

AFAS 2.0 MEMBER PORTAL INSTRUCTIONS


Recommend **manual entry** of one of the following links into your browser:

- **TO CREATE AN APPLICATION:**

<https://portal.afas.org/ea-eligibility/>

- **TO CONTINUE WORKING ON AN EXISTING APPLICATION:**

<https://portal.afas.org/my-applications/>



Home Ways To Give ▾ How We Help ▾ Our Impact ▾ Our Purpose ▾ Contact ▾ Sign In

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 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

Sign In

Email

* Password

☐ Remember me?

Sign in

Forgot your password?

NOTE: New users must REGISTER first and then SIGN IN to create an application.

[Sign in](#)[Register](#)

Please DO NOT use your ".mil" email address to register. You may not receive important email notifications if you address is already taken, please return to the "Sign in" tab and use the password reset button at the bottom of the account.

Register an account

* Email

* Password

* Confirm password

[Generate a new image](#)[Play the audio code](#)

Enter the code from the image

[Register](#)

- Enter your **PERSONAL** email, create a password, confirm your password, and enter the code from the image on your screen and click "Register".

(DO NOT use your ".mil" email as you may not receive important emails regarding your application.)

- If you receive a message indicating "**the username (your email) is already taken**", it means you have already registered.
 - Click on the "Sign In" tab on this screen 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 "Resetting Password" instructions.
- Once all the required information on the Profile screen is completed, click "Update".
 - Should be back to the Sign in / Register screen.

Before signing in, please make sure your browser is still displaying the correct link:

Portal.afas.org/Signin?returnUrl=%2Fea-eligibility@2F



Registration Eligibility Check

Welcome to the Air Force Aid Society Emergency Assistance online application.

Incorporated in 1942, Air Force Aid Society (AFAS) is the official charity for the U.S. Air Force and U.S. Space Force. AFAS works to support and enhance the United States Air Force and the United States Space Force missions by providing emergency financial assistance, educational support, and community programs to Airmen, Guardians, and their families.

The intent of financial assistance is to stabilize an emergency situation. It is not intended to be a long term remedy when spending continues to exceed a budget. Emergency assistance may be provided as a no-interest loan or grant. Final determination will be made by HQ AFAS upon review of application, required documentation and the emergency financial need.

If your emergency financial need is due to the illness or death of a family member and required emergency travel assistance, please contact the American Red Cross at 1-877-272-7337.

To continue with an existing application [click here](#).

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](#)

- Review the types of assistance available (Falcon and Standard). Click on the drop down arrow in the box and select the type of assistance requested.

NOTE: Falcon Assistance LIMIT is \$1500.00

- Next, select the “Eligibility Category” that pertains to you and then click “Submit” to begin your application.

1. Applicant Information

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information

2 Military Member Information

3 Requested Assistance Details

4 Dependents

5 Requirements

6 Disbursement Method

Applicant Information

SSN (with dashes) *

DODID

First Name *

Middle Initial

Last Name *

Suffix

Date of Birth (Format: MM/DD/YYYY) *

Military Member is Applicant

☒ No ☐ Yes

Relationship to Military Member *

Contact Information

Personal Email Address *

This email must be the one that you logged in with, if you would like to change it please do so on your profile page.

Work Email Address

Phone Number Type *

Work Phone (no dashes)

Home Address

Address Line 1 *

Address Line 2

City *

State/Province *

Zip Code *

EEOC Voluntary Self Identification Questions

Gender: (Please check one of the options below)

Race/Ethnicity: (Please check one of the descriptions below

corresponding to the ethnic group with which you identify)

Copy and paste this link <https://portal.eefas.org/eec-descriptions/> into a new browser for definitions of the race and ethnicity categories listed below.

Please select household income range:

(Participation will have no bearing on assistance determination.)

Save and Continue

2. Military Member Information

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓

2 Military Member Information

3 Requested Assistance Details

4 Dependents

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Military Member Information

SSN (with dashes) *

111-22-3333

DODID

First Name *

Lisa

Middle Initial

M

Last Name *

Farkas

Suffix

Date of Birth (Format: MM/DD/YYYY) *

11/18/1960

Military Information

Military Branch *

Air Force (USAF)

Military Category *

Military Rank *

Please select a value

Contact Information

Personal Email Address *

Please enter a personal email address, .mil email addresses will not be accepted

lbershall@gmail.com

Work Email Address *

Phone Number Type *

Mobile Phone

Mobile Phone (no dashes) *

7033332288

Work Phone (no dashes) *

Provide a telephone number

Unit Information

Unit Name *

Street

Duty Station/Base *

City *

State/Province *

Zip Code *

Unit Phone Number (no dashes) *

Provide a telephone number

First Sergeant *

We will not contact the first sergeant without your permission during the application process.

First Sergeant Phone Number (no dashes) *

Provide a telephone number

Previous

Save and Continue

3. Requested Assistance Details

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓

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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
There are no records to display.			

Selected Assistance Type *

Standard Assistance

Explanation of Hardship *

Previous

Save and Continue

- Enter "Explanation of Hardship"
(Provide concise, facts-based information to help HQ understand your situation. What has caused your financial hardship?)
- Click on blue button "Add Requested Item" at the top right to select specific categories of need and amounts needed.

- Use drop down boxes highlighted below to identify specific need(s). Provide additional information if needed.

The image shows a 'Create' modal window overlaid on a web application. The modal is titled 'Create' and has a close button (X) in the top right corner. It contains a 'General' section with the following fields:

- Requested Item Category ***: A dropdown menu with the placeholder text 'Please select a value'.
- Requested Item Subcategory ***: A dropdown menu.
- Amount (Format: 0.00)**: A text input field.
- Details**: A large text area with the placeholder text 'Please provide more details on your specific needs for this requested item.'

Below these fields is a blue 'Submit' button. The background of the application is dimmed, showing a sidebar with navigation links: '1 Applicant Info', '6 Disbursement', and 'Click the "Add Requested Item" button'. The main content area of the background shows a message 'There are no records to display.' and a section for 'Selected Assistance Type *' with the value 'Standard Assistance'. At the bottom of the background, there is a section for 'Explanation of Hardship *' with a text area containing the placeholder 'PROVIDE CONCISE, FACTS-BASED INFORMATION TO HELP HQ UNDERSTAND YOUR SITUATION'. At the very bottom of the page, there are two buttons: 'Previous' and 'Save and Continue'.

- Once all requested items have been entered, review and verify all categories and amounts shown are correct.

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓

2 Military Member Information ✓

3 Requested Assistance Details

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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 SITUATIONA

Previous

Save and Continue

- Click on "Save and Continue".

- If you need to change or delete one of the requested items, click on the blue “down arrow” next to the dollar amount for that requested item.

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓
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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

Edit Requested Item
Delete Requested Item

Selected Assistance Type *

Standard Assistance

Explanation of Hardship *

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

Previous
Save and Continue

4. Dependents

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓
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For each dependent, click "Add Dependent" and complete the Name, Relationship, and Date of Birth fields. Continue until all your dependents are listed.

Add Dependent

Name ↑	Relationship	Date of Birth	Age
Toby	Spouse	1/11/1969	53

Previous
Save and Continue

5. Requirements

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓

2 Military Member Information ✓






3 Requested Assistance Details ✓

4 Dependents ✓

5 Requirements

6 Disbursement Method

Please attach each file individually by clicking the blue text on the left side of the table and in the new window click the choose file button to select your file that corresponds with the Document Name that you selected and click submit.

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

- This is a list of all required documents (determined by your request) that must be attached before submitting application.

- If a budget is required, click on the blue “Budget” under Document Type and then click on the blue words “Budget Worksheet” to get to Excel spreadsheet. Complete the budget, save it, and then attach.

View details

X

Document Type *

Budget

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

Notes

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, xlsx *

Choose Files No file chosen

Submit

6. Disbursement Method

- Select your preferred method of disbursement: ZELLE or BANK ACH

**EMERGENCY ASSISTANCE
APPLICATION**

1 Applicant Information ✓

2 Military Member Information ✓

3 Requested Assistance Details ✓

4 Dependents ✓

5 Requirements ✓

6 Disbursement Method

Enroll today in the Zelle payment platform to direct deposit approved emergency assistance funds into your account! [Click Here](#) to learn more.

Disbursement Method *

Zelle

Zelle Identifier Type *

[Previous](#) [Save and Continue](#)

- To use Zelle, you must have a stateside bank. The Zelle Identifier is either a stateside phone number (**entered without dashes**) or personal email synced to your bank account.

EMERGENCY ASSISTANCE APPLICATION

1 Applicant Information ✓

2 Military Member Information ✓

3 Requested Assistance Details ✓

4 Dependents ✓

5 Requirements ✓

6 Disbursement Method

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Disbursement Method *

Bank ACH

Bank Name *

Routing Number *

Account Number *

Verify Account Number *

Previous

Save and Continue

- If Bank ACH elected, funds will be deposited directly into the bank account specified above.
- Once Disbursement Method has been entered and verified, click on Save and Continue

Your application is complete.

Only 2 more steps left before submitting it to AFAS HQ.

1. Please read the “Terms of Agreement” and then check the box indicating that you understand and accept the terms.
2. Click on your “Marketing Preferences”.

Terms of Agreement

I hereby authorize the Department of the Air Force to supply the Air Force Aid Society with any requested information in connection with this assistance. I further authorize the Department of the Air Force, or any agency, to supply my latest home address, or duty assignment to the Air Force Aid Society whenever requested.

I understand that:

- the solicitation of this information is authorized by 10 USC 8012;
- the disclosure of this information on my application is voluntary;
- all information requested will be used only for determining eligibility for and administration of a loan;
- the failure to provide all requested information may result in disapproval on this application;
- these funds will not be used to fund an abortion or for any expenses related to an abortion to include travel;
- these funds will not replace funds lost by fines or garnishments;
- these funds will be used for the purpose requested;

I authorize the AFAS to investigate my credit record and, in the administration and collection of this loan, furnish information concerning this loan to National Credit Bureaus and others who may properly receive this information. I certify that the information provided on this application is complete, true, and correct.

☐ By checking this box I understand and accept the terms described above. *

Marketing Preferences

Allow Mail *

☒ Allow ☐ Do Not Allow

Allow Bulk Email *

☐ Allow ☒ Do Not Allow

Allow Bulk Mail *

☐ Allow ☒ Do Not Allow

Allow Soliciting *

☐ Allow ☒ Do Not Allow

Submit

- Once the above steps have been taken, click on the blue “Submit” button to send your application to AFAS HQ for processing.
- You will receive the following verification email:

Your Emergency Assistance Application has been Submitted

Dear [REDACTED],

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

HAVING PROBLEMS? CALL AFAS HQ AT 703-972-2604 FOR ASSISTANCE.

WHAT HAPPENS NEXT?

- Your application will be assigned to an AFAS caseworker through our corporate office in Arlington, VA and will be triaged as quickly as possible to assess your financial need.
- Ensure you answer any calls you receive from area codes 703 or 571 as your caseworker may be trying to reach you for additional information regarding your case.
- Also check your email as the caseworker may be sending you messages regarding your case.
- 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 below. You must return the document before AFAS can proceed with distribution of approved funds.

Signature requested on "Emergency Assistance Contract (Allotment)"

 Air Force Aid Society <adobesign@adobesign.com>
To: [REDACTED]
Retention Policy: Default Tag - 2 Year Delete (2 years)

Expires: 4/4/2024



- Upon receipt of the signed document, funds will be disbursed in a timely manner either through Zelle or Bank ACH as requested by you.
- Monitor your bank account and call HQ AFAS at 703-972-2604 if issues arise.

RESETTING PASSWORD

- Go to the “Sign In” tab
- Click on “Forgot your password?”



[Home](#) [Ways To Give ▾](#) [How We Help ▾](#)

[Sign in](#) [Register](#)

Welcome to our new Air Force Aid Society portal!

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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

Sign In

Email

* Password

☐ Remember me?

[Sign in](#)

[Forgot your password?](#)

- Enter your email and click “Send”.



[Home](#) [Ways To Give ▾](#) [How We Help ▾](#) [Our Impact ▾](#) [Our Purpose ▾](#)

Forgot your Password or new to the system?

Enter your email address to request a password reset. If you do not receive an email please check your spam folder.

If you still do not receive an email please contact one of 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

Request a password reset

* Email

Enter the email address which you use when making AFAS donations, applying for Education funding, and Emergency Assistance.

[Send](#)

NOTE: It may take a few minutes to receive the following email to reset your password.
(Check your spam folder if you do not see it in your inbox.)

Password Reset Request from Air Force Aid Society Inbox x

Air Force Aid Society <afas@afas-hq.org>

1

to me ▾



A password reset was requested for your account. Please click the following link to start the password reset process.

- Click on link provided and enter new password, confirm new password, and click “Reset”.



[Home](#)

[Ways To Give ▾](#)

[How We Help ▾](#)

[Our Impact ▾](#)

Reset password

New password

.....

Confirm new password

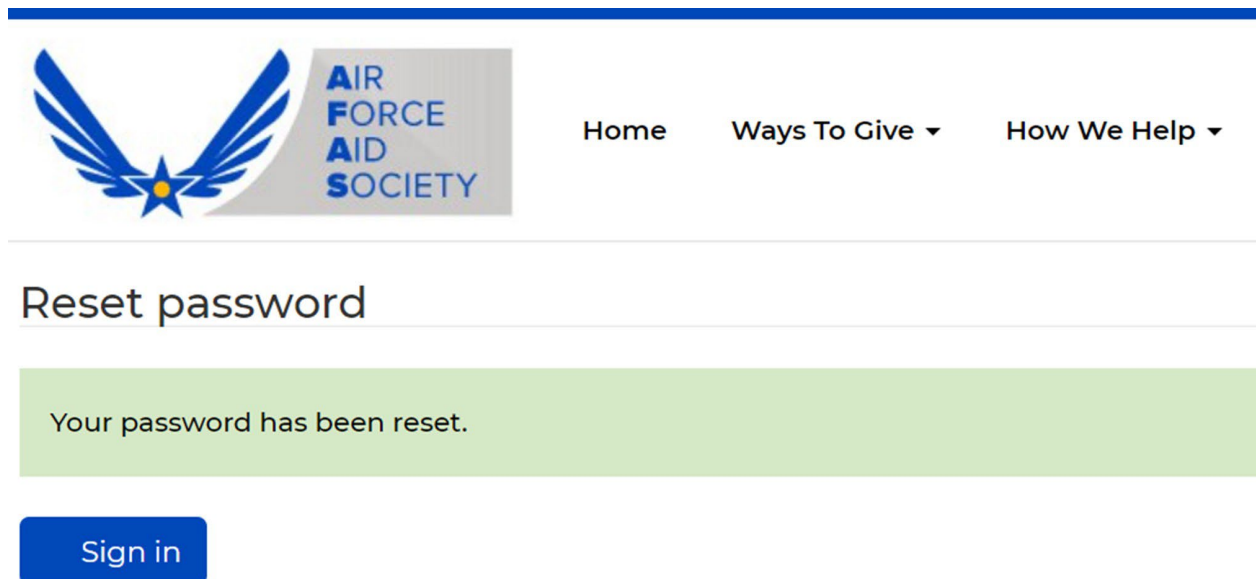
.....

[Reset](#)

- Screen appears showing password has been reset.
- To SIGN IN, close this browser and go to:

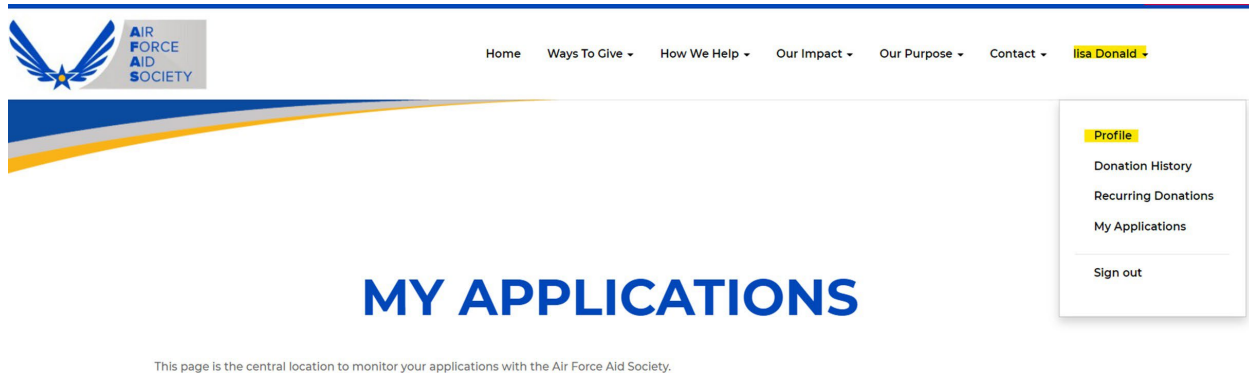
<https://portal.afas.org/SignIn?returnUrl=%2Fea-eligibility%2F>

DO NOT click on the blue “Sign In” button. It does not take you to the correct screen.



CHANGING EMAIL/USERNAME

1. Sign in to the AFAS portal.
2. Click on your name in the top right corner and select "Profile".



3. Enter your personal email in the Email/Username' box. (You will use this email to log in to the portal in the future.)

4. Scroll down to the bottom of the Profile screen and click "Update".