

**National Emergency Family Registry Locator System
(NEFRLS)**
**Guidelines for Database Usage and Suggested Scripts
To Search for a Displaced Person**

“Good morning/afternoon Disaster Assistance Family Locator. My name is _____my PIN is____. Would you like to register, update your registration, or search for a family member?”

PAPERWORK BURDEN DISCLOSURE NOTICE Public reporting burden for this form is estimated to average 19 minutes (.32 hour) per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the form. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of this 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, D.C. 20472, Paperwork Reduction Project (1660-NEW).

NOTE: Do not send your completed form to this address.

“I would be happy to assist you with that. Before we begin, what State are you calling from?”

[Service Rep: If the caller is from an area other than the area for which NEFRLS was activated do not register the caller]

Inform the caller “NEFRLS has not been activated for your state” and refer them to their local authorities and/or the ARC safe and well site.

If caller needs to search for missing child or a person under the age of 21,

Refer **callers from the state for which NEFRLS was activated** to the National Emergency Child Locator Center (NECLC), (866) 908-9570 or www.missingkids.org;

Callers from other areas should be referred to the National Missing and Exploited Children’s Hotline or 1-800-THE LOST (1-800-843-5678)

To register callers from a State for which NEFRLS is Activated

- **[Access the RIMS homepage: <https://rims.fema.net>.]**
- **[Login to the database as a Call Center Operator.]**

Welcome to the National Emergency Family Registry and Locator System. Please select your role to continue to the login.

Click Here →

I am a Call Center Operator
Login as a Call Center Operator to assist Registrants

I am a Program Area User
I need to login to access report information

[Direct to NEFRLS \(Internal\)](#)

- [Enter your NEFRLS Call Center Operator User ID and Password.]
- [Click the *Login* button.]



OUR MISSION

To reduce loss of life and property and protect our nation's critical infrastructure from all types of hazards through a comprehensive, risk-based, emergency management program of mitigation, preparedness, response and recovery

[Español](#)

[English](#)

* denotes required field

*User ID:

*Password:

Session expires in thirty minutes for this application

This computer system is operated and maintained by the United States Government for the use of its staff, contractors, and other authorized users. You enjoy no expectation of privacy in your use of the system, whether for official business or for limited personal use. Activity on this system is subject to monitoring in the course of system administration and for the purpose of protecting the system from unauthorized use. System administrators may provide possible evidence of criminal activity or other misconduct to law enforcement and other appropriate officials. In addition, all information on this computer system may be examined by and disclosed to authorized personnel for official purposes. By authenticating yourself to this system, you consent to these terms of use of the system.


- [You will be directed to the NEFRLS homepage and logged in. If presented with the screen below, click the *NEFRLS Call Center* link.]

FEMA eServices Application Suite - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Print Mail News RSS Feeds

Address: https://portal.fema.gov/famsVuWeb/integration?Locale=en_US Go Links

 **FEMA - DHS Integrated Security and Access Control System**
Version: 2.08.00-06202007 Server: MWDDZ2W3 [FEMA Home](#) | [Logout](#)

Available Application **Authorized Application** Inbox Profile

[Click here to request new privileges.](#)



[Accessibility](#) | [Site Help](#) | [Site Index](#) | [FEMA Contact](#) | [FEMA Home](#) | [Logout](#)

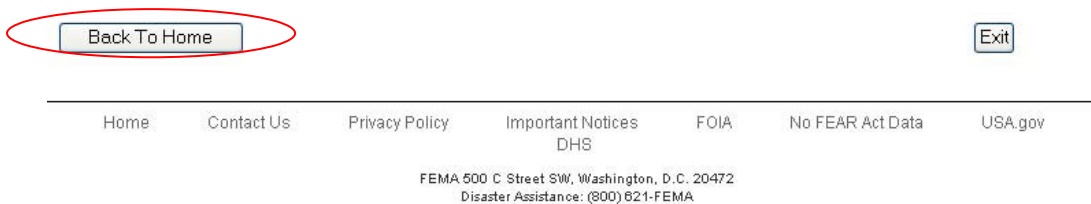
FEMA 500 C Street SW, Washington, D.C. 20472 Phone: (202) 566-1600

- [Click the **Back to Home** button to go to the NEFRLS homepage.]



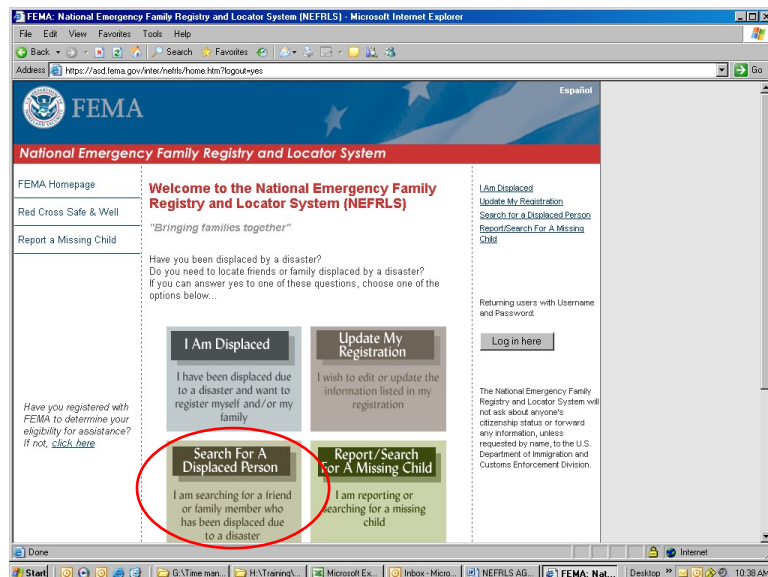
Login Complete

You have been logged in. Click on the button below to return to the home page



To register/update/search for callers from an Event for which NEFRLS is Activated

⇒ [Access the NEFRLS Home Page: <https://rims.fema.net>



[Service Rep: PRIOR TO SEARCHING THE DATABASE

- Let callers know at the *beginning* of the call the **basic information they will have to provide** before we can assist them in finding someone entered into the database. They will need to give us the misplaced person's:
 - First Name
 - Last Name
 - Pre Disaster City, State, and Country only (no zip code or address)

- Provide personal information for IDV process for their protection as well as the family member

[Adult Caller] “I am looking for _____ who lives in _____”

⇒ **[Complete log-in page with userid and password created during access/approval set-up. Then click “Login” button.]**

FEMA eServices Application Suite - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://portal.fema.gov/famsVUWeb/home?actionName=integration_toSendXML Go

FEMA DHS Integrated Security and Access Control System
Version: 2.08.00-06202007 Server: MWIDZWM FEMA Home

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[Español](#) [English](#)

* denotes required field

*User ID:

*Password:

Login Reset

Session expires in thirty minutes for this application

Forgot ID?

Forgot Pwd/PIN?

New User?

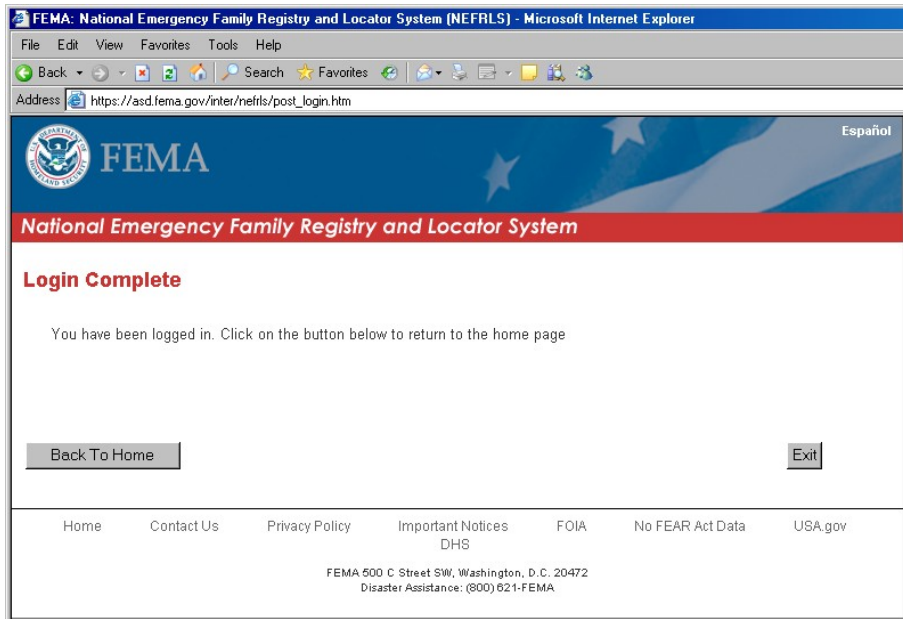
[Accessibility](#) | [Site Help](#) | [Site Index](#) | [FEMA Contact](#) | [FEMA Home](#)

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/dynamic/authent/login_internet.jsp;login_internet

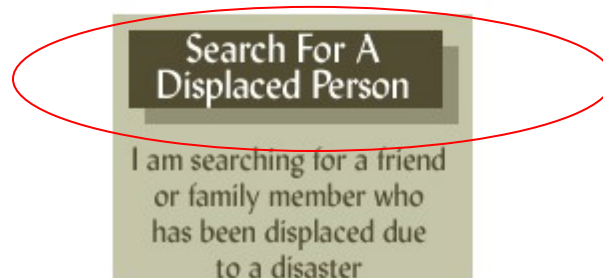
- DO NOT log in as the caller (you cannot ask for or use their password if they already registered)
- DO NOT create a password for the caller

⇒ **[Click the “Back to Home” button.]**



⇒ **[The home page should now show a “Exit” button. If so, this means you are correctly logged in and may continue the call. If not, try to log in again by closing the internet browser completely and beginning the log in process again.]**

⇒ **[Click icon *SEARCH FOR A DISPLACED PERSON*]**



The following page will display. Click the “Next Button at the bottom of the page to retrieve the Privacy Act..

FEMA: National Emergency Family Registry and Locator System (NEFRS) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address: https://asd.fema.gov/inter/nefrs/disclaimer.htm

Español

FEMA

National Emergency Family Registry and Locator System

FEMA Homepage
Red Cross Safe & Well
Report a Missing Child

Overview

The National Emergency Family Registry and Locator System helps reunite families separated by a disaster or emergency by:

- Allowing people to register by entering their names and location into the system.
- Allowing people who have registered to give permission to up to seven (7) people to see the information they have entered, including their current contact information and/or a personally created message.
- Letting people search for messages left by displaced family or friends.

Note:

- The system is activated only during a Presidential declared disaster or emergency where people are displaced.

[Click here to Search For / Report a Missing Child.](#)

Print Home Next

- You will be directly linked to the National Emergency Child Locator Center, which will help you locate or report a missing child.

[Click here to Search For / Report a Missing Child.](#)

Print Home Next

Home Contact Us Privacy Policy Important Notices FOIA No FEAR Act Data USA.gov

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Disaster Assistance: (800) 621-FEMA

FEAR Act Data USA.gov

t to caller --

FEMA: National Emergency Family Registry and Locator System (NEFRS) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address: https://asd.fema.gov/inter/nefrs/identity_verified.htm

Español

FEMA

National Emergency Family Registry and Locator System

Congratulations. We Have Authenticated Your Identity:

Step 4 of 9

Help for this page

Congratulations. We were able to verify your identity.

We recommend that you now obtain a username and password. This will allow you to avoid the ID verification process when you visit the system the next time.

Note: Creating a username and password is optional.

Get Password Continue Without Password



Be sure to check both boxes at the bottom of the page after reading the Privacy Act Page:

Address <https://asd.fema.gov/inter/nefrls/privacy.htm?>

National Emergency Family Registry and Locator System

FEMA Homepage	NEFRLS Privacy Act Statement:
Red Cross Safe & Well	
Report a Missing Child	

Privacy Act Statement

Authority Post Katrina Reform Act H.R. 5441 Sec. 689c.

The primary use of this information is to facilitate reuniting displaced individuals, including medical patients, with their families following a major disaster or emergency declared by the President under the Stafford Act. Disclosures of this information may be made: Upon written request, to federal and state agencies providing disaster assistance, as well as to local governments, voluntary agencies, law enforcement agencies or professional organizations and to individuals identified by the person registering in this system, for the purpose of reuniting families; or to a Congressional office in response to an inquiry made at the request of the individual; and to the National Archives and Records Administration in records management inspections conducted under the authority of 44 U.S.C. §§ 2904 and 2906. Personal information will be requested from or about the displaced individual registering in this system, household members traveling with the person registering and from the individual searching the system for a displaced individual, for the purpose of identity verification and for the security of the individual registering. Registration of your personal information is voluntary, but failure to provide certain information or failure to pass the security process will prevent you from registering in this system and/or prevent you from receiving information on a registered individual. Information on this system will only be available for up to 30 days after registration at which time a new registration would be required.

Have you registered with FEMA to determine your eligibility for assistance? If not, [click here](#)

* I have read and accept the terms of the Privacy Act, above.

* I am voluntarily entering information into the NEFRLS system and I agree to waive any and all liability of the U.S. Government and hold the U.S. Government harmless for the improper or proper use of the information in the NEFRLS system.

Check permission boxes

Print Back Home **Save and Continue**

⇒ [Check both boxes at the bottom of the privacy act and select the “Save and Continue” button.]

⇒ [Click “Next” at the bottom of the page Registration, Step 1 of 4 page that appears. This will allow you to proceed to the My Personal Information screen.]

“In order for me to search for _____ (the person you are asking about), some personal information about you is needed first.”

[Caller] “Okay…….”

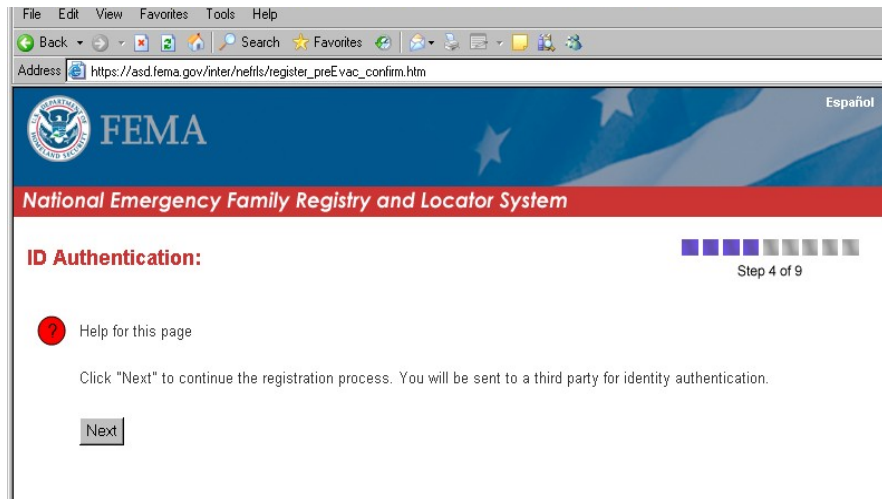
[Service Rep: Proceed with completing required fields for Personal Information.]

- **The “Primary Phone” number must be valid to pass IDV. If they do not have one, then list their cell phone.**

“I need to confirm the information just entered.”

[Service Rep: Read and spell back all lines containing information. If information contains errors, click *EDIT*. If there are no errors, click *CONFIRM*]

“The information you provided is being routed for identity match.”

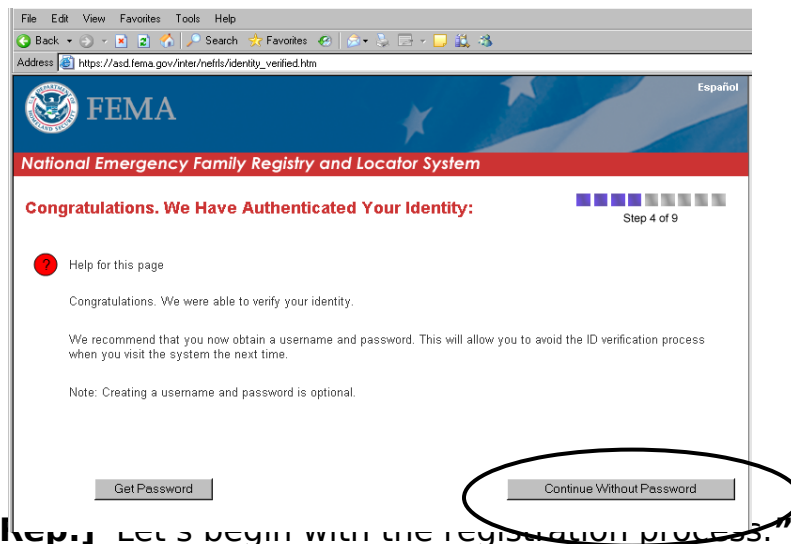


[Service Rep: In the process of authenticating the registrant’s ID a series of questions may appear. If so, ask the questions to the applicant using the following script.]

“To safeguard your privacy, you will be asked a series of questions to verify your identity.”

[Service Rep: If information does not match, advise caller, “We are not able to verify your information. Refer the caller to their local authorities and/or the ARC Safe and Well site.”]

If the information does match, the following screen will display allowing the registration process to continue. Click “Continue Without Password”



[Service Rep:] Let's begin with the registration process.”

“Would you like to include you current contact information?”

[Caller] "Yes."

[Service Rep: Proceed with completing 'Search for My Family and Friends' page, then select "Search"]

Español

FEMA

National Emergency Family Registry and Locator System

Search For My Family And Friends: Step 3 of 4

Help for this page

All fields are required.

To search for a displaced individual, enter the information requested below. Be sure to check the spelling of names as matches must be exact. You may search as many times as you want.

When you have finished searching, click the "Exit" button to return to the homepage.

* First Name of Displaced Person:

* Last Name of Displaced Person:

* Pre-Disaster Country of Displaced Person:

* Pre-Disaster State of Displaced Person:

* Pre-Disaster City of Displaced Person:

⇒ [Click the name that appears (see circle below) to view information or message.]

Español

FEMA

National Emergency Family Registry and Locator System

You Have A Match: Step 4 of 4

Help for this page

Click on a name below to view their information and/or message.

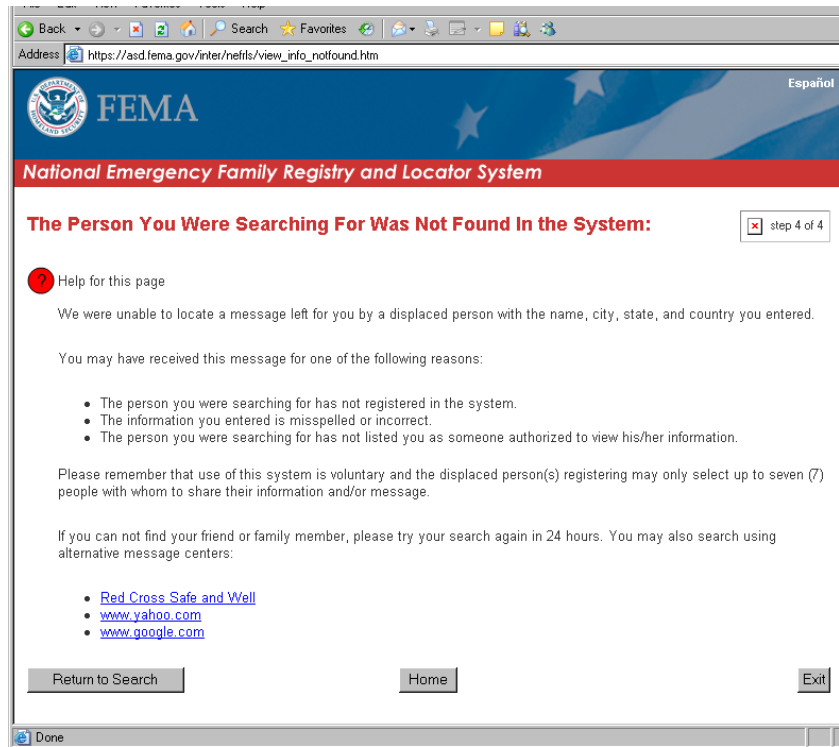
Name	Date Updated
	2007-10-23 12:56:57.0

Home Contact Us Privacy Policy Important Notices DHS FOIA No FEAR Act Data USA.gov

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Disaster Assistance: (800) 621-FEMA

⇒ [Click the "Search For A Different Displaced Person" button to return to the search page.]

***If the person is not located in the system, the following screen will appear. Refer the caller has the option to try another search or to contact their local authorities and/or the ARC Safe and Well site.



[Service Rep: Thank the caller for registering]

“Thank you for calling the Disaster Family Locator service. My PIN # is _____. Do you have any further questions for me at this time?”

[Caller] “No, not at this time.”

[Service Rep: If no further questions/concerns]

“Okay. Thank you and I hope everything works out for you.

⇒ **[Click the “Home” button at the bottom of the page]**

⇒ **[Click the “HOME” button on the the page.**