

Digital Website Feedback Survey Screenshots

I. First Page

The screenshot shows the top portion of the FEMA Online Letter of Map Change (LOMC) website. At the top left is the 'ONLINE LOMC' logo, and at the top right is the FEMA logo with navigation links for 'Contact FMIX', 'FAQ', and 'Help'. A dark blue banner reads 'Online Letter of Map Change'. Below this, a yellow information box with an exclamation mark icon contains the heading 'Online LOMC is moving to Login.gov' and a paragraph of text explaining the transition to a secure sign-on system. A light blue information box with an 'i' icon is titled 'Sign in with Login.gov' and provides instructions on how to create or access a Login.gov account. A 'Feedback' button is visible on the right side of the page. A feedback survey overlay is positioned on the right, showing the survey title 'How would you rate your experience?' and four radio button options: 'Extremely satisfied', 'Somewhat satisfied', 'Neither satisfied nor dissatisfied', and 'Somewhat dissatisfied'. At the bottom of the survey overlay, it says 'Powered by Qualtrics'.

This screenshot is similar to the one above, showing the same website content. However, the feedback survey overlay is different. It features the question 'What can we do to improve your experience?' followed by a large, empty text input field. Below the input field is a blue 'Next' button. The survey also includes the 'Powered by Qualtrics' logo at the bottom right. The website content, including the 'Online LOMC is moving to Login.gov' and 'Sign in with Login.gov' sections, remains the same as in the previous screenshot.

II. Second Page

Online LOMC is moving to Login.gov
Online Letter of Map Change (LOMC) will soon have a new secure single sign-on via Login.gov. After this integration, users will need to use Login.gov to continue accessing Online LOMC. Users can [register for a Login.gov account](#) in advance. Please ensure the email used for Login.gov matches the one used for Online LOMC. If you already have a Login.gov account, please confirm your Online LOMC email matches, and update your Online LOMC email in the "Profile" section of the Online LOMC portal if needed. Please continue accessing Online LOMC via this portal until further notice.

Sign in with Login.gov
Online LOMC is now using Login.gov to allow you to sign-in to your account safely and securely. To access your Online LOMC account, please click the button below and proceed to Login.gov to create an account. When creating a new account, use your Online LOMC account email. If you have already created a Login.gov account, please access your Online LOMC account via Login.gov. If you are having trouble accessing your Online LOMC information via Login.gov, please contact FEMA-RiskMAP-ITHelp@fema.dhs.gov.

What is a Letter of Map Change (LOMC)?
A Letter of Map Change (LOMC) is a letter which reflects an official change to an effective Flood Insurance Rate Map (FIRM). LOMCS are issued in response to a request of FEMA to revise or amend its effective flood map to remove a property or reflect changed flooding conditions on the effective map.

Sign in to Online LOMC
Online LOMC is now using Login.gov to allow you to sign into your account safely and securely. When creating a new account, please ensure the email used for Login.gov matches the one used for Online LOMC.

Are you interested in participating in future feedback sessions to improve this website?
Yes
No

Powered by Qualtrics

III. Third Page

IV.

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We appreciate you providing feedback to help us improve!
Please reach out to us with any questions via:
FEMA-FMIX@fema.dhs.gov
[1-877-336-2627](tel:1-877-336-2627)