

**FOURTH ESTATE PERSONNEL ACCOUNTABILITY AND
ASSESSMENT SYSTEM (FEPAAS)**

**DoD Civilian Employee Users Guide
Version 1.3**



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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)	Page or Nature of Change
15 Feb 2012	1.3	SSC Pacific	Update to reflect internal peer reviews.
13 Sep 2010	1.2	SSC SD	Terminology change ("SUPV")
03 Sep 2010	1.1	SSC SD	Update to FEP AAS Version 1.0
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1 What is FEPAAS?

FEPAAS is the **F**ourth **E**state **P**ersonnel **A**ccountability and **A**ssessment **S**ystem. It is accessed through a user-friendly website designed to help our DoD Civilian Employees and their immediate Family members who are directly affected by major natural or man-made disasters (e.g., fires, hurricanes, floods, earthquakes, etc.).

- FEPAAS allows you to **report** your current location, to **update** emergency personal contact information, and to **request** assistance (especially if you had to evacuate far away from your home or place of work).
- Your reporting assists the DoD to know where you are, how you are doing, and to coordinate with applicable agencies in responding to your needs.
- FEPAAS allows your supervisors to account accurately for all assigned employees and their family members.
- Your reporting assists the DoD leadership and authorities to make better decisions in supporting you and your family, to maintain readiness, and to preserve National Security during a disaster.

1.1 FEPAAS Terms

- **EVENT** – A disaster, terrorist attack, or other event, large or small, where the DoD has determined the need for DoD Employees to provide the status (how are you), and whereabouts (where are you).
- **GAOI** – Geographical Area of Interest – the area where the disaster or event occurred. Also known as the “affected area”.
- **AFFECTED** – A DoD Employee 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 DoD determines. It is possible that you were not physically in the 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 were not impacted by the event.

2 What Do I Need To Use FEPAAS?

FEPAAS requires you to have access to a working computer connected to the public Internet. We understand that during a disaster, you may be displaced from your home and office, and may not have a portable computer with Internet capability. However, the following are a few alternative resources that may be used:

- You may use a public computer available at community centers, emergency shelters, airports, schools, libraries, and select businesses (e.g., Internet cafes, copy stores or coffee shops).
- If you have a cell phone or telephone available, you may contact other family members or friends, and ask them to access FEPAAS on their computer on your behalf (they will need your Social Security number and date of birth).
- You may request assistance from various groups (e.g., local authorities, community service organizations, relief agencies, volunteers, etc.) to relay your status to your chain of command.
- During a major disaster, if you are unable to log in to FEPAAS, contact your immediate supervisor or call any of the below numbers:

**DoD Civilian Personnel Management
Service (CPMS) Emergency Contact:** 1-877-688-1654
Hearing Impaired TTY/TDD: 1-877-681-6194

DLA, Customer Interaction Center: 1-800-334-3414
Commercial: 1-269-961-7625
DSN: 661-7625

Hearing Impaired CIC Numbers
TTY/TDD: 1-866-605-6566
Commercial: 1-269-961-7800
DSN: 661-7800

Other Phone Numbers
DoD Civilian Hotline: 1-888-363-4872
1-888-DOD-4USA
Military OneSource: 1-800-342-9647

3 How Do I Use FEPAAS?

3.1 Navigate to the FEPAAS Website

- a. Get access to a computer connected to the Internet.
- b. Open a web browser (e.g., Internet Explorer).
- c. Type the following address into the browser's address field and press the **Enter** key:
<https://fepaas.whs.mil> (Note: "https" is required in the web address)
- d. You should see the "FEPAAS Login Page" (shown below) in your browser window.

FEPAAS | **FOURTH ESTATE**
PERSONNEL ACCOUNTABILITY and ASSESSMENT SYSTEM

What is FEPAAS?

Fourth Estate Personnel Accountability and Assessment System (FEPAAS) standardizes a method for the Fourth Estate to account, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. The FEPAAS provides valuable information to all levels of the Fourth Estate chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.

FEPAAS allows Fourth Estate Personnel to do the following:

- Report Accounting Status
- Update Contact/Location information
- View Reference Information

Fourth Estate Civilians, and their Families
To update your contact information and account

Click Here

Includes Civilian Employees as well as their Family Members affected by an event.

All Fourth Estate Support, Authorized Personnel and Staff
(must have been granted access by command)

Click Here
(CAC Required for Access)

To perform duties for Supervisor, Personnel Accountability, Analysis & Reporting and other related tasks.

Login Problems
If you have problems accessing FEPAAS, [click here](#) to send an email for assistance. Please include your name, phone number and ORG ID (if possible) in order for us to contact you. **Please, do NOT include SSN/DOB.**

[Contact FEPAAS Support](#) This is an Official U.S Fourth Estate Web Site [Privacy & Security Notice](#)

SSN and DOB are used by FEPAAS for user log-in and authentication only. It is sent to FEPAAS in encrypted format. SSN and DOB information already resides in FEPAAS and is not captured and stored from log-in. It is not displayed in FEPAAS in any form and is not used for any purpose other than U.S Fourth Estate-approved personnel accountability. Users can change their password from DOB after log-in by going to the "MyInfo" page.

Done Internet 100%

3.2 Login to FEPAAAS

- a. On the FEPAAAS Login Page, click the **Click Here** button under the “Fourth Estate Civilians, and their Families” heading.



- b. The Login page appears (shown below).



- c. Choose a login method

If you choose Common Access Card (CAC), you will need a CAC reader attached to your computer and your CAC and PIN.

For Username and Password, your username is the employee's .mil email address. Unless you have previously logged onto the system and changed it, the initial password is the employee's date of birth, in the YYYYMMDD format (e.g., Dec 25, 1985 is entered as "19851225") AND the last four digits of the employee's SSN.

Fourth Estate Personnel Accountability and Assessment System
 Technical Support:
 fepaas@spawar.navy.mil
 1-866-946-9183 or (619) 553-8167

Select Login Method

Common Access Card (CAC)
 Username and Password
 Personal Information

Email:
 (e.g., Sponsor's .mil addr)

Password:
 (YYYYMMDDXXXX, e.g., 197602294321)

Initial password is the sponsor's Date of Birth and last 4 of their SSN.

For Personal Information, enter your Social Security Number without dashes (e.g., 123-45-6789 is entered as "123456789"). Enter your date of birth and last name.

Fourth Estate Personnel Accountability and Assessment System
 Technical Support:
 fepaas@spawar.navy.mil
 1-866-946-9183 or (619) 553-8167

Select Login Method

Common Access Card (CAC)
 Username and Password
 Personal Information

Sponsor SSN: (No dashes or spaces)

DOB: DD | JAN | YYYY

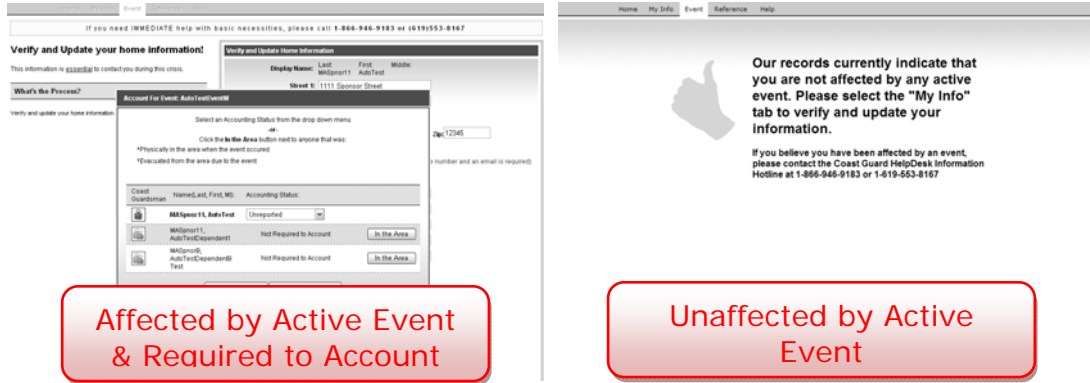
Last name:

- d. Click the **Login** button
- e. You will be logged into FEPAAAS and taken to the **Event** tab.

Note:

If you logged in with the third option, Personal Information, you will have **Update-Only Access**. Skip to section 3.3.

- f. If DoD records indicate that you or one of your dependents are currently affected by an event and required to account for that event, you will see the page below on the left. **Please skip to section 3.4.**
- g. Otherwise, you will see the page below on the right.



- h. If you see the page on the right, click on the **My Info** tab and follow the instructions in this guide to update the personal information recorded there.

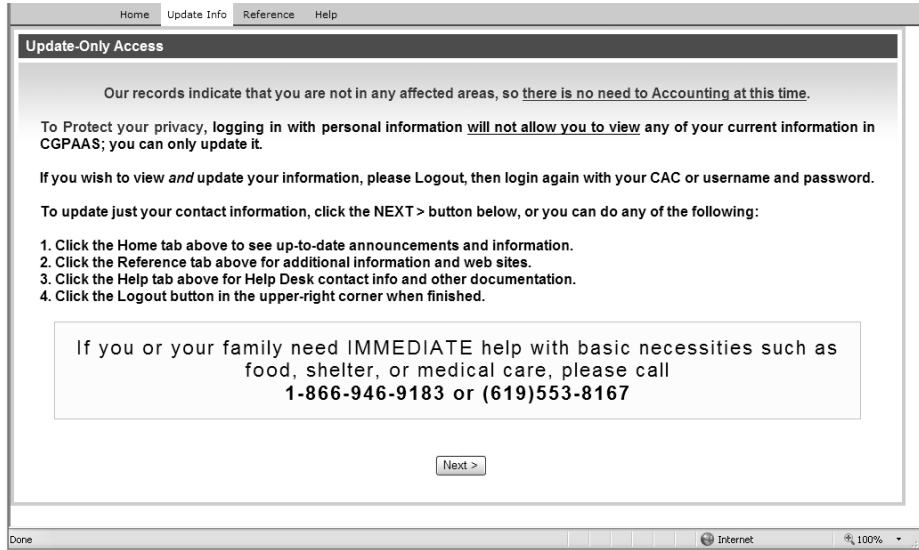
Note:

If you see the page on the right, but you believe that you ARE directly affected by a current event, contact your command, or call the FEPAAS Help Desk at 1-866-946-9183.

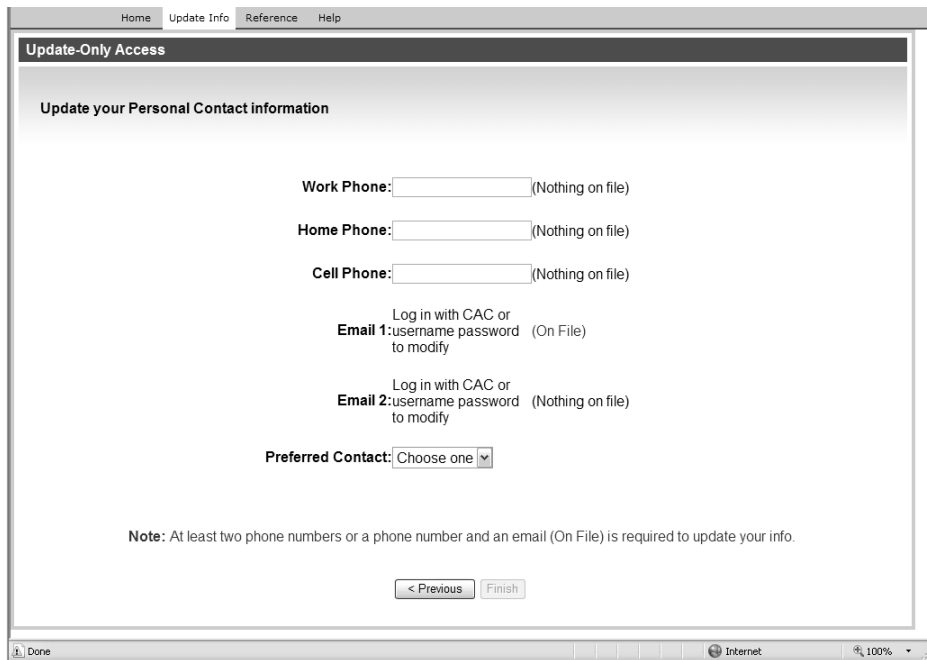
3.3 Update-Only Access (logging in with personal information)

To protect your privacy, logging in with personal information will not allow you to view any of your current information in FEPAAS; you can only update it.

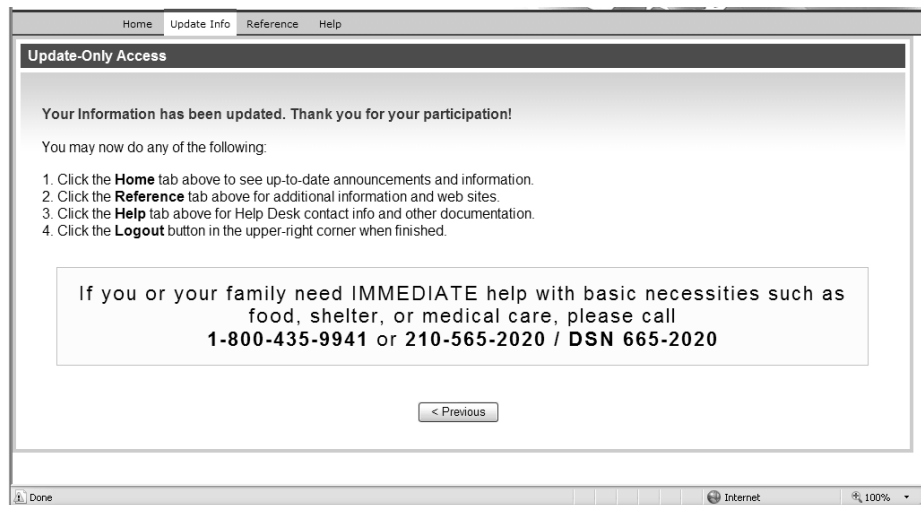
- a. If you login to the system with personal information you will see the following:



- b. Click **Next>** and update your Personal Contact Information:



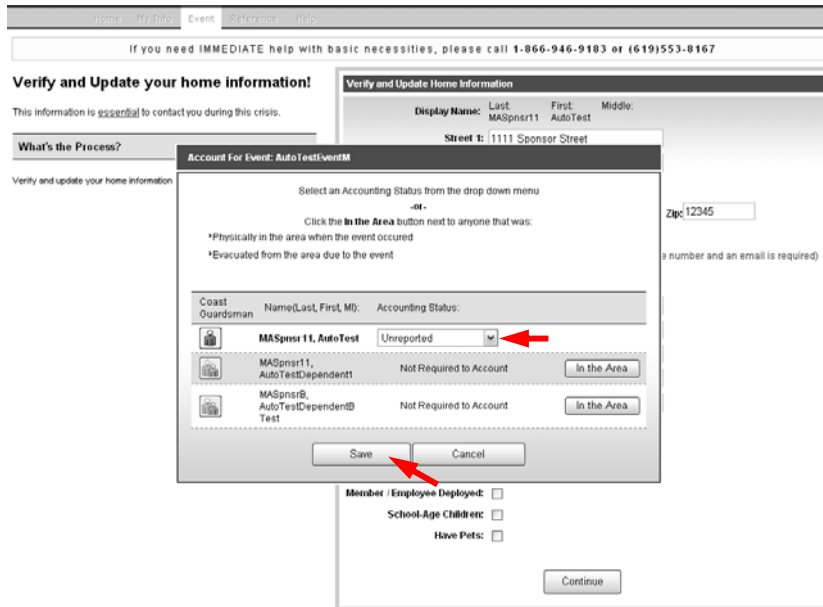
- c. Click **Finish** and the following page will appear:



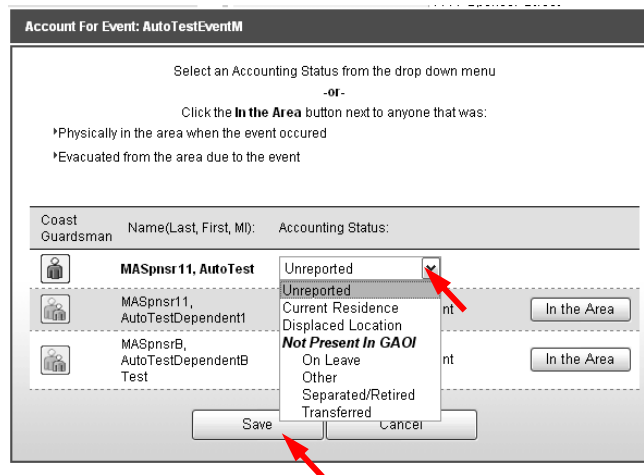
- d. As it says, you can click one of the tabs, or click **Logout** when you're finished with the site.

3.4 Account for Yourself and Your Dependents

- a. If you login to the system and are affected by an event you will be presented with the “Account for Event” pop-up window and prompted to account for yourself and your family members.



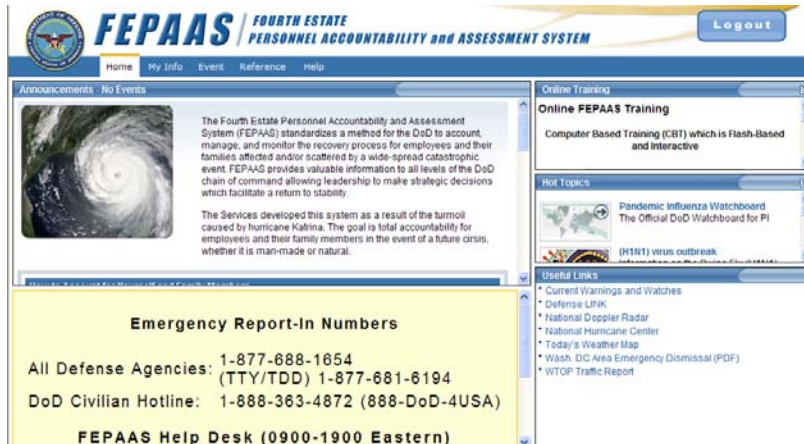
- b. Click to pull down the “Accounting Status” menus for the Employee and any Dependents and select an accounting status for each one.



- c. Selecting “Same as Employee” will attribute the Employee’s accounting status to that Dependent.
- d. Click the Save button to submit the selected accounting statuses. The “Account For Event” pop-up window closes and you are prompted to update your location and contact information.
- e. Proceed with updating your location and contact information.

4 Home Tab

- a. Click on the **Home** tab. The Home page appears.

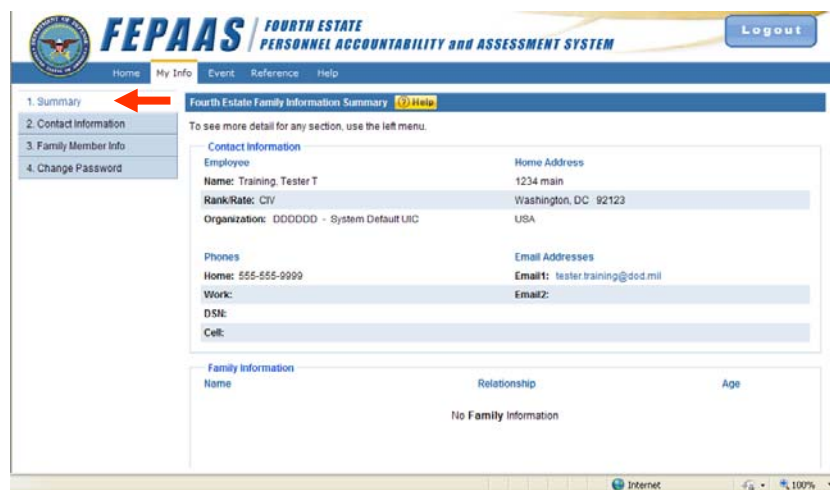


- b. The Home page provides a general overview of any current events and related accounting efforts, Online Training, Hot Topics, and Useful Links.

5 My Info Tab

5.1 Summary

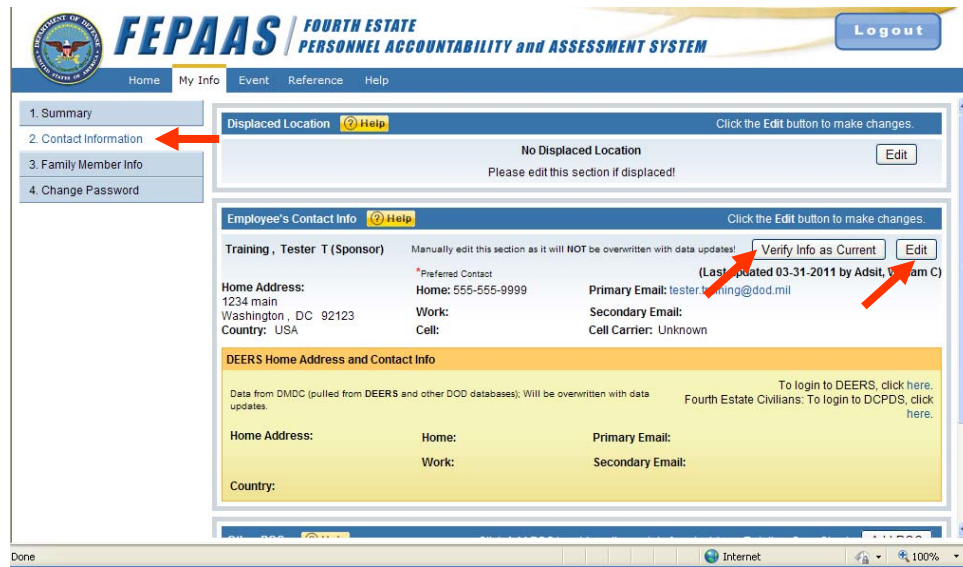
- a. Click on the **My Info** tab. Your “Full Profile” Summary page appears. If you were already on the My Info tab and browsed elsewhere in your Full Profile, you can return to the Summary page by clicking the “Summary” menu item to the left of the page.



- b. Verify your Rate/Rank and Organization. (**Note:** Only Administrators can change your Rank/Rate or Organization)
- c. Click the **Edit** buttons to make any changes.

5.2 Contact Information

- a. Click on the “Contact Information” menu item. Your “Contact Information” page appears.



This page consists of three panes covering your location and contact information.

The **Displaced Location** pane should contain the address that you evacuated to as a result of being affected by an event.

The **Employee’s Contact Info** pane should contain your home address and contact information. This pane also provides you with a snapshot of the last import of data from the DEERS system.

Note:

Using the provided link to update your DEERS information at the DEERS site will NOT update the DEERS information displayed in FEPAAS immediately. FEPAAS reflects the last data import received from DEERS which is dated as such. Updating your data in DEERS will help future data imports from DEERS to be accurate.

The **Emergency Contacts** pane contains location and contact information for any person(s) not necessarily a family member but who can serve as a “Point of Contact” for you if the DoD is unable to reach you or one of your family members directly.

Clicking the respective **Edit/Add** button for a specific pane will allow you to edit the data displayed in that pane.

5.2.1 Editing “Displaced Location”

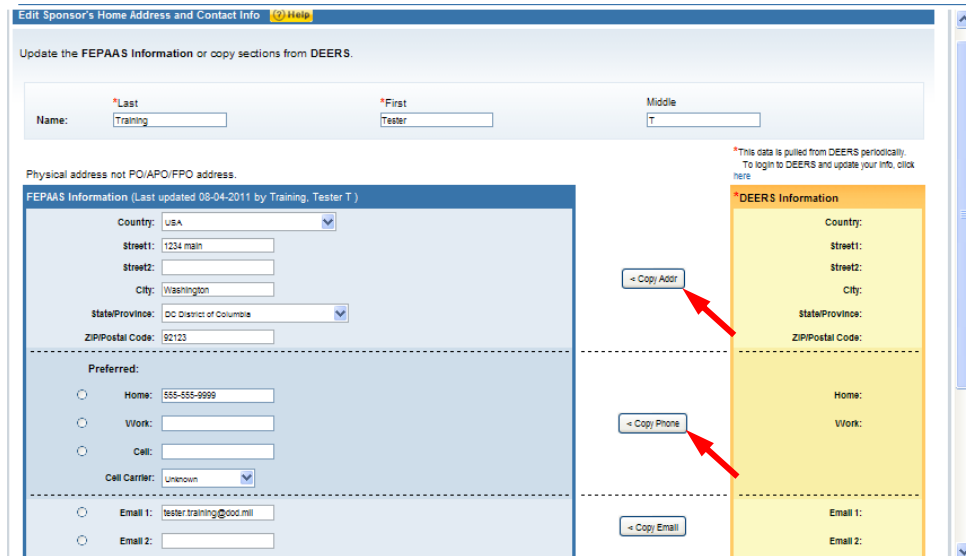
- a. Click the **Edit** button in the top-right corner of the “Displaced Location” pane. The “Edit Displaced Location” page appears.

- b. Add and/or edit your Displaced Location information as required and click the appropriate button to either **Save** or **Cancel** the updates you made.
- c. If you enter a displaced location, you will find that a **Returned Home** button has been added next to the **Edit** button in the “Displaced Location” pane.

- d. Click the **Returned Home** button when you are no longer displaced. This will clear any displaced location information displayed in the pane.

5.2.2 Editing “Employee’s Contact Info”

- a. Click the **Edit** button in the top-right corner of the “Employee’s Contact Info” pane. The “Edit Employee’s Home Address and Contact Info” page appears.



This page displays your home address and contact information on the left and contrasts it against the latest DEERS data pull on the right.

- b. If needed, edit your last, first, or middle name at the top of the page.
- c. Edit your FEPAAAS Information in the box to the left of the page.
- d. If your FEPAAAS location and contact information is incorrect and the displayed DEERS data is correct, you may use any of the three **< Copy** buttons to copy the displayed DEERS data over the corresponding FEPAAAS data instead of manually typing in the information.
- e. If the displayed DEERS information is incorrect, you may use the provided DEERS link to log onto the DEERS site and update your DEERS information.

Note:

Using the provided link to update your DEERS information at the DEERS site will NOT update the DEERS information displayed in FEPAAAS immediately. FEPAAAS reflects the last data import received from DEERS which is dated as such. Updating your data in DEERS will help future data imports from DEERS to be accurate.

- f. Click the appropriate button to either **Save** or **Cancel** the updates you made.

5.2.3 Editing “Emergency Contacts”

- a. Click the **Add POC** button in the top-right corner of the “Emergency Contacts” pane. The “Add Point of Contact” window opens.

The screenshot shows a form titled "Add Point of Contact" with a "Help" icon. The form contains the following fields:

- First Name:
- Last Name:
- Middle Name:
- Relationship:
- Address:
 - Street1:
 - Street2:
 - City:
 - State: Choose State (dropdown)
 - Zip:
 - Country: USA (dropdown)
- Contact Info:
 - Home:
 - Work:
 - Cell:
 - Primary Email:
 - Secondary Email:

At the bottom right, there are two buttons: "Save" and "Cancel". Red arrows point to these buttons.

- b. Add the name, address and contact information for the new POC and click the appropriate button to either **Save** or **Cancel**
- c. Clicking **Save** results in the “Add Point of Contact” window closing and the “Emergency Contacts” page refreshing to display the newly added POC.

The screenshot shows a table titled "Emergency Contacts" with a "Help" icon and an "Add" button. The table contains one entry:

Click "Add" to add an Emergency Contact (e.g., Relative, Care Giver).			Add
Jones, Julie (sister)			Edit Remove
Address:	Home:	Primary Email:	
1212 S Avenue	Work:	Secondary Email:	
Palmdale, CA 92111	Cell:		
Country: USA			

Below the table, there is a note: **Preferred Contact method*

- d. Clicking the **Edit** button for a specific emergency contact will open the “Edit Point of Contact” page for that POC.
- e. Clicking the **Remove** button for a specific emergency contact will delete that emergency contact.

5.3 Event Information

If you have been affected by an event, you will see an “Event Information” menu item.

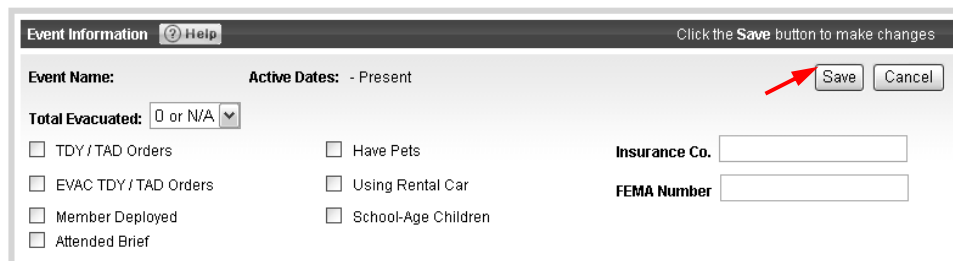
a. Click on the “Event Information” menu item.



This page consists of four panes all related to the status of having been affected by an event.

- The **Displaced Location** pane is a duplicate of the “Displaced Location” pane on the Contact Information page, under **My Info** tab. See section 5.2.1 for more information.
- The **Accounting Status** pane contains the accounting statuses for you and all of your dependents in the system for a particular event (if required to account).
- The **Event Information** pane provides further event-related information.
- The **Other POCs** pane is similar to the **Emergency Contacts** pane on the Contact Information page. See section 5.2.3 for more information.

b. Click the **Edit** button in the top-right corner of the “Event Information” pane. The pane contents become editable and the **Edit** button (just pressed) will be replaced by a **Save** button.



c. Update the pane contents as required and click the **Save** button. The pane contents will be saved and the **Save** button will be replaced by an **Edit** button.

5.4 Username & Password

- a. Click on the “Username & Password” menu item. At the top is your username, which should be your .mil email address. If not, choose it from the “Select Username” menu and click **Save**.

The screenshot shows the FEPAAAS interface. At the top, there is a navigation bar with 'Home', 'My Info', 'Event', 'Reference', and 'Help'. A 'Logout' button is in the top right. Below the navigation bar, there is a sidebar with three menu items: '1. Summary', '2. Contact Information', and '3. Username & Password'. The '3. Username & Password' item is highlighted with a red box. The main content area is divided into two sections: 'Change Username' and 'Change Password'. The 'Change Username' section shows 'Your current username: john.thom@navy.mil' and a dropdown menu with 'john.thom@navy.mil' selected. A red arrow points to the 'Save' button. The 'Change Password' section shows 'New Password:' and 'Confirm Password:' fields. A red bracket highlights these fields. Below the fields is a 'Password Rules' section with the following requirements:

- Must be between 8 and 50 characters long.
- Must contain at least one of EACH of the following:
 - lower case letter
 - upper case letter
 - numeric character
 - special character (e.g., \$, &, %)
- Can NOT contain:
 - first name
 - last name
 - forward slash "/"
 - spaces

- b. Your default password is set to your birth date in the YYYYMMDD format followed by the last 4 of your SSN. This page provides you with the option to change it to a password of your own choosing.
- c. Type your new password in the “New Password” and “Confirm Password” fields. Make sure that the new password meets the criteria described in the “Password Rules” section.

This screenshot is identical to the one above, showing the 'Change Username' and 'Change Password' sections. The 'Change Password' section includes the 'New Password:' and 'Confirm Password:' fields, and the 'Password Rules' section. A red arrow points to the 'Save' button at the bottom of the 'Change Password' section.

- d. If the new password does not meet the password rules, a message in red will be displayed above the text fields.
- e. Click the **Save** button to submit your password change. You will receive confirmation of your password being successfully changed.

NOTE: If you forget your password, any of your Supervisor Representatives (SUPVs) can reset it back to the initial password based on your date of birth, or you can call the FEPAAS Help Desk and ask them to do it.

6 Event Tab

6.1 Verify and Update Home Information

- a. The Event tab takes you through a three step process to obtain your current location and contact information and to assess your needs as a result of being affected by an event.

The screenshot shows the FEPAAS interface for updating home information. The header includes the FEPAAS logo and the text 'FOURTH STATE PERSONNEL ACCOUNTABILITY AND ASSESSMENT SYSTEM'. The user is logged in as JOHN THOM. The main content area is titled 'Verify and Update Home Information' and contains several sections: 'Display Name' with fields for Last, First, and Middle; 'Street' fields for Street 1 and Street 2; 'City', 'State' (a dropdown menu), and 'Zip' fields; 'Contact Info' with fields for Preferred Contact, Home Telephone, Work Telephone (pre-filled with 619-553-0727), Cell, Email 1 (pre-filled with john.thom@navy.mil), and Email 2; and 'Other Info' with checkboxes for TDY / TAD Orders, Member / Employee Deployed, School-Age Children, and Have Pets. A red arrow points to the 'Continue' button at the bottom right of the form.

- b. Review all the location and contact information fields and make any necessary updates.
- c. Click the **Continue** button to submit your location and contact information updates and proceed to Step 2 of the assessment process (if required).

Note:

*Not all events will have a Needs Assessment survey. If there is no Assessment, after you click the **Continue** button, you are done and can go to the other tabs such as **Home**, **My Info**, or **Reference**.*


6.2 Needs Assessment Survey (Introduction)

- a. After updating your location and contact information you will see a brief introduction to the Assessment Survey. The Needs Assessment Survey is designed to help sponsors and dependents identify disaster related needs. By reviewing the 19 disaster categories, sponsors and dependents are able to specify needs to ensure the best possible disaster assistance.
- b. Take a moment to review the survey description frequently asked questions.
- c. Click on any of the questions you may want answered.
- d. When you have finished, click the **Continue to Survey >>** button to be taken to the survey itself.
- e. If later in (or after completing) the assessment process, you would like to return to the Introduction to the Assessment Survey, you may click the “Introduction / FAQ” menu item on the left at any time.


Step 2 of 3: Needs Assessment Survey (Introduction)

If you or your family needs IMMEDIATE help with basic necessities such as water, food, shelter, or medical care, please call 1-866-946-9183, 619-553-8167/DSN 553-8167

About This Survey

 Please review each of the 19 categories in the survey and check whether you have disaster-related needs. In each area of need that you answer "Need Assistance" or "Not Sure", you will then be shown a more detailed checklist to identify your specific needs. It is important that you specify your needs honestly and as accurately as possible. Assistance will be provided as quickly as possible based on the severity and type of needs you identify.

1. Who is eligible for Fourth Estate Family Disaster Assistance?
2. Why should I complete this survey?
3. What happens after I complete the survey?
4. How and when will I be contacted?
5. Who will have access to my information?

[Continue to Survey >>](#) 

Q1: Who is eligible for Fourth Estate Family Disaster Assistance?

- Fourth Estate Service Members (Active and Reserve)
- Fourth Estate Civilian Employees (both civil service and non-appropriated Funds (NAF))
- Eligible family members of service members and employees

At the Fourth Estate's direction, the Fourth Estate Family may also include other personnel such as other service members assigned to Fourth Estate commands, tenants on Fourth Estate installations, Fourth Estate retirees and their families, and members of the individual ready reserve (IRR) and their families. In the case of deceased, injured or missing Fourth Estate service members or civilians, the definition may also include certain extended family

NOTE: If you are affected by an event that does **not** require an Assessment, you will see the following page:



**Accountability is complete.
Thank you for updating your contact info.
If you wish, you may logout now.**

The following options are available to you now and whenever you login again:

1. Use the **My Info** tab to update your contact information, and to update other personal information.
2. Visit the **Home** tab for announcements and other up-to-date information.
3. Browse the **Reference Library** tab for helpful links and documents.

If you need immediate technical assistance, please contact the FEPAAAS Helpdesk at 1-866-946-9183, 619-553-8167/DSN 661-7800.

7 Reference Tab

- Click on the **Reference** 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 FEPAAAS interface. At the top, there is a navigation bar with the FEPAAAS logo and the text "FOURTH ESTATE PERSONNEL ACCOUNTABILITY and ASSESSMENT SYSTEM". A "Logout" button is visible in the top right. Below the navigation bar, the "Reference" tab is active, showing a "Directory" section with "Key Phone Numbers" and "Fourth Estate Agency Phone Numbers".

Agency	Phone Number(s)
Business Transformation Agency (BTA)	Fort Belvoir: (800) 845-7606 West Region: (619) 524-4800, DSN: 524-4800
Defense Acquisition University (DAU)	Mid-West: (937) 784-1096 South Region: (256) 722-1100, DSN: 569-1100
Defense Advanced Research Projects Agency (DARPA)	703-526-6630
Defense Commissary Agency (DECA)	(804) 734-8000 ext. 48059 DSN: 687-8000 ext. 48059
Defense Contract Audit Agency (DCAA)	703-767-3265

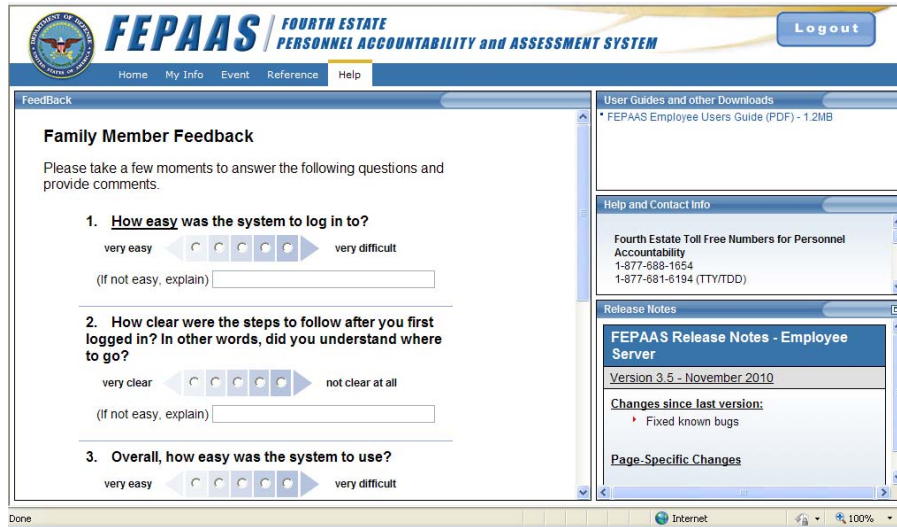
Below the table, there are three scrollable panes:

- Online Resources:** Contains links to FEMA, Ready.com, and Red Cross.
- Downloads:** Contains a list of files for download, including "Federal benefits in an Emergency (PDF)", "FEPAAAS Brochure-Inside June2010 (JPG) 2.6MB", "FEPAAAS Brochure-Inside PSD June2010 (zip) 18MB", "FEPAAAS Brochure-WHS Outside 09Sep2010 (JPG) 4.9MB", "FEPAAAS Brochure-WHS Outside PSD Aug2010(zip)31 MB", and "FEPAAAS Magnet 12 Aug 2010 (JPG) 277K". A red arrow points to the first item.
- DoD/Government Websites:** Contains links to DCPDS Login Page, DEERS Login Page, DFAS/Military Pay, FEMA, My Biz, My Pay, and USA Government Made Easy.

At the bottom of the browser window, the address bar shows "Internet" and the zoom level is set to "100%".

8 Help Tab

- a. Click on the **Help** tab to display the Help page.



- b. Click on the links in the **User Guides and Other Downloads** pane to download documents.
- c. The **Contact Info** pane contains the phone numbers and email for the FEPAAAS Help Desk.
- d. The **Release Notes** pane contains information on the latest changes made to the system. Click on the small icon (☐) in the upper-right corner of this pane if you want to “detach it” so it appears in its own larger browser window.
- e. Complete the Feedback survey in the **Feedback** pane by clicking on the radio buttons to answer the survey questions and adding any comments.



- f. Click the **Submit** button to submit the survey. You will receive confirmation that your feedback was submitted.

Remember, your feedback will help us improve the system, not just for you, but for all future FEPAAAS users.

9 Acronyms

CAC	Common Access Card
CIC	Customer Interaction Center
CPMS	Civilian Personnel Management Service
DEERS	Defense Eligibility Enrollment Reporting System
DLA	Defense Logistics Agency
DoD	Department of Defense
DSN	Defense Switched Network
EFM	Exceptional Family Member
FEPAAS	Fourth Estate Personnel Accountability and Assessment System
GAOI	Geographical Area of Interest
PDF	Portable Document Format (Adobe Acrobat file format)
PIN	Personal Identification Number
POC	Point of Contact
SD	San Diego
SSN	Social Security Number
SUPV	Supervisor Representative (FEPAAS user type)
TDD	Telecommunications Device for the Deaf
TDY	Temporary Duty
TTY	Text Telephone