



PART 2 · QUICK GUIDE

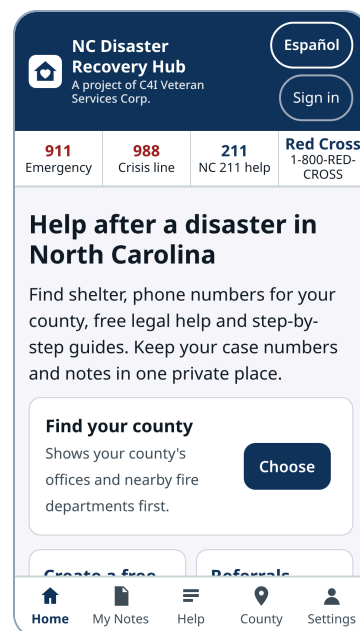
Quick Guide for the Public

For people affected by a fire, flood or hurricane in North Carolina. Free. No ads. No tracking.

In an emergency, call 911. This app is not an emergency service and not a government service. The buttons at the top of every screen call 911, 988 (crisis line), 211 (NC 211 help) and the Red Cross.

Step by step

- 1 **Open the app.** On any phone or computer, go to **disaster-resources.app**.
Tip: add it to your Home Screen so it opens like an app. (Android users may also have the Google Play app.)
- 2 **Pick your language.** The first time, tap **“English”** or **“Español”**. To change it later, tap the button at the top of the screen, or **“Settings”** (*Configuración*) → **“Language”**.
- 3 **Find help.** On **“Home”** (*Inicio*):
 - **“Find your county”** → **“Choose”**: your county’s emergency management, social services (DSS), health department, Register of Deeds, fire departments and schools. Tap **“Make this my county”** to see it first next time.
 - **“Housing & shelter”** or **“Hotels nearby”**: shelter tonight and places to stay. Call ahead.
 - **“Insurance”**: claim phone numbers for 60 insurance companies and programs, and the NC Department of Insurance help line.
 - **“Free legal help”**, **“Replace documents”**, **“Cultural food: pantries & stores”**, **“Home care after a fire or flood”**, **“Get a phone number”**, and **“All resources”**.
- 4 **Save your case numbers (optional free account).** Tap **“Create a free account”** → **“Person affected by a disaster”** → enter a first name, email and a password (8 or more characters) → tick the privacy box → **“Create account”**. Then **“My Notes”** (*Mis notas*) → **“Case numbers”** → **“+ Add a case number”**: choose the agency (FEMA, Red Cross, insurance claim, SBA...), type the number and who to call → **“Save”**. Use **“Referrals”** to track who you were sent to, and **“Notes”** for anything else. Only you can see them. **Got a QR code or code from a responder?** Scan it, or tap **“Got a code from a responder? Enter it”** → **“Look up code”**. Nothing is saved unless you tick the box and tap **“Save to my notes”**.



Home screen.



- 5 **Turn on alerts (optional).** Tap the **“Alerts”** tile (or **“Settings”** → **“Choose alerts”**). Statewide news for North Carolina is always included. To also get news for a county, pick it and tap **“Add county”** (up to 10). Tap **“Turn on alerts”** (*Activar las alertas*) and allow notifications when your phone asks.
 - **Statewide alerts reach everyone** who turned alerts on. County alerts reach only people who added that county.
 - **iPhone/iPad:** first add the app to your Home Screen (Safari → Share → **“Add to Home Screen”**), open it from there, then turn on alerts. Needs iOS 16.4 or later.
 - Alerts come in the language the app is in when you save your choices. To change: switch the language, open Alerts and tap **“Save my alert choices”**. To stop: **“Turn off alerts”**.
 - These are recovery news, not warnings. Keep Wireless Emergency Alerts on your phone turned on.
- 6 **Read the app in another language.** Tap **“Translation apps & interpreters”** → **“Read this app in another language”** → choose a language in **“Translate into”** and a **“Page”** → **“Open in Google Translate”**. Do not sign in or type personal information in the translated copy. For deadlines, money, case numbers, medical or legal matters, ask for a free interpreter — the same page explains how.
- 7 **Got a code from a responder?** Tap **“Got a code from a responder? Enter it”**, type the code, read the card, tick the box and save it to your notes. The responder never sees your notes.
- 8 **Delete your account.** **“Settings”** → (optional) **“Download my data (JSON)”** → under **“Delete my account”** type **DELETE** → tap **“Delete my account”** (*Eliminar mi cuenta*). Everything is erased right away. Can’t sign in? Email info@c4iveteranservices.org with the subject “Delete my account”. Forgot your password? Ask the administrator for a one-time code, then tap **“Forgot your password? Reset it with a code”** on the sign-in screen. Alerts are separate: turn them off on each device.

Your privacy

No ads, analytics, trackers or tracking cookies. Your notes are encrypted and private. Your location is used only when you tap **“Use my location”**, and it is matched to your county on your phone.

Please note

The agencies and organizations listed are not affiliated with this app or with C4I Veteran Services Corp. This is a research and referral tool; information changes, so confirm before you go. Items marked **Not verified** could not be confirmed — call first.

Problems? Tap **“Report a broken link or number”** under any listing, or email info@c4iveteranservices.org.

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