What’s Inside

In this tutorial you will find:

• Information about the eLOMA application tool and whether the tool is right for you

• eLOMA application criteria and the determination process

• A step-by-step guide through the eLOMA submission process

• Additional eLOMA user resources
Table of Contents

• Introducing eLOMA
  ▪ Overview and Users
  ▪ eLOMA Criteria
  ▪ Benefits
  ▪ eLOMA Vs. Other LOMA Submission Processes

• Account Creation
  ▪ Licensed Professionals
  ▪ Certified Professionals

• Account Login

• Manage User Profile

• Homepage
Table of Contents Cont.

• Work Item List
  ▪ Application Status
  ▪ View/Print and Action

• Application Steps
  ▪ Step 1: Can I Use the eLOMA Process?
  ▪ Step 2: Property Information
  ▪ Step 3: Subject
  ▪ Step 4: Subject Information
  ▪ Step 5: FIRM Info
  ▪ Step 6: Elevation Info
  ▪ Step 7: Upload Files
  ▪ Step 8: Certify
  ▪ Step 9: Review
Table of Contents Cont.

• Generate an eLOMA Determination Letter
  ▪ Application Approved
  ▪ Application Audited

• Audit
  ▪ In Progress
    ○ Requesting Additional Supporting Documentation
  ▪ Complete
  ▪ Rejected

• Reset Password

• Additional Resources and Help Desk Information
Introducing eLOMA: Overview and Users

eLOMA is a Mapping Information Platform (MIP) web-based tool for users to submit selected Letter of Map Amendment (LOMA) requests, known as an electronic Letter of Map Amendment (eLOMA)

- Designated for licensed land surveyors and professional engineers (referred to as Licensed Professionals or LPs) and other FEMA permitted National Flood Determination Association (NFDA) Certified Professionals (CPs)
- Replaces the traditional LOMA process by allowing LPs and CPs to expedite LOMA requests that meet eLOMA criteria for their clients
Introducing eLOMA: eLOMA Criteria

What kind of LOMAs can LPs and CPs submit?

- eLOMA accepts all LOMA requests that are not:
  - Considered within a coastal zone (Flood Zone V) or an alluvial fan
  - Modified by fill to raise the elevation of the structure
  - Currently being processed by another LOMA application by FEMA

- Additionally, eLOMA does not accept:
  - Conditional Letters of Map Amendment (CLOMA)
  - Conditional Letters of Map Revision Based on Fill (CLOMR-F)
  - Letters of Map Revision (LOMR)
  - Letters of Map Revision Based on Fill (LOMR-F) requests
Introducing eLOMA: Benefits

**Quick and Easy.** Receive and email or print a FEMA determination within minutes of submitting an application, opposed to the manual process that can take up to 60 days.

**Less Mailing and Printing.** Electronic transfer of data allows for no mailing or printing to submit a request to FEMA.

**Online and One Central Location.** Monitor application status, complete required actions with FEMA point of contacts, and register/renew license information all within eLOMA.

**Tracking Features.** Track all submitted applications and view saved eLOMA data for a period of 3 years.

**No Cost.** Use the tool to receive an eLOMA Determination free of charge.
Introducing eLOMA: eLOMA Vs. Other LOMA Submission Processes

• An eLOMA determination serves the same functions as a standard LOMA that was completed via the Online LOMC tool or the MT-EZ or MT-1 paper forms submitted by mail.

• Online LOMC and the paper forms are available to any applicant, including home or property owners who wish to submit a Letter of Map Change (LOMC), whereas eLOMA can only be used by a selected group.

• A LOMA determination via Online LOMC or the MT-EZ or MT-1 paper form may take up to 60 days to process, compared to a potentially instant eLOMA determination.

• The eLOMA tool allows for less mailing and printing of supporting data and expedites the electronic transfer and tracking of a LOMA request.
Account Creation

• Navigate to the Mapping Information Platform (MIP)

• Select **Need an Account?** in the top menu

• Select **eLOMA Registration Form** hyperlink

---

**eLOMA**

To request access to the eLOMA application, please submit the online [eLOMA Registration Form](#). **Please Note:** If you are an existing MIP User, you need to contact MIP Help (call 877-336-2627 or email [miphelp@riskmapcds.com](mailto:miphelp@riskmapcds.com)) to add eLOMA access to your existing User ID.

If you have questions regarding your registration, contact MIP Help via email at [miphelp@riskmapcds.com](mailto:miphelp@riskmapcds.com).
Account Creation: Licensed Professionals

• Enter required registration and license information
  ▪ Select **Add License**

• For multiple licenses, add the license information for each State the active license is issued
  ▪ Use the **Remove License** button to remove an added license by selecting the appropriate radio button next to the entered **Issuing State**

• Complete the reCAPTCHA test and select **Create Account**
Account Creation: Certified Professionals

• If you are a National Flood Determination Association (NFDA) Certified Professional (CP), your license information will be communicated to you by the appropriate NFDA Registration Coordinator when your eLOMA access registration form is complete.
Account Login

- You will receive two email notifications from mip-noreply@riskmapcds.com with your login credentials
- Select Login In in the top menu and enter in newly created username and temporary password sent via email
  - First time login users will be prompted to change their password and select a Challenge Question and Answer
- Once logged in, select eLOMA in the top menu to access the tool
Manage User Profile

- Update your profile by selecting **Manage User Profile** in the top menu.
- You may update:
  - Email Address
  - Challenge Question/Answer
  - Expiration Date to existing License(s)
  - Add new license(s) information
- eLOMA Registration Information cannot be modified
- Select **Update Profile**
Homepage

- On the Homepage, you may start a new application or resume a previously started and saved application.
- FEMA will conduct **Random Audits** of submitted applications in order to maintain accuracy of eLOMA Determination Documents.
- Use the **Question Mark** icon to access help text.

![Start a new eLOMA application!]

---

**Welcome to the eLOMA Online Application**

The eLOMA process can be used to remove a structure or legally recorded parcel(s) of land from a designated Special Flood Hazard Area (SFHA), an area that would be inundated by the flood having a 1% chance of being equaled or exceeded in any given year (base flood). The eLOMA process can be used on Letter of Map Amendment (LOMA) requests that are not considered to be within a coastal zone or modified by fill to raise the elevation of the structure.

If your request does not meet LOMA criteria, please use the [Online Letter of Map Change (LOMC)](https://example.com) tool or the [MT-1](https://example.com) standard paper form process.

**Random Audits**

FEMA will conduct random audits of eLOMA submittals in order to maintain the accuracy of the determination letters. If you are chosen for a random audit, you will be given instructions on submitting the required data to the eLOMA Coordinator.
Work Item List

• Table displays all eLOMA applications you started

• You may perform the following activities
  1. Monitor the status of eLOMA applications
  2. Complete an "In Progress" eLOMA application
  3. View an application's Draft or Final Determination Document
  4. Submit supporting documentation requested by Auditors

• Modify the view of the table by:
  1. Selecting **Show completed projects** to view all applications
  2. Using the search bar to display criteria results (i.e., “Audit”, “Richmond”)
  3. Sorting table contents in ascending/descending order by selecting the column header

• Use the **Tracking Number** to monitor application status and complete required actions

• Contact **miphelp@riskmapcdfs.com** to remove ‘In Progress’ applications
Work Item List

- Depending on application status, **Tracking Number**, **View/Print**, **Action** items will be updated accordingly to reflect any action or result associated with the application.

### Work Item List - TestUser - Jan 15, 2015

The Work Item list displays all of your in progress and completed eLOMA applications. From this Work Item list you are able to perform the following activities:

1. Monitor the status of eLOMA applications.
2. Select the Case Number link to access and complete an “In Progress” eLOMA application.
4. Submit supporting documentation requested by Auditors.

**View/Print Draft** Determination Document

**Submit supporting documentation requested by Auditors or generate Final Determination**

**View/Print Final** Determination Document

Select hyperlink to complete ‘In Progress’ application
### Work Item List: Application Status

<table>
<thead>
<tr>
<th>Status Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>An application has been initiated, but not yet submitted.</td>
</tr>
<tr>
<td>Audit In Progress</td>
<td>An application has been submitted and in review by an Auditor.</td>
</tr>
<tr>
<td>Pending Action- Audit Approved</td>
<td>An application has been submitted, Auditor has approved the audited application and the user must acknowledge the penalty clause and generate the application’s Final Determination document.</td>
</tr>
<tr>
<td>Completed- Audit Approved</td>
<td>An application has been submitted and the Auditor has approved the audited application. A Final Determination document was generated.</td>
</tr>
<tr>
<td>Completed- Audit Rejected</td>
<td>An application has been submitted and the Auditor rejected the audited application. No Final Determination document was generated.</td>
</tr>
<tr>
<td>Completed- No Audit</td>
<td>An application has been submitted and does not require an audit. A Final Determination document was generated.</td>
</tr>
</tbody>
</table>
Work Item List: View/Print and Action

• Draft and Final Cover Letter and Determination Documents can be accessed and printed for applications with the appropriate status in the **View/Print** column
  - PDF Draft Cover Letter and Determination Document: Accessible for **Audit In Progress** applications
  - PDF Final Cover Letter and Determination Document: Accessible for **Completed- No Audit** or **Completed - Audit Approved**

• Applications requiring further activity to complete the eLOMA process will display as a hyperlink in the **Action** column
  - **Submit Requested Documents**: Auditor requests additional supporting documentation for your request. Select the hyperlink to view and upload documents requested by Auditor
  - **Generate Final Determination**: Audit has been approved. Select hyperlink to complete the process and generate a Final Cover Letter and Determination Document
Application Steps

Step 1: Can I Use the eLOMA Process?

- Answer the pre-qualifying questions and select **Continue**
  - Contact the [FEMA Map Information eXchange (FMIX)](https://www.fema.gov/map-information-exchange) with additional questions
- You will be directed to another LOMA submission method if the request does not meet criteria qualifications

![Image of the eLOMA process](image.png)
Application Steps

Step 2: Property Information

- Legal Property Information
  - **Legal Description** must be in a FEMA-approved format
  - **State** will populate with only the states where you have an active license

- If not provided, optional information may be requested at a later date and slow down the application process

- You will receive an email with an application **Tracking Number** when page is saved or continued

Select Legal Description Guidelines for assistance
Application Steps

Step 3: Subject

- **Tracking Number** will display in the left hand corner

- Indicate the Subject(s) of your request
  - Specify "single" or "multiple" for the subject type (property, portion, structure)
    - Multiple structures with different construction types, you may use the **Other** field. On the **Subject Info** page, you will have the opportunity to describe the construction type for each structure of your request
    - Multiple structures with different construction dates, use the most recent date the last structure was built

- Select **Continue**
Application Steps

Step 4: Subject Information

• Manually Add Subject OR Upload Multiple Subjects

• Option 1: Add Subject via data fields
  ▪ **NOTE:** Use the **Subject Descriptor** to differentiate between structures OR multiple metes and bounds portions that share the same street address
  o Examples: Residence, Garage, Barn, Office
  o Field has a 13 character limit
  ▪ Round **BFE** and **Lowest Lot Elevation** (LLE) or **Lowest Adjacent Grade** (LAG) to the nearest tenth
  o Depending on if the subject is a structure or property will dictate whether the LLE or LAG information is entered
  o Entered BFE and LLE/LAG data will determine available Resultant Flood Zone
  o The Resultant Flood Zone must display on the subject’s effective FIRM
Application Steps

Step 4: Subject Information

• Select **Add Subject**

• Information will populate in the **Subjects Table**

![Screenshot of a Subjects Table](image-url)
Application Steps

Step 4: Subject Information

- **Option 2: Upload Multiple Subjects** via Excel Template for multiple subjects
  - Option will not display if a single property or lot is selected
  - Select **Download Excel Template** and enter in subject information
    - If required fields are missing (i.e., Street), an error message will display when attempting to upload the file
  - Save and Upload File
  - Select **Upload Subjects**
  - Excel Template information will populate in the **Subjects Table**
Application Steps

Step 4: Subject Info

• Using the Excel Template
  ▪ Entering **Current Flood Zone** and **Resultant Flood Zone**
    o Flood Zones must be exactly as shown in the drop down menus: **A, A1-A30, A99, AE, AH, AO, B, X (shaded), C, X (unshaded)**
    o If worded differently (i.e., X (Shaded)), you will receive an error when attempting to upload the file
  ▪ Determining **Resultant Flood Zone**
    o When BFE > LLE or LAG, then the Available Resultant Flood Zones include: **A, A1-A30, A99, AE, AH, AO**
    o When BFE ≤ LLE or LAG, then the Available Resultant Flood Zones include: **B, X (shaded), C, X (unshaded)**
    o If inputted incorrectly (i.e., B Resultant Flood Zone is entered in for a 5.9 BFE and 4.2 LLE subject area), you will receive an error when attempting to upload the file
  ▪ **NOTE**: Uploading the Excel Template will overwrite any existing Subjects listed in the **Subjects Table**
Step 4: Subject Info

• Updating and/or Adding Subjects
  ▪ Option 1: Use the **Edit | Delete** actions in the **Subjects Table** to update Subjects manually via the data fields
  OR,
  ▪ Option 2: Select **Download Subjects** and update information in the Excel Template and re-upload file
Application Steps

Step 5: FIRM Info

- Select the Community manually OR by Community ID (CID) Number for where the Subject(s) of this request is located and effective Flood Insurance Rate Map (FIRM) Panel(s)

- Select **Add Community Map Panel**, to add the Community information in the **Community Table**
Application Steps

Step 5: FIRM Info

• **Annexation** and **Revised by LOMR**
  - If the subject has been annexed into a community other than the one that it is shown in the effective FIRM panel, select **Yes**
  - Refer to [FEMA’s Map Service Center (MSC)](https://www.fema.gov/map-service-center) to determine if the subject was revised by an effective LOMR

• Select **Continue**
Step 6: Elevation Info

• BFE Method
  - Use the effective Flood Insurance Study (FIS) Profile or another FEMA Approved Method
    - For additional help on BFE method and calculation, select the hyperlink for additional guidance or contact the FMIX
  - Zone A BFE Source and Determination Method
    - If subject is located in a Zone A, you must identify the BFE Source and Determination method used to calculate the BFE
Application Steps

Step 6: Elevation Info

• Flood Sources as shown on the FIRM
  ▪ Add all applicable flood sources and select Add Flood Source
  ▪ Visit the Flood Source Help page for additional assistance

• Land Subsidence or Uplift
  ▪ Identify if the area is subject to lowering of the ground as a result of land subsidence or uplift (i.e., water extraction, soil compaction, etc.)
  ▪ If uncertain, contact the local Floodplain Administrator of the Subject’s community for assistance

• Select Continue
Application Steps

Step 7: Upload Files

• Depending on your selections in the application, will determine what documents you are required to upload

• **Required Document Types** are required to be uploaded and checked before proceeding
  - You may upload additional documentation in **Optional Documents Types**

• Upload all supporting documents in one complete or individual file(s)

• Select **Browse** to upload file(s) and add a description (optional)

• Select **Add Document**
  - The file will populate into the **Uploaded Documents Table**
Application Steps

Step 8: Certify

• **Confirm Elevation** by selecting the check box

• Review and confirm **Certifier Information** and **Penalty Clause**
  ▪ Selected data fields will already be populated
  ▪ License Information and Email cannot be modified

• Select **Continue**
Application Steps

Step 9: Review

- Review all application information and select **Edit** to modify information as needed
- Review & acknowledge **Penalty Clause** stating the information provided in the application is accurate
- Select **View Draft Cover & Determination Letters**
Step 9: Review

- Review the Draft Cover Letter & Determination Letter for accuracy
  - Document is a Draft copy and **not** the Final FEMA approved eLOMA Determination Letter
- Navigate through, email, or print the Draft Document by using the icons in the top menu
  - Help text describing each icon will populate when scrolling over the icon
- Once satisfied, return to the **Review** page of the eLOMA application and select **Submit**
Upon submitting the completed eLOMA application, two outcomes can occur:

1. Application is automatically approved without a FEMA audit
   - Select the **Generate Final Determination** hyperlink action item
   - Print or email the Final Determination PDF to interested parties
   - Select **Continue**
2. Application is flagged for an audit

- You will receive an audit notification from the eLOMA system and an email stating a Final eLOMA Determination Letter cannot be created at that time and requires further review by an Auditor.
- Once reviewed by an Auditor, another email may be sent to you requesting additional supporting documentation and to upload within the eLOMA tool.
Audit In Progress

• Applications flagged for an audit, will have an **Audit in Progress** status on the your Work Item List
  
  ▪ You may still **View/Print** the Draft Determination Draft Cover Letter & Determination Letter PDF
  
  ▪ No Action will display at this time
Audit In Progress: Requesting Additional Supporting Documentation

- You will receive an email requesting additional supporting documentation
  - Once logged into the tool, you will see an action to **Submit Requested Documents** with the application Case Number and an updated Audit Status, **Pending Action – Audit Approved**
  - Select the hyperlink to view and upload requested documents
  - Requested documents may only be uploaded into the tool and not by responding to received email notifications

Dear John,

An Auditor has requested Supporting Documentation for your eLOMA application 15-03-0054A.

To view what documentation has been requested and to perform these uploads:

1. Log into the eLOMA tool from the MIP
2. In your Work Item List, click the 'Requested' link (in the "Action" column) for the specified eLOMA Application

If you face an issues related viewing the uploaded information, please contact the MIP Help Desk at miphelp@riskmapeds.com.

This message has been generated by: [Tracking Number: 1119776, Case Number: 15-03-0075A, Status: Pending Action - Audit Approved, State: VA, County: Falls, City: Church, Community: FALLS CHURCH, OFATC]
Audit In Progress: Requesting Additional Supporting Documentation

- Hyperlink will open to the Upload Files page
- Auditor Comments will display on top of page
- Select all Required Document Types the Auditor requested
- Upload additional Supporting Documents and Add Document
  - Previously uploaded files cannot be deleted
- Select Submit
Audit In Progress: Requesting Additional Supporting Documentation

• You will receive a confirmation email for submitting the requested documents

• If additional supporting documents are needed, you will be notified via email

Dear John,

An auditor will review the eLOMA application and uploaded documents. If the information provided is insufficient, you will be contacted by an eLOMA Auditor to provide additional supporting documentation.

The following eLOMA application requires an audit:
Tracking Number: 1119744
Certifier Name: John Smith
Certifier Company: The Engineering Group
Date Submitted: 01/19/2015

Warning: This message has been generated automatically. Please do not reply to this message.
Audit Complete

• If approved, you will receive an email stating the audit is complete and the Final Determination can be retrieved within the eLOMA tool, along with comments from the Auditor.

Dear John,

Your eLOMA application has passed its audit. You may resume the application and generate a Letter of Determination.

Tracking Number: 1119865
Certifier Name: John Smith
Certifier Company: The Engineering Group
Certifier User Name: John Smith
Date Submitted: 02/18/2015

Approval Comments: Please include a copy of the M&B map for requests that contain a portion of land within the bounds of legally recorded property.

This message has been generated automatically. Please do not reply to this message.

• Once logged in the tool, select **Generate Final Determination**

<table>
<thead>
<tr>
<th>Tracking Number</th>
<th>Case Number</th>
<th>Status</th>
<th>Determination Outcomes</th>
<th>State</th>
<th>County</th>
<th>Community</th>
<th>View/Print</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1119755</td>
<td>15-03-0059A</td>
<td>Pending Action - Audit Approved</td>
<td></td>
<td>VA</td>
<td>Virginia Beach City</td>
<td>VIRGINIA BEACH, CITY OF</td>
<td>Generate Final Determination for 15-03-0059A</td>
<td></td>
</tr>
</tbody>
</table>
Audit Rejected

• You will receive an email stating the audit failed and rejection reason(s)
• You will not have to re-submit their application package, the request will be processed as a standard LOMA and will receive a new case number
  ▪ A FEMA LOMA representative will be in contact if additional information is needed to process the request
Reset Password

- Navigate to the **Log In** page and select **Forgot Password**
- Enter in **User Name** and select **Populate Challenge Question** and enter in **Challenge Answer**
- Enter in **New Password** and confirm
- Select **Reset Password**
- You will receive an email confirmation of reset password
Additional Resources and Help Desk Information

• For more information on eLOMA, visit the following user resources:
  - Frequently Asked Questions (FAQ) Page
  - Webpage
  - Factsheet on the FEMA Library

• For Help Desk support, contact:
  - A FEMA Map Information eXchange (FMIX) Map Specialist for flood hazard mapping/floodplain management related inquiries, including understanding Elevation Certificates and BFE calculations
    - Call (1-877) FEMA MAP (1-877-336-2627) Monday-Friday, 8:00am- 6:30pm (EST)
    - Email FEMAMapSpecialist@riskmapcds.com
    - Chat with a Map Specialist Monday-Friday, 9:00am- 5:00pm (EST)
  - The MIP Help Desk at miphelp@riskmapcds.com for system related inquiries, including help logging into the eLOMA tool