USER ID REQUIREMENTS

The purpose of this message is to remind AFG applicants of the "User ID" requirements for creating or accessing AFG applications or awards. The FY2014 Assistance to Firefighter Grants application is now available and we want to remind everyone that only the unique "User ID" associated with your organization may be used to create or access an application. Please read the following information to ensure a smooth start to your application process.

1. If your organization has applied in the past, you MUST use the user ID used to submit previous AFG applications. If you do not have access to that information, please do the following to request that information:

   Send a letter explaining why you need this information, and if you also need to change the Primary Contact information. Please be aware changing the Primary Contact on one grant will cause the Primary Contact to be changed on all other department grants submitted under the same user ID. Contact changes may take up to three days to process. The letter must be on fire department letterhead and signed by the Fire Chief of the department. Fax or email a copy of the letter to Annette Robinson at 1-866-274-0942 or Annette.Robinson2@fema.dhs.gov.

   DHS/FEMA/Grant Programs Directorate
   Assistance to Firefighters Grant Program
   Annette Robinson - Room 5026
   Tech World Bldg - South Tower 5th Floor
   500 C Street, SW
   Washington, DC 20472-3620

   The following information must be included in the letter:
   1. Grant number
   2. Previous primary contact person's name
   3. Explanation of why access to the grant is needed
   4. New contact person's name
   5. New contact person's mother's maiden name
   6. New contact person's date of birth
   7. New contact person's e-mail address
   8. Two phone numbers for the new contact person

   Once processed, you will receive an e-mail from Pinky Sheets indicating the online system has been updated. You will also receive an automated e-mail from EOPS@dhs.gov with your user ID and temporary password.

   If you do not receive this automated e-mail from EOPS@dhs.gov within two days of faxing your request and receiving the e-mail from Ms. Sheets, you should look in your junk mail file. The electronic e-mails are sometimes filtered and sent directly to junk mail.

   If you are still unable to get a new user ID and password, go onto the Web site at www.fema.gov/firegrants and choose e-grant application. You will get an application sign-in screen.

Click on forgot password, answer the two security questions and submit your request.

2. If you have represented a different organization in the past, YOU CANNOT use the user ID used to submit applications for the previous department. USER ID's belong to the organization and NOT to the person filling out the application. In this instance use the USER ID that belongs to the new organization that you represent.

3. The creation of a NEW USER ID is only for organizations who have NEVER applied for AFG Grants in the past. This is for truly "New Users(organizations)"

4. If you have issues with logging in, please call the help desk 1-866-274-0960.