

Express Document Delivery (EDDIE) is a new online tool for use by federal, state, and local government employees and FEMA contractors for easily downloading digital products from the FEMA Map Service Center (MSC). With EDDIE you can download:

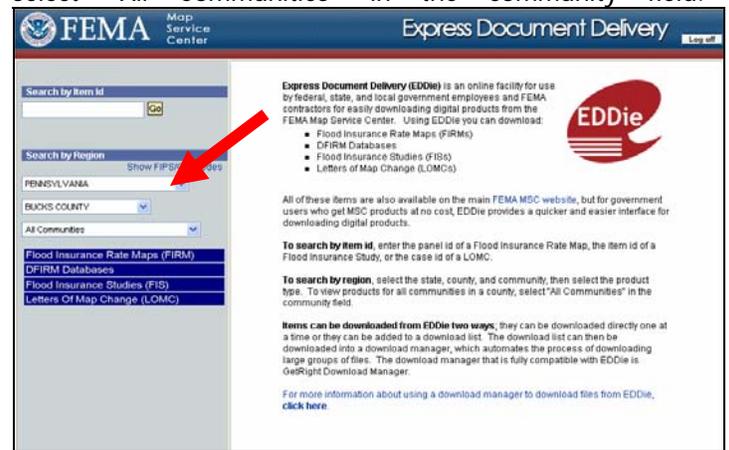
- Flood Insurance Rate Maps (FIRMs)
- DFIRM Databases
- Flood Insurance Studies (FISs)
- Letters of Map Change (LOMCs)

For exempt users, EDDIE provides a quicker and easier interface for downloading digital products. You can download any digital products available from the FEMA MSC directly from EDDIE, without the need to place an order or use the Digital Post Office.

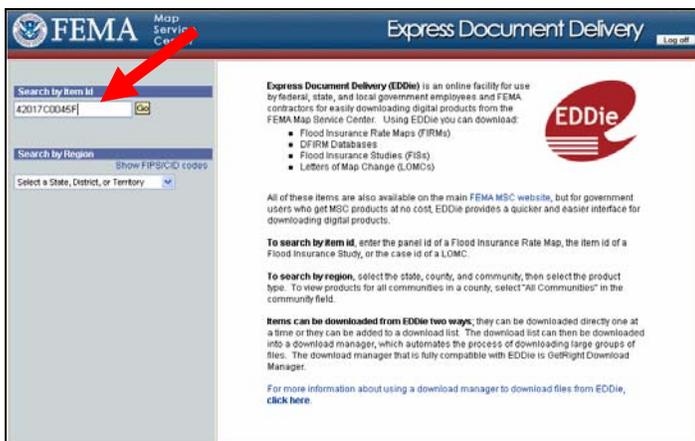
1. To access EDDIE, first log on to msc.fema.gov as an exempt or partial-exempt user, then click the EDDIE link on the menu bar.



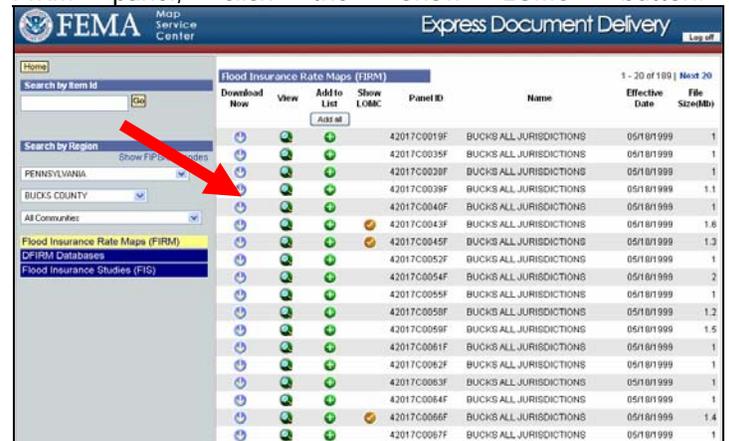
2. To search by region, select the state, county, and community, then select the product type (FIRM, DFIRM, or FIS). To view products for all communities in a county, select "All Communities" in the community field.



3. To search by item ID, enter the item identifier (ID) in the search box and click GO. The item ID can be either a FIRM panel or index ID, a LOMC case ID, a FIS volume ID, or a floodway map or index ID.



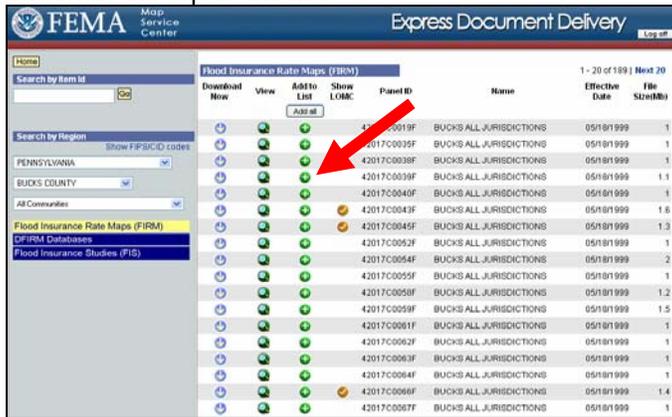
4. A list of items matching your selection will be displayed. To download an item, click the "Download Now" button. To view an item or to make a FIRMette, click the "View" button. To list LOMCs associated with a FIRM panel, click the "Show LOMC" button.



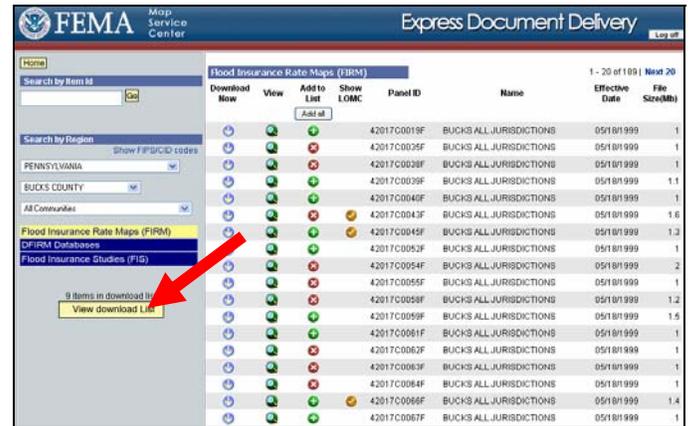
EDDIE supports automated bulk downloads using GetRight Download Manager* so downloading all of the maps for an entire county or community is easy. To use this feature you must first download and install GetRight Download Manager from www.getright.com. GetRight Download Manager has been approved for use by FEMA. Using a download manager to download digital products has the following advantages:

- Large groups of files can be downloaded automatically, without manual intervention.
- Downloads can be configured to start immediately or can be scheduled to start at a later time, for example during off-hours.
- Multiple files can be downloaded concurrently, which may save time depending on the speed of your Internet connection.

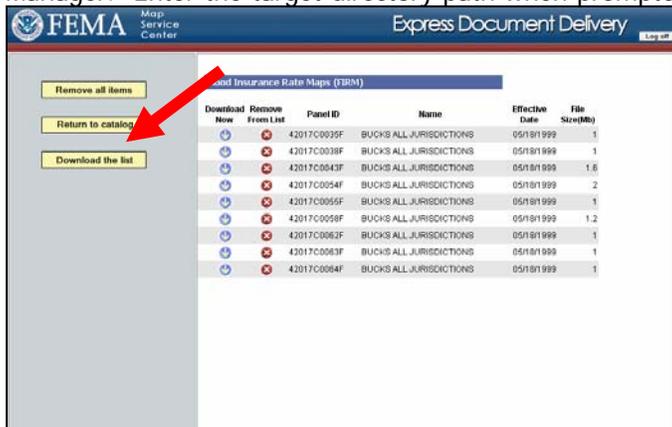
1. To download items using a download manager, build a list of items to be downloaded by clicking the “Add to List” button for each item to be downloaded. To add all of the items in a county or community, click the “Add All” button at the top of the list.



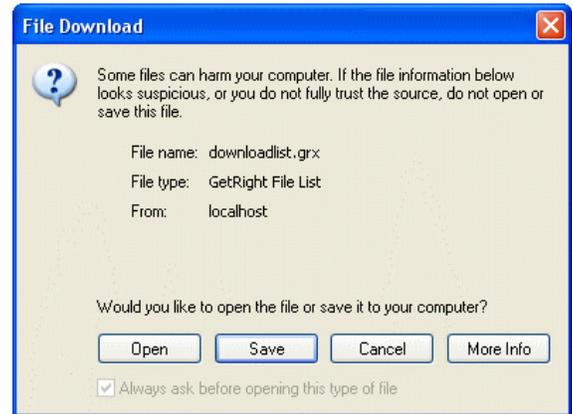
2. Click the “View Download List” button to see the items in your list.



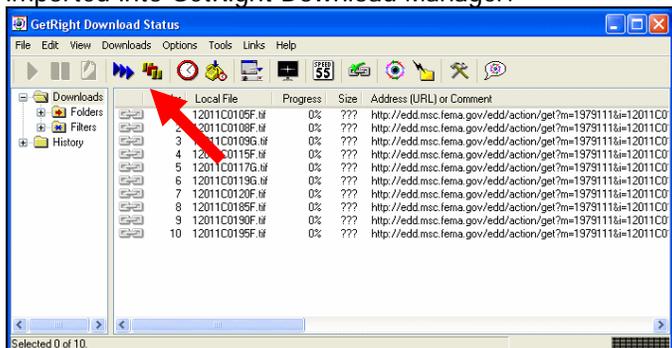
3. Your download list will be displayed. Click “Download the List” button to import your list into GetRight Download Manager. Enter the target directory path when prompted.



4. A dialog box will be displayed prompting you to either Open or Save the download list file. Click **Open**.



5. The files in the download list will be automatically imported into GetRight Download Manager.



6. To start downloading all of the files, click the toolbar button.

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