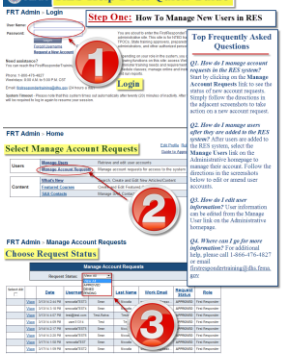
RES Help Desk Quick Guide

Step One: How To Manage New Users in RES



Top Frequently Asked Questions

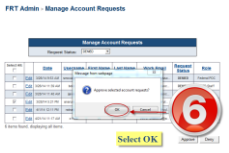
Q1. How do I manage account requests in the RES system? Start by clicking on the **Manage Account Requests** link to see the status of new account requests. Simply follow the directions in the adjacent screenshots to take action on a new account request.

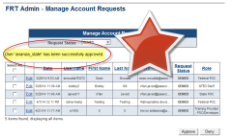
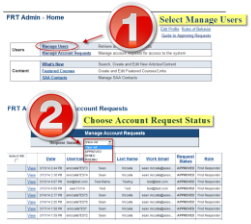
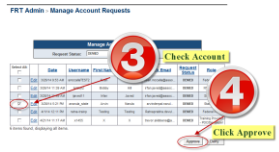
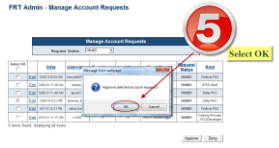
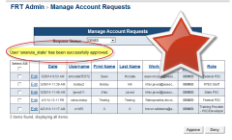
Q2. How do I manage users after they are added to the RES system? After users are added to the RES system, select the **Manage Users** link on the administrative homepage to manage user accounts. Follow the directions in the screenshots below to edit or amend user accounts.

Q3. How do I edit user information? User information can be edited from the Manage User link on the Administrative homepage.

Q4. Where can I go for more information? For additional help, please call 1-866-476-4827 or email firstrespondertraining@dhs.fema.gov.

Check Account





Step Two: How To Manage Current Users in RES