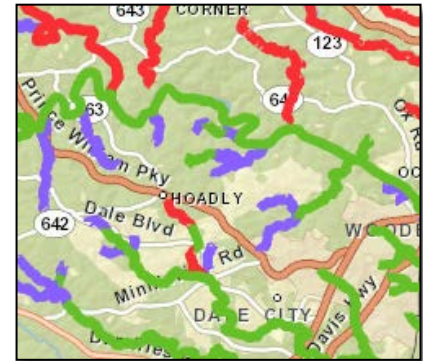
- FEMA uses CNMS to maintain the validity of flood hazard data and maps and to assess if conditions on the ground are adequately represented on the FIRM
 - Information that does not adequately represent actual conditions is considered a mapping need and may warrant a new flood study by FEMA

Introducing CNMS: Benefits

- CNMS helps community members and officials, and FEMA Regions analyze and manage their flood hazard mapping inventory through the following ways:
 - Informs mapping project planning and standardizes how new and updated flood data is collected for flood map production
 - Enhances data driven planning activities for map update prioritization
 - Validates [Special Flood Hazard Areas \(SFHAs\)](#) and flood hazard data on FIRMs
 - Allows authorized account users to submit, review, track, and evaluate mapping need requests
 - Facilitates greater control of review and evaluation of mapping needs requests to authorized Regional officials

Introducing CNMS: Data Components

- CNMS contains two database components:
 - **CNMS Inventory:** Comprised of streamline flooding sources, the CNMS Inventory represents FEMA's entire inventory of flood hazard studies. The color-coded streamlines represent a validation status type, determined by FEMA's current validity standards. As previously stated, the CNMS Inventory does not contain validation status information for coastal studies.
 - **CNMS Requests:** Comprised of polygons or points to identify areas where study or mapping updates are desired. These areas can be selected by FEMA or authorized CNMS users and taken into consideration when new study activities are being planned. The CNMS tool is designed to be a portal for those viewing, submitting, and prioritizing these mapping need requests.

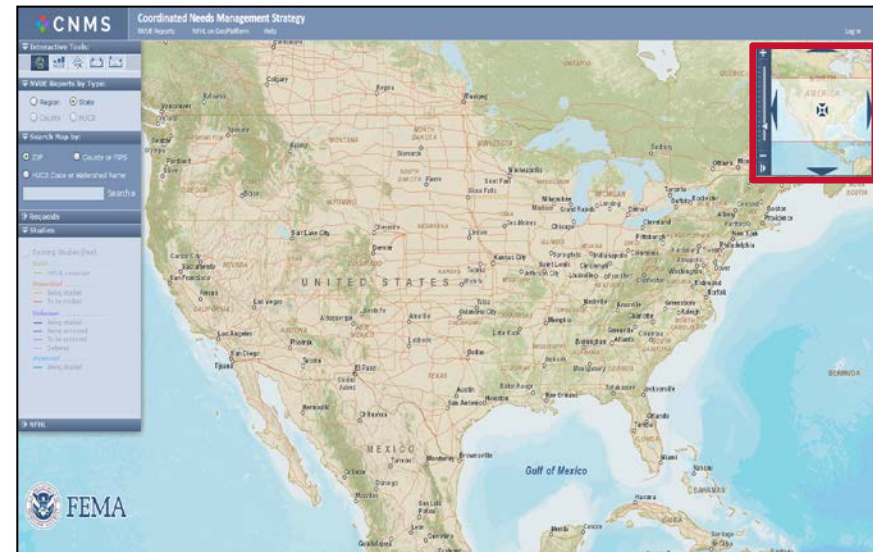


Introducing CNMS: Users

- **Visitors** of the CNMS tool may view the following data:
 - Validation status of studies (Valid, Unverified, Unknown, Assessed)
 - Mapping need requests for a geographic area
 - New, Valid, Updated Engineering (NVUE) Reports
 - National Flood Hazard Layer (NFHL) layers
 - FIRM panels
 - Base Flood Elevations
 - Coastal Transects
 - Cross Sections
 - Flood Zone Boundaries
 - Special Flood Hazard Areas (SFHAs)
- Registered **Submitters** may additionally:
 - Submit a mapping needs request for a geographic area within their assigned FEMA region(s)
 - View their submitted requests in the Quick Zoom panel
 - View specific review statuses of other user-submitted mapping requests in their region (e.g., pending requests)







CNMS Viewer

- The Homepage will display an interactive Geographic Information System (GIS) map viewer, known as the **CNMS Viewer**
- Navigate through the map using your mouse or the **Quick Zoom** tool
- Use the left-hand menu to display data, including:
 - [NVUE data](#)
 - [Requests](#)
 - [Studies \(validation status types\)](#)
 - [NFHL layers](#)



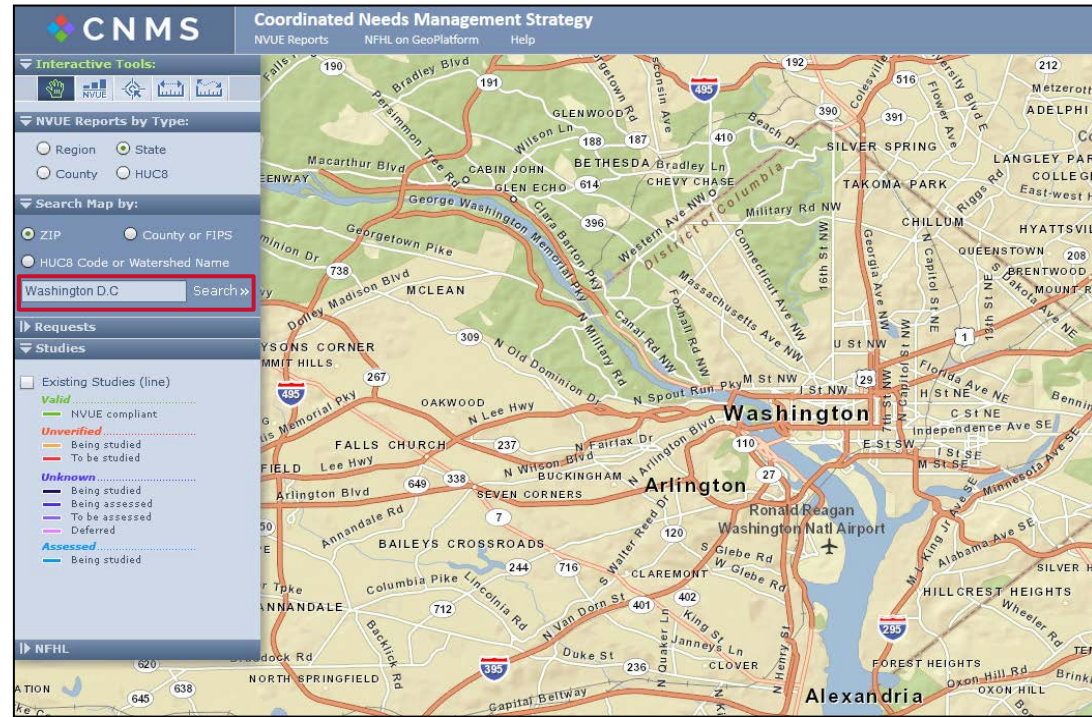
CNMS Viewer: Interactive Tools

- Use the interactive tools to navigate, generate and view NVUE statistics, and measure distance in the Viewer:

Icon	Icon Description
	Click and drag the Viewer to navigate through the map
	Click on an area in the Viewer to retrieve a NVUE Report for a region, state, county, or watershed
	Click two points on the map and measure the distance between two points
	Click and drag a specified path, then click again to measure the length of that path
	Click and explore existing and requested studies and requests shown on the Viewer
	Allows you to enter in a comment on an area or request a study (visible to registered CNMS users)

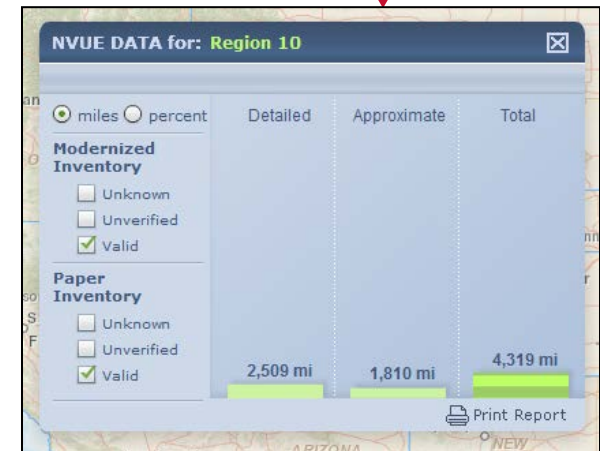
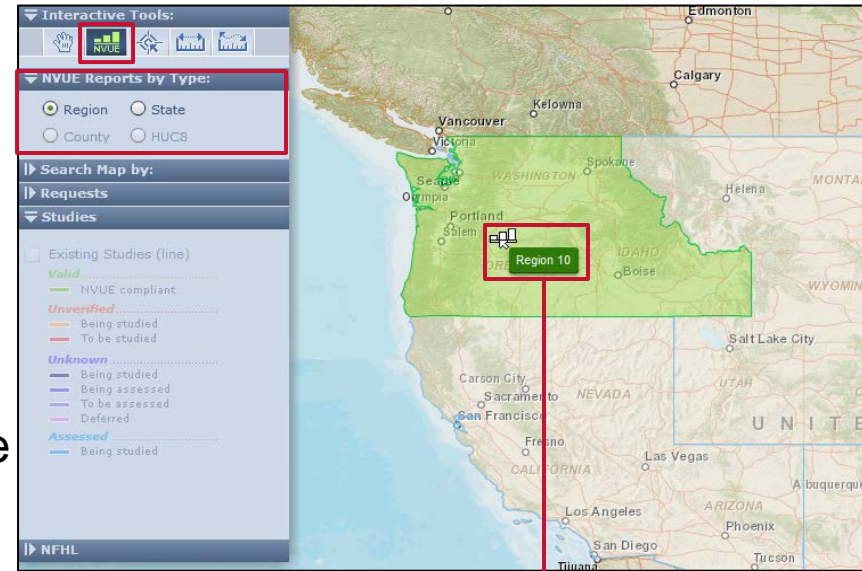
CNMS Viewer: Search Map

- Search for an area of interest by:
 - Zip code
 - County name or Federal Information Processing Standards (FIPs) County code
 - To look up a county name by FIPS code, visit the [United States Census Bureau](#)
 - 8-digit Hydrologic Unit Code (HUC8) or Watershed Name
 - Search term (e.g., Washington D.C)
- Select **Search** to zoom to area of interest



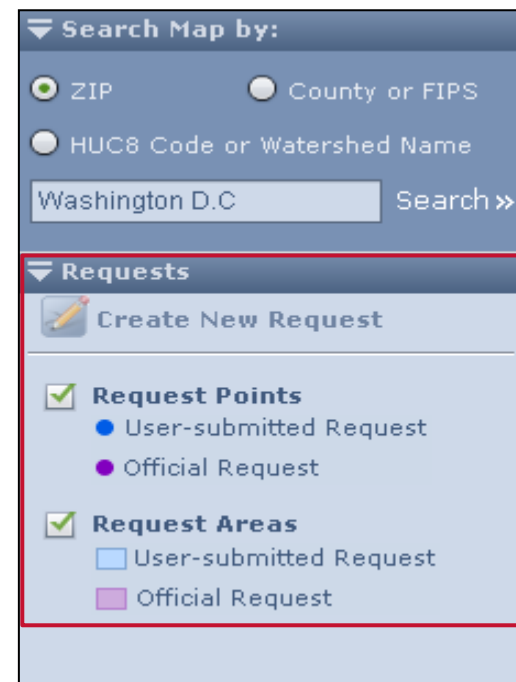
CNMS Viewer: NVUE Reports

- Select the NVUE tool icon
- Under **NVUE reports by Type**, select a desired report type (Region, State, County, HUC8 Code)
 - County and HUC8 will become available once zoomed to the appropriate level
- Move the NVUE tool to the area of interest on the Viewer
 - Depending on your selection, the NVUE tool will highlight a region, state, county, or HUC8 geographic area
- Click on the Viewer to generate your NVUE report



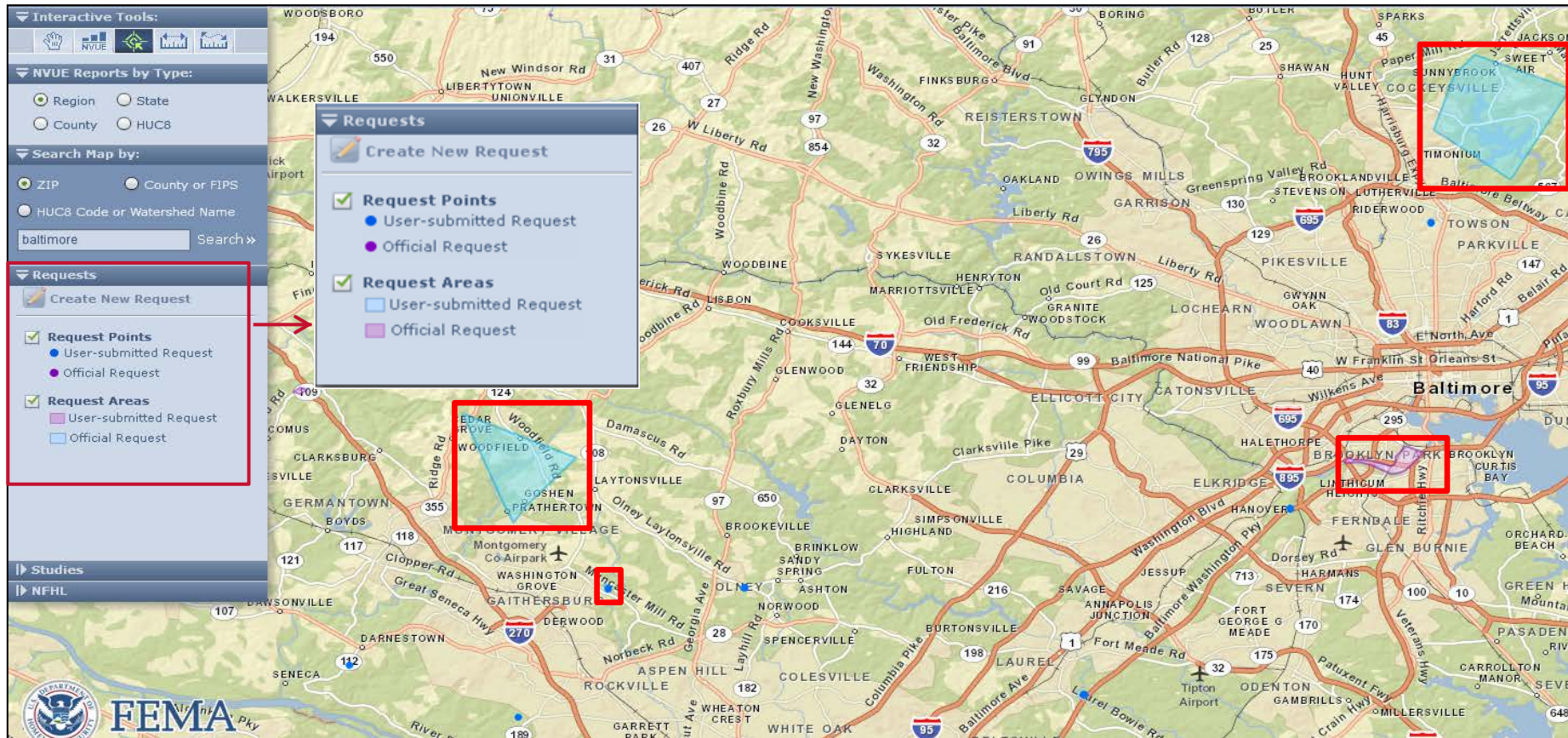
CNMS Viewer: Requests

- Expand the **Requests** tab to view mapping need requests
- Navigate the Viewer or **Search Map by** to locate your area of interest
- Select the check boxes of the Request data
 - Data will become available once zoomed to the appropriate level
 - Color coded **Request Points** (circular points) and **Request Areas** (geometric polygons) will display
 - User-submitted requests: Requests currently in the review process to be implemented in FEMA's official request dataset
 - Official requests: Once approved, the request will be labeled a FEMA official request
- **Create New Request** will be grayed out if you do not have an account or not logged into the tool



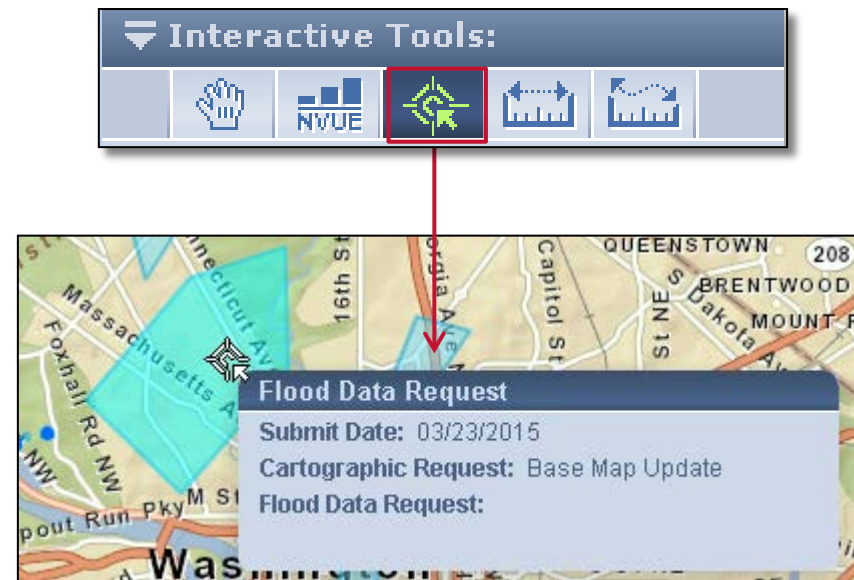
CNMS Viewer: Requests

- Outlined in red, the image below displays User-submitted and Official Request points and areas:



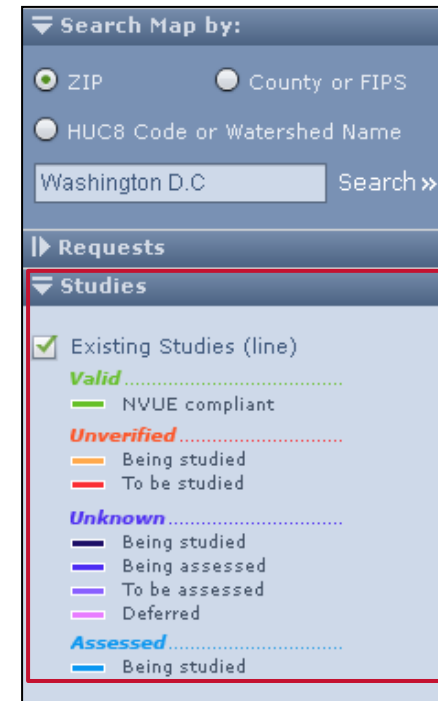
CNMS Viewer: Requests

- Use the interactive tool to explore existing and submitted request information for a specific request
- Visitors of the CNMS tool and users not logged-in may view the following information pertaining to a submitted request:
 - **Submit Date**
 - Request Category (**Cartographic Request** or **Flood Data Request**)
 - Request Type (e.g., **Base Map Update**)



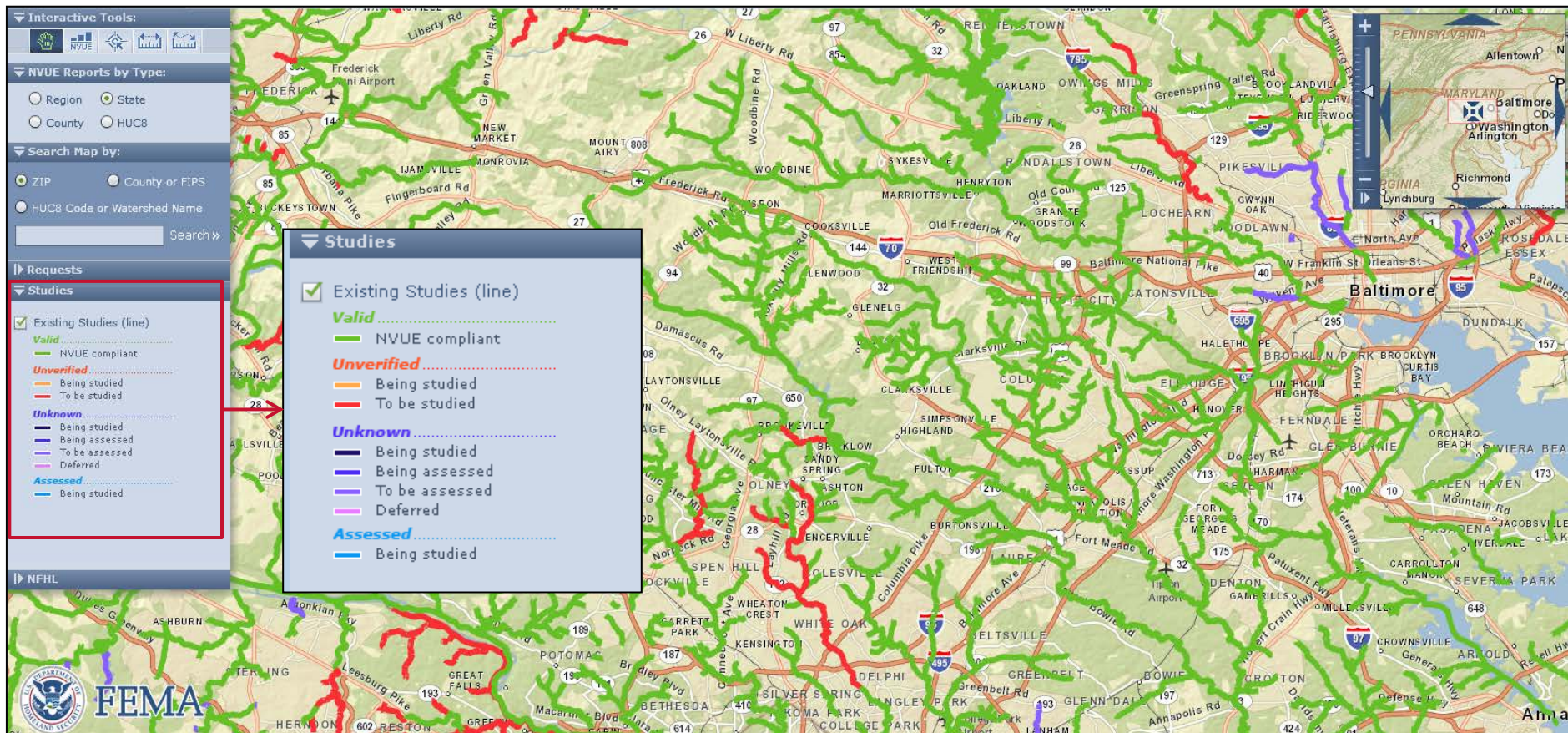
CNMS Viewer: Studies

- To view validation status of flood studies, expand the **Studies** tab
- Navigate the Viewer or **Search Map by** to locate your area of interest
 - Data will become available once zoomed to the appropriate level
- Select the **Existing Studies (line)** check boxes to populate the data
 - The color coded streamlines represent a [validation status](#), determined by FEMA's current validity standards
 - Valid studies are also referred to as New, Valid, Updated Engineering (NVUE) compliant
 - NVUE compliant studies describe studies that are complete with up-to-date engineering methodology and/or conducted in areas which have not seen significant Physical environment, Climate patterns, and Engineering methodology (PCE) changes since the date of the area's effective flood study



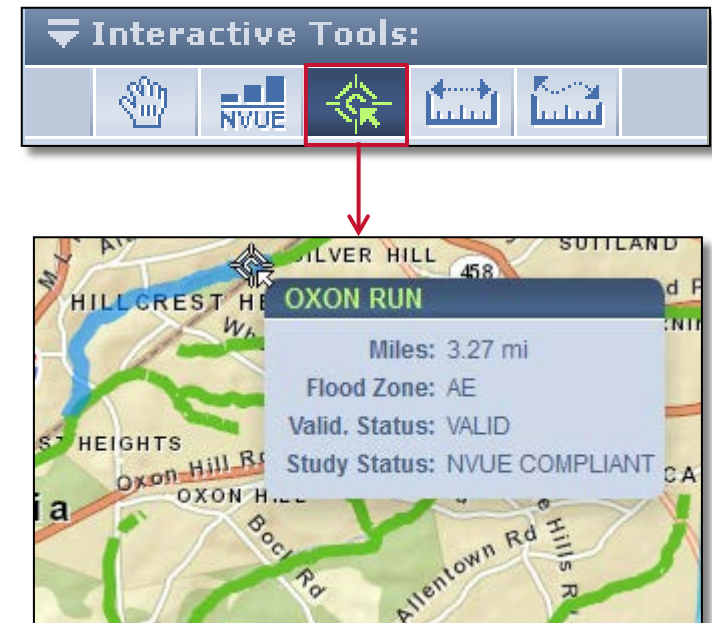
CNMS Viewer: Studies

- The image below displays the validation status types of FEMA's flood study inventory (CNMS Inventory):



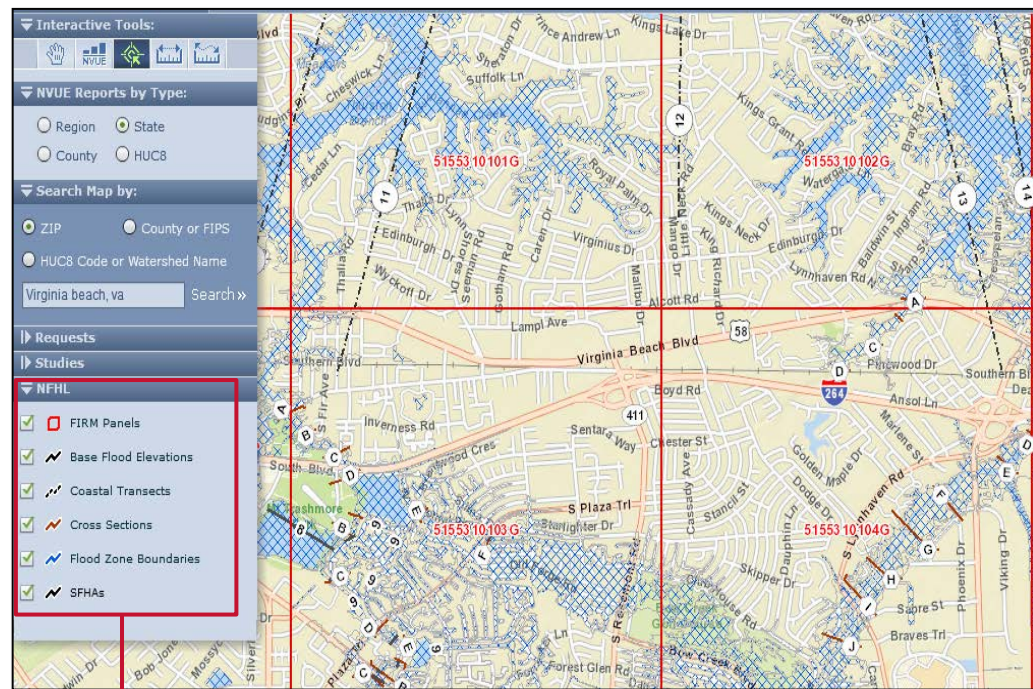
CNMS Viewer: Studies

- Using the interactive tool to explore existing and submitted studies information for a specific study
 - The name of the study will display in the pop-up window (e.g., Oxon Run)
- Visitors of the CNMS tool and users not logged-in may view the following information pertaining to the selected study:
 - Miles
 - Flood Zone
 - Validation Status
 - Study Status



CNMS Viewer: NFHL

- The [National Flood Hazard Layer \(NFHL\)](#) dataset represents current effective flood data nationwide where maps have been updated, including effective FIRM databases and [Letters of Map Revision \(LOMR\)](#) data
 - You may also view NFHL data on the [FEMA GeoPlatform](#), accessible from the top menu bar
- NFHL data layers become available once zoomed to the appropriate level



Available NFHL data layers

Validation Status Types

- When viewing the Studies data in the CNMS Viewer, each streamline is color coded to represent a validation status type
- There are 4 validation status types:

Validation Status Type	Description
Valid	A NVUE compliant study that has been completed using up-to-date engineering methodology and/or conducted in areas which have not seen significant climatological or physiological changes since the effective date of the study.
Unverified	A study that has not passed the Critical and Secondary Element checks part of FEMA's validation standards and is eligible to receive resources for a re-study in the future OR is currently being restudied.
Unknown	A study that is either being currently evaluated, is planned to be evaluated, OR lacks enough information to be able to determine a validation status.
Assessed	A study in an unmapped area that has been identified for a new study in the current or a future fiscal year OR is a deferment of a new study request. Streams not part of FEMA's SFHA inventory (i.e., Zone X, Zone D, or Area Not Included), that have been, or are being considered for a new study also fall under this validation status category.

Validation Process of Data

- Floodplains are constantly changing due to **P**hysical environment, **C**limate patterns, and **E**ngineering (hydraulic and hydrologic modeling) methodology (**PCE**) changes
- The CNMS Validation Process inspects a study against a variety of PCE changes that may have occurred since the date of the effective flood study (e.g., changes in land use, new/removed bridges and culverts, recent flood events captured by gauge data)
 - By statute, FEMA is required to inspect all floodplain studies at least once every 5 years
- FEMA evaluates a study on 17 elements (7 critical and 10 secondary) to determine validity
 - For additional information on FEMA's validation process and validity standards, view the most current [Coordinated Needs Management Strategy \(CNMS\) Technical Reference](#) on FEMA's website

NVUE Report Generator

- In addition to generating a report in the CNMS Viewer, you may also generate a report for the entire nation, specific regions, states, counties, communities or watersheds using the **NVUE Report Generator** tool
- Select **NVUE Reports** in the top menu
- Generate by a report by:
 - **Political Boundary**OR,
 - **Watershed**

The screenshot displays the user interface for the NVUE Report Generator. At the top, the 'CNMS Coordinated Needs Management Strategy' header is visible, with the 'NVUE Reports' menu item highlighted in a red box. A red arrow points from this menu item to the tool's interface. The tool's interface features a 'Select a Location' panel with dropdown menus for 'Region', 'State', and 'County', and a button labeled 'NVUE by Political Boundary >'. To the right, there are input fields for 'Community ID:' and 'HUC8 #:', and a 'List of Watersheds:' section with a 'Select All' button and a scrollable list area. A button labeled 'NVUE by Watershed >' is located at the bottom right of the tool's interface.

NVUE Report Generator: NVUE by Political Boundary

- Select a location (Region, State, or County) from the drop down menus
 - A list of Watersheds for your location selections will populate in the next box
 - If there is a specific Watershed(s) you wish to select, view [NVUE Report Generator: NVUE by Watershed](#) for more information
- Select **NVUE by Political Boundary** to pull a NVUE Report for your selected Region, State, or County

The screenshot shows the 'NVUE Report Generator' web application. At the top, it states: 'This tool provides a means to yield NVUE reports for the entire nation, specific regions, states, counties, communities or watersheds based upon your selections. This will render a report which you may export to the following file formats: Rich Text File (RTF) Microsoft Excel (XLS), Microsoft Word (DOC), Portable Document Format (PDF), Crystal Report (RPT), Comma Separated Values (CSV), and Extensible Markup Language (XML)'. Below this, there are input fields for 'Community ID:' and 'HUC8 #:'. A 'List of Watersheds:' section contains a list of watersheds: 'Middle Potomac-Anacostia-Ococoquan. DC, MD, VA.' and 'Middle Potomac-Catoctin. DC, Virginia, Maryland.', with a 'Select All' button. On the left, a 'Select a Location' panel is highlighted with a red border, containing dropdown menus for 'Region:' (Region III), 'State:' (Virginia), and 'County:' (Fairfax County), along with a button for 'NVUE by Political Boundary >'. At the bottom right, there is a button for 'NVUE by Watershed >'.

NVUE Report Generator: NVUE by Watershed

- Option 1: Enter in **Community ID** or **HUC8 #**

- Select the Watershed of interest from the list of results
- Select **NVUE by Watershed**

OR,

- Option 2: Use the **Select a Location** drop down menus to narrow down your selection of Watershed studies

- Select the Watershed of interest from the list of results
- Select **NVUE by Watershed**

Community ID:

HUC8 #:

List of Watersheds:

Skokomish. Washington.

NVUE Report Generator

This tool provides a means to yield NVUE reports for the entire nation, specific regions, states, counties, communities or watersheds based upon your selections. This will render a report which you may export to the following file formats:

Rich Text File (RTF)	Microsoft Excel (XLS)	Crystal Report (RPT)
Microsoft Word (DOC)		Comma Separated Values (CSV)
Portable Document Format (PDF)		Extensible Markup Language (XML)

Select a Location

Region:

State:

County:

Community ID:

HUC8 #:

List of Watersheds:

Middle Potomac-Anacostia-Occoquan. DC, MD, VA.

Middle Potomac-Catoctin. DC, Virginia, Maryland.

NVUE Report Generator: Report Example

- Print or export the report in the following available file formats
 - Rich Text File (RTF)
 - Microsoft Excel (XLS)
 - Microsoft Word (DOC)
 - Portable Document Format (PDF)
 - Crystal Report (RPT)
 - Comma Separated Values (CSV)
 - Extensible Markup Language (XML)

FEMA **CNMS NVUE Report**
Coordinated Needs Management Strategy

NVUE Report for REGION III - VIRGINIA

MODERNIZED INVENTORY			
UNKNOWN	Detailed Miles	Approximate Miles	Total Miles
TO BE ASSESSED	231.09	15,382.98	15,614.07
BEING ASSESSED	0.00	0.00	0.00
DEFERRED	0.00	0.00	0.00
UNVERIFIED			
TO BE STUDIED	1,631.78	227.31	1,859.09
BEING STUDIED	0.00	0.00	0.00
VALID			
NVUE COMPLIANT	3,670.58	1,583.94	5,254.52
MODERNIZED INVENTORY Totals:			
	5,533.45	17,194.23	22,727.68
PAPER INVENTORY			
UNKNOWN	Detailed Miles	Approximate Miles	Total Miles
TO BE ASSESSED	0.00	0.00	0.00
BEING ASSESSED	0.00	0.00	0.00
DEFERRED	0.00	0.00	0.00
UNVERIFIED			
TO BE STUDIED	0.00	0.00	0.00
BEING STUDIED	0.00	0.00	0.00
VALID			
NVUE COMPLIANT	0.00	0.00	0.00
PAPER INVENTORY Totals:			
	0.00	0.00	0.00
UNMAPPED			
UNKNOWN	Detailed Miles	Approximate Miles	Total Miles
BEING ASSESSED	0.00	0.00	0.00
NOT BEING ASSESSED	0.00	0.00	0.00
ASSESSED			
TO BE STUDIED	0.00	0.00	0.00
BEING STUDIED	0.00	0.00	0.00
DEFERRED	0.00	0.00	0.00
UNMAPPED Totals:			
	0.00	0.00	0.00
Report Totals			
	5,533.45	17,194.23	22,727.68
NVUE Statistics			
	NVUE Compliant	Non-NVUE Compliant	Total NVUE
Modernized Inventory	5,254.52	17,473.16	22,727.68
Full Inventory	5,254.53	17,473.16	22,727.69
	23.12%	77.00%	23.12%

Monday, March 23, 2015 Page 1 of 1

User Account Criteria

- User accounts are only necessary for submitting and reviewing mapping need requests
 - All other CNMS functions and data are publically available and do not require an account, including viewing validation statuses of flood studies and user-submitted mapping requests in the Viewer
- To create an account, you must be a local, state, or federal official approved by FEMA (e.g., community officials, floodplain managers, city planners, etc.)
 - Contact the CNMS Administrator in your Region or a [CNMS Lead](#) for more information on eligibility requirements for an account
- The CNMS Administrator for your region will review the request and grant appropriate account access

Account Creation

- To continue to request an account, visit the [CNMS Create An Account](#) page and enter in the required information:
 - Email address (account email address)
 - **First and Last Name**
 - Associated [FEMA Region](#)
 - Organizational Affiliation
- Select **Yes** or **No** to receive CNMS updates or system downtimes via email
- Select **Create Account**

CNMS Coordinated Needs Management Strategy
NVUE Reports NFHL on GeoPlatform Help Log In

Create An Account

An account id is only necessary for submitting and reviewing CNMS needs requests. All other functions of the CNMS viewer are publicly available and do not require an account.
In order to create an account, you must be a local, state, or federal official approved by FEMA. Please contact your [FEMA Regional Office](#) for more information on account eligibility.

User Name (e-mail address)

First Name

Last Name

Phone Number

FEMA Region

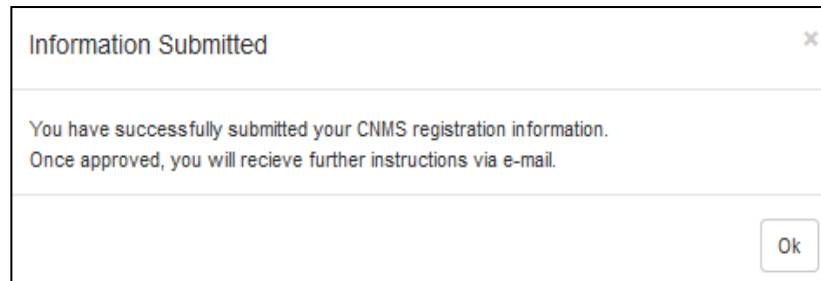
Organizational Affiliation

Opt-out of all e-mail notifications? Yes No

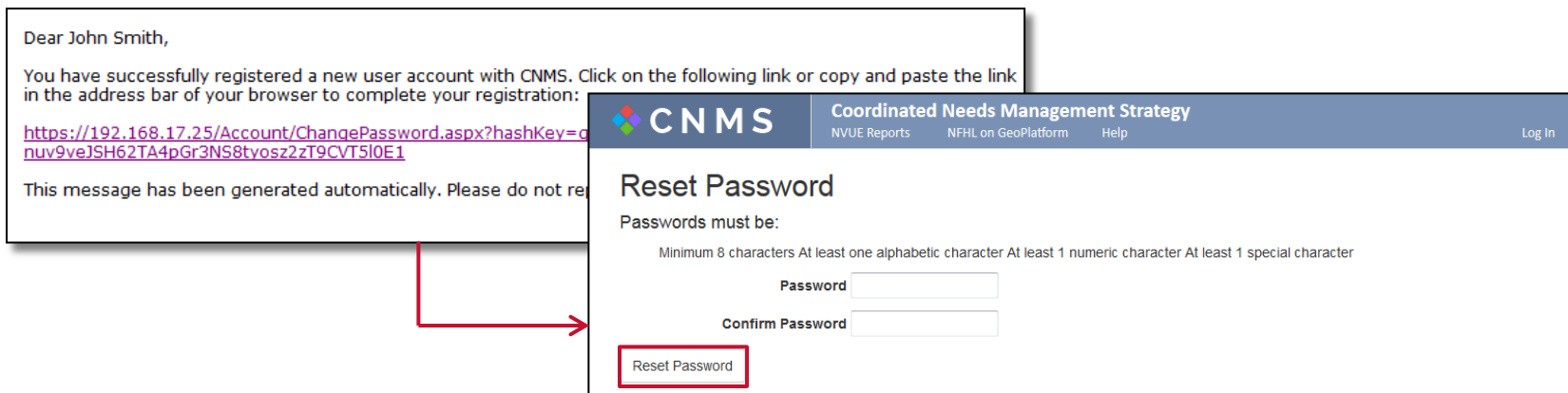
Create Account Cancel

Account Creation

- A confirmation message in the CNMS tool will display



- Once approved, a link will be sent via email to reset your password
- Select the provided link to enter in your new password
- Select **Reset Password**



The image shows an email on the left and a screenshot of the CNMS web application on the right. The email text reads: "Dear John Smith, You have successfully registered a new user account with CNMS. Click on the following link or copy and paste the link in the address bar of your browser to complete your registration: <https://192.168.17.25/Account/ChangePassword.aspx?hashKey=cnuv9veJSH62TA4pGr3N58tvosz2zT9CVT5l0E1> This message has been generated automatically. Please do not re...". A red arrow points from the email link to the "Reset Password" button on the web application. The web application header includes "CNMS Coordinated Needs Management Strategy" with navigation links for "NVUE Reports", "NFHL on GeoPlatform", "Help", and "Log In". The "Reset Password" page has the heading "Reset Password" and instructions: "Passwords must be: Minimum 8 characters At least one alphabetic character At least 1 numeric character At least 1 special character". Below these instructions are two input fields labeled "Password" and "Confirm Password". A red box highlights the "Reset Password" button at the bottom of the form.

Account Login

- Select **Log In** in the top menu bar of the CNMS tool
- Enter in your **Username** (email address) and **Password**
- Select **Log In**

CNMS Coordinated Needs Management Strategy
NVUE Reports NFHL on GeoPlatform Help **Log In**

CNMS Coordinated Needs Management Strategy
NVUE Reports NFHL on GeoPlatform Help **Log In**

Log In

Username (e-mail address)

Password

Remember me

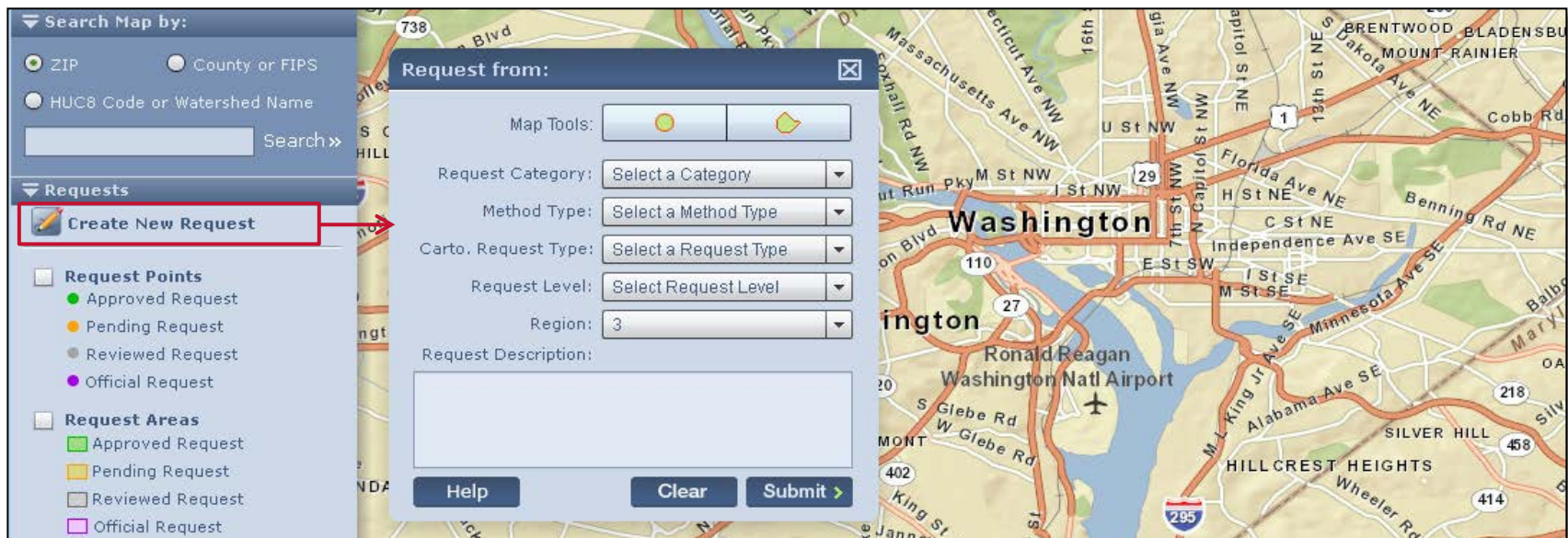
[Create an Account](#)

[Forgot Password?](#)

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.

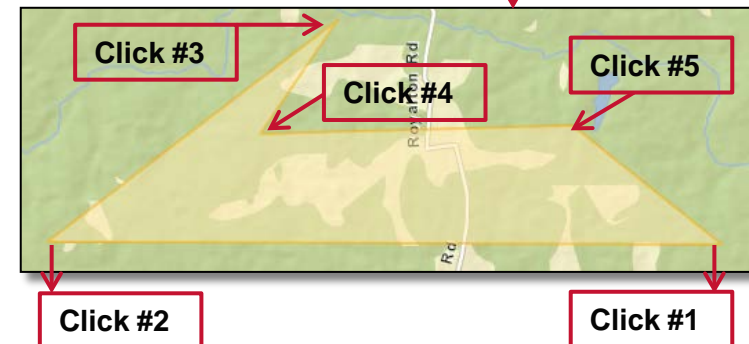
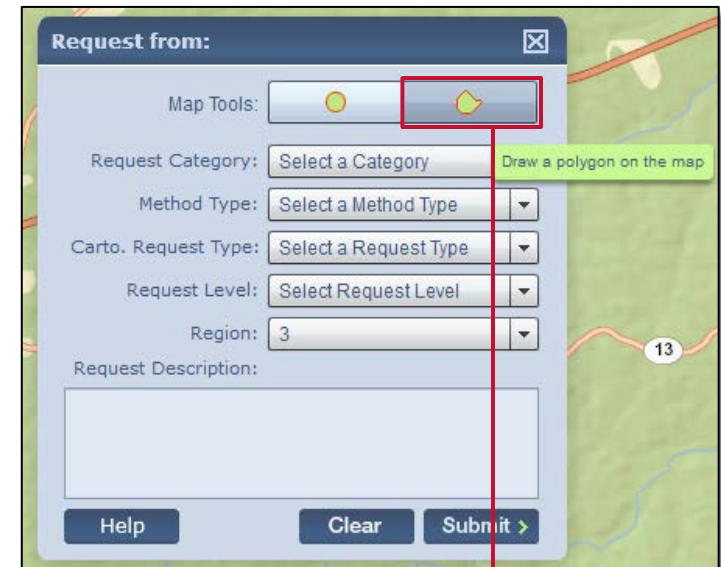
Submit a Mapping Need Request

- Zoom or **Search Map by** to navigate to your geographic area
 - **Create New Request** will become available once zoomed to the appropriate level
 - **Note:** Remember you must be logged into your CNMS account to submit a request
- Select **Create New Request**



Submit a Mapping Need Request

- A request pop-up window will display
- Enter in the required data fields for your request
 - Select your mapping tool of choice (circle or a polygon shape)
 - Place the mouse on the Viewer and **click** on the map to start drawing your request area
 - Do not drag the mouse to draw the area
 - Each click will mark an endpoint for the polygon figure
 - Double click the mouse to complete the request geographic area



Submit a Mapping Need Request

- Select **Clear** to re-draw your request area
 - **Map Tools** will become grayed out after completing the drawing of your request area
- Required data fields include
 - **Request Category:** Cartographic or Flood Data
 - **Method Type:** New, Updated, or Redelineation
 - **Cartographic Request Type:** Base Map Update, Index Panel Errors, Map Body Errors, Feature Symbolization, Map Collar Issues
 - **Request Level:** Detailed without Floodway, Detailed with Floodway, Approximate, Limited Detail, N/A
 - **Region** will populate with your affiliated FEMA Region(s)
 - **Request Description** (optional field)
- Select **Submit** when complete
 - A confirmation message in the CNMS tool will display stating your request will be reviewed soon

Request from: [X]

Map Tools: [] []

Request Category: [Select a Category]

Method Type: [Select a Method Type]

Carto. Request Type: [Select a Request Type]

Request Level: [Select Request Level]

Region: [3]

Request Description: []

Help Clear Submit >

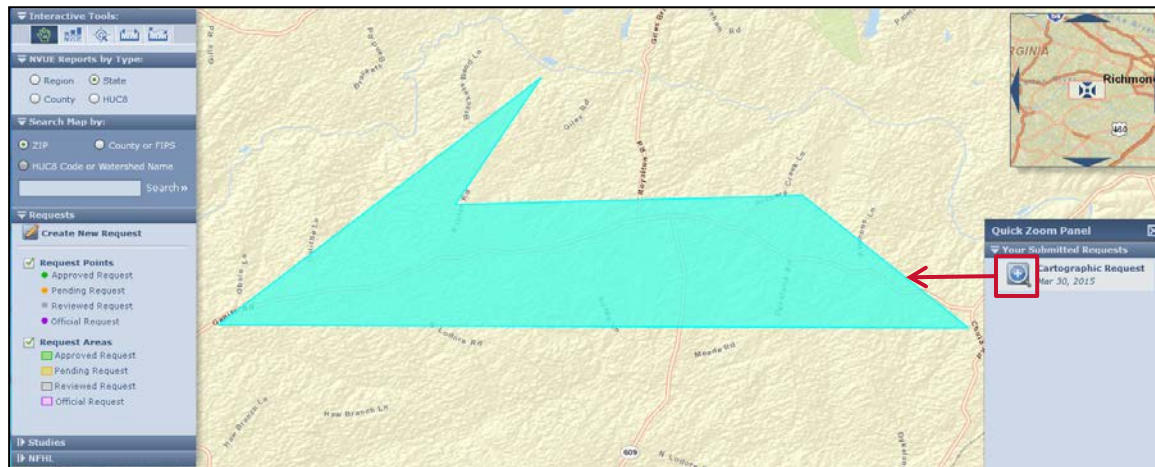
Message

Thank you for submitting your request, it will be reviewed soon.

OK

Submit a Mapping Need Request: Quick Zoom Panel

- After submitting a request, track your submission in the **Quick Zoom Panel** on the CNMS Viewer
 - The request will automatically go into 'Pending' status
- Select the magnifying glass to zoom to your submitted request
 - By default, the request area will be shaded blue to represent that the object is selected
 - When another request area is selected, the shaded color will change to reflect the current review status of the request (e.g., green, yellow, grey, or purple)



Submit a Mapping Need Request: Quick Zoom Panel

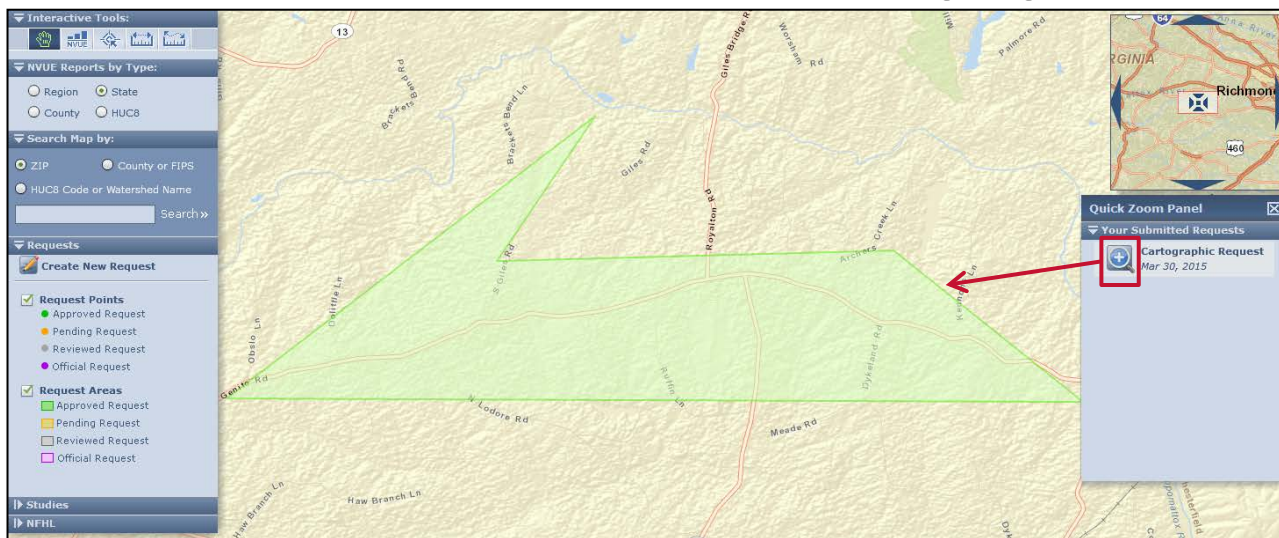
- You will receive an email when the status of your submitted request is updated

Dear John Smith,

Your status of request 8002 submitted on Mar 30, 2015 has changed from 'Pending' to 'Accepted'.

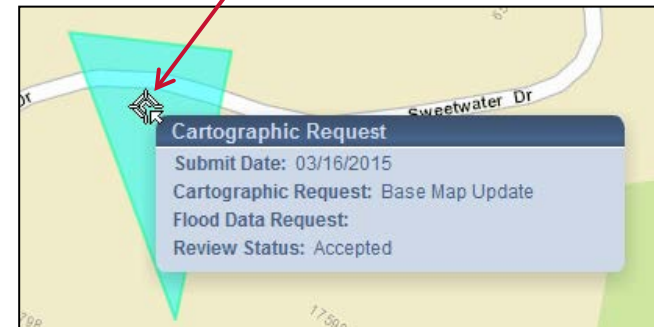
This message has been generated automatically. Please do not reply to this message.

- Logging back into the tool, the request will be shaded as appropriate to reflect the updated status (e.g., green for approved)



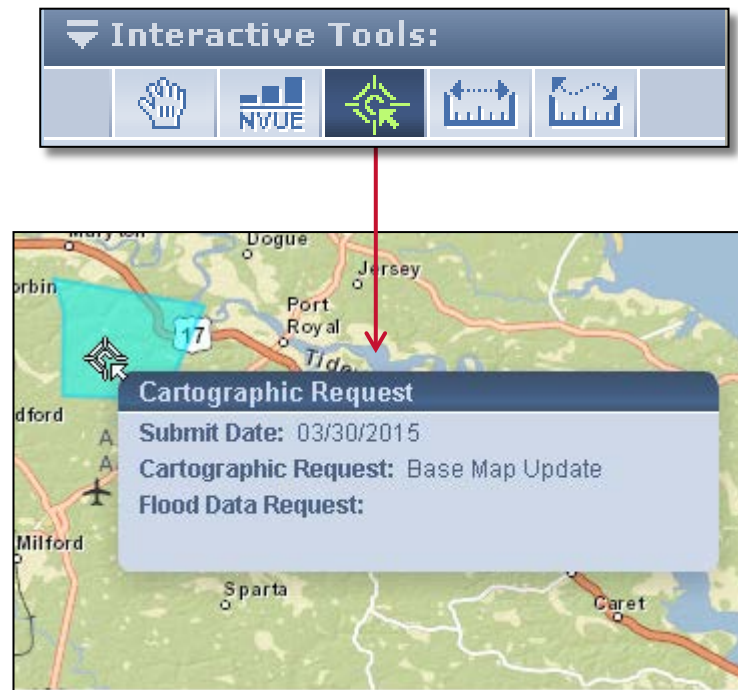
View User-Submitted Request Data

- You may view review statuses of other user-submitted requests located within your affiliated FEMA Region
- Select the interactive tool outlined in red to explore existing and submitted requests
- Select a submitted request of interest and view the following details of that request:
 - Submit Date
 - Request Category (Cartographic Request or Flood Data Request)
 - Request Type (Base Map Update, Index Panel Errors, Map Body Errors, Feature Symbolization, Map Collar Issues)
 - Review Status (Pending, Approved, Reviewed, Official)



View User-Submitted Request Data

- Users may view details of request data outside their Region, but will not have access to Review Status information
 - This is the same level off access as public visitors (unregistered users) of the CNMS tool



Reset and Forgot Password

- Account passwords expire every 45 days
- Select **Reset Password** displayed in the footer of the CNMS tool
 - If you forgot your password, select **Forgot Password?** on the Log In page
- Select **Reset Password**
 - A confirmation message will display in the tool and your password reset will be sent to your email
- Select the provided hyperlink in the email to reset your password
- You will receive a confirmation email stating your password has been updated

Contact Us | Download Plug-ins | Privacy Policy | Accessibility | FEMA | DHS | USA.gov | Account Settings | **Reset Password**

Reset Password
Click the button below to receive an e-mail which will include a link to reset your account. You will be logged out of CNMS.

Reset Password

Dear John Smith,

Your CNMS password has been reset. To set your password click on the following link or copy and paste the link into the address bar of your browser:

https://192.168.17.25/Account/ChangePassword.aspx?hashKey=qzivAlej9MD52LQHHqlaC0ROu691ZVqhd2hi6y_uv6HZsFXAo8PIC0hLxUSFkmlQY4Wemhq13c1

This message has been generated automatically. Please do not reply to this message.

Dear John Smith,

Your CNMS account password has been changed. If this change was NOT initiated by you, please contact us immediately at miphelp@riskmapcds.com.

This message has been generated automatically. Please do not reply to this message.

Additional User Resources

- For more information on CNMS, visit the following user resources:
 - [Webpage](#)
 - [Fact sheet](#) on the FEMA Library
- Or, contact the following CNMS leads:
 - National CNMS Leads:
 - Rick Sacbibit- Patrick.Sacbibit@fema.dhs.gov (Headquarters)
 - Andy Read- Andrew.Read@fema.dhs.gov (Headquarters)
 - Jon Johnson at Jonathan.Johnson@atkinsglobal.com (Production and Technical Services (PTS) Provider)
 - Eric Danielson at erik.danielson@aecom.com (Production and Technical Services (PTS) Provider)
 - Jeff Burm at jeffrey.burm@aecom.com (Production and Technical Services (PTS) Provider)

Help Desk Support

- For Help Desk support, contact:
 - A [FEMA Map Information eXchange \(FMIX\)](#) Map Specialist for flood hazard mapping or floodplain management related inquiries
 - Call (1-877)FEMA MAP (1-877-336-2627) Monday-Friday, 8:00am- 6:30pm (EST)
 - Email FEMAMapSpecialist@riskmapcds.com
 - [Chat](#) with a Map Specialist Monday-Friday, 9:00am- 5:00pm (EST)
 - The [MIP Help Desk](#) at miphelp@riskmapcds.com for assistance in password resets or other system related inquiries



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