Thank you for allowing Army Emergency Relief (AER) to assist you with your financial needs. All AER loans are interest-free and no other fees are charged. This information sheet provides you basic information on your loan and instructions on how you may access and manage your account online at www.aerhq.org.

There are currently two places on our website where you may register an account and there is a separate registration process for each place. The first is located directly from our homepage and allows you to check your balance or update your contact information. The second one, the payment system, allows you to check your balance and make a payment.

Please note that to access and manage your account in the payment system, you need your Client ID number that identifies you in the AER system. While you will only have one Client ID, it is possible that you may have more than one Case ID number.

ACCESSING YOUR ONLINE ACCOUNT AT AER

1. Sign in at www.aerhq.org by clicking ‘Sign In’ in the top right corner.
2. Use your email address to create an account or login. If needed, use the ‘I forgot my password’ link to reset your password.
3. Once your account has been created, and you are logged in, you will arrive at the “My Profile Page”. Depending on your account history, the following tabs will display across the top of the page: My Loans, My Grants, and My Donations.

MAKING A LOAN PAYMENT ONLINE
1. The payment system is a separate website through our bank to allow you to make a payment. Click on ‘Financial Assistance’ then ‘Make a Loan Payment’.
2. Clicking on either ‘Make an Online Payment’ or ‘Check Loan Balance’ will take you to our second website. Click ‘Continue’.

3. For first-time users, click on ‘Register Now’. You will need your Client ID to register.
4. For returning users, use your Username/Password. For security reasons, these usernames and passwords are not linked to your AER account username and passwords and should be different.

Currently, there is a technical issue with the "Single Payment" tab on the website and it will only default to the current monthly amount. If you need to submit a payment that is a different amount than your regularly scheduled monthly payment, please click on the ‘Recurring Payment’ tab and complete the following steps:

1. Select the date you would like the payment to deduct
2. Enter 1 for the number of payments
3. Select ‘Monthly’ as the payment frequency
4. Enter the payment amount
5. Enter your bank account information
6. Submit the payment

***Please note, that as long as the number of payments is 1, the payment will only be submitted once even though you are using the recurring payment tab.***