

Instructions for Completing a Support Ticket in EMGrantsPro

Log into” <https://my.iowahomelandsecurity.org/app/#home?o=startdate+desc&p=1&pp=50&s=>

There are various reasons to complete a Support Ticket

- a. Requesting additional access
- b. Applicant Information Change (replacing contacts for jurisdiction)

1. Type in Username and Password
2. Click on the question mark to the top right of the screen.
3. Click on the “Open a Support Ticket” icon.
4. Complete the Support Ticket with assistance from the following screen shots.



Iowa Homeland Security & Emergency Management **Test Site**

my.IowaHomelandSecurity.org tracks Emergency Management grants in Iowa. The system manages the process from application through closeout.

Returning User Login:

Email:

Password:

Remember Me

[Sign In](#)

[Register](#)

[Forgot Login?](#)



About

This site is for the online application and management of Public Assistance (PA) and Mitigation grants from FEMA to State and local governments and Indian tribes.

News Releases

Jan 25, 2013 - New Grant Management System Launched
The new Grant Management System for Iowa Homeland Security & Emergency Management Agency was launched today....

Contact

Address:
Iowa Homeland Security & Emergency Management
7900 Hickman Road, Suite 500
Windsor Heights, IA 50324

Phone:
515-725-3231

Fax:
515-725-3260

Email:
support@iowahomelandsecurity.org

My Home

Step #1: Click On Question Mark

Quick Start Guides?
Welcome to my.IowaHomelandSecurity.org! To view training videos, reference user guides, or submit a support ticket, see the help icon located in the top-right corner of the screen (?).

Open Grants
Quick Search: 1 results

Grant #	Grant Name	Applicant Name	Proj Count
0000	NOI Portal - Projects In D...	Iowa Homeland Security and Emergency Management Department	1

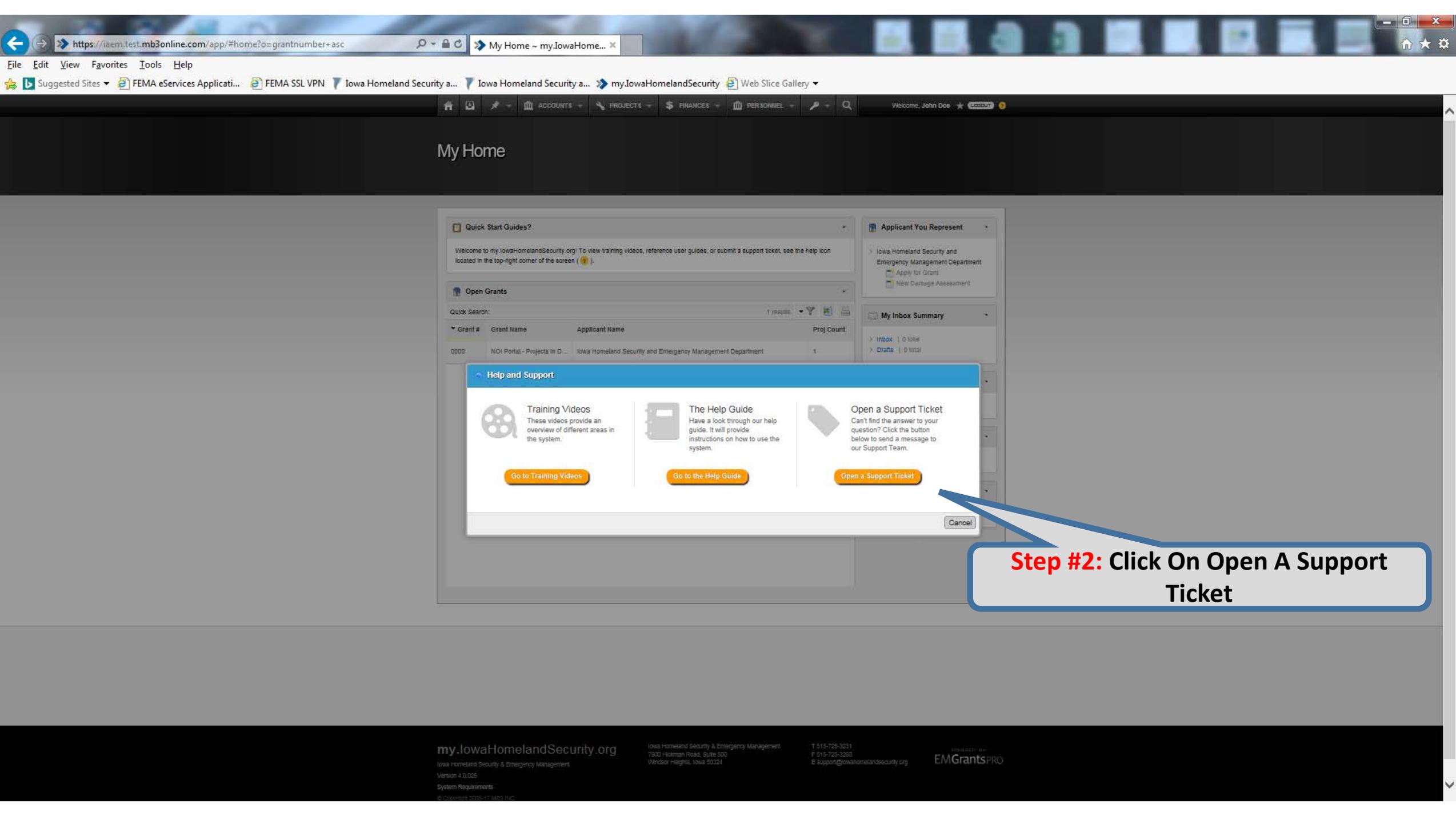
Applicant You Represent
Iowa Homeland Security and Emergency Management Department
Apply for Grant
New Damage Assessment

My Inbox Summary
Inbox | 0 total
Drafts | 0 total

Scheduled Meetings
< No Meetings Scheduled >

Follow-ups
< No Follow-ups >

No Quarterly Reports Due
< No Quarterly Reports >



My Home

Quick Start Guides?

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Open Grants

Quick Search: 1 RESULTS

Grant #	Grant Name	Applicant Name	Proj Count
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Applicant You Represent

- Iowa Homeland Security and Emergency Management Department
 - Apply for Grant
 - New Damage Assessment

My Inbox Summary

- Inbox | 0 total
- Drafts | 0 total

Help and Support

Training Videos

These videos provide an overview of different areas in the system.

[Go to Training Videos](#)

The Help Guide

Have a look through our help guide. It will provide instructions on how to use the system.

[Go to the Help Guide](#)

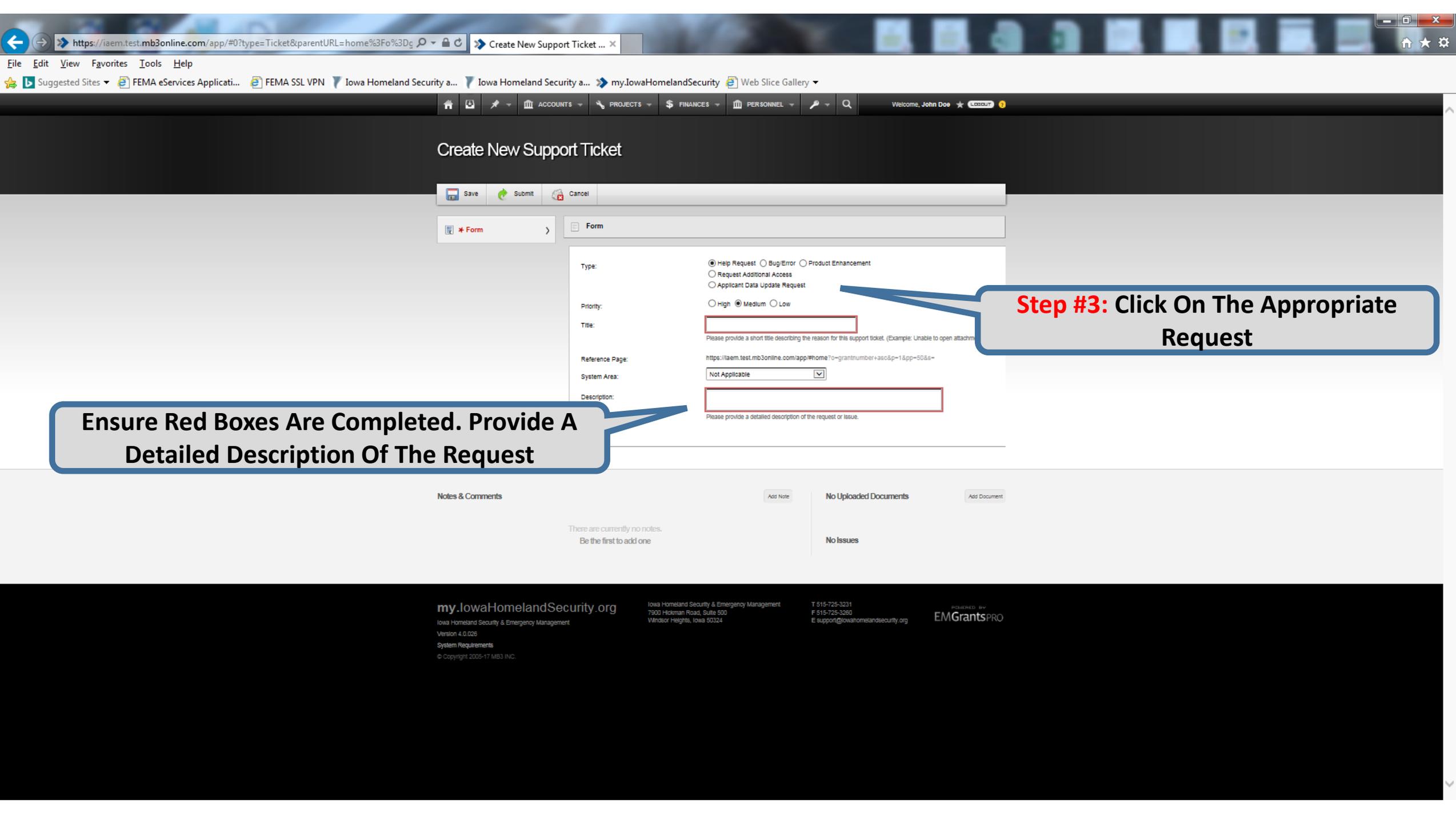
Open a Support Ticket

Can't find the answer to your question? Click the button below to send a message to our Support Team.

[Open a Support Ticket](#)

Cancel

Step #2: Click On Open A Support Ticket



Create New Support Ticket

Save Submit Cancel

Form

Type: Help Request Bug/Error Product Enhancement
 Request Additional Access
 Applicant Data Update Request

Priority: High Medium Low

Title:

Please provide a short title describing the reason for this support ticket. (Example: Unable to open attachm

Reference Page: <https://iaem.test.mb3online.com/app/#home?o=grantnumber+asc&p=1&pp=50&s=>

System Area:

Description:

Please provide a detailed description of the request or issue.

Step #3: Click On The Appropriate Request

Ensure Red Boxes Are Completed. Provide A Detailed Description Of The Request

Notes & Comments

Add Note

No Uploaded Documents

Add Document

There are currently no notes.
Be the first to add one

No Issues

my.iowaHomelandSecurity.org

Iowa Homeland Security & Emergency Management
Version 4.0.036
System Requirements
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POWERED BY
EMGrantsPRO

Create New Support Ticket

Save Submit Cancel

Step #6: Submit Request

Step #5: Save Request

Type: Help Request Bug/Error Product Enhancement
 Request Additional Access
 Applicant Data Update Request

Priority: High Medium Low

Title:

Reference Page: <https://iaem.test.mb3online.com/app/#home?o=grantnumber+acc&p=1&pp=50&s=>

System Area:

Description:

- Not Applicable
- Admin
- Reports
- Access Request
- Account Closeout
- Account
- Appeal
- Applicant
- Application
- Audit Tracking
- Cash Receipt
- Contact
- Damage Assessment
- Damage Site
- Draw Batch
- Draw Line Item
- Expense
- Funding Agreement
- Grant
- Invoice
- Issue
- Meeting
- Message
- Small Project Netting
- Notice of Interest
- Payable
- Payment Batch
- Program Income Report
- Project Closeout
- Project Denial

Step #4: Click On The Appropriate Area For Request

Notes & Comments

There are currently no notes.
Be the first to add one

No Uploaded Documents

Add Document

No Issues