



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Registration

Step 1 of 5

Welcome!

On the following screens you will be asked to:

- Read and accept information regarding the Privacy Act and routine use of information entered in the system
- Provide information (e.g., name, gender, date of birth, permanent address), that will be used to confirm your identity (The information will be sent to a third party for verification.)
- Register in the system by:
 - Providing current location and contact information
 - Listing members of your household who are traveling with you.
 - Creating a message
 - Designating up to seven (7) individuals who may view your information

Note: You may leave the system at any time by clicking the "Exit" button, which will return you to the homepage.

Create New Registration

Update My Registration - I Have a Password

Update My Registration - I Do Not Have a Password

Exit

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800)621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Step 2 of 5

Burden of Disclosure Notice

NEFRLS registration requires an average of 5 minutes.

Please click Save & Continue to proceed with registration.

PAPERWORK BURDEN DISCLOSURE NOTICE 528-1
Expiration Date: September 30, 2012

Public reporting burden of this data collection is estimated 5 minutes 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 this form. 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, Paperwork Reduction Project (1660-0108) **NOTE: Do not send your completed form to this address.**

Back

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800)621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

NEFRLS Privacy Act Statement

Step 2 of 5

Authority Robert T. Stafford Disaster Relief and Emergency Assistance Act, Sect 689c (6 U.S.C. 775)

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.

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

NEFRLS Use of Information

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 60 days after registration at which time a new registration would be required.

* ☒ 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.

Print

Back

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)

No FEAR Act Data USA.gov DHS Download Plug-ins

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Begin Identity Verification

Step 3 of 5

Please complete the data fields (boxes) below and on the following page. This information will be sent to and used by a third party (e.g. ChoicePoint) to confirm your identity.

Fields marked with * are required.

* First Name:

Middle Name:

* Last Name:

Suffix:

Nickname/a.k.a:

* Date of Birth:

* Gender:

Back

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)

No FEAR Act Data USA.gov DHS Download Plug-ins

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Continue Identity Verification

Step 3 of 5

Please complete the fields below using your permanent (pre-disaster) place of residence.
Fields marked with * are required.

* Address line 1: 123 Testing Lane
Address line 2:
Apartment #:
* Country: United States
* State: DC
County/Parish: All
* City: WASHINGTON
* ZIP/Postal Code: 11111
Primary Phone: 111-111-1111

Back

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS](#) [Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Continue Identity Verification

Step 3 of 5

The information below will be sent to a third party for verification, please confirm that it is complete and accurate.

First Name: Jane
Middle Name:
Last Name: Doe
Suffix:
Nickname/a.k.a.:
Date of Birth: Jan 1, 1987
Gender: F
Address line 1 : 123 Testing Lane
Address line 2 :
Apartment # :
State: DC
City: WASHINGTON
County/Parish:
ZIP/Postal Code: 11111
Country: United States
Primary Phone: 111-111-1111


Edit

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS](#) [Download Plug-ins](#)

FBI/IA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FBI/IA

**FEMA**

[Español](#) | [Register/Search by Phone](#)

National Emergency Family Registry and Locator System (NEFRLS)

Continue Identity Verification

Step 3 of 5

Clicking the "Submit" button will send your information to a third party to begin the identity verification process.

You will then be asked a series of questions to confirm your identity. These questions are based on the information you provided and other data stored in publicly accessible databases.

To terminate the registration process, click on the "Exit" button, and you will be redirected to the homepage.


Exit

Submit

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA

Authenticate Identity (Using Lexus Nexus ChoicePoint)

**FEMA** - **DHS Integrated Security and Access Control System**
Version: 3.00.08.00 Server: didzua21.fema.gov

[FEMA Home](#)

QUIZ

We are sorry that you failed the first quiz, please try again.

Id	Question	Your answer
1	Which of the following STREETS have you PREVIOUSLY or CURRENTLY used as your address?	ROOSTER CIR
2	Which of the following PROPERTIES have you PREVIOUSLY or CURRENTLY owned	1223 GRASSMERE CT
3	Which of the following CITIES have you PREVIOUSLY OR CURRENTLY used as your address?	SPEARFISH
4	Which of the following STREETS have you NEVER lived or used as your address?	BOSWORTH TER

Submit

Reset

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

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



FEMA

[Español](#) | [Register/Search by Phone](#)

National Emergency Family Registry and Locator System (NEFRLS)

Your Identity Could Not Be Verified

Step 3 of 5

Option 1 - Retry Third Party Verification

The failure to verify your identity may be due to data entry errors or recent changes to address or name.

- Verify the spelling of your name. If you changed your name recently, try entering your previous name. If you used a nickname, please enter your name as it appears on your driver's license.
- Confirm your address. Please verify that the spelling and order of your address is the same as it appears on your mail. If you have changed your address recently, try entering your previous address.

[Try Again](#)

Option 2 - Use Alternate Validation

You will be asked to choose five (5) questions and answers about yourself. Access to your information will only be allowed if the individual seeking you correctly answers these questions.


[Alternate Validation](#)

[Exit](#)

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov DHS Download Plug-ins](#)

FEMA, 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA

Alternate View

**FEMA**

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Alternate Validation

Step 3 of 5

Select questions and answers from the drop down boxes below.

You will need to make a selection from all five (5) questions and answers pairs.

During the registration process you may designate up to seven (7) individuals who can view your information. As these individuals will need to answer the questions correctly in order to view your information, you should consider their familiarity with your personal information and choose questions and answers accordingly.

Question: - Select One -	Answer: <input type="button" value="v"/>
	Re-enter Answer: <input type="button" value="v"/>
Question: - Select One -	Answer: <input type="button" value="v"/>
	Re-enter Answer: <input type="button" value="v"/>
Question: - Select One -	Answer: <input type="button" value="v"/>
	Re-enter Answer: <input type="button" value="v"/>
Question: - Select One -	Answer: <input type="button" value="v"/>
	Re-enter Answer: <input type="button" value="v"/>
Question: - Select One -	Answer: <input type="button" value="v"/>
	Re-enter Answer: <input type="button" value="v"/>

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov DHS](#) [Download Plug-ins](#)
FEMA 500 C Street SW, Washington, DC 20472
Disaster Assistance: 800/621-FEMA

FEMA: National Emergency Family Registry and Locator System (NEFRLS) - Windows Internet Explorer

https://tdl.egateway.fema.gov/inter/nefrls/setChallengeConfirm.htm

File Edit View Favorites Tools Help

Convert Select

P Pandora Radio - Listen to Fr... FEMA eServices Application ... FEMA: National Emergen... x

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Confirm Alternate Validation Questions

Step 3 of 5

Please confirm that your answers are accurate. If you are satisfied with your choices, click the "Save and Continue" button.

If you would like to make changes, click the "Edit" button.

#1	How many children do you have?	0
#2	In what state is your permanent residence located?	Other
#3	What is the nature of your employment?	Self-employed
#4	Where were you born?	Other
#5	Where were you married?	Other

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
No FEAR Act Data USA.gov DHS Download Plug-ins

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA

FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Displacement Information

Step 3 of 5

Information entered on this screen is used for reporting purposes.

All fields are required.

I was displaced because of:

I was displaced from state:

I was displaced from city:

My state of permanent residence is:

My city of permanent residence is:

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
No FEAR Act Data USA.gov DHS Download Plug-ins

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Current Location and Contact Information

Step 4 of 5

Information entered on this screen can be made available to those you designate to view your information.

All fields are optional.

Please provide information about your current location and contact information.

Name of Location:	<input type="text" value="Test Shelter"/>
Address line 1:	<input type="text" value="123 Testing Dr."/>
Address line 2:	<input type="text"/>
State:	<input type="text" value="MO"/>
County/Parish:	<input type="text" value="-All-"/>
City:	<input type="text" value="JOPLIN"/>
ZIP/Postal Code:	<input type="text" value="11111"/>
Phone #1:	<input type="text" value="111-111-1111"/>
Phone #2:	<input type="text" value="111-111-1111"/>

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS](#) [Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Family/Household Members Traveling With You

Step 4 of 5

Information entered on this screen can be made available to those you designate to view your information.

Please list family/household members traveling with you.

We encourage any adult traveling with you to register in NEFRLS individually.

If you are traveling alone or do not wish to enter this information, click the "I Have Completed My Family/Household Members List" button below.

1st Individual

First Name:	<input type="text" value="Janie"/>
First Letter of Last Name:	<input type="text" value="D"/>
Note:	<input type="text" value="Sister"/>


2nd Individual

First Name:	<input type="text" value="Johnny"/>
First Letter of Last Name:	<input type="text" value="D"/>
Note:	<input type="text" value="Sister"/>

3rd Individual

First Name:	<input type="text"/>
First Letter of Last Name:	<input type="text"/>
Note:	<input type="text"/>

Alternate View

 **FEMA**

Expand | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Family/Household Members Traveling With You Step 4 of 5

Information entered on this screen can be made available to those you designate to view your information.

Please list family/household members travelling with you.

We encourage any adult travelling with you to register in NEFRLS individually.

If you are travelling alone or do not wish to enter this information, click the "I Have Completed My Family/Household Members List" button below.

1st Individual

First Name:

First Letter of Last Name:

Note:

2nd Individual

First Name:

First Letter of Last Name:

Note:

3rd Individual

First Name:

First Letter of Last Name:

Note:

4th Individual

First Name:

First Letter of Last Name:

Note:

Back

Exit

Enter More Family/Household Members

I Have Completed My Family/Household Member List

Home Contact Us Privacy Policy Important Notices FOIA

No PEAR Act Data USA.gov and Download Plugins

FEMA 500 C Street SW, Washington, D.C. 20472

Disaster Assistance 800-421-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: My Message For Friends and Family:

Step 4 of 5

Information entered on this screen can be made available to those you designate to view your information.

You may create a message of up to three hundred (300) characters in length. You might consider including an update on your current status and your future plans (e.g. We got out of town safely and the kids are with us. We will be staying with my aunt in [insert location if desired] until the evacuation order is lifted).

Message: We are safe here in the shelter.

Characters remaining: 268

Back

Exit

Save and Continue

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Designate Individuals (Cont'd)

Step 4 of 5

On this screen you may designate up to seven (7) individuals who may view your information. Only these individuals will be permitted access to your record.

You may determine which information each individual may view by clicking either Yes or No next to each item below.

For your security, all individuals searching in NEFRLS will be required to go through the identity verification process.

Individual 1

* First Name: John

* First Letter of Last Name: D

You must select Yes to at least one of the buttons below:

* Allowed to view contact information: ☒ Yes ☐ No

* Allowed to view message: ☒ Yes ☐ No

* Allowed to view household members traveling with me: ☒ Yes ☐ No

Allow to send me a message: ☒ Yes ☐ No

Individual 2

* First Name: Jane

* First Letter of Last Name: S


You must select Yes to at least one of the buttons below:

* Allowed to view contact information: ☒ Yes ☐ No

* Allowed to view message: ☒ Yes ☐ No

* Allowed to view household members traveling with me: ☒ Yes ☐ No

Alternate View

 **FEMA**

Update your record by now

National Emergency Family Registry and Locator System (NEFRS)

Create Your Record: Designate Individuals
(Cont'd)

On this screen you may designate up to seven (7) individuals who may view your information. Only those individuals will be permitted access to your record.

You may determine which information each individual may view by stating either Yes or No next to each item below.

For your security, all individuals wanting to use NEFRS will be required to go through the identity verification process.

Individual 1

*First Name:John

*First Letter of Last Name:J

You must select Yes to at least one of the buttons below:

*Allowed to view contact information

☒ Yes ☐ No

*Allowed to view message

☒ Yes ☐ No

*Allowed to view household members traveling with me

☒ Yes ☐ No

*Allowed to send me a message

☒ Yes ☐ No

Individual 2

*First Name:John

*First Letter of Last Name:J

You must select Yes to at least one of the buttons below:

*Allowed to view contact information

☒ Yes ☐ No

*Allowed to view message

☒ Yes ☐ No

*Allowed to view household members traveling with me

☒ Yes ☐ No

*Allowed to send me a message

☒ Yes ☐ No

Individual 3

*First Name:

*First Letter of Last Name:

You must select Yes to at least one of the buttons below:

*Allowed to view contact information

☐ Yes ☐ No

*Allowed to view message

☐ Yes ☐ No

*Allowed to view household members traveling with me

☐ Yes ☐ No

*Allowed to send me a message

☐ Yes ☐ No

Individual 4

*First Name:

*First Letter of Last Name:

You must select Yes to at least one of the buttons below:

*Allowed to view contact information

☐ Yes ☐ No

*Allowed to view message

☐ Yes ☐ No

*Allowed to view household members traveling with me

☐ Yes ☐ No

*Allowed to send me a message

☐ Yes ☐ No

Save

Exit

Authorize New Individuals

Items Completed (by List of Authorized Individuals)

Home Contact Use Privacy Policy Important Notices FCC
Use NEFRS Use Data Collection CHS Compliance Program
FEMA and NEFRS are managed by the Department of Homeland Security
NEFRS is a Federal Government program



FEMA

[Español](#) | [Register/Search by Phone](#)

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: Confirm Selections

Step 4 of 5

Please confirm that your selections are complete and accurate.

If you are satisfied with your choices, click the "Save and Continue" button.

If you would like to make changes click the "Edit" button.

Individual 1

* First Name: John
* First Letter of Last Name: D
Allowed to view contact information: ☒ Yes ☐ No
Allowed to view message: ☒ Yes ☐ No
Allowed to view household members traveling with me: ☒ Yes ☐ No
Allow to send me a message: ☒ Yes ☐ No

Individual 2

* First Name: Jane
* First Letter of Last Name: S
Allowed to view contact information: ☒ Yes ☐ No
Allowed to view message: ☒ Yes ☐ No
Allowed to view household members traveling with me: ☒ Yes ☐ No
Allow to send me a message: ☒ Yes ☐ No

[Edit](#)

[Exit](#)

[Save and Continue](#)

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)
FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

[Español](#) | [Register/Search by Phone](#)

National Emergency Family Registry and Locator System (NEFRLS)

Create Your Record: How to receive your message

Step 4 of 5

You allowed one or more people to send you a message. How would you like to receive this message?

If you have designated individuals to send you a message, you will need to create a username and password in order to log back in and retrieve messages. All messages sent to your phone or e-mail address shall be accessible through NEFRLS.

DISCLAIMER NOTICES

Please read the following disclaimers.

By electing to receive SMS messages, you may incur text message charges directly from your wireless provider. NEFRLS, FEMA, and/or DHS are not responsible for any charges charged by your wireless phone provider while sending or receiving SMS messages through the NEFRLS system. Please check with your wireless provider for information regarding charges for sending or receiving text messages. FEMA and/or DHS is not responsible for any failure of a wireless carrier to send or receive SMS messages.

☒ Text message to my phone: - -

☒ Message to my email address:

[Create Username And Password](#)

[Back](#)

[Exit](#)

[Save and Continue](#)

[Home](#) [Contact Us](#) [Privacy Policy](#) [Important Notices](#) [FOIA](#)
[No FEAR Act Data](#) [USA.gov](#) [DHS Download Plug-ins](#)
FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Registration Updated

Step 6 of 5

You have completed the registration process. Your record will be available for up to 60 days or until NEFRLS is de-activated for this disaster.

Important Information:

- If you chose not to create a username and password, you may do so by clicking the button below.
- You may update your record at any time by accessing the NEFRLS home page, clicking "I am Displaced", and selecting "Update My Registration - I Have a Password" or "Update My Registration - I Do Not Have a Password".>>
- Registering in NEFRLS does not initiate an application for any type of local, state, or federal disaster assistance.
- Use of NEFRLS is voluntary.
- While security measures are incorporated into NEFRLS, no system is 100% secure.
- Information entered into NEFRLS may be shared with law enforcement agencies in response to specific missing person inquiries.

Additional Resources:

- For an alternate means of obtaining information about displaced individuals, through the American Red Cross, Safe and Well system, click here: www.safeandwell.org
- To search for or report a missing child through the National Center for Missing and Exploited Children (NCMEC), click here: www.missingkids.com
- To register with FEMA to determine your eligibility for federal disaster assistance, click here: www.fema.gov

Exit

Create Username And Password

Search

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

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA



FEMA

Español | Register/Search by Phone

National Emergency Family Registry and Locator System (NEFRLS)

Exit

You are about to exit NEFRLS.

If you did not intend to Exit, click Back to return to the previous screen.

Back

If you choose to exit now and did not create a username and password you will be required to re-register (including completing the identity validation process) should you choose to access the NEFRLS system in the future.

Would you like to create a user name and password now?

Create Username And Password

If you do not want your record to be accessible to searchers, click Suspend This

Registration

Suspend This Registration

To end your current session in NEFRLS, click Exit

Exit

To return to the homepage and continue your current session, click Home.

Home

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

FEMA 500 C Street SW, Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA