



U.S. Small Business
Administration

COVID EIDL Portal Instructions

1. After completing the COVID EIDL Intake Application Form, Applicant receives email prompting them to set up a portal account for the SBA COVID EIDL Application from disastercustomerservice@sba.gov (add sba.gov to safe-sender list)
2. Enter email and create password (review and note credentials for future use)
 1. Password must contain at least 6 characters: 1 upper case letter, 1 lower case letter, and 1 number
3. Two-factor authentication will be initiated via email



Create an Account

Continue to your SBA Economic Injury Disaster Loan application.

E-mail

Password

Please create a password with at least 6 characters, 1 upper case letter, 1 lower case letter, and 1 number.

Confirm password

[Create Account](#)

Already have an account? [Sign in.](#)

Questions? Call 1-800-659-2955 | TTY/TDD: 1-800-877-8339
Monday - Sunday, 8 a.m. - 8 p.m. ET

1. Once your account has been created, sign into your account using your email and password combination
2. Applicant email is the only option for a username – **Future portal log-ins will all be with email being the username**



Sign in to Your Account

Access your SBA Economic Injury Disaster Loan Portal Account to review your application and track your loan status.

Username or email

Password

Remember username/email [Forgot your password?](#)

Sign in

Questions? Call **1-800-659-2955** | TTY/TDD: **1-800-877-8339**
Monday - Sunday, 8 a.m. - 8 p.m. ET

1. After logging in, applicant will see loan quote, and steps to complete in order to submit the loan application for processing
2. Applicant Status is Eligible
3. Eligible Loan Amount is displayed
4. Applicant needs to click Review and Accept amount to pick a loan amount (**click under the loan #, not the green button, which under the \$350,000 in this example**)



Paul Brown ▾

APPLICATION > PROCESSING > FUNDING

Your Quote

Status: **Eligible**

\$350,000

[Review and Accept the Amount](#)

Status

You are eligible. Please review the loan amount

Steps to Complete

Verify Identity Additional Information Needed	Continue
Electronic Disbursement Completed	Edit
Upload Documents Not Started	Start
Review and Sign Documents Not Started	Start

BUSINESS PROFILE

[Change Business](#)

Application #: 10333

Coconut Farm
57 PEACH ORCHARD LN
WASHINGTON VA 22747

Questions?

Call 1-800-659-2955
TTY/TDD: 1-800-877-8339
Monday-Sunday, 8 a.m.-8 p.m. ET

Email the SBA
disastercustomerservice@sba.gov

1. Applicant then confirms the loan request amount using the “slider” tool or **types the loan amount in the text box**
2. If the applicant is choosing the maximum loan amount, be sure the slider is dragged completely to the right and the loan amount depicted in the red and white boxes matches the desired and qualified loan amount
3. Applicant’s new total monthly payment amount can be seen in the bottom right of the “Loan Breakdown” section
4. Applicant clicks Accept

SBA U.S. Small Business Administration Paul Brown ▾

[Home](#)

Select Amount

Amount of Loan

\$350,000

\$1,000 \$350,000

Choose loan amount between **\$1,000.00** and **\$350,000.00**.

LOAN BREAKDOWN

Term 30 Year(s)	Interest Rate 3.75%	Payment Frequency Monthly
Repayment Start 24 Months After Closing	Third Party Filing Fee \$100.00	Payment Amount \$1,803.00

NOTE TO APPLICANT: Selecting a loan amount does not mean that your loan has been approved. Further review of the application will be conducted.

Loan Disclosure
 Loan Security Requirement: (i) \$1000 to \$25,000: Unsecured loan (ii) \$25,001 to \$200,000: Loan secured with all business assets (iii) \$200,001 and above: Loan secured with all business assets and Personal guarantees(Personal guarantees are not required for non-profit entities.).

BUSINESS PROFILE [Change Business](#)

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1. After accepting the desired loan amount, the applicant sees what steps still need to be completed within the portal
2. Applicant clicks continue to verify their identity in the portal



Paul Brown ▾

APPLICATION >

PROCESSING >

FUNDING

Your Quote

Status: **Amount Confirmed**
\$250,000
[Change Amount](#)

Status

Amount confirmed

BUSINESS PROFILE

[Change Business](#)

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disastercustomerservice@sba.gov

Steps to Complete

Verify Identity

Additional Information Needed

[Continue](#)

Electronic Disbursement

Completed

[Edit](#)

Upload Documents

Not Started

[Start](#)

Review and Sign Documents

Not Started

[Start](#)



1. The applicant verifies their identity by answering questions with answers drawn from their personal credit history and other verified documentation

Note: Should identify verification fail, please continue the process and an SBA representative will contact you



Masako Little ▾

Home

Let's verify your identity

Please answer the following questions to help us verify your identity.

In which year were you born?

- 1975
- 1976
- 1977
- None of the above

What type of residence is 222333 PEACHTREE PLACE?

- Apartment
- Condominium
- Single Family Residence
- None of the above

With which name are you associated?

- QUARTERMAN
- QUINTERO
- QUEENAN
- None of the above

In which county have you lived?

- JAMES
- WYOMING
- FULTON
- None of the above

Submit answers

We use a trusted security partner to verify your identity in real time, safely and securely.

BUSINESS PROFILE

Change Business

Application #: 11448

Koelpin-Hilpert
915 Littel Walk
East Dominicport VA 22041

Questions?

Call 1-800-659-2955
TTY/TDD: 1-800-877-8339
Monday-Sunday, 8 a.m.-8 p.m. ET

Email the SBA
disastercustomerservice@sba.gov



1. Electronic Disbursement information was submitted in the Intake Application Form. Here, that information can be updated.



Steven Stuard ▾

Home

Electronic Disbursement

Tell us where we should send the funds.

BANK INFORMATION

* - These fields are required.

Bank Name *

Wells Fargo

Name On Account *

User test demo

Account Number *

025331525

Routing Number *

021000021

Continue

BUSINESS PROFILE

Change Business

Application #: 10093

User test demo

100 test street
Rovkville MD 20850

Questions?

Call 1-800-659-2955
TTY/TDD: 1-800-877-8339

Monday-Sunday, 8 a.m.-8 p.m. ET

Email the SBA

disastercustomerservice@sba.gov

1. Once identity verification is complete, applicant clicks “start” next to Upload Documents step
2. Documents needed for the loan application are found in “Upload Documents”. Some required documents will have a link where the applicant can download the blank form to their device
3. Applicant must upload documents listed to submit the loan application



Masako Little ▾

[Home](#)

Upload Documents

In order to process your application, we'll need you to upload some documents.

2019 Business Tax Return	Drop files here to upload	Required
SBA Form – Resolution Document	Drop files here to upload	Required

[Continue](#)

BUSINESS PROFILE [Change Business](#)

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Koelpin-Hilpert
915 Littel Walk
East Dominicport VA 22041

Questions?

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Email the SBA
disastercustomerservice@sba.gov

1. Applicant clicks “Sign” to complete the tax return transcript request (4506-T)
2. Upon clicking “Sign”, the applicant will see the 4506-T screen. Once the 4506-T screen has been signed, it is sent to the IRS to obtain tax information

Note: If the browser has a pop-up blocker turned on, this step may not work until it is turned off

The screenshot displays the SBA U.S. Small Business Administration website interface. At the top left is the SBA logo and 'U.S. Small Business Administration'. At the top right, the user name 'Masako Little' is shown with a dropdown arrow. Below the header, there is a navigation bar with a 'Home' button. The main content area is titled 'Documents' and contains the following text: 'Please sign the following document(s) to continue with your application.' Below this, it says 'You can e-sign these documents:' and lists one document: 'Request for tax return transcript' with a 'Sign' button next to it. At the bottom of this section is a 'Continue' button. To the right, the 'BUSINESS PROFILE' section is visible, featuring a 'Change Business' button. It lists 'Application #: 11448', the name 'Koelpin-Hilpert', and the address '915 Littel Walk, East Dominicport VA 22041'. Below this is a 'Questions?' section with contact information: 'Call 1-800-659-2955', 'TTY/TDD: 1-800-877-8339', and 'Monday-Sunday, 8 a.m.-8 p.m. ET'. At the bottom of the sidebar is an 'Email the SBA' section with the email address 'disastercustomerservice@sba.gov'.

1. All "Steps to Complete" show completed in blue
2. "Submit for Processing" blue button appears
3. Click to submit for processing



Paul Brown ▾

APPLICATION >

PROCESSING >

FUNDING

Your Quote

Status

Status: **Amount Confirmed**
\$250,000
[Change Amount](#)

[Submit for processing](#)

Steps to Complete

Verify Identity
Completed

[View](#)

Electronic Disbursement
Completed

[Edit](#)

Upload Documents
Completed

[Edit](#)

Review and Sign Documents
Completed

[Edit](#)

BUSINESS PROFILE

[Change Business](#)

Application #: 10333

Coconut Farm

57 PEACH ORCHARD LN
WASHINGTON VA 22747

Questions?

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Monday-Sunday, 8 a.m.-8 p.m. ET

Email the SBA
disastercustomerservice@sba.gov

1. Click submit to confirm submission. This will submit your application for processing. Please note, once submitted no edits can be made.

The screenshot displays the SBA application processing interface. At the top left is the SBA logo and the text "U.S. Small Business Administration". The user's name "Paul Brown" is shown in the top right. A progress bar at the top indicates the current stage: "APPLICATION" (highlighted in red), "PROCESSING", and "FUNDING".

The main content area is divided into two columns. The left column contains:

- Your Quote**: Status: Amount Confirmed, **\$250,000**, and a link to [Change Amount](#).
- Status**: A prominent blue button labeled "Submit for processing".
- Steps to Complete**:
 - Verify Identity: Unsuccessful
 - Electronic Disbursement: Completed
 - Upload Documents: Completed
 - Review and Sign Documents: Completed, with an "Edit" button.

The right column contains:

- BUSINESS PROFILE**: A "Change Business" button.
- Application #: 10333
- Coconut Farm
57 PEACH ORCHARD LN
WASHINGTON VA 22747
- Questions?**
 - Call 1-800-659-2955
 - TTY/TDD: 1-800-877-8339
 - Monday-Sunday, 8 a.m.-8 p.m. ET
- SBA customer service email: customerservice@sba.gov

A modal dialog box titled "Submit for Processing" is centered on the screen. It contains the text "This will submit your application for processing." and two buttons: "Submit" (in a blue box) and "Cancel" (in a white box with a blue border).

1. Application enters "Processing" stage



Paul Brown ▾

APPLICATION >

PROCESSING >

FUNDING

Your Quote

Status: **Amount Confirmed**
\$250,000

Status

Your application is being processed

BUSINESS PROFILE

[Change Business](#)

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Steps to Complete

Verify Identity
Completed

[View](#)

Electronic Disbursement
Completed

[Edit](#)

Upload Documents
Completed

[Edit](#)

Review and Sign Documents
Completed

[Edit](#)

1. While Processing if the amount is changed/resized (Either by the system as a result of discrepancy in tax return or by the Loan Officer impacting the eligible loan amount), the applicant is sent an email
2. When the applicant logs in, they need to review and accept the amount one more time for the updates/ resized amount



Paul Brown ▾

APPLICATION > PROCESSING > FUNDING

Your Quote

Status: Amount Changed
\$200,000
[Review and Accept the Amount](#)
As a result of new information the previous amount has changed. Please review and accept the new amount.

Status

Your application is being processed

Steps to Complete

Verify Identity <small>Completed</small>	View
Electronic Disbursement <small>Completed</small>	Edit
Upload Documents <small>Completed</small>	Edit
Review and Sign Documents <small>Completed</small>	Edit

BUSINESS PROFILE

[Change Business](#)

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Questions?

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Email the SBA
disastercustomerservice@sba.gov



1. Applicant needs to review and accept the amount one more time for the updated/resized amount. For Applicants desiring a lower amount, the loan must be updated/resized by contacting an SBA Loan Officer.



Paul Brown ▾

[Home](#)

Select your amount

SBA has updated the loan amount based on gathered information including tax transcript information

Get a **\$200,000** loan

Term	Interest Rate	Payment Frequency	Select
30 Year(s)	3.75%	Monthly	
Repayment Start	Third Party Filing Fee		
24 Months After Closing	\$100.00		

Loan Disclosure
Loan Security Requirement: (i) \$1000 to \$25,000: Unsecured loan (ii) \$25,001 to \$200,000: Loan secured with all business assets (iii) \$200,001 and above: Loan secured with all business assets and Personal guarantees(Personal guarantees are not required for non-profit entities.).

[Accept](#) [Cancel](#)

BUSINESS PROFILE [Change Business](#)

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1. Once review is finished and if loan is approved, closing docs are generated. Applicant will receive an email instructing them to log-in to the portal
2. Status depicts approval message
3. Applicant needs to sign the closing documents for the loan to fund



Paul Brown ▾

APPLICATION >

PROCESSING >

FUNDING

Your Quote

Status: **Amount Confirmed**
\$200,000

Status

Your application has been approved

BUSINESS PROFILE

[Change Business](#)

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disastercustomerservice@sba.gov

Steps to Complete

Verify Identity
Completed

[View](#)

Electronic Disbursement
Completed

[Edit](#)

Upload Documents
Completed

[Edit](#)

Review and Sign Documents
Additional Information Needed

[Continue](#)

1. Applicant clicks “start” next to review and sign documents to enter DocuSign process
2. Applicant reads relevant document, checks “I agree to use electronic records and signatures” and executes the document package

Please e-sign the following document(s)

Please Review & Act on These Documents

DocuSign



Electronically sign closing document

 Please read the [Electronic Record and Signature Disclosure](#).

I agree to use electronic records and signatures. CONTINUE OTHER ACTIONS ▾

CAREFULLY READ THE LA&A:
This document describes the terms and conditions of your loan. It is your responsibility to comply with ALL the terms and conditions of your loan.

SIGNING THE LA&A:
All borrowers must sign the LA&A.

- Sign your name *exactly* as it appears on the LA&A. If typed incorrectly, you should sign with the correct spelling.
- If your middle initial appears on the signature line, sign with your middle initial.
- If a suffix appears on the signature line, such as Sr. or Jr., sign with your suffix.
- Corporate Signatories: Authorized representatives should sign the signature page.

Your signature represents your agreement to comply with the terms and conditions of the loan.

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1. Funds initiate disbursement process after a Loan Officer approves the funds and once the applicant signs the documents.
2. When status moves from Funding to Funded, the loan is disbursed.



Paul Brown ▾

APPLICATION >

PROCESSING >

FUNDING

Your Quote

Status: **Funded**
\$200,000

Status

Funds have been disbursed
to your account.

[Request more funds](#)

BUSINESS PROFILE

[Change Business](#)

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WASHINGTON VA 22747

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Monday-Sunday, 8 a.m.-8 p.m. ET

Email the SBA
disastercustomerservice@sba.gov

Steps to Complete

Verify Identity
Completed

[View](#)

Electronic Disbursement
Completed

[View](#)

Upload Documents
Completed

[View](#)

Review and Sign Documents
Completed

[View](#)