



FEMA

Community Emergency Response Team (CERT) Registration Site

CERT Team User Guide

VOLUME 1, APRIL 2021





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SECTION 1:

Welcome to the CERT Community



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What is the CERT Community?

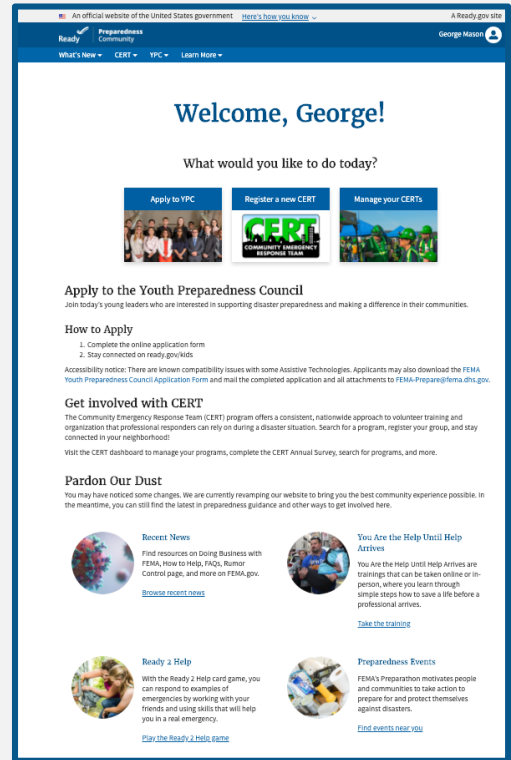
The Community Emergency Response Team (CERT) Registration Site is now part of the Preparedness Community!

The Preparedness Community is FEMA’s online webspace for connecting individuals to preparedness programs, including CERT.

You can now register, join, or login to update information about your CERT program. You may also find and connect with a local CERT program using the newly designed CERT Community site.

Additional new features include:

- Register A New CERT
- Manage Your CERTs
- Access to CERT Trainings
- Browse Recent News
- Find Events Near You



How to Access the CERT Registration Site

If you already have an account, you can login and access the CERT Registration site here: <https://community.fema.gov/PreparednessCommunity/s/welcome-to-cert>

- It is recommended that you bookmark your CERT Dashboard page once you have logged in for easy access.

If you do not have an account yet, register to access the site here: <https://community.fema.gov/PreparednessCommunity/s/welcome-to-cert>

Welcome to the Preparedness Community!

Hi Amanda,

Thank you for signing up for the Preparedness Community, our new, web-based experience where you can explore preparedness-related content, find resources, and connect with local and national FEMA preparedness programs.

What's new?
Everything. And nothing. For those familiar with FEMA's preparedness programs, the Preparedness Community is now home to the applications for the Youth Preparedness Council (YPC) and Community Emergency Response Team (CERT) registration, as well as local preparedness event listings, learning materials, trainings, and more.

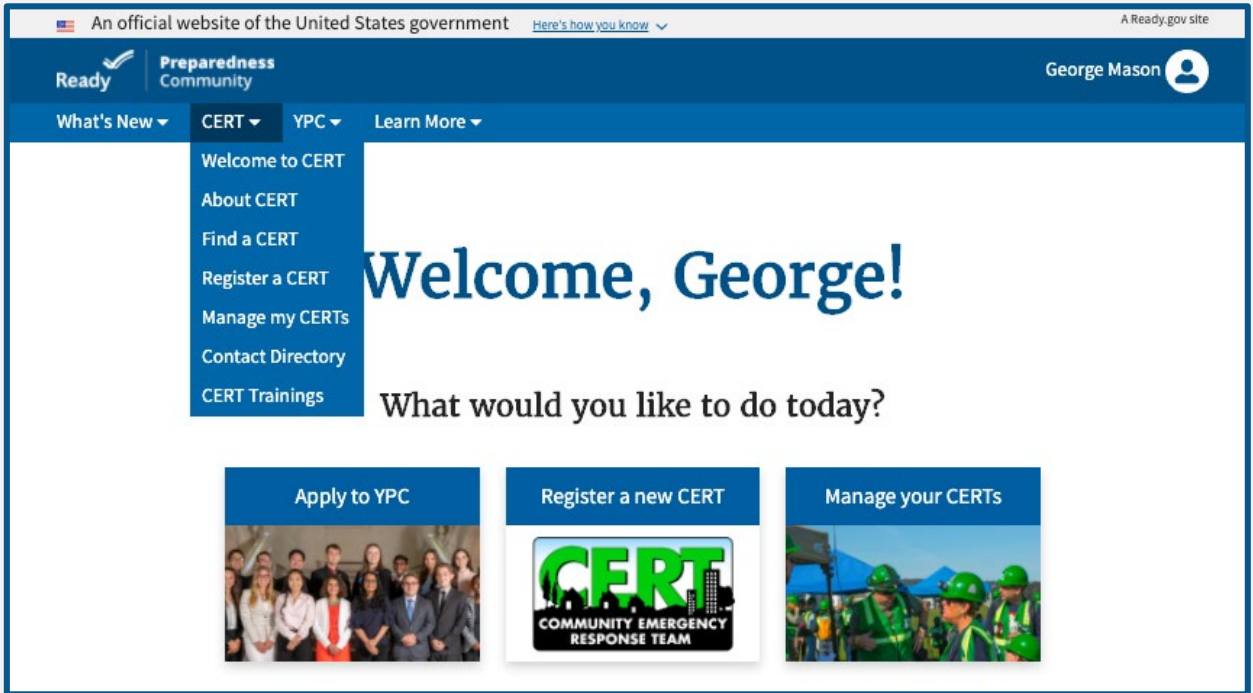
Get started.
Create your password and login by clicking **Get Started Now**.

[Get Started Now](#)

If you encounter any trouble accessing your Preparedness Community account, please contact us at FEMA-Prepare@fema.dhs.gov for assistance.



CERT Community Site Highlights



- 1 CERT Dashboard
- 2 Welcome to CERT
- 3 About CERT
- 4 Find a CERT Program
- 5 Register a CERT Program
- 6 Search the Contact Directory
- 7 Access CERT Trainings



Reset Your Password

Follow these instructions to reset or change your password:

- 1 Click **Login** in the top righthand corner of your homepage to access the Password registration form.



- 2 Click **Change Password** next to “Forgot your password?”.

- 3 Type in your email address and click **Enter**.

- 4 If your account is located, you will receive an email with instructions on how to change your password.

If you do not receive an email, please check your spam folder or contact us at:

FEMA-Prepare@fema.dhs.gov.

Welcome Back

Disaster preparedness, response, and recovery is a whole community effort. Login to access curated content, get involved with our preparedness programs, and connect with your community.

Email

Password

Login

Forgot your password? [Change password](#)

Don't have an account? [Register now](#)

Are you a CERT Coordinator or YPC Reviewer? [Login here](#)



Reset your password

To reset your password, we'll need your email. If we locate your account, we'll send you an email with instructions on how to change your password.

Email

Reset my password

Back to login

3

Need Help?

If you run into any issues, such as problems while logging in, resetting your password, changing your user email address, or recovering your account, please reach out to us at:

FEMA-prepare@dhs.fema.gov.

SECTION 2: CERT Registration Process



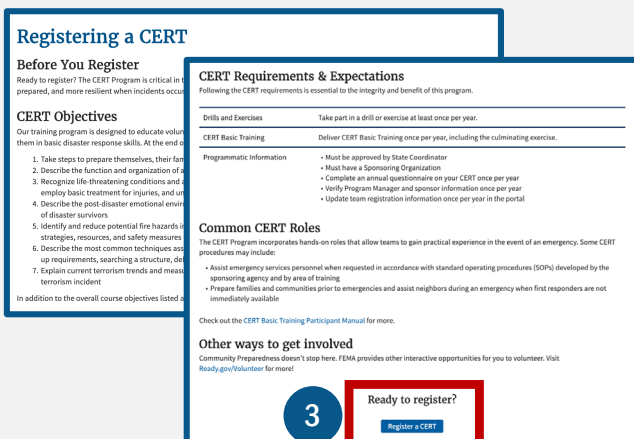
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How to Register a CERT

1 To begin CERT Registration, you can access the Registration page by clicking the **CERT tab** in the navigation toolbar and selecting **Register a CERT**.

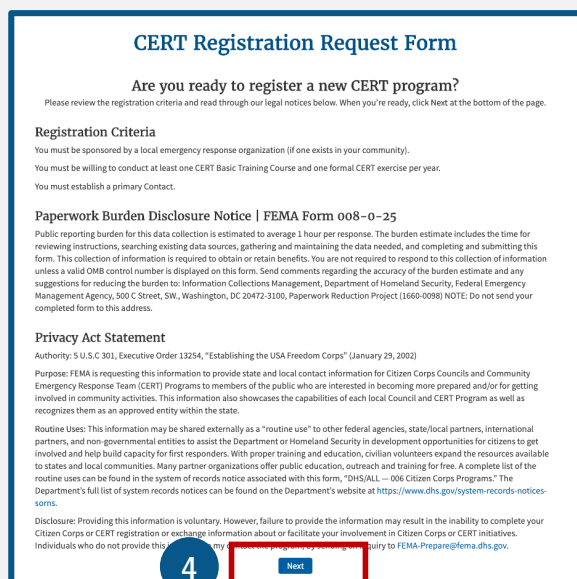


2 You will then be redirected to the Registering a CERT Objectives, Requirements And Expectations page where you will find CERT objectives, requirements and expectations, as well as common CERT roles explained.



3 Once you are ready to register, click **Register a CERT** at the bottom of the page.

4 Read through the CERT Registration Request Form message and scroll to the bottom of the page and click **Next** to continue.





The next step is completing the CERT Registration Request form with the following information:

1 Program Information:
Tell us about your program. Upon your acceptance, the information provided will be searchable by the public. All fields are required to proceed.

2 Sponsor Information:
Tell us about your sponsoring organization, including name and organization type.

3 Meeting or Training location:
Provide the location of where you plan to meet or train. This will be used to update your CERT in the CERT program search upon your acceptance. If you do not have an address, please provide the address of your sponsoring organization.

4 Contact Information:
Enter a contact email and phone number for your CERT. This information will be visible to the public when they find your CERT in their search results.

5 Once you have filled out the required fields you can click **Next** to continue or **Previous** to go back and change any information.

CERT Registration Request Form

1 Program Information
Tell us about your program. Upon your acceptance, the information provided will be searchable by the public. All fields are required to proceed.

* What is the name of your CERT program?

* Select your CERT type.
--None--

* What is the name of the community you serve? This information will help us understand who you plan to support.

* What is the type of community you serve?
--None--

* What is the mission of your program?
 Train and retain (program delivers regular trainings to community and program members and retains them, forming one or more teams for response, preparedness, or other community activities to the core members that administer the program and deliver regular training)
 Training only (program delivers regular training to community members, but does not retain them to maintain teams for response, preparedness, or other activities)
 My program is a registered 501(c)(3) non-profit.

2 Sponsor Information

* What type of organization is your Sponsor?
--None--

3 Meeting or Training Location
Provide the location of where you plan to meet or train. This will be used to locate your CERT in the CERT program search upon your acceptance. If you do not have an address, please provide the address of your sponsoring organization.

* Street

* City

* State
--None--

* Zip Code

4 Contact Information
Please enter a contact email and phone number for your CERT. This information will be used to populate the CERT program search upon your acceptance.

* Email

* Phone

[Previous](#) **5** [Next](#)



The next screen will ask you for Your Information. Please fill out the requested fields.

- 1 If you serve as the **Program Manager** of this CERT, check the corresponding box.
 - The **Program Manager** is responsible for the day-to-day operations of the CERT including orientation, managing members, ensuring effective training, and supervising program resources.
- 2 If you are the **Sponsoring Organization Contact** for this CERT, check the corresponding box.
 - The **Sponsor Point of Contact** is responsible for managing the relationship between your CERT and the Sponsoring Organization. This person should be affiliated with the Sponsor in a professional capacity.
- 3 Click **Next** to continue.

CERT Registration Request Form

Your Information

Tell us about yourself. A CERT Regional or State Coordinator will reach out to you when reviewing your application. Once accepted, your information will populate the CERT contact directory. All fields are required to proceed.

I will serve as the Program Manager for this CERT.



I will serve as the Sponsoring Organization Contact for this CERT.



Your phone number (ex. 1234567890)

* Phone

Previous

3

Next

SECTION 2: CERT Registration Process



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If you are the Sponsor, or the PM is the sponsor, you do not need to complete the following:

1 If you have not selected yourself as the Sponsor, you will be prompted to fill out the following required Sponsor Information: First and Last name, Email, Phone, and Sponsor Contact title

2 Click **Next** to continue.

3 The following screen will provide you a chance to Review and Submit all your responses for final submissions.

4 To make any changes click **Previous**.

5 Once you have reviewed your submissions you can click **Submit**.

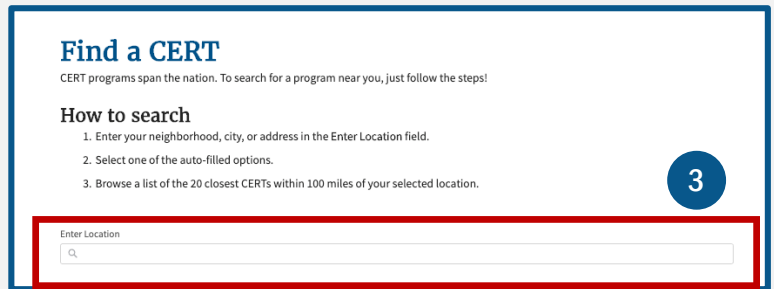
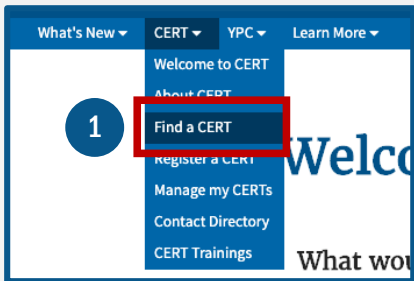
6 Now that you have successfully submitted the Community Emergency Response Team registration form, you will be contacted by your regional or state coordinator during the review process to validate that you understand program requirements and responsibilities and confirm your sponsoring organization point of contact's sponsorship of your team.

7 Once confirmed, you may manage your CERT programs and connect to other programs in your area. Share valuable data demonstrating growth and impact by completing the **Annual Certification**.

8 At this time, your CERT program will appear on your homepage for quick access.

Use the Find a CERT Feature to Find CERTs Near You

CERT program search results are returned by distance from your search location, with the closest programs appearing first.



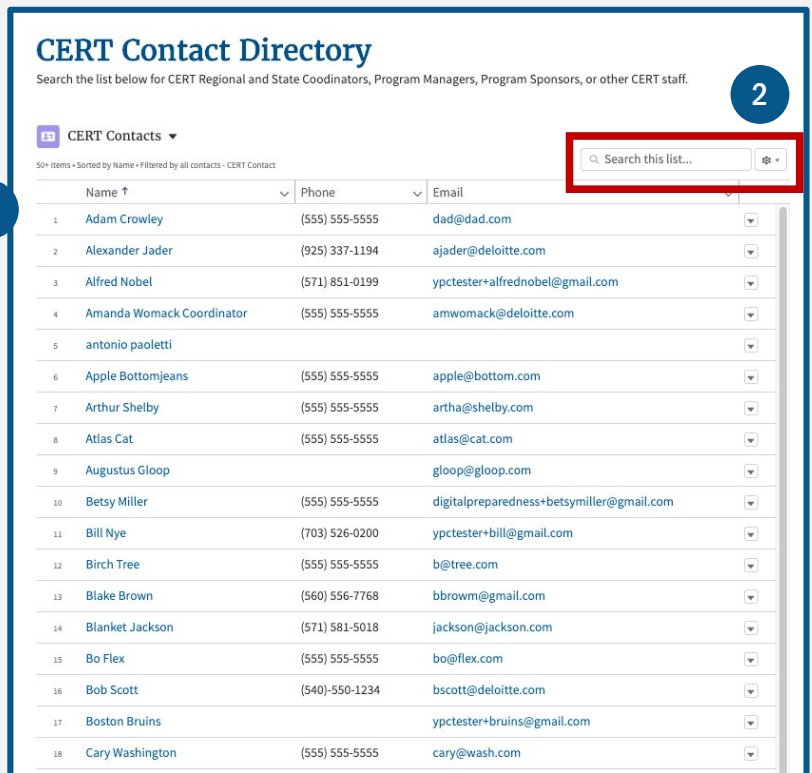
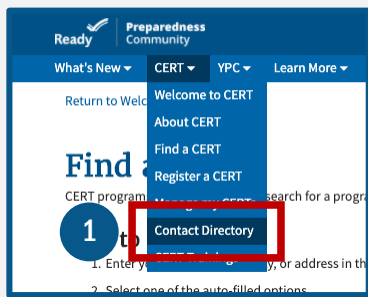
- 1 Access the Find a CERT feature by clicking on the **CERT tab** in the navigation toolbar and select **Find a CERT**
- 2 You will be redirected to the default Find a CERT page.
- 3 Enter your **neighborhood, city, or address** in the Enter Location field.
- 4 Select one of the auto-filled options.
- 5 A list of up-to 20 closest CERTs within 100 miles of your selected location will populate.



How to Access the Contact Directory

You can now search the CERT Contact Directory for CERT Regional and State Coordinators, Program Managers, Program Sponsors, or other CERT Contacts.

- 1 Access the Contact Directory by clicking on the **CERT** tab in the navigation toolbar and selecting **Contact Directory**.
- 2 You may filter your Contact Directory by using the **Search this List** feature. This allows you to search for contacts by name.
- 3 Click on the **Contact name** to view that individual's contact information.



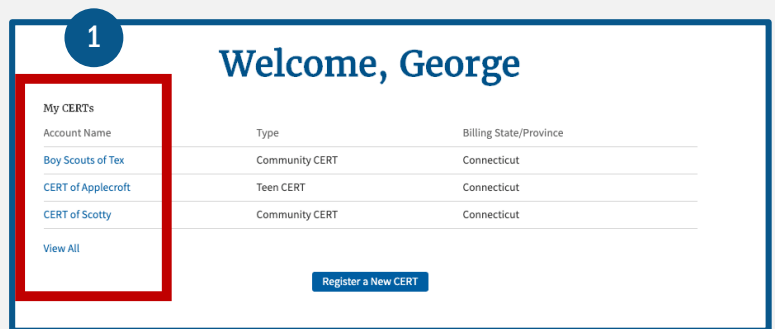
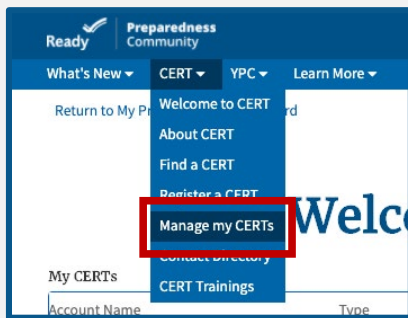
SECTION 4: CERT Program Management



FEMA

To access your CERT Dashboard from the Preparedness Community homepage, click the **CERT** tab in the navigation toolbar and choose **Manage My CERT(s)** from the dropdown menu.

- The newly designed CERT Management page allows you to manage all of your CERTs, Related Contacts, Teams, Deployments, Preparedness Activities and Annual Certifications from one location.



How to Edit CERT Accounts

1 Click on the **Account Name** for the CERT you want to edit.



2 Click **Edit** to update or change any of the Account information such as *Name, Phone Number, Email, Meeting or Training Location, and other additional information.*

Account Name: Boy Scouts of Tex
Type: Community CERT
Phone: 4125478484
Email: jim@yahoo.com
Description:
Community Served: Austin
Community Served Type: City
Meeting or Training Location:
Billing address:
Billing Country: United States
Billing Street: 310 E Rivaion Blvd
Billing City: Austin, Billing State/Province: Connecticut
Billing Zip/Postal Code: 94588
Sponsor Information:
Sponsoring Organization Name: Boy Scouts of California

3 Click **Save** when you are finished.

How to Add CERT Team

Larger CERTs may now register their component teams. Teams appear in the CERT Search feature and will be available to the public. Registering teams make it easier for members of your community to get in touch with the part of your team nearest or of most interest to them. You may also manage your teams by visiting your CERT profile.

You can **Add a CERT Team** directly from your CERT profile by:

- 1 Clicking **Add CERT Team** to add a team to a CERT program



- 2 Fill out the required fields: **Name, Type, Community, Email, Phone Number**

Add CERT Team

Many CERT programs use a "team" hierarchy in which smaller individual teams make up the larger CERT program. This can be the result of a program encompassing a large geographic area or an area with a large population, such as New York City. In the NYC example, the CERT of NYC could have a Chinatown team, a Midtown team, or an Upper East Side team.

To add a team to this program, fill out the form. Click Next to submit the form.

- * Name of CERT Team
- * Type of team
- * Please provide the name of the community that this team serves.
- * Please provide a contact email for this team.

* Please provide a contact phone number for this team (accepted formats include (555) 555-5555, 555-5555, or 1234567890).

Please provide an address for this team. This can be the meeting or training location or any other valid address.

Country
United States

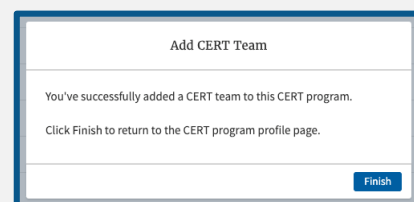
Address

City State/Province
--None--

Zip/Postal Code

Next

- 3 Click **Next**,
- 4 You will see a message pop up notifying that you successfully added a CERT team.
- 5 Click **Finish** to return to the CERT profile page.



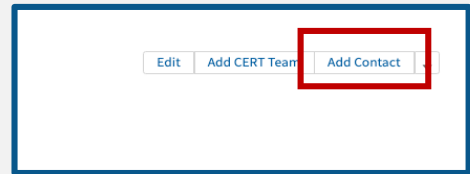
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How to Add Contact

CERT programs are required to keep an accurate and up-to-date list of contacts. You can add a contact directly to the program and define their role in the organization. A contact may serve in a variety of roles including CERT Contact, Sponsoring Organization Contact, Program Manager, or both.

You can **Add Contact(s)** directly from your CERT profile by:

1 Clicking **Add Contact** to populate the CERT Contact Directory with a new contact.

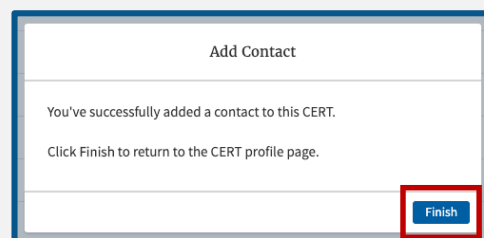


2 Fill out the required fields: **Name, Email, Phone Number, Organization, Title, Relationship to CERT.**

A screenshot of the 'Add Contact' form. It includes a list of roles: 1. CERT Contact, 2. Sponsoring Organization Contact, 3. Program Manager, 4. Sponsoring Organization Contact and Program Manager. Below the list is a note: 'Use the "Relationship to CERT" field to choose the role that best represents the contact's relationship to your CERT. All fields are required.' The form has several input fields: 'First Name', 'Last Name', 'Please provide a contact email.' (with 'john.smith@example.com' entered), 'Please provide a contact phone number for (accepted formats include (555) 555-5555, 555-555-5555, or 1234567890).', 'Organization', 'Title', and 'Relationship to CERT' (a dropdown menu with 'CERT Contact' selected). The 'Next' button at the bottom right is highlighted with a red box.

3 Review the information and click **Next**

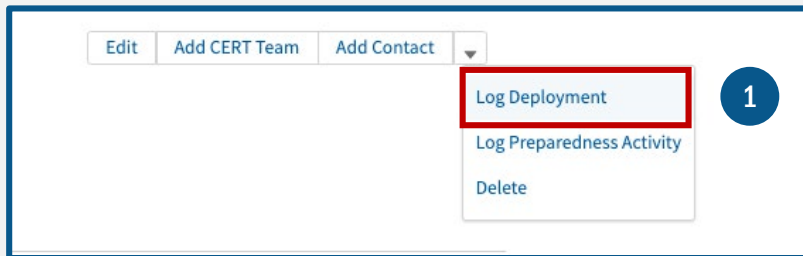
4 You will see a message pop up notifying you that you successfully added a contact.



5 Click **Finish** to return to the CERT profile page.

How to Log a Deployment

CERT programs and teams can be deployed by their Sponsoring Organization to assist in a variety of emergency situations.



You can log and track your CERT's deployment activity directly from your CERT profile by:

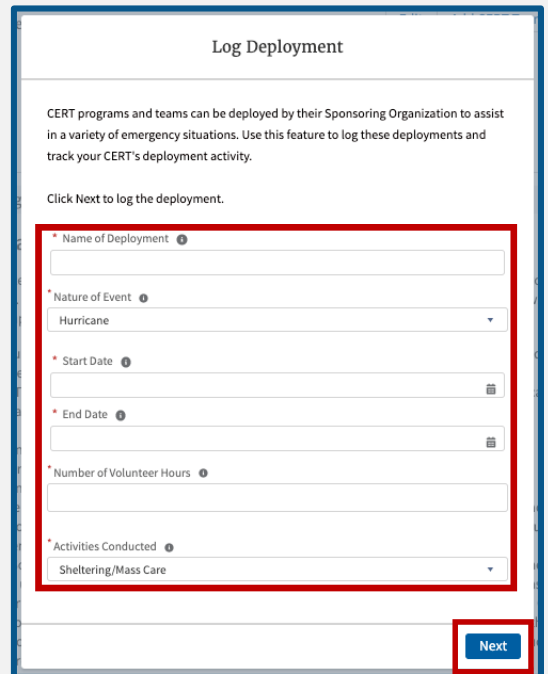
1 Clicking on **Log a Deployment**. Depending on your device or screen size, some of the actions may be collapsed in the “Show more actions” dropdown.

2 Fill out the required fields: *Name, Nature of the Event, Start and End dates, number of volunteer hours, and activities conducted*.

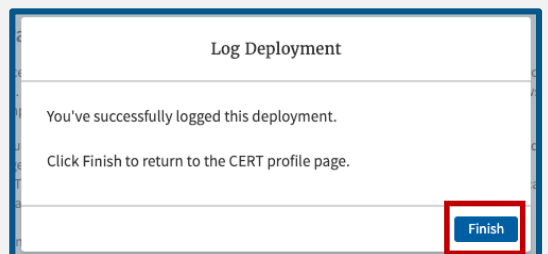
3 Click **Next** once you are finished.

4 You will see a message pop up notifying you that you successfully logged this deployment.

5 Click **Finish** to return to the CERT profile page.



A screenshot of the 'Log Deployment' form. The form title is 'Log Deployment'. Below the title is a paragraph: 'CERT programs and teams can be deployed by their Sponsoring Organization to assist in a variety of emergency situations. Use this feature to log these deployments and track your CERT's deployment activity.' Below this is the instruction 'Click Next to log the deployment.' The form contains several fields: 'Name of Deployment' (text input), 'Nature of Event' (dropdown menu with 'Hurricane' selected), 'Start Date' (date input), 'End Date' (date input), 'Number of Volunteer Hours' (text input), and 'Activities Conducted' (dropdown menu with 'Sheltering/Mass Care' selected). A blue 'Next' button is at the bottom right. A red box highlights the input fields, and a blue circle with the number '2' is next to it.



A screenshot of the 'Log Deployment' confirmation message. The form title is 'Log Deployment'. Below the title is a message: 'You've successfully logged this deployment. Click Finish to return to the CERT profile page.' A blue 'Finish' button is at the bottom right. A red box highlights the 'Finish' button, and a blue circle with the number '5' is next to it.

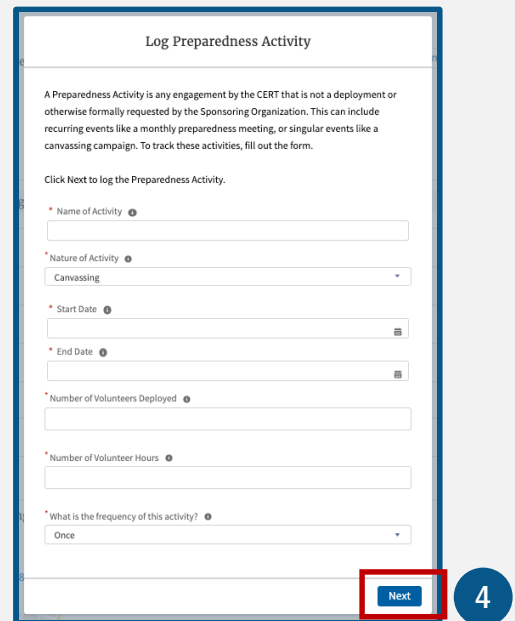
How to Log a Preparedness Activity

CERT leaders are now able to log preparedness activities and deployments at any time on their CERT profile. We ask that you review and log these activities for your CERT at least once per year as part of the Annual Certification.

- 1 Click on the **Account Name** for the CERT you want to edit.
- 2 Click **Log Preparedness Activity**. Depending on your device or screen size, some of the actions may be collapsed in the “Show more actions” dropdown.



- 3 Fill out the required fields: *Name of Activity*, *Nature of Activity*, *Start and End dates*, *number of volunteers deployed* and *number of volunteer hours*, and *frequency of activity*.



The image shows a 'Log Preparedness Activity' form. The form contains the following fields: 'Name of Activity' (text input), 'Nature of Activity' (dropdown menu with 'Canvassing' selected), 'Start Date' (calendar icon), 'End Date' (calendar icon), 'Number of Volunteers Deployed' (text input), 'Number of Volunteer Hours' (text input), and 'What is the frequency of this activity?' (dropdown menu with 'Once' selected). A 'Next' button is located at the bottom right of the form and is highlighted with a red box. The form is labeled with a '4' in a blue circle.

- 4 Click **Next** once you are finished.
- 5 You will see a message pop up notifying you that you successfully logged this activity.
- 6 Click **Finish** to return to the CERT profile page.



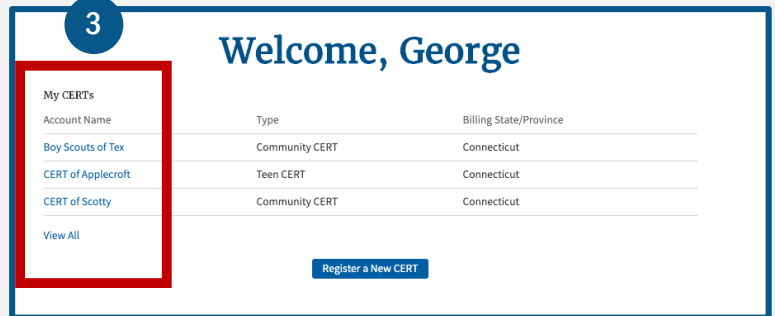
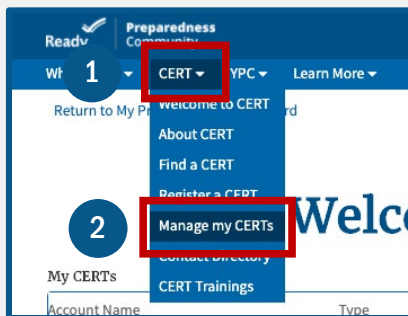
Annual Certification Management

The Annual Certification must be completed by all CERT Programs by July 31, 2021. Once submitted, you will not be able to edit your responses.

How to Complete the CERT Annual Certification

All Annual Certification forms will be posted at the beginning of the calendar year. Once the Annual Certification form has been posted, it will appear in the Certifications list on your CERT Dashboard.

- 1 Click the **CERT tab** in the navigation toolbar.
- 2 Choose **Manage My CERT(s)** from the dropdown menu.



- 3 Click on the **Account Name** you want to view.
- 4 Scroll down the page to view the **My Open Certifications** tile.

Certification Name	Status	Annual Certification Complete?	Created Date
Certification 2019	Open	Yes	8/6/2020 5:12 PM
Certification 2020	Open	No	8/6/2020 3:13 PM
Certification 2021	Open	No	1/6/2021 5:17 PM

- 5 Click on the **Annual Certification name** you want to view.

SECTION 5: CERT Annual Certification



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6 Review the information on the Annual Certification Disclaimer page.

Annual Certification

About the Annual Certification

The Community Emergency Response Team (CERT) Annual Certification helps FEMA collect and maintain data used to measure the CERT program's nationwide impact and informs investment decisions for future program trainings and updates. We ask that each CERT complete the Annual Certification once per year. Any verified point of contact for a CERT can complete the certification on behalf of their team

What's new?

- While we ask that you verify your CERT profile in the Annual Certification, you can now update your CERT profile at any time from your program dashboard.
- Larger CERTs can now register their component teams with the site. Teams appear in the CERT Search feature available to the public. Registering teams makes it easier for members of your community to get in touch with the part of your team nearest or of most interest to them. You can also manage your teams outside the Annual Certification by visiting your CERT profile.
- CERT leaders can now log preparedness activities and deployment at any time on their CERT profile. We ask that you review and log these activities for your CERT at least once per year as part of the Annual Certification.
- The Annual Certification must be completed by all CERT Programs by July 31st. After submission, you are not allowed to edit your responses.

Disclaimer

PAPERWORK BURDEN DISCLOSURE NOTICE
FEMA Form 008-0-25

Public reporting burden for this data collection is estimated to average 5 hours per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing this form. This collection of information is required to obtain or retain benefits. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW., Washington, DC 20472-3100, Paperwork Reduction Project (1660-0098) NOTE: Do not send your completed form to this address.

[Begin Annual Certification](#)

7 Click **Begin Annual Certification**.



8 You will now be asked to review your CERT profile information. If the information provided is accurate, click **Continue**.

Confirm Program Profile

Please review your CERT profile information. If the information provided is accurate, click Continue.

Program Information

Boy Scouts of Tex [Edit](#)

Program Name
Boy Scouts of Tex

Program Type	Community Served	Community Served Type
Community CERT	Austin	City

Trainings Available
CERT Animal Response (Amateur Radio Operation)

Program Mission
Training only

Meeting or Training Location

Street Address
310 E Rivulon Blvd

City	State	Zip Code
Austin	Connecticut	94588

Sponsoring Organization Information

Sponsoring Organization Name
Boy Scouts of California

Sponsoring Organization Type	Other Sponsoring Organization Type
Other	Not Testing

Program Contacts

Contacts

[Update in profile](#)

Name	Roles	Phone	Email
Hannah Epstein	CERT Contact	(555) 555-5555	example@gmail.com
Tester One	CERT Contact	(555) 555-5555	test1@gmail.com
Emerald West	Sponsoring Organization Cont...	(570) 581-5018	ypcster+emerald@gmail...
Augustus Gloop	Program Manager		gloop@gloop.com
Blanket Jackson	Sponsoring Organization Cont...	(571) 581-5018	jackson@jackson.com
Jerk Chicken	CERT Contact	(555) 555-5555	jerk@jerk.com
Jordan Mike	Sponsoring Organization Cont...	(555) 555-5555	mike@j.com
Mary Custus	Program Manager	(555) 555-5555	custus@deloitte.com
Ronnie test	Sponsoring Organization Cont...	(925) 337-1194	jo@jo.com
test2	Sponsoring Organization Cont...	(123) 451-2345	testmail@test.com

[Previous](#) [Continue](#)



SECTION 5: CERT Annual Certification





FEMA

You will now be asked to Log Activities or Deployments related to the selected Annual Certification.

- FEMA asks that you provide this information to help us measure the impact of your CERT programs at a local, regional and national level.

1 If you need to add an activity, click **Add Activity** and fill out the required fields. *The Activities table will only show activities and deployments for the current year.*

2 You can edit existing activity by clicking the **Pencil Icon**  in the Preparedness Activities table on the CERT profile.

3 You can delete existing activity by clicking the **Trash Icon**  in the Preparedness Activities table on the CERT profile.

4 Click **Save** once you are done.

Activity N...	Nature of Ac...	Start ...	End D...		
Activity 1	Distributing preparedness Infor...	May 4, 2020	May 5, 2020		
Activision	General emergency outreach	May 31, 2020	May 31, 2020		
Humza test 5-19	Tabling/booth events	Apr 30, 2020	May 20, 2020		
Example	Canvassing	Jul 22, 2020	Jul 23, 2020		
Activia	General emergency outreach	May 31, 2020	May 31, 2020		
Activitaaaa	Cooling Center	May 31, 2020	May 31, 2020		


Deployments **Add Activity**


Add Activity

A Preparedness Activity is any engagement by the CERT that is not a deployment or otherwise formally requested by the Sponsoring Organization. This can include recurring events like a monthly preparedness meeting, or singular events like a canvassing campaign. To track these activities, fill out the form. Click Save to log the Preparedness Activity.

* Name

* Nature of Activity

* Start Date 

* End Date 

* Number of Volunteers Deployed

* No. Volunteer Hours



* Frequency

Save

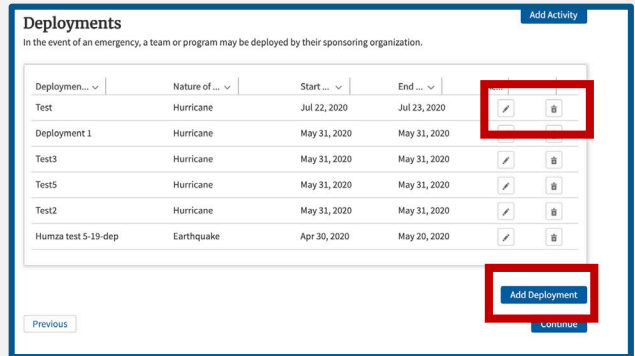
SECTION 5: CERT Annual Certification



FEMA













- 1 If you need to add a new deployment, click **Add Deployment** and fill out the required fields.
- 2 You can edit existing activity by clicking the **Pencil Icon**  in the Preparedness Activities table on the CERT profile.
- 3 You can delete existing activity by clicking the **Trash Icon**  in the Preparedness Activities table on the CERT profile.

- 4 Click **Save** once you are done.
- 5 Click **Continue** to begin the next section.

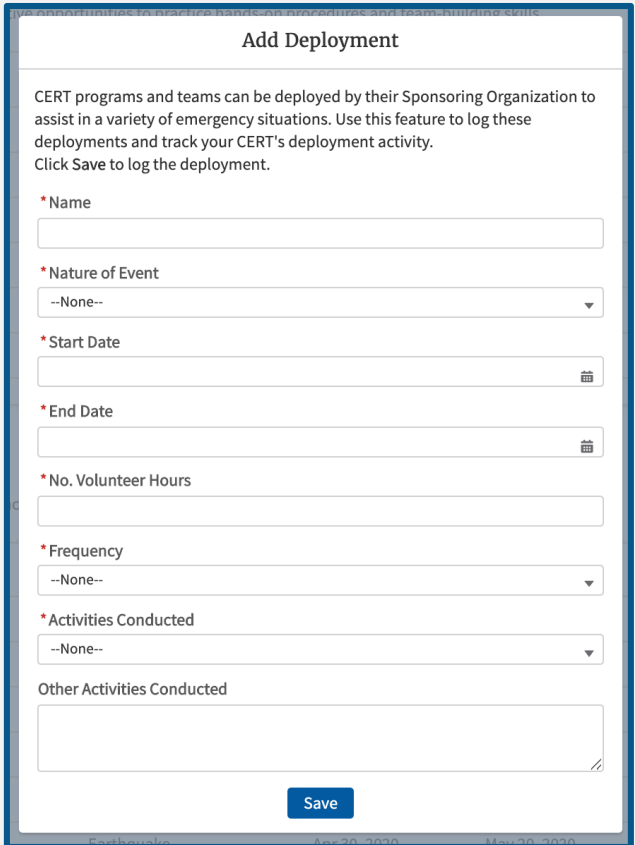


Deployments Add Activity

In the event of an emergency, a team or program may be deployed by their sponsoring organization.

Deployment	Nature of ...	Start ...	End ...		
Test	Hurricane	Jul 22, 2020	Jul 23, 2020		
Deployment 1	Hurricane	May 31, 2020	May 31, 2020		
Test3	Hurricane	May 31, 2020	May 31, 2020		
Test5	Hurricane	May 31, 2020	May 31, 2020		
Test2	Hurricane	May 31, 2020	May 31, 2020		
Humza test 5-19-dep	Earthquake	Apr 30, 2020	May 20, 2020		

Previous Add Deployment Continue



Add Deployment

CERT programs and teams can be deployed by their Sponsoring Organization to assist in a variety of emergency situations. Use this feature to log these deployments and track your CERT's deployment activity. Click Save to log the deployment.

* Name

* Nature of Event

* Start Date

* End Date

* No. Volunteer Hours

* Frequency

* Activities Conducted

Other Activities Conducted

Save



Previous Add Deployment Continue



- 1 You will now be asked to complete information about Community Impact, CERT Training, and Funding.

Community Impact
Tell us how your team made an impact this year.

During the past year, how many volunteers did your program have?

What is the estimated population of the area your program serves?

During the past year, how many...

During the past year, how many...

CERT Training
Tell us about your training impact this year.

How many CERT instructors were part of your CERT this year?

Please identify the professional experience of your CERT instructor(s) this year. Select all that apply.

Available Chosen

Fire Department

EMS

Law Enforcement

...Melbourne
How many times did your program conduct...

How many CERT Basic Training certificates...

Approximately how many CERT Basic Train...

To which community audience did your CE...
Available Chosen

General public

Neighborhood groups

Businesses

Government groups (e...

Funding
Please estimate the amount of funding in dollars that your CERT Program received from the following sources this year. Please enter numbers only.

State Funding

Tribal Funding

Local Government Funding

Private Funding

Fundraising

Other Sources

Previous

- 2 Fill out the required fields and click **Submit** or previous to edit any of your responses.
- 3 Once submitted, you be presented with the 'Thank You' screen. If you have any questions about your submission, please contact FEMA-Prepare@fema.dhs.gov.

Thank you for completing the Annual Certification!

Thank you for taking the time to complete your certification. Your data is an invaluable tool for this program's success.

What's Next?
Your responses will be reviewed and accounted for this performance year. If you have any questions about your submission, please contact us at FEMA-Prepare@fema.dhs.gov.

Stay Involved
Discover other ways to help your community prepare [here](#).

[Return to Dashboard](#)