

**NAVY FAMILY ACCOUNTABILITY
AND ASSESSMENT SYSTEM**

NFAAS

Version 2.2



Navy Family Member's Guide

Version 1.3

11 February 2008

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Change History

The following Change History log contains a record of changes made to this document. Entries should be made in descending order, with **most recent** changes at the top of table.

Published / Revised Date	Version	Author(s)	Section / Nature of Change
11 Feb. 2008	1.3	Donna Williamson, Bill Adsit	Added Sections 1 and 2. Added sections on accounting and acronyms. Reviewed and Approved.
23 Jan. 2008	1.2	Bill Adsit	Minor edits (Change tracking on)
16 Jan. 2008	1.1	Mark Wagner	Updated
11 Jan. 2008	1.0	Bill Adsit	Initial Version for NFAAS 2.1

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1 Reason for Accessing NFAAS

NFAAS is an event-based system used by the Navy following a disaster or event to help the Navy determine how and where Navy Family Members are. Navy Family Members include the Navy employee, including Reserves, Civilians, NAF/NEX employees, and their families. The Navy, following an event, not only needs to determine Command status (who can work) and what Navy property was damaged, but how the event impacted the Navy Employee personally. Navy Leadership wants to find out how you and your family are, were you evacuated, and how they can help in any need recovery efforts.

The Navy used NFAAS to collect that information and track the recovery process. If an event (earthquake, hurricane, etc) happens where you live or work, expect that your Command is going to want to know how and where you are. During non-event times, you are not expected to continually update information in NFAAS.

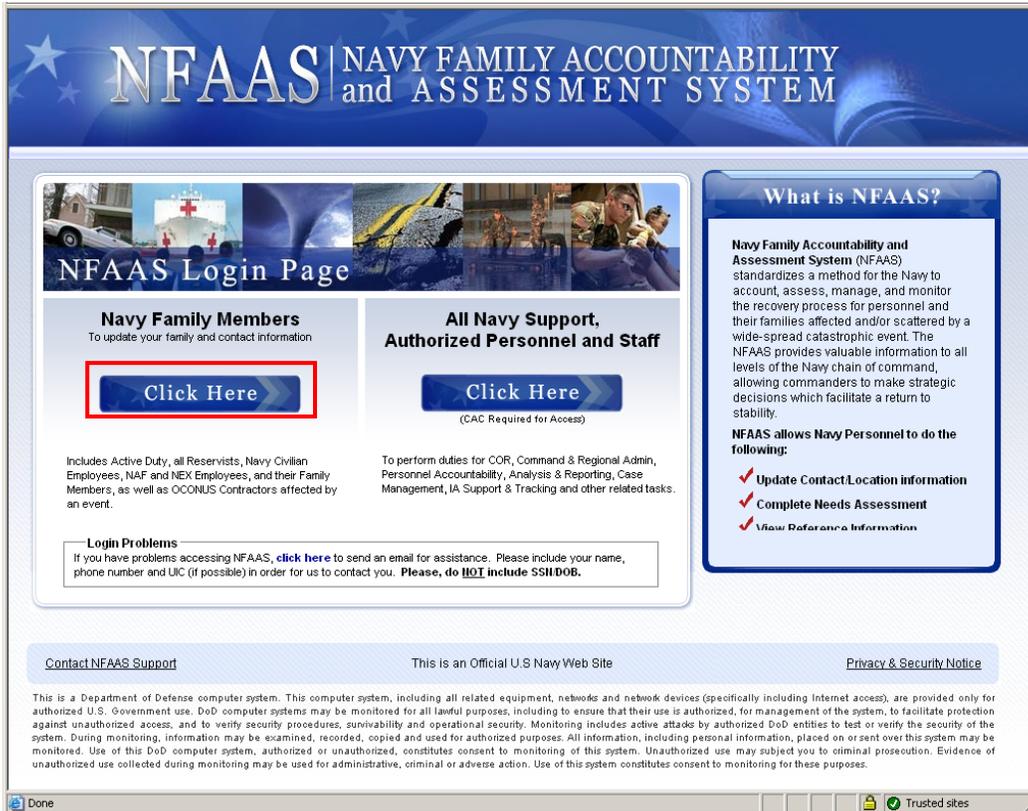
2 Terms

- a. EVENT – A disaster, terrorist attack, or other event, large or small, where the Navy has determined the need for Navy Family Members to provide the status (how are you), whereabouts (where are you), and complete a Needs Assessment (what do you need).
- b. GAOI – Geographical Area of Interest – the area where the disaster or event occurred. Also known as the ‘affected area’.
- c. AFFECTED – A Navy Family Member is flagged as ‘Affected’ if they live, work, or are temporarily in the area where the event happened. Being ‘Affected’ by an event is a temporary status, for only as long as the Navy determines. It is possible that you were not in area but were still flagged as in the affected area. If so, you can simply indicate that you were not in the affected area at the time of the event, and not impacted by the event.
- d. INDIVIDUAL AUGMENTEE (IA) – A Service Member who is deployed away from his/her parent command to another location. Deployment could be in a war zone, or just to another location.
- e. EVENT CASE - Following an event, any Navy Family that indicates a “need” by selecting a “Not Sure” or “Need Assistance” selection in the Needs Assessment survey will have an “Event Case” created in NFAAS. Creating this “Case” results in a Case Manager being assigned to contact you and assist you in recovering from the event. Case Managers are provided with the latest benefits information, and will work with you over time as you work toward recovering from the event.
- f. IA CASE – An “IA Case” is automatically created when a Service Member is going to be or is already deployed as an Individual Augmentee (IA). The purpose for the IA Case being created is so that an IA Point of Contact (IA POC) can contact the family of the Individual Augmentee during the deployment to help with any areas that the Navy can provide assistance.

3 Navigate to NFAAS

a. Navigate to NFAAS using an internet browser:

<https://navyfamily.navy.mil>



b. Click on the **NFAAS – Navy Family Member** button to see the Login page.

4 Login to NFAAS (First Time)

- a. Enter the Service Member’s Social Security Number (SSN).
- b. Enter your password. As a first time login, your password will be the Service Member’s date of birth in the YYYYMMDD format. (E.g., 4 July 1976 would be entered as “19760704”).
- c. Click the **Submit** button.



- d. If you were in an area affected by an event or are an Individual Augmentee (IA), you will be taken to a new page and asked to verify and update your current location and contact information (See Section 6).
- e. If you were not in an area affected by an event or are not an Individual Augmentee, you will see the following page:



- If you believe you have been affected, call the 24-hour Navy Emergency Call Center at 1-877-414-5358:
- If you have not been affected, you do not need to do anything else in NFAAS and can logout.

5 Account for Event Popup Window

- a. If you live, work, or were in an area affected by an event, and are required to tell your command your status, you will see the following popup window when you login:

The screenshot shows a window titled "Account for Event". Inside, it says "Event: CA Fires". There are two main sections. The first section has a label "Name(Last, First, MI):" followed by a text input field and a label "Accounting Status:" followed by a dropdown menu. The second section has a label "Sponsor:" followed by the text "Training, Timothy Jacob" and a dropdown menu showing "Choose One". A red arrow points to this dropdown menu. Below this is a dashed line. The third section has a label "Dependents:" followed by the text "Training, Rachel R" and a dropdown menu showing "Same as Sponsor". At the bottom of the window are two buttons: "Save" and "Cancel".

- b. Choose the appropriate option from the "Accounting Status" drop-down menu.
- c. If you have other Family Members that are required to account, they will each have their own drop-down menus (but with more limited options than the sponsor).
- d. Click **Save** when complete and the popup window will close.

Note 1: You only get to provide your accounting status once. If you cancel the accounting popup, you can still update your accounting status, or that of your family members, on the **My Info** tab. (See section 18).

Note 2: Your accounting status must still be validated by your Command.

6 Verify and Update Current Info

- If you live, work, or were in an area affected by an event, or are an Individual Augmentee, you will be asked to verify and update your current location and contact information
- Some of the fields on this page may already contain previously entered location and contact information for you.
- Verify, edit, and update information.
- Provide any additional location, contact, and status information that you can.

The screenshot shows the NFAAS web interface. At the top, there is a navigation bar with 'Home', 'My Info', 'Assessment', 'Reference Library', and 'Help'. A yellow banner reads: 'If you need IMMEDIATE help with basic necessities, please call 1-877-414-5358'. The main content area is titled 'Step 1 of 3: Verify and Update your current contact information!'. It contains a 'What's the Process?' section with three steps: Step 1 (Verify and update your current contact information), Step 2 (Complete the Assessment Survey), and Step 3 ('Thank you!' page). The form fields are as follows:

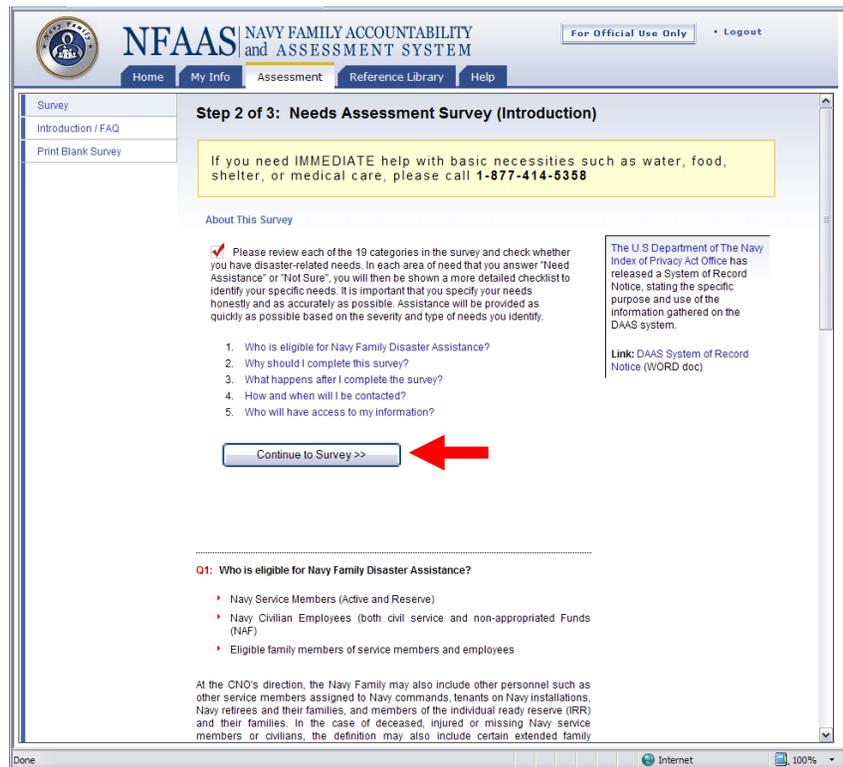
- Display Name:** Last: Training, First: Sam, Middle: Diego
- Street 1:** 1234 Sandy St
- Street 2:** (empty)
- City:** San Diego
- State:** CA California
- Zip:** 92127
- Contact Info:** (At least two phone numbers or a phone number and an email is required)
 - Preferred Contact: (dropdown menu)
 - Home: 858-555-1234
 - Work: (empty)
 - Cell: (empty)
 - Email 1: (empty)
 - Email 2: (empty)
- Other Info:**
 - TDY / TAD Orders:
 - Member / Employee Deployed:
 - School-Age Children:

 At the bottom right of the form, there is a 'Step 2 >>' button with a red arrow pointing to it from the left. The browser window title is 'Done' and the address bar shows 'Internet'.

- When you have updated and completed the form to your satisfaction, click the **Step 2 >>** button to be taken to the Needs Assessment Survey Introduction page.

7 Needs Assessment Survey Introduction

- If you live, work, or were in an area affected by an event, or are an Individual Augmentee, and the Navy has decided to assess for your needs, you will be presented with a Needs Assessment Survey.
- The content on this page is designed to help familiarize you with the Needs Assessment Survey. Please take the time to read through the "Frequently Asked Questions" (FAQ).
- You may easily return to this Introduction page at any point in the survey process by clicking on the **Introduction / FAQ** link on the left side of the page.



- When you are finished reading through the introductory content, click on the **Continue to Survey >>** button and you will be taken to the Needs Assessment Survey itself.

8 Completing the Needs Assessment Survey

- a. After clicking the **Continue to Survey >>** button (see Section 7), complete the Needs Assessment Survey by selecting one of the three radio buttons for each and every Category question:
 - i. "Not Affected" is a "No" answer to the Category Question.
 - ii. Choosing "Not Sure" for a Category will show all the choices without selecting any. If you click in any of the boxes, the "Not Sure" radio button changes to "Need Assistance". You may want to select "Not Sure" if there is a category that you might have a need but aren't sure yet. For example: I have been evacuated and I know my house is in an area that was flooded. So I think I will have a housing issue.
 - iii. "Need Assistance" is a "Yes" answer to the Category Question.
- b. If needed, use the Comments fields for any Category in which you need assistance, or at the bottom of the survey to help the support team assist you properly.

The screenshot shows the 'Step 2 of 3: Assessment Summary' page of the NFAAS. It features a table of categories with radio buttons for 'Not Affected', 'Not Sure', and 'Need Assistance'. Red arrows highlight specific selections: 'Not Affected' for 'MEDICAL', 'Not Sure' for 'MISSING FAMILY LOCATOR', 'Need Assistance' for 'TRANSPORTATION TO ONWARD DESTINATION', and 'Need Assistance' for 'LOCAL TRANSPORTATION'. A 'Comments' field for 'TEMPORARY HOUSING' contains the text 'Our home burned down'. At the bottom, a 'Continue >>' button is highlighted with a red arrow.

- c. Click the **Continue >>** Button at the end of the survey and you will see a survey submission confirmation.

9 Completing the IA Assessment Survey

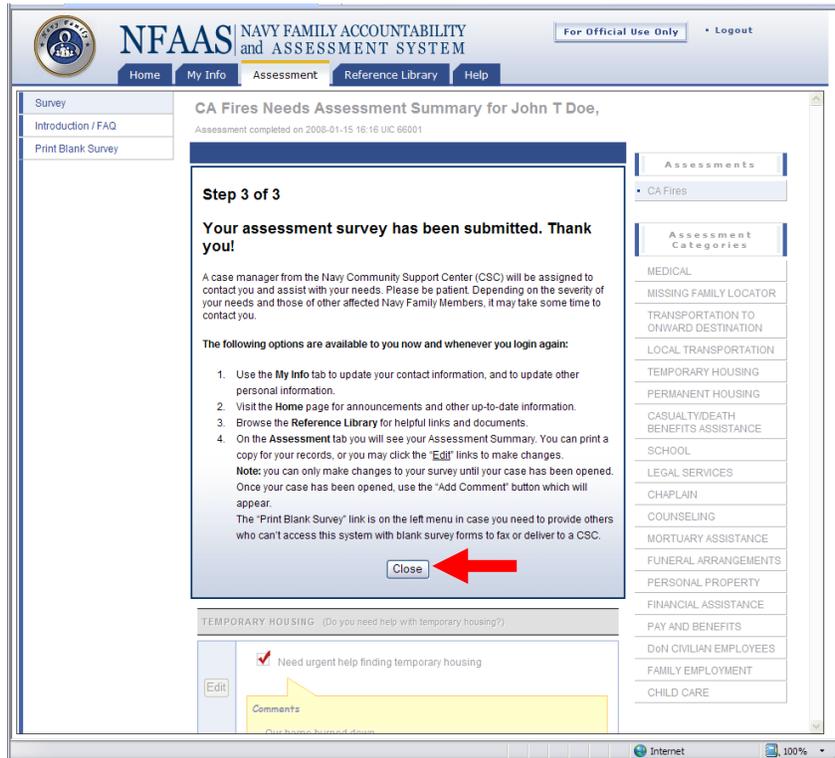
- a. After clicking the **Continue to Survey >>** button (see Section 7), complete the IA Assessment Survey by checking the boxes for each and every category in which you need assistance.
- b. Checking a category box will expand the statement checkbox selection so that you can give a more detailed indication of your needs for that category.
- c. If needed, use the Comments fields for any Category in which you need assistance, or at the bottom of the survey to help the support team assist you properly.

The screenshot shows the 'Step 2 of 3: IA Assessment Survey' interface. At the top, there is a navigation bar with 'Home', 'My Info', 'Assessment', 'Reference Library', and 'Help'. Below this, a sidebar on the left contains 'Survey', 'Introduction / FAQ', and 'Print Blank Survey'. The main content area is titled 'Step 2 of 3: IA Assessment Survey' and includes a 'Need Assistance (Check all that apply)' section. This section contains several categories, each with a checkbox and a description. The 'PERSONAL PROPERTY' category is selected, and its sub-options are expanded. A red arrow points to the 'PERSONAL PROPERTY' category box, another to the sub-option 'Need assistance with shipping or storing personal property', and a third to the 'Comments' field. A fourth red arrow points to the 'Continue >>' button at the bottom of the form.

- d. Click the **Continue >>** Button at the end of the survey and you will see a survey submission confirmation.

10 Survey Submission Confirmation

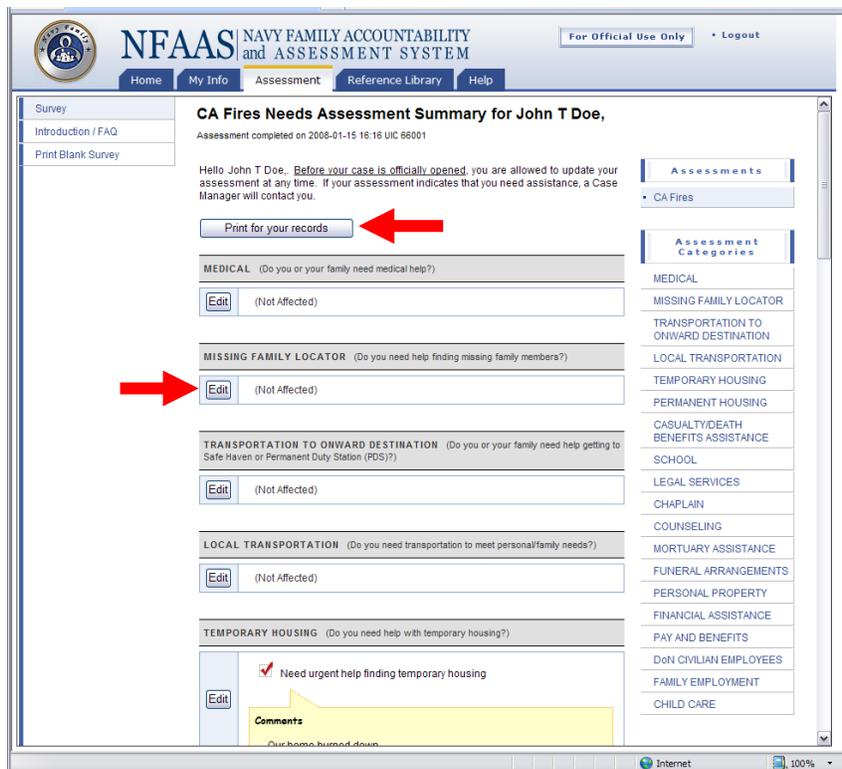
- a. After completing the survey, you will be presented with a confirmation window advising that if you selected a “Not Sure” or “Need Assistance” in any category of the survey, that a Case Manager (see Terms in Section 2) will be assigned to contact you and provide assistance. The confirmation window also outlines what other options are available to you on the NFAAS site.



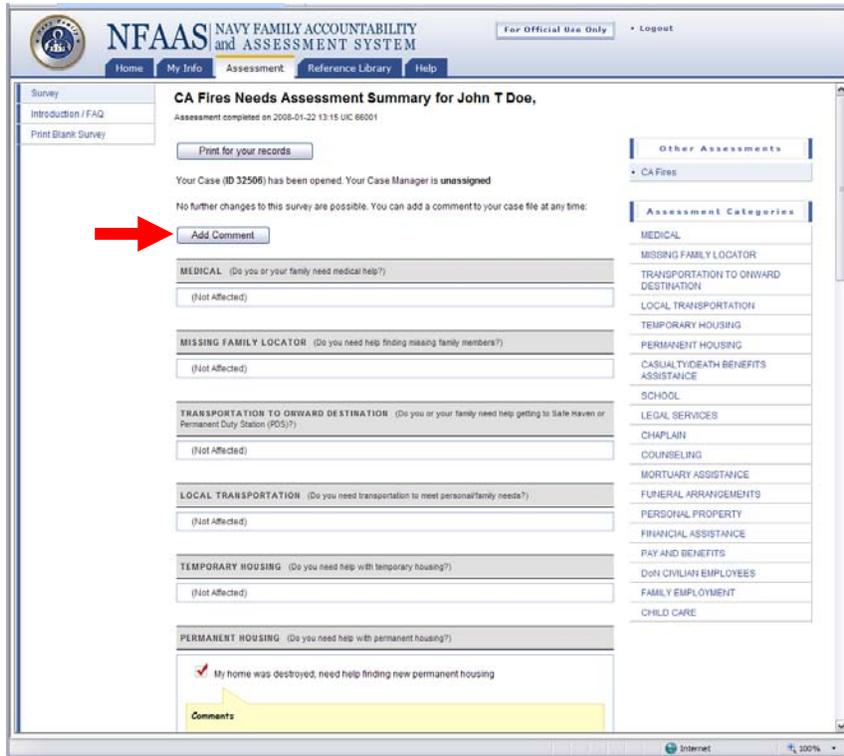
- b. Click the **Close** button to close the confirmation window and you will be able review and edit your survey or browse the NFAAS site.

11 Editing the Needs Assessment Summary

- a. View the Needs Assessment Summary to verify that choices made and comments entered during the survey are correct. You may click on the Category links on the right side of the page to quickly scroll to that Category in the survey summary.
- b. Prior to a Case Manager reviewing your Case (see Section 2), you can make changes to the survey by clicking on the **Edit** button next to a Category. This will take you back to the Needs Assessment Survey page (see Section 8) where you can make any desired changes and resubmit the survey.
- c. When you are satisfied that the survey accurately represents your needs, you may print it for your records by clicking on the **Print for your records** button.



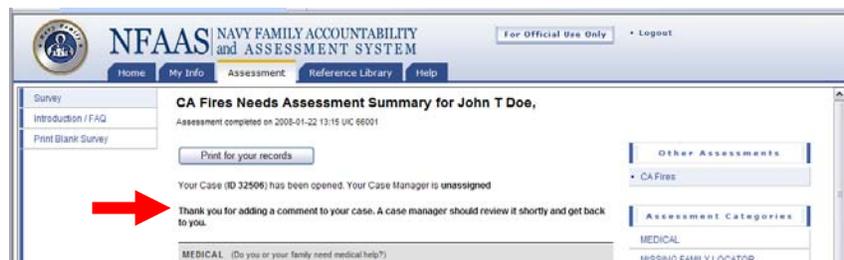
- d. Once your case has been opened, you will no longer be able to edit the Needs Assessment Summary. But the Summary will still be able to be reviewed and printed (see the following figure).



- e. You may also add a comment to the Needs Assessment Summary at any time by clicking on the **Add Comment** button which will cause the Add Comment popup window to appear.



- f. Type your comment into the comment field and click the **OK** button. The popup window will close and the Needs Assessment Summary page will refresh and confirm that your comment was submitted.



12 Editing the IA Needs Assessment Summary

- View the IA Needs Assessment Summary to verify that choices made and comments entered during the survey are correct. You may click on the Category links in the list of links on the right side of the page to quickly scroll to that Category in the survey summary.
- Until the Service Member returns, you can make changes to the survey by clicking on the **Edit** button next to a Category. This will take you back to the IA Needs Assessment Survey page (see Section 910) where you can make any desired changes and resubmit the survey. **Note:** Even after the Service Member returns, you can still call the IA Point of Contact if you have a problem.
- When you are satisfied that the survey accurately represents your needs, you may print it for your records by clicking on the **Print for your records** button. (Sometime there may be phone numbers, URLs, or other information provided next to the category selected for your assistance).

The screenshot displays the NFAAS (Navy Family Accountability and Assessment System) interface. The main heading is "IA Needs Assessment Summary for John T Doe," with a sub-heading "Assessment completed on 2008-01-22 14:51 UIC 66001". A message states: "Hello John T Doe, You are allowed to update your IA Needs Assessment at any time. If your assessment indicates that you need assistance, a Case Manager will contact you." Below this, there are two buttons: "Print for your records" (highlighted with a red arrow) and "Add Comment" (also highlighted with a red arrow). The "Add Comment" button is positioned above a text input field. The assessment categories are listed on the right side of the page, including: CA Files, IA, MEDICAL, PERMANENT HOUSING, PERSONAL PROPERTY, FINANCIAL ASSISTANCE, PAY AND BENEFITS, DoN CIVILIAN EMPLOYEES, FAMILY EMPLOYMENT, CHILD CARE, SCHOOL, LEGAL SERVICES, CHAPLAIN, and COUNSELING. The "PERSONAL PROPERTY" category is expanded, showing a checked box for "Need assistance with shipping and/or storing personal property?" and a comment box containing the text: "Have items in storage that I need relocated to new residence." Below this, there are "Edit" buttons for each category, with "Edit" buttons for "MEDICAL", "PERMANENT HOUSING", "PERSONAL PROPERTY", "FINANCIAL ASSISTANCE", and "PAY AND BENEFITS" also highlighted with red arrows. The "Edit" button for "PERSONAL PROPERTY" is specifically highlighted with a red arrow.

- You may also add a comment to the IA Needs Assessment Summary at any time by clicking on the **Add Comment** button which will cause the Add Comment popup window to appear.

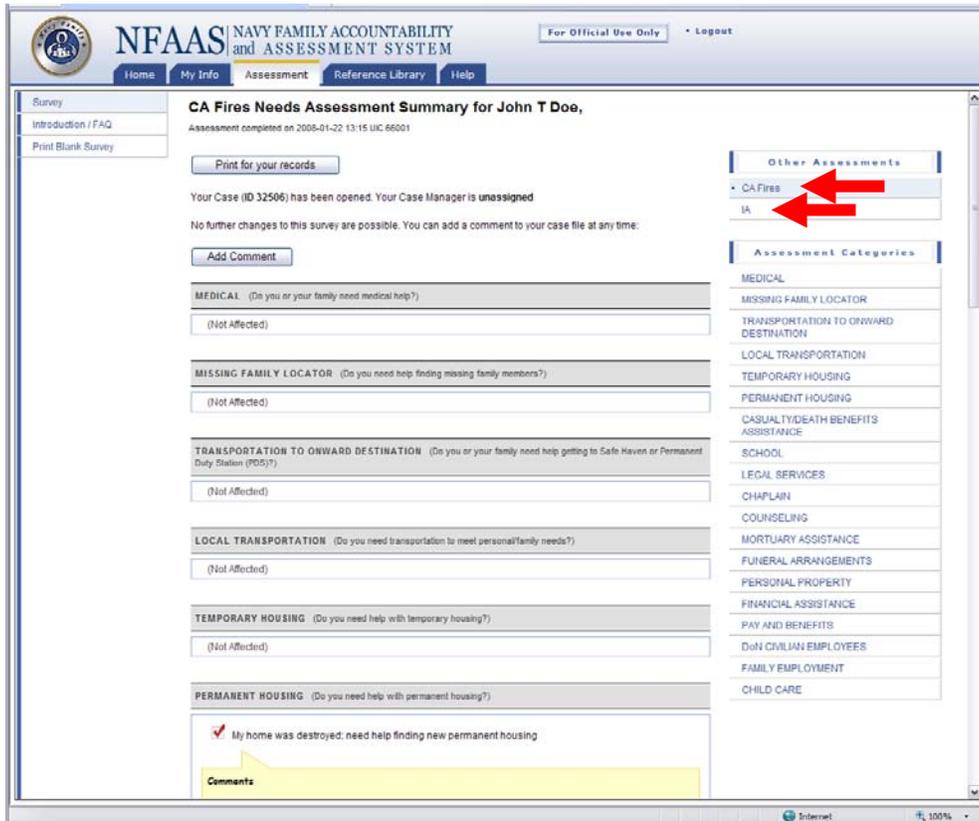


- e. Type your comment into the comment field and click the **OK** button. The popup window will close and the IA Needs Assessment Summary page will refresh and confirm that your comment was submitted.



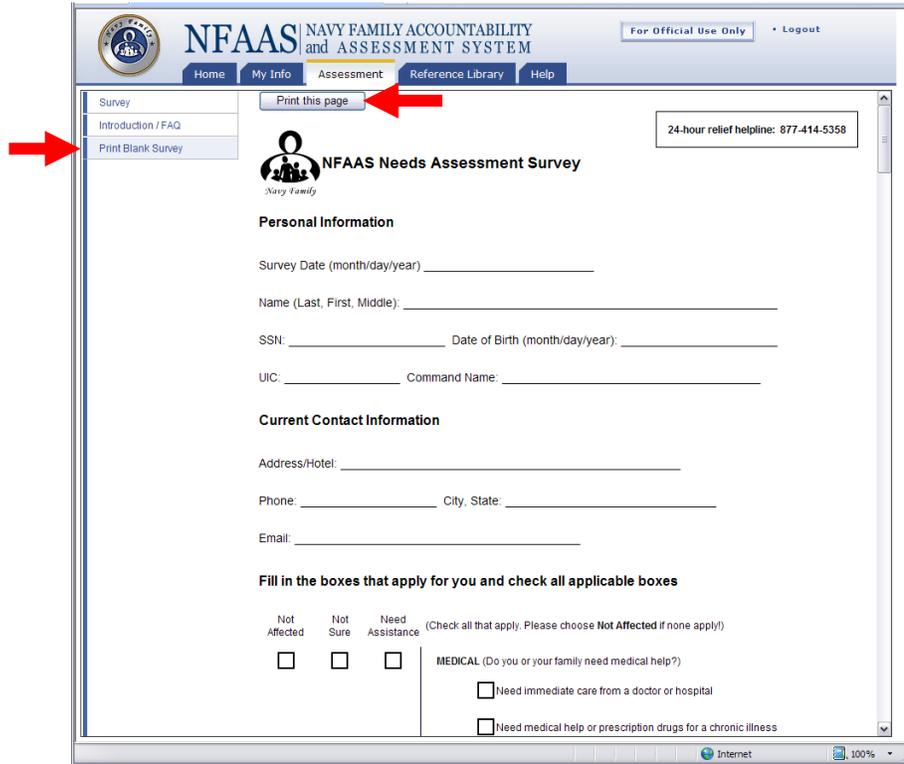
13 Selecting Between Multiple Assessments

If you have been in an area affected by more than one event, or are also an Individual Augmentee, you may switch between these individual assessments to review and edit them by clicking on the respective assessment links near the top-right of the page under "Assessments".



14 Printing a Blank Survey

- a. If for any reason you need to login at a later time to complete and submit the survey (or you wish to provide one to someone without computer access), you may print a blank copy of the survey by clicking on the **Print Blank Survey** link on the left side of the page.
- b. Click the **Print this page** button at the top of the page.



15 Viewing the Home Page

Clicking on the **Home** Tab will take you to the **Home** Page. This page provides information relative to any disaster or event that affects Navy personnel and will be updated often after a disaster.

NFAAS NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM

For Official Use Only • Logout

Home My Info Assessment Reference Library Help

Current Headlines

 The recent California fires have required residents to leave their homes as several fires burn across San Diego and Ventura Counties. This is a stressful time for many of our military families stationed in California. If you have been affected by the fires and need assistance fill out the NFAAS survey and a case manager will contact you. If you need more information about our service go to the article [NFAAS Fact Sheet](#). We stand ready to assist you.
LINK: <http://www.pacsw.navy.mil/cnrsw/>

California 24-Fire Hotline: 1-877-414-5358
ECRC 24 Hour IA Family Helpline: 1-877-364-4302

Individual Augmentee (IA) Support

 **The Navy Family Accountability & Assessment System (NFAAS) Tracks Individual Augmentee (IA) Families**

There are a growing number of service members, active and reserve, who are mobilized or deployed as part of the Global War on Terrorism. Individual Augmentees (IAs) normally do not deploy with their parent command. This can create unique challenges for both the service member and their families. It is Navy leadership's goal to provide support services and accurate information to the IA families before, during and after deployment.

In order to ensure that all IA families receive regular contact, the Fleet and Family Support Centers (FFSC) are now using the Navy Family Accountability and Assessment System (NFAAS) to track contact with, and support provided for, the IA families. The Individual Augmentee Point of Contact (IA POC) for the FFSC located nearest the IA family maintains regular contact with the families, connecting them with available military and community resources.

Recent Headlines

 **Quick Access Directory (PDF)**
The Fleet & Family Support Center Quick Reference Directory.

 **IA Family Connection – January 2008 (PDF)**
Monthly newsletter for IA Families published by FFSC and ECRC. December 2007 and other back issues are in the **Downloads** section of the **Reference Library** tab.

 **National Weather Service**

 **Recovering From a Disaster (PDF)**
The *Guidance for Navy and Marine Corps Personnel in Hurricane Disaster Areas*

 **Red Cross (PDF)**
Picking up The Pieces After The Fires

Useful Links

- Expeditionary Combat Readiness Center (ECRC)

16 Viewing the My Info Page

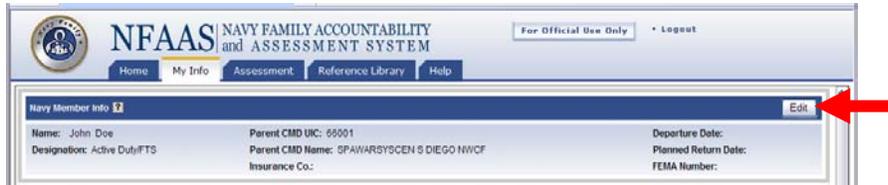
Clicking on the **My Info** Tab will take you to the **My Info** Page. This page contains personal information, location and contact information, and lists additional family members.

The screenshot shows the NFAAS (Navy Family Accountability and Assessment System) interface. The 'My Info' tab is highlighted in the navigation menu. The page is divided into several sections:

- Navy Member Info:** Displays personal details for John Doe, including designation (Active Duty/FTS), parent command UIC (66001), parent command name (SPAWARSYSCEN S DIEGO NWCF), insurance company, departure date, planned return date, and FEMA number.
- Event Information:** A section with checkboxes for various conditions: TDY / TAD Orders, EVAC TDY / TAD Orders, Member Deployed, Have Pets (checked), Using Rental Car, Attended Brief, and School-Age Children (checked). It also shows a 'Total Evacuated: 0' count.
- Location and Contact Info:** A table showing different location types and their corresponding addresses and contact information. The 'Current' location is at 922 Ninth St, San Diego, CA 92129. Contact info includes Home (858-922-9292), Work, Cell (858-992-2929), Email 1 (john.doe@gmail.com), and Email 2.
- Additional Family Members:** A section with an 'Add Member' button and a table for listing other family members with fields for Name, Address, and Contact Info (Home, Cell, Email 1, Email 2).

17 Updating Navy Member Info

- a. On the **My Info** page, click the **Edit** button in the upper-right corner of the “Navy Member Info” frame.



- b. In the “Edit Navy Member Info” popup window, update and add information as required.
- c. The calendar icons can be used to choose Departure and Return Dates. (Departure and Return dates only apply if the Service Member is deployed).



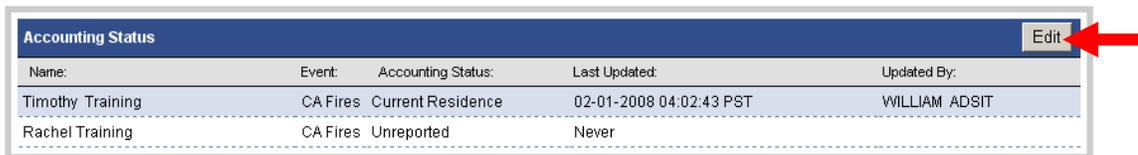
- d. When you have finished updating the information in the form, click the **Save** button.
- e. The “Edit Navy Member Info” window will close and the **My Info** page will refresh and show the updated information in the Navy Member Info section.

18 Updating Accounting Status

If you cancelled the initial “Account for Event” popup, you can still update your accounting status on the **My Info** page.

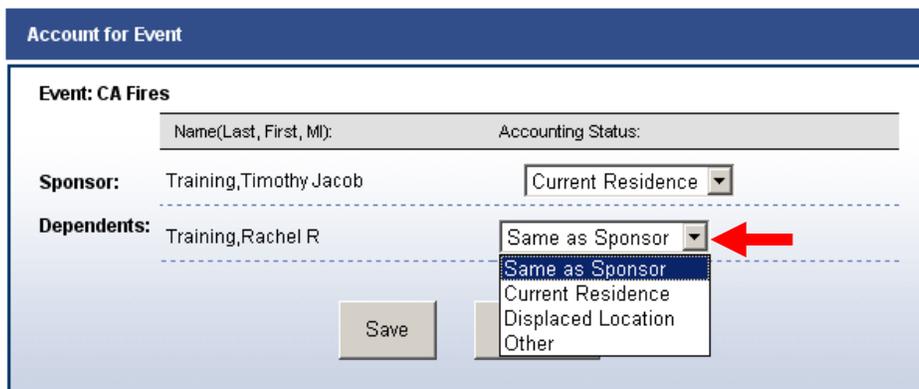
- a. Click the **Edit** button in the upper-right corner of the “Accounting Status” section.

Note: There won’t be an **Edit** button if your accounting status has already been provided (by you or your command). Contact your chain of command if you need to change any accounting statuses.



Accounting Status					Edit
Name:	Event:	Accounting Status:	Last Updated:	Updated By:	
Timothy Training	CA Fires	Current Residence	02-01-2008 04:02:43 PST	WILLIAM ADSIT	
Rachel Training	CA Fires	Unreported	Never		

- b. The “Account for Event” popup window will appear. Choose the appropriate option from the “Accounting Status” drop-down menu.



Account for Event

Event: CA Fires

Name (Last, First, MI): _____ Accounting Status: _____

Sponsor: Training, Timothy Jacob Current Residence

Dependents: Training, Rachel R Same as Sponsor

Same as Sponsor

Current Residence

Displaced Location

Other

Save

- c. Click **Save** when complete and the “Accounting Status” section will refresh and display your changes.

Note: If you have other family members and they are required to account, they will be displayed with their own drop-down menus which will have different choices. You will not be able to save until you provide an accounting status for all family members!

19 Updating Event and/or IA Information

- a. On the **My** Info page, click the **Edit** button in upper-right corner of the “Event Information” section.

- b. The “Event Information” section will change in the page so that the checkboxes become active and can be changed.

- c. Click to check or uncheck the boxes to that they most accurately reflect your current status.
- d. Click **Save** when complete and the “Event Information” section will refresh and display your changes.

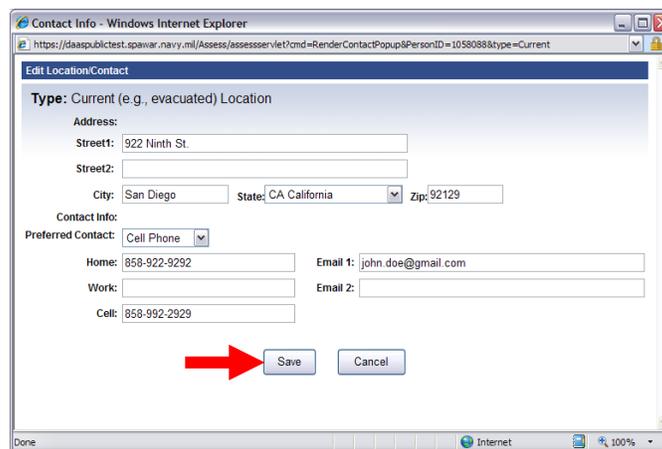
Note: If you are an IA, you will have a similar section for IA Information.

20 Updating “Current” Location and Contact Info

- a. On the **My Info** page, in the “Location and Contact Info” section, you can view and update your current location and contact information.
- b. Current location contact and location information is only required if you have been identified as being in an affected area following an event. Under normal circumstances, outside of an event, this would either be blank or be the same as “Original”. Current location following an event would contain your actual location, which could be your original location (you did not evacuate), or an evacuated location. Providing this information allows the Command and Case Managers to contact you to provide assistance.
- c. If it is not already selected, click on the **Current** label under the “Location Type” heading to view your current location and contact info under the “Address” and “Contact Info” headings to the right.



- d. To update your current location and contact information, click the **Edit** button in upper-right corner of the “Event Information” section and the “Edit Location/Contact” window will appear.



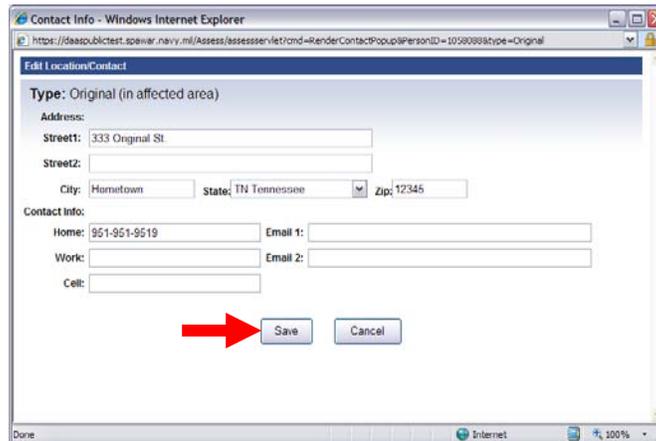
- e. Update the Current location and contact information and click the **Save** button. The window will close and the **My Info** page will refresh.

21 Updating “Original” Location and Contact Info

- a. On the **My Info** page, in the “Location and Contact Info” section, you can view and update your original location and contact information (which would be the location and contact information you had before you left or were evacuated from an area affected by an event).
- b. If it is not already selected, click on the **Original** label under the “Location Type” heading to view your Original location and contact info under the “Address” and “Contact Info” headings to the right. In most cases this information was added from a Navy Personnel system, but may not be up to date. If it is not accurate, please update it.



- c. To update your Original location and contact information, click the **Edit** button in upper-right corner of the “Event Information” section and the “Edit Location/Contact” window will appear.



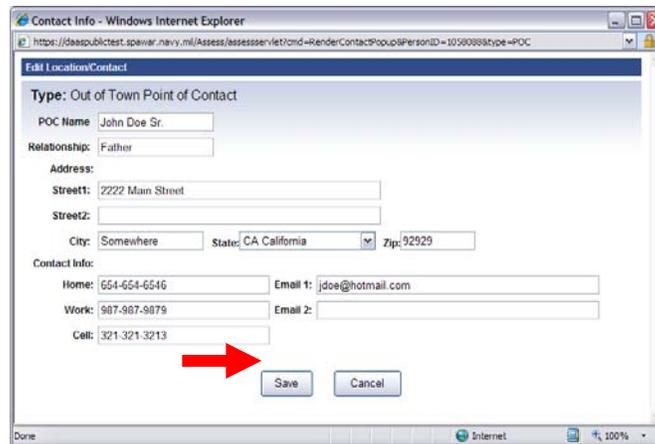
- d. Update the Original location and contact information and click the **Save** button. The window will close and the **My Info** page will refresh.

22 Updating “Out of Town POC” Info.

- a. On the **My Info** page, in the “Location and Contact Info” section, you can view and add or update the location and contact information for an “Out of Town POC” (some one who does not live in the affected area that would know where you are).
- b. If it is not already selected, click on the **Out of Town POC** label under the “Location Type” heading to view the associated location and contact info under the “Address” and “Contact Info” headings to the right.



- c. To update the “Out of Town POC” location and contact information, click the **Edit** button in upper-right corner of the “Event Information” section and the “Edit Location/Contact” window will appear.



- d. Update the “Out of Town POC” location and contact information and click the **Save** button. The window will close and the **My Info** page will refresh.

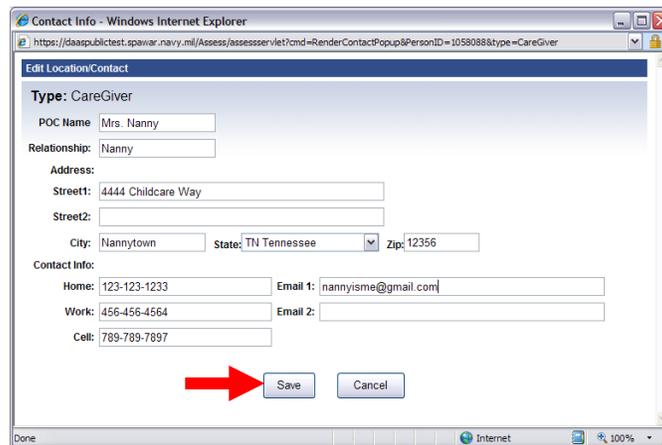
NOTE: A Navy Family Member is not required to complete all the location fields. The purpose for the fields is to be able to have additional contact and location information if desired, and to be able to categorize that information.

23 Updating “Care Giver” info

- a. On the **My Info** page, in the “Location and Contact Info” section, you can view and add or update the location and contact information for a “Care Giver” (Example: if children are staying with grandparents, enter grandparents’ name and contact info). **Note:** This does not have to be a Care Giver; you can enter another contact person instead.
- b. If it is not already selected, click on the **Care Giver** label under the “Location Type” heading to view the associated location and contact info under the “Address” and “Contact Info” headings to the right.



- c. To add or update the “Care Giver” location and contact information, click the **Edit** button in upper-right corner of the “Event Information” section and the “Edit Location/Contact” window will appear.



- d. Update the “Care Giver” location and contact information and click the **Save** button. The window will close and the **My Info** page will refresh.

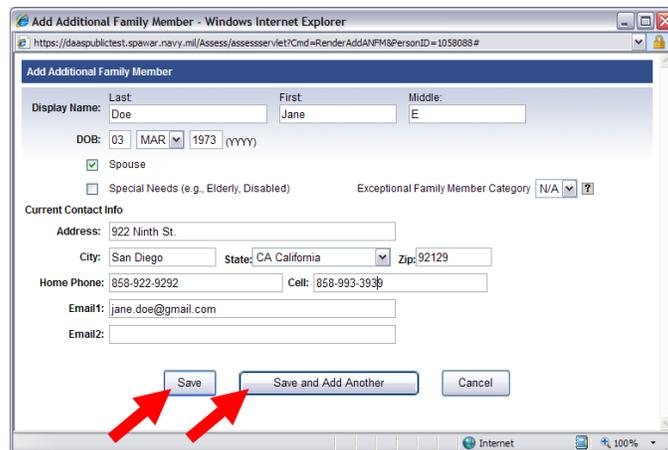
NOTE: A Navy Family Member is not required to complete all the location fields above. The purpose for the fields is to be able to have additional contact and location information if desired, and to be able to categorize that information.

24 Adding Additional Family Members

- a. On the **My Info** page, in the “Additional Family Members” section, you can view and add or update the location and contact information for additional family members



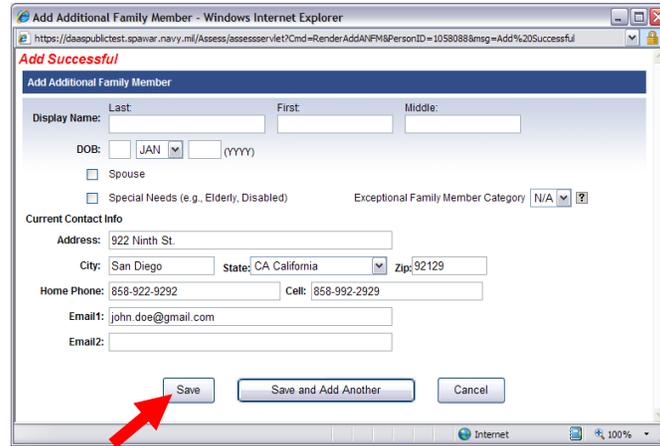
- b. To add an additional family member, click on the **Add Member** button at the top-right of the “Additional Family Members” section. The “Add Additional Family Member” window will appear.



- c. Enter the name and date of birth (DOB) for the family member you are adding. Indicate whether this family member has any special needs and, if so, what category of special needs they have by using the provided checkbox and pull-down menu. (You can click on the ? button to the right of the pull-down menu for a list of special needs category codes).
- d. The Current Contact Info fields will be pre-populated with the current location and contact information that you provided for yourself. You can update this information as required for the family member you are adding.

Note: The date of birth can be approximate if unknown and can be changed later. It’s mainly used to determine children by current age.

- e. When you have finished filling out the form, click the **Save** or **Save and Add Another** button. Clicking **Save** will close the window and refresh the **My Info** page. Clicking **Save and Add Another** will refresh the “Add Additional Family Member” window and confirm the saving of the member you just entered by displaying a confirmation message at the top of the window.



- f. When you have finished adding the last family member, click the **Save** button and the window will close and **My Info** page will refresh to show the additional family members you have added.



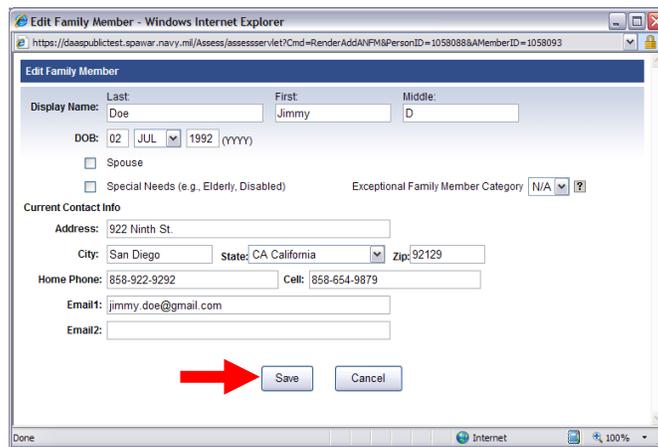
- g. Clicking on the names of any of the additional family members under the “Name” heading will display their associated location and contact info under the “Address” and “Contact Info” headings to the right.

25 Editing Additional Family Members

- a. On the **My Info** page, in the “Additional Family Members” section, click on the name of the additional family member that you want to edit.



- b. With the name of the additional family member you want to edit highlighted in blue, click the **Edit** button. The “Edit Family Member” window appears.



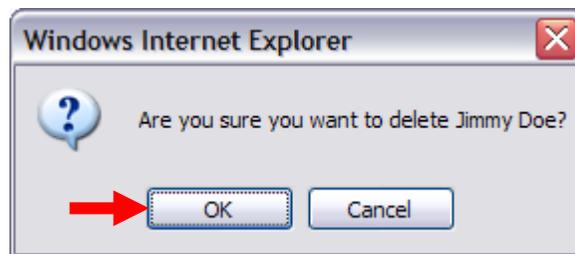
- c. Edit the additional family member’s information in the form and click the **Save** button. The **My Info** page will refresh and you can click on the name of the family member you edited to view the changes you made.

26 Removing Additional Family Members

- a. On the **My Info** page, in the “Additional Family Members” section, click on the name of the additional family member that you want to remove.



- b. With the name of the additional family member you want to edit highlighted in blue, click the **Remove** button. A popup window will appear asking you to confirm the removal of the additional family member.



- c. Click the **OK** button. The confirmation window will close and the **My Info** page will refresh so that the additional family member you removed is no longer displayed in the list of additional family members.
- d. The only time you may not be able to remove a family member if is there has been an event and you are indicated as living or working in the affected area. If the person you are attempting to remove is required to be accounted for, you will not be able to remove them until after the accounting process is done. If this is the reason you cannot delete them, you will see that in a popup box.

27 Viewing the Reference Library

- Click on the **Reference Library** tab. Several scrollable panes of information are displayed
- Clicking on links will either open another window with that website, or give you the option to view or download files – indicated with “(PDF)”.
- You can click the small icon (🖱️) in the upper-right corner of a pane to “detach it” so it appears in its own browser window.

The screenshot displays the NFAAS (Navy Family Accountability and Assessment System) Reference Library interface. The top navigation bar includes tabs for Home, Personnel, IA Cases, My Cases, Reports, **Reference Library** (highlighted with a red box), My Info, and Help. The interface is divided into several scrollable panes:

- Directory**: Contains two tables. The first table, "Key Phone Numbers and Web Addresses", lists agencies such as FEMA, American Red Cross, and Blue Cross and Blue Shield with their respective phone numbers. The second table, "State Emergency Management Agencies", lists agencies like California Office of Emergency Services and San Diego County Office of Emergency Services.
- Online Resources**: A list of external links including "America Supports You", "Army and Air Force Mutual aid Society", and "Navy Knowledge Online".
- Downloads**: A list of downloadable documents such as "Mobilization and Demobilization" and "IA Command Handbook - Updated Oct 2007 (PDF)".
- DoD/Government Websites**: A list of government websites including "Bupers Online", "Department of Defense Reserve Affairs", and "Department of the Navy".
- CNRSW Fact Sheets**: A long list of fact sheets available in PDF format, covering topics like "Adolescent Stress Assessment", "Adult Stress Self Assessment", and "Financial Steps".

Each pane has a small icon in its upper-right corner, which is used to detach the pane into a separate browser window.

28 Viewing Help

- a. Clicking on the **Help** tab will provide you with a page where you can submit feedback on the functionality and performance of the system. Any feedback you can provide would be greatly appreciated.



29 Acronyms

CAC	Common Access Card
DEERS	Defense Eligibility Enrollment System
DOB	Date of Birth
EFM	Exceptional Family Member
FAQ	Frequently Asked Questions
FEMA	Federal Emergency Management Agency
GAOI	Geographical Area of Interest
IA	Individual Augmentee
IA POC	Individual Augmentee Point of Contact
NFAAS	Navy Family Member Accountability and Assessment System
NFDA	Navy Family Disaster Assistance
NFM	Navy Family Member
PDF	Portable Document Format (Adobe Acrobat format)
POC	Point of Contact
SPAWAR	Space and Naval Warfare
SSN	Social Security Number
UIC	Unit Identification Code
URL	Uniform Resource Locator (web address)