

# CERT Program Administration Tutorial



# Logging In

- To begin, please go to [www.citizencorps.gov](http://www.citizencorps.gov)
- Click on the “Council Login” link in the upper right hand corner

The screenshot shows the homepage of citizen corps, a FEMA program. The header includes the logo and navigation links: Home, About Us, Are You Ready?, Partners & Affiliates, Citizen Corps Councils, and News & Events. A search bar is located in the top right corner. The main content area features a featured article titled "Animal & Pet Preparedness" with a "read more" link. Below this, there is a "Council Login" section with input fields for "Your Email Address" and "Your Password", and a "LOGIN" button. A callout box with a white background and a blue border contains the text "www.citizencorps.gov".



# Logging In (cont.)

citizen corps  
UNITING COMMUNITIES  
PREPARING THE NATION

Contact | Locate Your Council | Council Login

Home About Us Are You Ready? Partners & Affiliates Citizen Corps Councils News & Events

Search

**Log Into  
Citizen Corps**

Please enter your email address (case sensitive) and password below.

→ Email:

→ Password:

**OK**

[Reset My Password](#)

Citizen Corps Home | FEMA.gov | DHS.gov | Ready.gov | Serve.gov | DisasterRelief.gov  
Accessibility | Privacy Policy | Plug-Ins | No FEAR Act Data | FOIA

The National Office of Citizen Corps - FEMA Individual and Community Preparedness Division  
Techworld Building, 800 K Street NW, Suite 640, Washington, D.C. 20472-3630

- Login with the same username and password that you used to set up your account
- If you forgot your password then click *Reset My Password* and a temporary password will be emailed to you

# Administration Homepage

- To review and approve newly requested CERT Programs, click the “Manage CERTs” link located on the menu to the right of the Citizen Corps Administration page

The screenshot shows the Citizen Corps Council Administration homepage. At the top, there is a navigation bar with links for Home, About Us, Are You Ready?, Partners & Affiliates, Citizen Corps Councils, News & Events, and Council Administration. The main content area is titled "Citizen Corps Council Administration" and contains several sections: "Only national and regional users will see this alert", "Karim just updated the message of the day", and "Everybody that logs in will see this Alert". A sidebar on the right lists various administrative tasks under "In This Section...". The footer contains contact information and links for accessibility and privacy.

citizen corps  
UNITING COMMUNITIES  
PREPARING THE NATION

Contact | Locate Your Council | Log Out

FEMA

Home | About Us | Are You Ready? | Partners & Affiliates | Citizen Corps Councils | News & Events | Council Administration

Search...

### Citizen Corps Council Administration

Only national and regional users will see this alert

Karim just updated the message of the day  
Only national, regional, and state users will see this alert

Everybody that logs in will see this  
**Alert:**  
A recent attempt to hack our site was prevented through the manual approval process for calendar events. Please remember to not simply approve by actually review each event prior to approval.

Welcome Citizen Corps Admin!

Click on the appropriate links in the navigation bar to the left to manage user, manage councils, view reports and send email. The following link provides statistical information on CitizenCorps web site activity. It includes number of unique visitors, number of visits and other interesting details.

CitizenCorps Site Activity  
Version Information

In This Section...

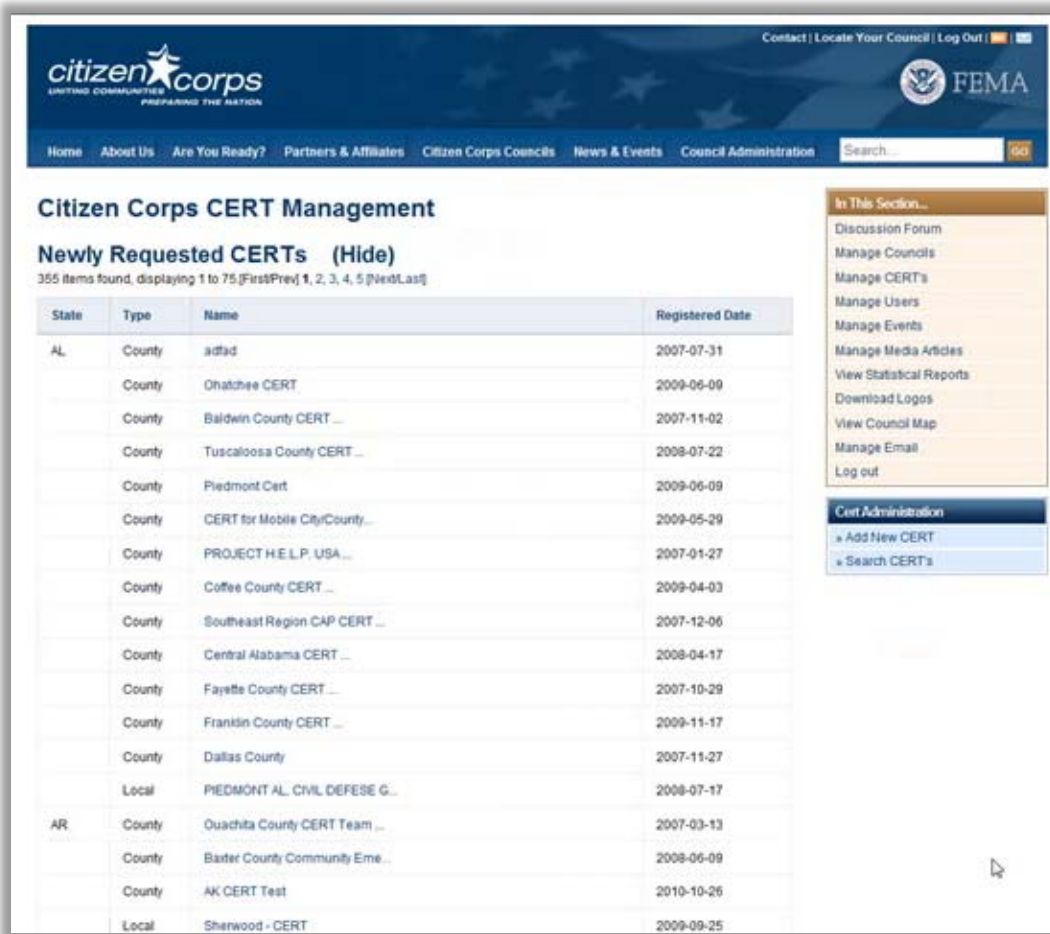
- Discussion Forum
- Manage Councils
- Manage CERT's
- Manage Users
- Manage Events
- Manage Media Articles
- View Statistical Reports
- Download Logs
- View Council Map
- Manage Email
- Log out

Citizen Corps Home | FEMA.gov | DHS.gov | Ready.gov | Serve.gov | Disasterhelp.gov  
Accessibility | Privacy Policy | Plug-ins | No FEAR Act Data | FOIA

The National Office of Citizen Corps - FEMA Individual and Community Preparedness Division  
Techworld Building, 600 K Street NW, Suite 640, Washington, D.C. 20472-3630



# Viewing the List of CERT Programs



The screenshot displays the Citizen Corps CERT Management interface. At the top, there is a navigation bar with the Citizen Corps logo and FEMA logo. Below the navigation bar, the page title is "Citizen Corps CERT Management" and the sub-section is "Newly Requested CERTs (Hide)". A search bar is visible on the right side of the navigation bar. The main content area shows a table of newly requested CERTs with columns for State, Type, Name, and Registered Date. A sidebar on the right contains a menu titled "In This Section..." with various options like Discussion Forum, Manage Councils, etc., and a "CERT Administration" section with "Add New CERT" and "Search CERTs" options.

| State | Type   | Name                            | Registered Date |
|-------|--------|---------------------------------|-----------------|
| AL    | County | adtad                           | 2007-07-31      |
|       | County | Ohatchee CERT                   | 2009-06-09      |
|       | County | Baldwin County CERT ...         | 2007-11-02      |
|       | County | Tuscaloosa County CERT ...      | 2008-07-22      |
|       | County | Piedmont Cert                   | 2009-06-09      |
|       | County | CERT for Mobile City/County...  | 2009-05-29      |
|       | County | PROJECT H.E.L.P. USA ...        | 2007-01-27      |
|       | County | Coffee County CERT ...          | 2009-04-03      |
|       | County | Southeast Region CAP CERT ...   | 2007-12-06      |
|       | County | Central Alabama CERT ...        | 2008-04-17      |
|       | County | Fayette County CERT ...         | 2007-10-29      |
|       | County | Franklin County CERT ...        | 2009-11-17      |
|       | County | Dallas County                   | 2007-11-27      |
|       | Local  | PIEDMONT AL. CIVIL DEFENSE G... | 2008-07-17      |
| AR    | County | Ouachita County CERT Team ...   | 2007-03-13      |
|       | County | Baxter County Community Eme...  | 2008-06-09      |
|       | County | AK CERT Test                    | 2010-10-26      |
|       | Local  | Shenwood - CERT                 | 2009-09-25      |

- Several categories of CERT Programs can be viewed on the CERT Management page
- “Newly Requested CERTs” are programs that have been submitted but have not yet been reviewed by the State CERT Program Coordinator

# Viewing the List of CERT Programs (cont.)

- The “ CERTs Pending Approval” list includes programs that have been reviewed by the State CERT Program Coordinator, but have not yet been approved or denied

|    |        |                                |            |
|----|--------|--------------------------------|------------|
|    | Local  | Lakeside CERT                  | 2007-06-12 |
|    | Local  | City of Signal Hill CERT ...   | 2007-03-16 |
|    | Local  | Palo Verde Valley CERT ...     | 2009-03-29 |
|    | Local  | Alhambra Community Emergenc... | 2008-02-21 |
|    | Local  | Apple Valley CERT              | 2010-01-11 |
| CO | County | Eagle County CERT              | 2009-08-05 |
| CT | Local  | Southington Emergency Respo... | 2010-01-05 |
|    | Local  | Greater Shelton CERT ...       | 2010-03-01 |
|    | County | CTSART CERT                    | 2009-03-19 |
| DC | County | gsteam                         | 2010-09-02 |

**CERTs Pending Approval (Hide)**  
70 items found, displaying all items.

| State | Type   | Name  | Registered Date |
|-------|--------|---|-----------------|
| AK    | County | Fairbanks Area CERT                         | 2009-05-29      |
|       | County | Mat-Su CERT                                 | 2009-02-10      |
|       | Local  | Greater Ketchikan Area CERT                 | 2008-10-08      |
|       | Local  | Test 3 CERT Program ****##@                 | 2010-11-02      |
| AL    | County | Elmore County CERT.                         | 2009-02-20      |
|       | County | Baldwin County                              | 2008-07-16      |
|       | Local  | PIEDMONT CIVIL DEFENSE GROUP & CERT TEAM    | 2008-07-19      |
| AS    | Local  | test  | 2010-11-15      |
| AZ    | County | Arena Tactical K-9                          | 2009-07-27      |
|       | County | Phoenix Police Wake Up                      | 2009-12-22      |
| CA    | County | Test CERT Program                           | 2010-10-27      |
|       | County | CERT Radio                                  | 2009-07-15      |
|       | County | Lucerne Valley Disaster Preparedness Cou... | 2005-12-31      |



# Viewing the List of CERT Programs (cont.)

| State  | Type   | Name  | Registered Date |
|--|--------|---|-----------------|
| VI   | County | DM TEST CERT                                | 2010-10-28      |
| VT   | County | Caledonia County CERT                       | 2005-12-31      |
| WV   | County | CERT Mountain State Division                | 2007-05-16      |
|  | Local  | Newburyport CERT                            | 2007-10-05      |
| <b>Approved CERTs (Hide)</b><br>3,478 items found, displaying 1 to 75 [FirstPrev] 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 [NextLast] |        |   |                 |
| AK   | County | Fairbanks Area CERT                         | 2008-04-24      |
|  | County | Kenai Peninsula Borough Citizen Corps Pr... | 2005-12-31      |
|  | County | Marion CERT Program                         | 2007-07-20      |
|  | Local  | Valdez CERT                                 | 2007-05-11      |
|  | Local  | Juneau CERT (Community Emergency Respons... | 2005-12-31      |
| AL   | County | PROJECT H.E.L.P. USA                        | 2007-01-27      |
|  | County | Baldwin County CERT                         | 2005-12-31      |
|  | County | CERT of Talladega County                    | 2007-01-30      |
|  | County | Chambers County CERT                        | 2005-12-31      |
|  | County | Marshall County LEPC-CERT                   | 2005-12-31      |
|  | County | Lamar County CERT Team                      | 2005-12-31      |
|  | County | Jefferson County CERT                       | 2005-12-31      |
|  | County | Jefferson County, Homewood,Al               | 2005-12-31      |
|  | County | CERT ONE (1) Community Emergency Respons... | 2005-12-31      |
|  | County | Marion County C E R T                       | 2005-12-31      |
|  | County | Shelby County CERT Program                  | 2005-12-31      |
|  | County | Madison County CERT                         | 2005-12-31      |
|  | County | Cullman County Citizen Emergency Respons... | 2005-12-31      |

- CERT Programs listed under “Approved” or “Denied” have been reviewed and approved/denied by the State CERT Program Coordinator
- Only CERT Programs listed under “Approved” will be viewable on the public website and accounted for in the National Registry
- Programs can be sorted by date; this allows you to view the newest programs at the top of the list

# Viewing the List of CERT Programs (cont.)

- The approval system has the ability to show or hide any of the four CERT Program status categories
- Simply click “(Hide)” to remove a category from view
- This action will not affect a CERT Program’s status. You may unhide at any time.

Newly Requested CERTs (Hide)

355 items found, displaying 1 to 75 (FirstPrev 1, 2, 3, 4, 5 NextLast)

| State | Type   | Name                           | Registered Date |
|-------|--------|--------------------------------|-----------------|
| VA    | Tribal | CERT 11/2010                   | 2010-11-16      |
| MI    | Local  |                                | 2010-11-16      |
| VA    | County | Test CERT                      | 2010-11-15      |
| RI    | Local  | Rhode Island 2 TEST CERT ...   | 2010-11-12      |
| ME    | Local  | TEST EMAILCERT                 | 2010-11-04      |
| MT    | Tribal | sdfasf                         | 2010-10-29      |
| CA    | County | St Louis CERT TEST ...         | 2010-10-27      |
| MD    | County | Test CERT Program              | 2010-10-27      |
| DC    | Local  | Team Tom                       | 2010-10-27      |
| AR    | County | AK CERT Test                   | 2010-10-26      |
| FL    | Local  | Test CERT 1                    | 2010-10-26      |
| HI    | Local  | Hawaii CERT                    | 2010-10-26      |
| VA    | County | Arlington CERT TEST ...        | 2010-10-26      |
|       | County | DV Test CERT                   | 2010-10-15      |
| WV    | County | Test Council - Chris Craig ... | 2010-09-13      |
| DC    | County | rjsteam                        | 2010-09-02      |
| FL    | County | HIGHLANDS LAKES CERT ...       | 2010-03-13      |
|       | County | Miami-Dade County              | 2010-03-12      |
| CA    | Local  | Grizzly Flats CERT ...         | 2010-03-10      |
| NY    | County | Queensborough3 CERT (QB3CER... | 2010-03-09      |
| OH    | Local  | Waynesville Emergency Respo... | 2010-03-08      |
| NY    | Local  | Glendale Volunteer Ambulanc... | 2010-03-07      |
| FL    | County | Flagler CERT                   | 2010-03-07      |
| WA    | County | Mercer Island Community Eme... | 2010-03-05      |

Discussion Forum  
Manage Councils  
Manage CERT's  
Manage Users  
Manage Events  
Manage Media Articles  
View Statistical Reports  
Download Logos  
View Council Map  
Manage Email  
Log out

Cert Administration  
Add New CERT  
Search CERT's



# Beginning the Approval Process

**Citizen Corps CERT Management**

**Newly Requested CERTs (Hide)**  
355 items found, displaying 1 to 75 (FirstPrev) 1, 2, 3, 4, 5 (NextLast)

| State | Type   | Name                           | Registered Date |
|-------|--------|--------------------------------|-----------------|
| VA    | Tribal | CERT 11182010                  | 2010-11-16      |
| MI    | Local  | etjjo                          | 2010-11-16      |
| VA    | County | Test CERT                      | 2010-11-15      |
| RI    | Local  | Rhode Island 2 TEST CERT ...   | 2010-11-12      |
| ME    | Local  | TEST EMAILCERT                 | 2010-11-04      |
| MT    | Tribal | sdfdsf                         | 2010-10-29      |
| CA    | County | St Louis CERT TEST ...         | 2010-10-27      |
| MO    | County | Test CERT Program              | 2010-10-27      |
| DC    | Local  | Team Tom                       | 2010-10-27      |
| AR    | County | AK CERT Test                   | 2010-10-26      |
| FL    | Local  | Test CERT 1                    | 2010-10-26      |
| HI    | Local  | Hawaii CERT                    | 2010-10-26      |
| VA    | County | Arlington CERT TEST ...        | 2010-10-26      |
|       | County | DV Test CERT                   | 2010-10-15      |
| WV    | County | Test Council - Chris Craig ... | 2010-09-13      |
| DC    | County | rgsteam                        | 2010-09-02      |
| FL    | County | HIGHLANDS LAKES CERT ...       | 2010-03-13      |
|       | County | Miami-Dade County              | 2010-03-12      |

**In This Section...**

- Discussion Forum
- Manage Councils
- Manage CERT's
- Manage Users
- Manage Events
- Manage Media Articles
- View Statistical Reports
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- Log out

**CERT Administration**

- » Add New CERT
- » Search CERT's

- Click on any CERT Program link to begin the approval process
- Once you click on a CERT Program, you will be taken to the submission review page and the status of the CERT will be changed from “Newly Requested” to “Awaiting Approval”

# Reviewing a CERT Program's Information

- To review the CERT Program submission, you will view each section by clicking each tab
- Please do not approve individual CERT Teams that are within a CERT Program. A CERT program conducts the training, organizes and recognizes the “teams,” and is almost always a local government agency, high school, or college/university.
- If a CERT Team attempts to register, their submission should be denied and the appropriate local CERT coordinator should be contacted to coordinate with the Team

**CERT**  
COMMUNITY EMERGENCY  
RESPONSE TEAM

General Sponsor Public Info Additional Info Contact Jurisdictions

### General CERT Information

**⚠** This council's status is currently **Pending** and is in need of review.

Since you have the authority to change the CERT Program's registration status, once you have reviewed the request ensured the accuracy of the submission, simply click **Approved** or **Deny** below to complete this process.

Keep in mind, the stated goal of the approval process is to ensure that the submission is for a real CERT Program, that has the authority to operate within the stated jurisdiction. Submissions often are missing many details, and this doesn't necessarily warrant denial. Since they can update the entries once approved.

If you deny a CERT Program, the submitters will have to redo the entire process to submit another application, and will not have the opportunity to update the one you see now.

**APPROVE** **DENY**

Please provide the name, address, and contact information for your CERT Program. If the CERT Program address is the same as your CERT Program point of contact address, you can automatically fill in these fields by clicking on "Populate from contact info".

Please note: This information **will** be publicly available on the CERT website.

#### Program Name and Address

**POPULATE FROM CONTACT INFO**

CERT Program Name: \* Rhode Island 2 TEST CERT

Sponsoring Organization: \* Rhode Island 2 TEST CERT

CERT Program Street Address: \* 123 Main Street

Street Address Cont.

City: \* Bristol

State / Territory: \* Rhode Island

Postal Code: \* 02806 -

Select Country: \* UNITED STATES

Phone Number: \* (202) 786-9807 Ext.

Fax Number: Ext.

CERT Web Site:



# Updates to the CERT Program's Information by the State Coordinator

**CERT**  
COMMUNITY EMERGENCY  
RESPONSE TEAM

General Sponsor Public Info Additional Info Contact Jurisdictions

### General CERT Information

This council's status is currently **Pending** and is in need of review.

Since you have the authority to change the CERT Program's registration status, once you have reviewed the request ensured the accuracy of the submission, simply click **Approved** or **Deny** below to complete this process.

Keep in mind, the stated goal of the approval process is to ensure that the submission is for a real CERT Program, that has the authority to operate within the stated jurisdiction. Submissions often are missing many details, and this doesn't necessarily warrant denial. Since they can update the entries once approved.

If you deny a CERT Program, the submitters will have to redo the entire process to submit another application, and will not have the opportunity to update the one you see now.

Please provide the name, address, and contact information for your CERT Program. If the CERT Program address is the same as your CERT Program point of contact address, you can automatically fill in these fields by clicking on "Populate from contact info".

Please note: This information will be publicly available on the CERT website.

#### Program Name and Address

CERT Program Name: \*

Sponsoring Organization: \*

CERT Program Street Address: \*

Street Address Cont.

City: \*

State / Territory: \*

Postal Code: \*  -

Select Country: \*

Phone Number: \*  Ext:

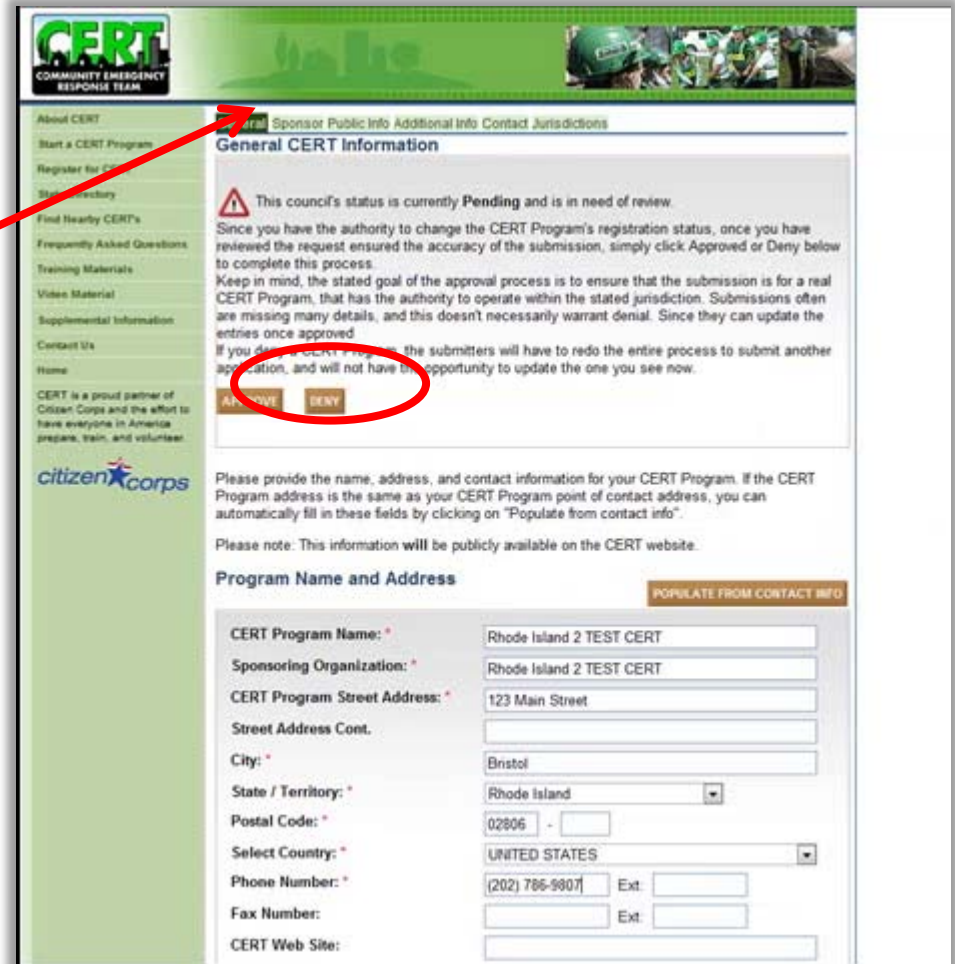
Fax Number:  Ext:

CERT Web Site:

- Please note that you have the administrator rights to make manual updates to CERT Programs but this should only be done in coordination with the submitting CERT Program

# Approving or Denying a CERT Program

- You can approve or deny a program on the “General” tab
- Once you have reached a decision regarding the information submitted, click the “General” tab
- Click “APPROVE” or “DENY” to enter the program status into the system



The screenshot displays the CERT Program Administration interface. The top navigation bar includes tabs for 'General', 'Sponsor', 'Public Info', 'Additional Info', and 'Contact Jurisdictions'. The 'General' tab is active, showing a warning message: 'This council's status is currently Pending and is in need of review.' Below this, instructions state: 'Since you have the authority to change the CERT Program's registration status, once you have reviewed the request ensured the accuracy of the submission, simply click Approved or Deny below to complete this process. Keep in mind, the stated goal of the approval process is to ensure that the submission is for a real CERT Program, that has the authority to operate within the stated jurisdiction. Submissions often are missing many details, and this doesn't necessarily warrant denial. Since they can update the entries once approved. If you deny a CERT Program, the submitters will have to redo the entire process to submit another application, and will not have the opportunity to update the one you see now.' Two buttons, 'APPROVE' and 'DENY', are visible and circled in red. Below the buttons, there is a section for 'Program Name and Address' with a 'POPULATE FROM CONTACT INFO' button. The form fields are filled with test data: CERT Program Name: Rhode Island 2 TEST CERT, Sponsoring Organization: Rhode Island 2 TEST CERT, CERT Program Street Address: 123 Main Street, Street Address Cont.: (empty), City: Bristol, State / Territory: Rhode Island, Postal Code: 02906, Select Country: UNITED STATES, Phone Number: (202) 786-9607, Fax Number: (empty), and CERT Web Site: (empty).



# Approving or Denying a CERT Program (cont.)

**Citizen Corps CERT Management**

**Newly Requested CERTs (Hide)**  
355 items found, displaying 1 to 75 [FirstPrev] 1, 2, 3, 4, 5 [NextLast]

| State | Type   | Name                           | Registered Date |
|-------|--------|--------------------------------|-----------------|
| VA    | Tribal | CERT 11162010                  | 2010-11-16      |
| MI    | Local  | etijo                          | 2010-11-16      |
| VA    | County | Test CERT                      | 2010-11-15      |
| RI    | Local  | Rhode Island 1 TEST CERT ...   | 2010-11-12      |
| ME    | Local  | TEST EMAILCERT                 | 2010-11-04      |
| MT    | Tribal | sdfadst                        | 2010-10-29      |
| CA    | County | StLouis CERT TEST ...          | 2010-10-27      |
| MD    | County | Test CERT Program              | 2010-10-27      |
| DC    | Local  | Team Tom                       | 2010-10-27      |
| AR    | County | AK CERT Test                   | 2010-10-26      |
| FL    | Local  | Test CERT 1                    | 2010-10-26      |
| HI    | Local  | Hawaii CERT                    | 2010-10-26      |
| VA    | County | Arlington CERT TEST ...        | 2010-10-26      |
|       | County | DV Test CERT                   | 2010-10-15      |
| WV    | County | Test Council - Chris Craig ... | 2010-09-13      |
| DC    | County | rjstkam                        | 2010-09-02      |
| FL    | County | HIGHLANDS LAKES CERT ...       | 2010-03-13      |
|       | County | Miami-Dade County              | 2010-03-12      |

**In This Section...**

- Discussion Forum
- Manage Councils
- Manage CERT's
- Manage Users
- Manage Events
- Manage Media Articles
- View Statistical Reports
- Download Logos
- View Council Map
- Manage Email
- Log out

**Cert Administration**

- » Add New CERT
- » Search CERT's

- To approve or deny another CERT Program, click the “Back” button until you arrive at the “Manage CERTs” page
- If there are more CERT Programs in the “Newly Requested” or “Pending Approval” sections, please select one and continue with the review process

# Manage CERTs



- Here you will see that the CERT Program you approved is now on the “Approved” list
- When you approve or deny a CERT Program, a notification is automatically sent to the point-of-contact of that program to inform them of the status of the submission

The screenshot shows the 'Citizen Corps CERT Management' web application. At the top, there is a navigation bar with the 'citizen corps' logo and the tagline 'UNITING COMMUNITIES PREPARING THE NATION'. The navigation menu includes links for Home, About Us, Are You Ready?, Partners & Affiliates, Citizen Corps Councils, News & Events, and Council Administration. A search bar is also present. The main content area is titled 'Citizen Corps CERT Management' and displays a list of 'Newly Requested CERTs'. The list contains 355 items, with the first 75 displayed. The table has columns for State, Type, Name, and Registered Date. A sidebar on the right contains a 'In This Section...' menu with various options like Discussion Forum, Manage Councils, and Manage CERTs. Below this is a 'CERT Administration' section with buttons for 'Add New CERT' and 'Search CERT's'.

| State | Type   | Name                           | Registered Date |
|-------|--------|--------------------------------|-----------------|
| VA    | Tribal | CERT 11162010                  | 2010-11-16      |
| MI    | Local  | e{ijo                          | 2010-11-16      |
| VA    | County | Test CERT                      | 2010-11-15      |
| RI    | Local  | Rhode Island 1 TEST CERT ...   | 2010-11-12      |
| ME    | Local  | TEST EMAILCERT                 | 2010-11-04      |
| MT    | Tribal | sdfdsf                         | 2010-10-29      |
| CA    | County | St Louis CERT TEST ...         | 2010-10-27      |
| MD    | County | Test CERT Program              | 2010-10-27      |
| DC    | Local  | Team Tom                       | 2010-10-27      |
| AR    | County | AK CERT Test                   | 2010-10-26      |
| FL    | Local  | Test CERT 1                    | 2010-10-26      |
| HI    | Local  | Hawaii CERT                    | 2010-10-26      |
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| WV    | County | Test Council - Chris Craig ... | 2010-09-13      |
| DC    | County | rs/team                        | 2010-09-02      |
| FL    | County | HIGHLANDS LAKES CERT ...       | 2010-03-13      |
|       | County | Miami-Dade County              | 2010-03-12      |



**For more information...**

**Please visit the registration support page on  
the National CERT Program website:**

**[www.citizencorps.gov/cert/registry.shtm](http://www.citizencorps.gov/cert/registry.shtm)**

