

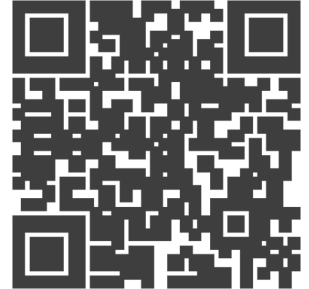
# INSTRUCTION GUIDE

ARMY  
EMERGENCY  
RELIEF

EST. 1942



Follow these 4 steps below in order to apply for AER assistance:



1

Please go to the following web address:  
<https://carson.armymwr.com/AER>

AER, has transitioned to an online application submission. All the information you need in order to apply for AER assistance is on the website.

2

Review the **AER CHECKLIST** and download the required documents. Fill out and save all documents in the same folder/directory. This will make it easier to submit your application through our portal.

All AER applications will need at a minimum:

- AER Form 101 ( 2 pages, filled out, & signed )
- Budget Worksheet ( Completed with surplus/deficit )
- End of Month Leave and Earnings Statement
- AER 575 ( Electronic Deposit Form, signed )
- Supporting Documentation (Review Checklist )

3

Login in or create your profile at:  
<https://aerprod.powerappsportals.us/>

Once logged in, you will see a financial assistance tab at the top left of your screen (if you don't, you need to verify your information in your profile, such as your duty status).

Click the financial assistance tab to create a case and submit to Ft Carson AER for further processing. There is a walkthrough available here:

<https://carson.armymwr.com/AER>

4

Once you have completed and submitted your case, you will be assigned a Fort Carson case worker. They will reach out to you to discuss your case further and answer your questions and concerns. This can take up to 72 hours.

If you have not heard from your case worker please call us: 719-526-4783

If you are requesting AER assistance for **EMERGENCY TRAVEL OR FUNERAL COSTS**, please follow the steps above and then call our office at 719-526-4783 for further guidance.

If ACS/AER is closed, then please call the American Red Cross at **1-877-272-7337**.

# WHAT CAN WE HELP WITH?

**ARMY**  
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## Authorized Categories of Assistance

- Rent | Mortgage
- Utilities | Rental Deposits
- Emergency Travel
- Travel Funds for Relocation (PCS)
- Vehicle Repair
- Replacement Vehicle
- Rental Vehicle
- HVAC Repair
- Natural Disaster
- Cranial Helmets
- Basic Essential Furniture
- Car Seats
- Repair | Replacement of Major Appliances
- Minor Home Repairs
- Dental Care for Dependents
- Food

AER is a NEEDS based program. AER does not reimburse for costs already paid. Assistance is given as a LOAN, GRANT, or Combination of the two. A GRANT is never guaranteed!

## UNAUTHORIZED Categories

- Ordinary Leave Expenses
- AAFES Debt
- Adoption Fees
- Legal Fees | Fines
- Liquidation | Consolidation of Debt
- Government Debt
- Government Travel Card
- Personal Credit Cards| Loans
- Items of Convenience
- In Vitro Treatments
- Overdraft Fees
- Negative Bank Accounts
- Abortion Fees
- Child Support | Alimony
- Earnest Funds for Home
- Closing Costs for Home
- Appliance Upgrade
- Purchase of New Vehicle
- Assistance for NON-ID Card Holders
- Continuing Assistance

Requests for **UNAUTHORIZED** categories will not be considered.

