AFAS "Standard Assistance" Application Instructions
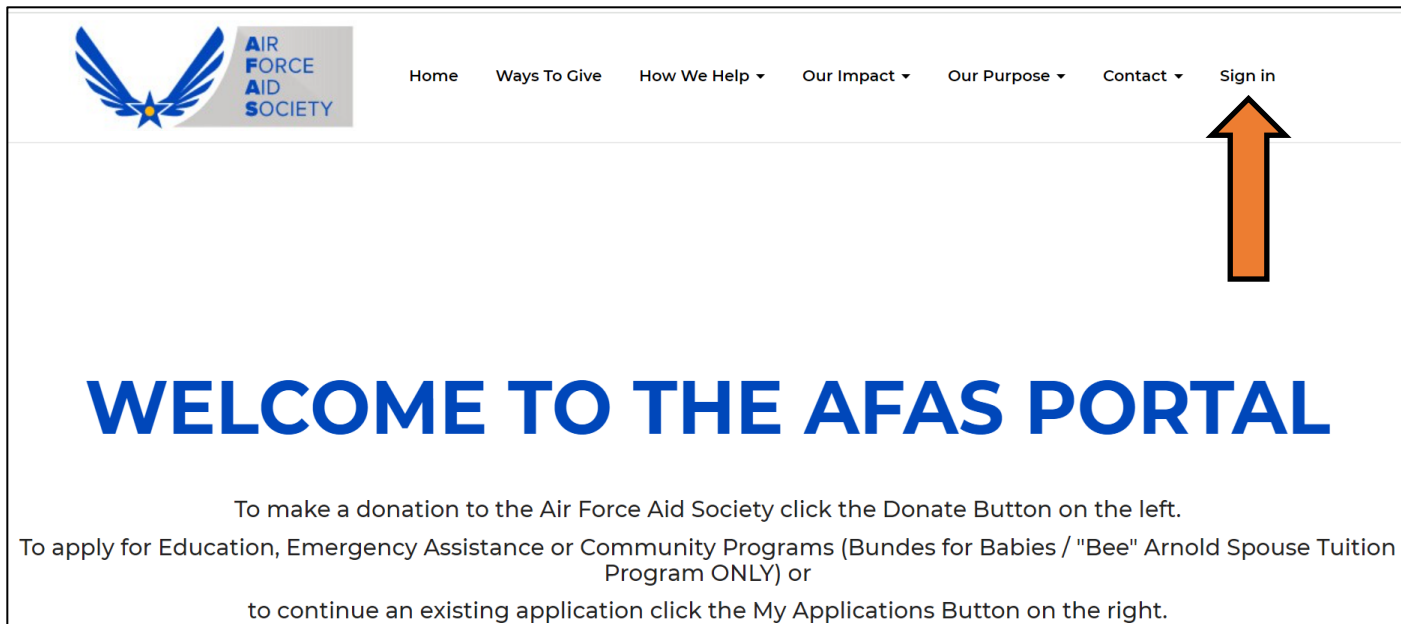# Using the AFAS Member Portal

1. **Access the Air Force Aid Society Member Portal**

   ➢ Go to: **https://portal.afas.org**

   ➢ Click **Sign In**

2. Sign In Tab

➢ If you **previously** registered for an account, you may **Sign In** with your Email and Password

➢ If you **never** registered for an account, you can create an account by selecting the **Register** tab and following the instructions (See information on next page)

Note: You may need to reset your password or call 703-972-2604 for an AFAS Team Member to unlock your account if it does not allow you to proceed

Sign in	Register

Welcome to our new Air Force Aid Society portal!

EMERGENCY TRAVEL – ALL EMERGENCY TRAVEL FINANCIAL ASSISTANCE REQUIRED DUE TO SERIOUS ILLNESS/DEATH OF AN IMMEDIATE FAMILY MEMBER, GRANDPARENT OR OTHER FAMILY RELATIONSHIP WILL BE PROCESSED THROUGH THE AMERICAN RED CROSS (ARC). PLEASE CONTACT THE ARC AT 1-877-272-7337 FOR IMMEDIATE ASSISTANCE.

This is your one-stop shop to manage your relationship with the Air Force Aid Society, the official charity supporting US Airmen and Space Guardians. Once you create your account and log in, you will be able to view your donation history, set-up and manage your recurring gift, apply for an education grant, apply for emergency assistance, or manage your education or emergency assistance loans.

If this is your first time accessing the portal, please navigate to the "Register" tab above to set up your account.

If you have any issues please contact the following for support:

For issues with Donations, please contact the Donation Team: donations@afas-hq.org
For issues applying for Education Assistance, please contact the Education Team: education@afas-hq.org
For issues applying for Emergency Assistance, please contact the Emergency Assistance Team: ea@afas-hq.org or Click Here

Sign In

Email [   ]

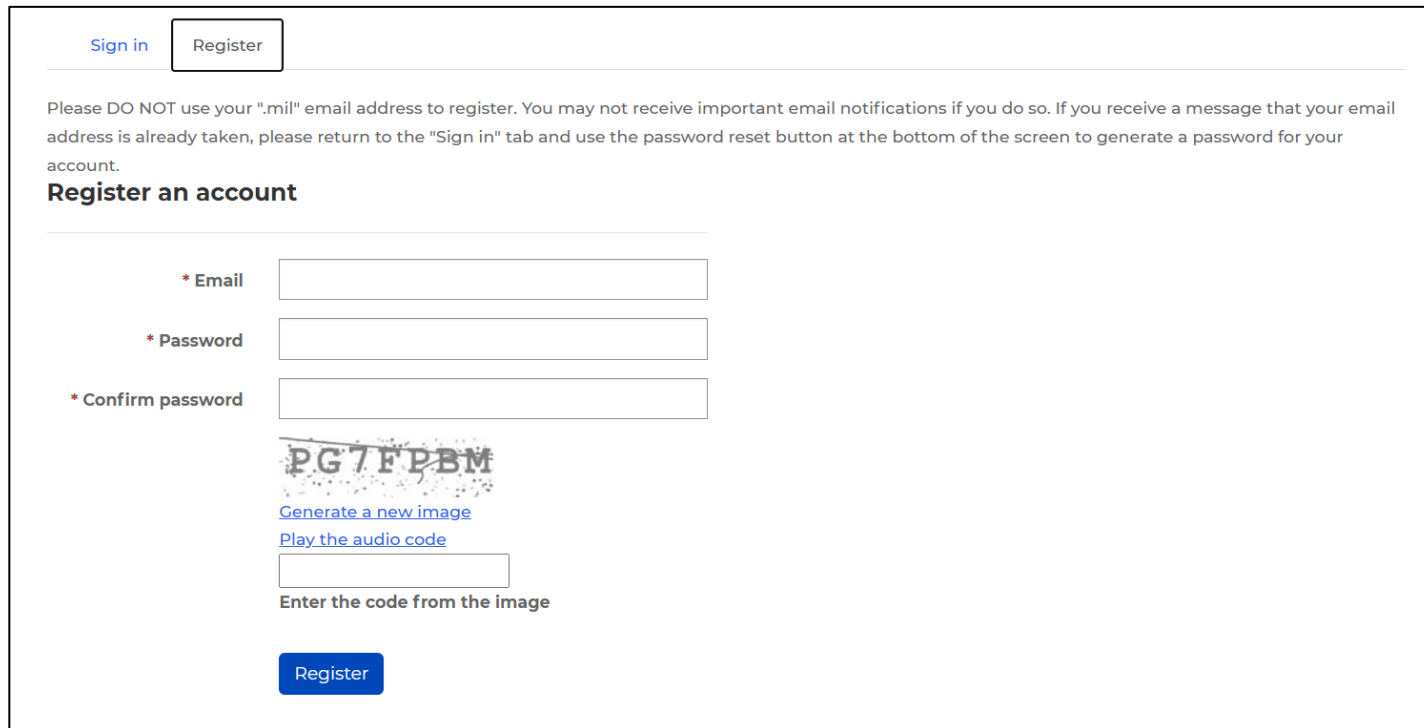* Password [   ]

☐ Remember me?

[Sign in] [Forgot your password?]

3. Register Tab – Creating a new account

➢ Enter your personal Email, create a Password & Confirm password, enter the code from the image on your screen, and then click **Register**

Note: **Do not** use your ".mil" or ".edu" email as you may not receive important emails regarding your application

➢ If you receive a message indicating "the username/Email is already taken", you may have already registered. Click on the **Sign In** tab and enter your Email and Password to continue to the application. If you do not remember your password, click on the Forgot your password? button and follow the instructions to request a password reset

➢ **Profile screen -** enter the required information on this page and then click **Update**

Please provide some information about yourself. Please DO NOT use your ".mil" email address as your username/primary email. You may not receive important email notifications if you do so.

Your information

John Snuffy

Profile

Donation History

Recurring Donations

My Applications

🔒 Security

Change password

Title *
Amn

First Name *
John

Middle Name

Last Name *
Snuffy

E-mail/Username
johnsnuffy80@gmail.com

Business Phone
703-972-2604

Address

Street 1
1550 Crystal Drive

Street 2

City
Arlington

Address 1: State/Province

ZIP/Postal Code
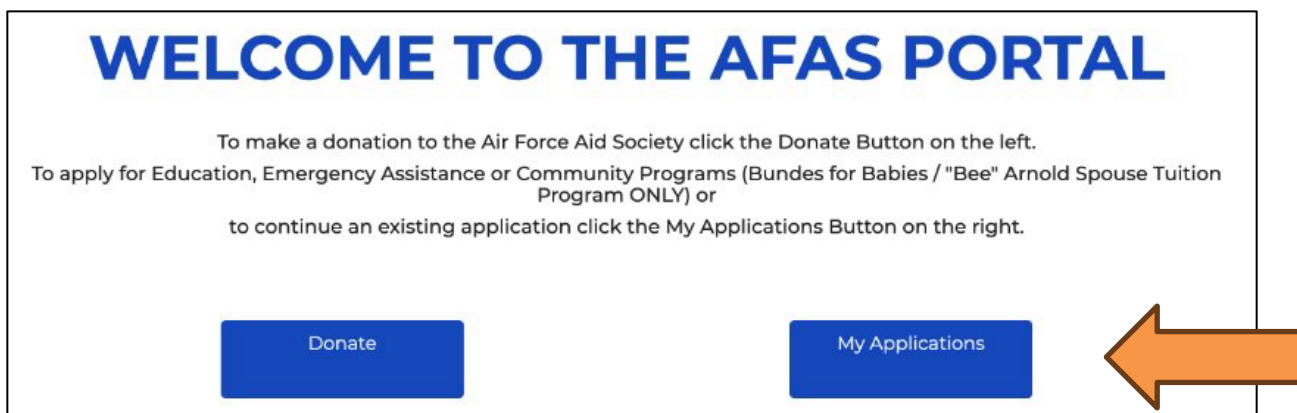22202

Address 1: Country/Region
United States

➢ Once complete, you should be taken back to the **Sign in / Register** screen and be able to **Sign In**

4. Create An Application

➢ **Sign In** to your account to start an application. (Select the **Sign In** tab, enter your **Email** and **Password**)


```
Sign in    Register

Welcome to our new Air Force Aid Society portal!

This is your one-stop shop to manage your relationship with the Air Force Aid Society, the official charity supporting US Airmen
create your account and log in, you will be able to view your donation history, set-up and manage your recurring gift, apply for a
```
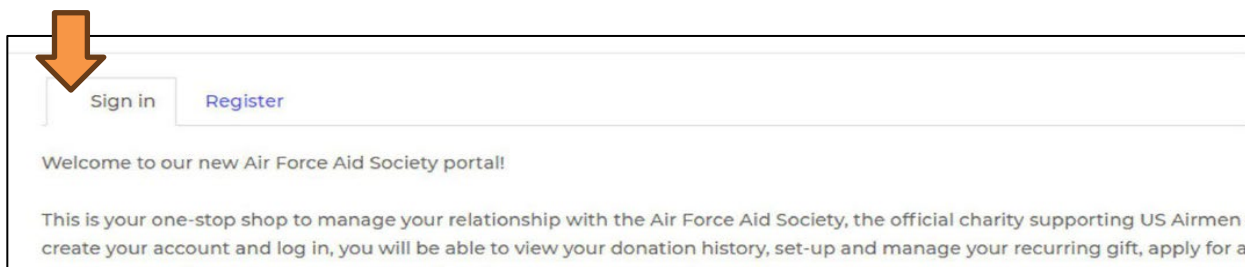
➢ Click on **My Applications**

WELCOME TO THE AFAS PORTAL

To make a donation to the Air Force Aid Society click the Donate Button on the left.

To apply for Education, Emergency Assistance or Community Programs (Bundes for Babies / "Bee" Arnold Spouse Tuition Program ONLY) or

to continue an existing application click the My Applications Button on the right.

Donate   My Applications

➢ Click on **Apply for Emergency Assistance**
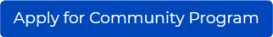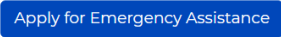
Home > My Applications
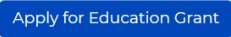
My Applications

This page is the central location to monitor your applications with the Air Force Aid Society.

To begin a new application, click on one of the blue buttons below. To apply for Emergency Assistance click the "Apply for Emergency Assistance" button on the left. To apply for a Community Program (Bundles for Babies / "Bee" Arnold Spouse Tuition Program ONLY) click the "Apply for Community Program" button in the middle. To apply for the Gen. Henry H. Arnold Education Grant click the "Apply for Educaiton Grant" on the right.

Once an application has been started but not completed, it will be displayed here with a status reason of "Unsubmitted". To edit or resume the application, click on the blue Application ID in the table below. This will take you back to the application, where you will be able to edit the information and finish the application.

Once the application has been submitted, it will be displayed here with a status reason of "Submitted". To view the details of the submission, click on the blue Application ID in the table below. This will take you to the application's detail page where you will be able to review the details of the submitted application.

Apply for Emergency Assistance   Apply for Community Program   Apply for Education Grant

➢ Select **Standard Assistance** for the assistance you are applying for in the drop-down menu

Select Assistance

__ Falcon Assistance - Financial needs based emergency assistance up to $1500 for: basic living expenses including rent/mortgage, food, phone, utilities and gasoline; emergency travel (for any family relationship); child care, medical and dental needs; vehicle insurance, payment/registration, vehicle repair. Loans approved under a Falcon Assistance must be repaid in 15 months or by ETS if less than 15 months. If your need exceeds $1500, does not fall into one of the categories above, or you are repaying a loan to AFAS, pending separation, or are under Chapter 13 bankruptcy, apply for Standard Assistance.

__ Standard Assistance - Financial needs based emergency assistance to help with: basic living expenses such as rent or utility bills, medical or dental care, funeral expenses, vehicle repairs, travel emergencies, pet PCS transportation, special needs, disasters, assistance to surviving dependents, other categories of need. A budget is required, as well as proof of debt.

Which type of emergency assistance are you applying for? *

Submit

➢ Next, select the **Eligibility Category** which pertains to you and then click **Submit** to begin your application

Note: The system **will not** allow you to apply if you do not fall under any of the eligibility categories

Note: Active-Duty Air Force/Space Force members assigned to any other type of installation, organization, or Geographically Separated Unit (GSU) <u>can</u> apply for assistance using the "Active-Duty Air Force/Space Force member assigned to an Air Force/Space Force installation" eligibility category

Which type of emergency assistance are you applying for? *

Standard Assistance ⌄

Select the eligibility category which pertains to you

○ Active-Duty Air Force/Space Force member assigned to an Air Force/Space Force installation

○ Spouse of an active-duty Air Force/Space Force member with a Power of Attorney (POA)

○ Air National Guard or Air Force Reserve member

○ Spouse of an Air National Guard or Air Force Reserve member with a Power of Attorney (POA)

○ Air Force Retiree

○ Spouse of an Air Force Retiree with a Power of Attorney (POA)

○ Widow or widower of an Air Force Retiree

○ Dependent family member (enrolled in DEERS) of Air Force/Space Force member who died on active duty

○ Other military service member (Army, Coast Guard, Marines, Navy)

○ None of the above

Submit

> ➢ **Step 1: Applicant Information page** – Fill in the required information and then click **Save and Continue**.
> *Note:* All fields with an asterisk (*) are mandatory and must be completed to continue to the next screen

➢ **Step 2: Military Member Information page** – Fill in the required information and then click **Save and Continue**

Note: First Sergeant name and contact information is mandatory. AFAS reserves the right to contact the First Sergeant if/when necessary

➢ **Step 3: Requested Assistance Details page**
  o Click on the blue **Add Requested Item** button on the right-side to select specific categories of need and the amounts needed. You may include multiple items in the same application

  Note: AFAS provides assistance to help solve short-term needs. For assistance solving a longer term need, please visit your local Military & Family Readiness Center. They can assist with basic budget counseling and provide additional resources

o Under **General**, use the drop-down boxes to select specific needs. Provide additional information for your needs in the open box on the right

Note: If selecting **Miscellaneous** in the **Requested Item Subcategory** drop down, the maximum amount allowable is $300. Allowable examples include haircuts, diapers, cleaners (uniforms), etc.

o Once finished, click the blue **Submit** button

o When back on the **Requested Assistance Details page,** provide an **Explanation of Hardship** in the open box
Note: This should be clear and concise details about what caused the hardship and what is needed to achieve financial wellbeing. AFAS requires this information to better understand your specific situation

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✔	2 Military Member Information ✔	3 Requested Assistance Details	4 Dependents	5 Requirements

6 Disbursement Method

Click the "Add Requested Item" icon, select a category and provide a description and a dollar amount.

Add Requested Item

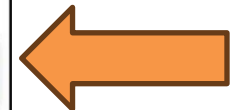| Requested Item Category ↑	Requested Item Subcategory	Description	Amount	
Basic Living Expenses	Food		$100.00	⌄
Rent/Mortgage	Mortgage		$1,675.00	⌄
Utilities	Electric/Gas		$215.00	⌄
Requested Total			$1,990.00	

Selected Assistance Type *

Standard Assistance

Explanation of Hardship *

PROVIDE CONCISE, FACTS-BASED INFORMATION TO HELP HQ UNDERSTAND YOUR SITUTATIONA

Previous Save and Continue

o If you need to *change* or *delete* one of your requested items, click the **blue down arrow** next to the dollar amount for that item

o Once all requested items have been entered and verified, review all categories and amounts to verify they are correct, then click **Save and Continue**

➢ **Step 4: Dependents page**
  o If you have any dependents, click **Add Dependent** to provide their details
    Note: Please include all dependent names, Date of Birth (DOB), and your relationship as reflected in the Defense Eligibility Reporting System (DEERS). This information may be verified

  o Once you have entered any dependents, or if you do not have any dependents, click **Save and Continue**

➢ **Step 5: Requirements page**
  ○ Click on each **blue box** on the right and upload a copy of the Required Documents
    Note: These documents are required by the system and *must* be attached before submitting your application (Documents required are based on your requested items). Although these documents are limited, an AFAS Team Member may request additional documentation if needed

o **Create a Budget -** Click on the word **Budget** in blue under **Document Type**
  Note: A budget is required with your application
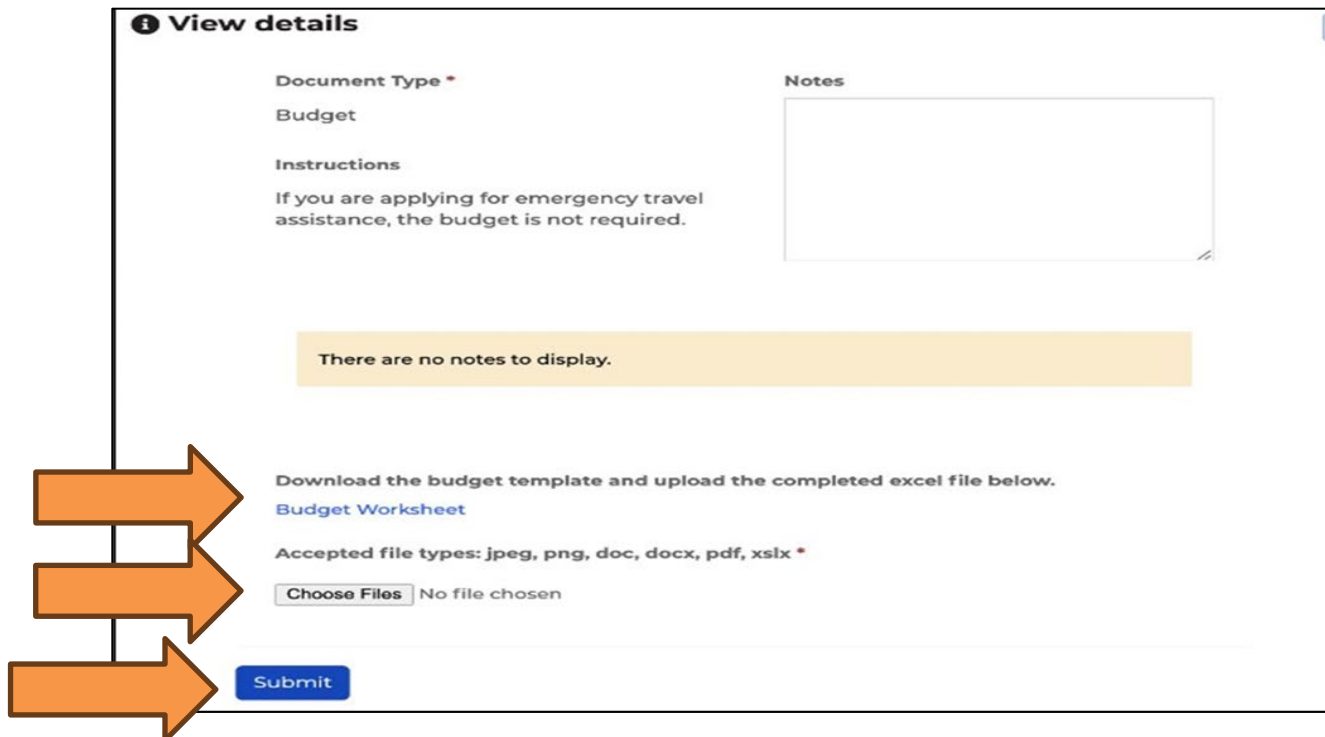
Document Type ↓	Description	Status	Received Date	
Mortgage Payment Bill/Lender Letter		Pending		⊙
Military ID (Front and Back)		Pending		⊙
Leave and Earning Statement (LES)		Pending		⊙
Electric/Gas Invoice/Bill		Pending		⊙
Budget		Pending		⊙

Previous | Save and Continue

o Click **Budget Worksheet** in the blue text and fill-in the Excel worksheet. When finished, upload the file from your computer (select **Choose Files**) and then click **Submit**

ⓘ View details   ⊠

Document Type *   Notes

Budget

Instructions

If you are applying for emergency travel
assistance, the budget is not required.

There are no notes to display.

Download the budget template and upload the completed excel file below.
Budget Worksheet

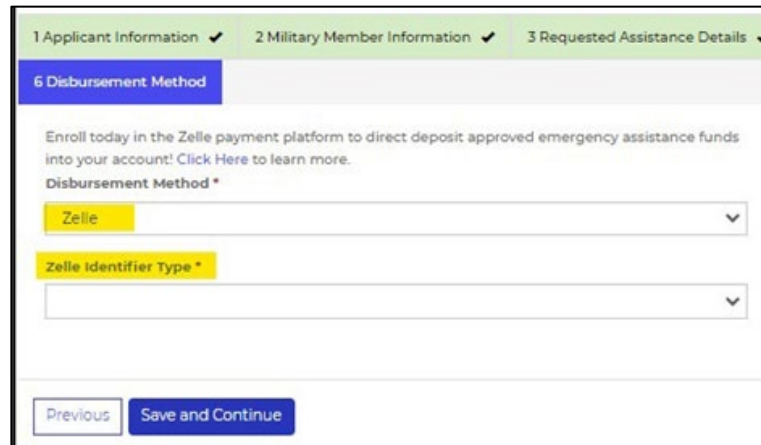Accepted file types: jpeg, png, doc, docx, pdf, xslx *

Choose Files | No file chosen

Submit

➢ **Step 6: Disbursement Method page**
  o Select how you would like to receive your disbursement, either through **Zelle** or **Bank ACH**
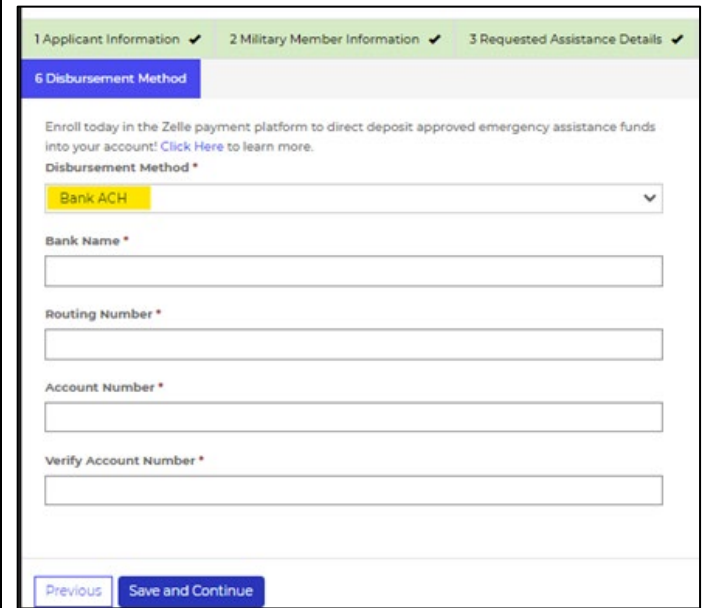
Zelle	Bank ACH
To use Zelle, you must register through your bank and select the **Zelle Identifier Type**. It is either a stateside phone number (entered without dashes) or a personal email synced to your stateside bank account.	If Bank ACH is elected, fill out the Bank Name, Routing Number and Account Number. Funds will be deposited directly into this account.

  o Once you have entered and verified your Disbursement Method, click **Save and Continue**

Final Steps to Submit Your Application to AFAS

1. Please read the *Terms of Agreement* and then **check the box** indicating you understand and accept these terms

2. Select your **Marketing Preferences** for how you would like to be contacted

3. Once you have completed the 2 steps above, click **Submit** to send your application to AFAS for processing

ADDITIONAL INFORMATION

➢ **You will receive the following verification email:**

Your Emergency Assistance Application has been Submitted

Dear ▮▮▮▮▮▮▮▮▮▮▮

Your application has been submitted to HQ Air Force Aid Society (AFAS) located in Arlington, VA, on 09/02/2022 and is being processed. You will receive an e-mail notification if additional information or an appointment with a representative is required. Should AFAS need to call you to discuss your case further, phone calls will have an area code of (703) or (571).

Air Force Aid Society
Emergency Assistance Department
ea@afas-hq.org
(703) 972-2604
FAX: (866) 896-5637

➢ *If* **your application is approved**, you will receive an email with an attachment which requires your signature. This signed document must be returned before AFAS can distribute any approved funds

| Options ⌄ | Emergency Assistance Contract (Allotment) | | 💬 Next required field [2] |

AIR FORCE AID SOCIETY ASSISTANCE CONTRACT

MEMBER/APPLICANT INFORMATION			
MEMBER John Snuffy		MEMBER # CON-278900	LAST 4 OF SSN 1234
APPLICANT John Snuffy		RELATIONSHIP Member	

DISBURSEMENT INFORMATION			
CASE # EA-2024-142107	PREVIOUS BALANCE	NEW LOAN $1,640.00	NEW LOAN BALANCE $1,640.00

MONTHLY REPAYMENT TERMS			
PAYMENT AMOUNT $164.00	PAYMENT METHOD Allotment	# MONTHS 10	START DATE 9/15/2024

LOAN DISBURSEMENT – PROMISSORY NOTE

I acknowledge receipt of $1,640.00 from the Air Force Aid Society as an interest free (0%) loan and I promise to repay this loan in full according to the monthly repayment terms outlined above.

I authorize AFAS to start an allotment in accordance with the allotment terms outlined above.

By clicking continue, I acknowledge that I have read and agree to the Adobe Terms of Use. See our Privacy Policy for details on our privacy practices.   [Continue]

➢ **Having difficulty with your application or have questions?**
Contact AFAS at 703-972-2604 or email ea@afas-hq.org for assistance

➢ **What Happens Next?**
  o Your application will be assigned to an AFAS Caseworker through our corporate office in Arlington, VA. It will be reviewed as quickly as possible to assess your financial need

  o Ensure you answer any calls you receive from area codes 703 or 571 as your Caseworker may be trying to contact you for additional information regarding your case

  o Also, be sure to check your email as the Caseworker may send you messages regarding your case. You may also want to check your Junk/Spam folders for updates as well

  o If financial assistance is approved, you will receive an email with an attachment which requires your signature acknowledging concurrence of repayment agreement or grant as shown above. **You must return the document** before AFAS can proceed with distribution of approved funds. This email is sent using Adobe Sign. Please be sure to monitor your Inbox, Junk/Spam folders