

# The FEMA Operations Center Presents:

# ENS!

New Creator (POC) training course

## PRIVACY ACT STATEMENT

**AUTHORITY:** The Homeland Security Act of 2002; the Robert T. Stafford Disaster Relief and Emergency Assistance Act as amended, 42 U.S.C. § 5121–5207; National Security Presidential Directive (NSPD)-51/Homeland Security Presidential Directive (HSPD)-20; Federal Continuity Directive (FCD)-1; and FEMA Directive 262-3.

**PURPOSE(S):** This information is being collected to enable DHS/FEMA to send notifications, alerts, and/or activations and to relay critical updates and guidance to DHS personnel, other federal departments, and other agencies or non-governmental organizations in response to an emergency scenario or exercise.

**ROUTINE USE(S):** The information on this form may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using this information as necessary and authorized by the routine uses published in DHS/ALL-014 - Department of Homeland Security Emergency Personnel Location Records System of Records October 17, 2008, 73 FR 61888.

**DISCLOSURE:** The disclosure of information on this form is voluntary; however, failure to provide accurate information may delay or prevent the individual from receiving notifications in the event of an emergency.

*For those that are POCs within ENS, we must provide you with the following, which you must provide to all of your users:*

## **VERBAL PRIVACY NOTICE (EN SYSTEM)**

“We are required by law to provide the following Privacy Notice to you. The information that you give the Department of Homeland Security, Federal Emergency Management Agency, is collected under the Homeland Security Act of 2002, the Robert T. Stafford Disaster Relief and Emergency Assistance Act, and other authorities. It will be used to send notifications, alerts, and/or activations and to relay critical updates and guidance to DHS personnel, other federal departments, and other agencies or non-governmental organizations in response to an emergency scenario or exercise. DHS/FEMA may share this information outside the agency upon written request, by agreement, or as required by law. Furnishing the requested information is voluntary, but failure to provide accurate information may delay or prevent the individual from receiving notifications in the event of an emergency.”

# Expectations from this course

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- A general understanding of ENS
- Adding and editing:
  - Contacts
  - Groups

When this course is finished you should have good working knowledge of ENS, be able to create new, or edit existing, contacts and groups.

# ENS Capabilities

ENS is capable of notifying people via:

- Telephone: Work, home, cell
- Email
- SMS
- Desktop (Only available within FEMA)

Qualification methods are available through Email and Telephone.

Automated Reports are sent to contacts at any given time during a scenario.

# Creator

Creators have rights similar to that of a User, but with a little more. These roles are given mostly to POCs, with rights to their groups and their department, this way they can manage their own people. A creator is able to see the following tabs:

- Contacts
- Groups

Other tabs are viewable, but should not be modified by a Creator with the POC role.



Creators are the security role we typically give to Point of Contacts in ENS. Each Creator is given specific rights to contacts and groups based on their needs.

For the Contacts tab, Creators are given rights to their departments, which gives them the ability to modify basic information on a contact.

Much like the Contacts tab, access to the groups tab will only include the groups that a Creator has rights to. They are able to modify the members, or requirements, for the groups they are given rights.

The messages tab is fully open to Creators, but we ask they don't modify any messages.

The Scenarios and Reports tab are also viewable as a Creator, but you should not access them as a POC.

# Login Page

**Communicator! NXT**

**Login**

Check-In

Login Name:

Password:

Company Name:

Save my information

Login

**FEMA**

--WARNING--FOR OFFICIAL USE ONLY--

You are about to access a U.S. Government computer/information system. Access to this system is restricted to authorized users only. Anyone who accesses this system without authorization or exceeds authorized access could be subjected to a fine or imprisonment, or both, under Public Law 98-473. By accessing this system you consent to having your activities and/or access recorded by system software and periodically monitored. If this record reveals suspected unauthorized use or criminal activity, the evidence may be provided to supervisory personnel and law enforcement officials.

--DO NOT PROCESS CLASSIFIED INFORMATION ON THIS SYSTEM--

**Welcome to The Communicator! NXT...**  
The Premier Web Based Critical Communications Solution  
By Cassidian Communications

- Contacts** is an 'electronic address book' of people that can receive notification messages through one or more devices in a scenario activation.
- Groups** is used to build categories of people to be notified in a scenario activation.
- Messages** is used to create the information to be delivered to each device type (e.g., phone, email, fax, etc.) in a scenario activation.
- Scenarios** is used to develop, activate or schedule notifications for specific events or situations.
- Reports** is used to access the complete history of scenario activations, providing documented results for every notification.
- Settings** is a 'specialized system toolkit', only accessible by administrator(s), that is used to manage pager services, define custom fields, maintain security users, manage logins, administer departments and define security requirements for user passwords.

<http://ens1.dhs.gov/NXTPortal/login.aspx>

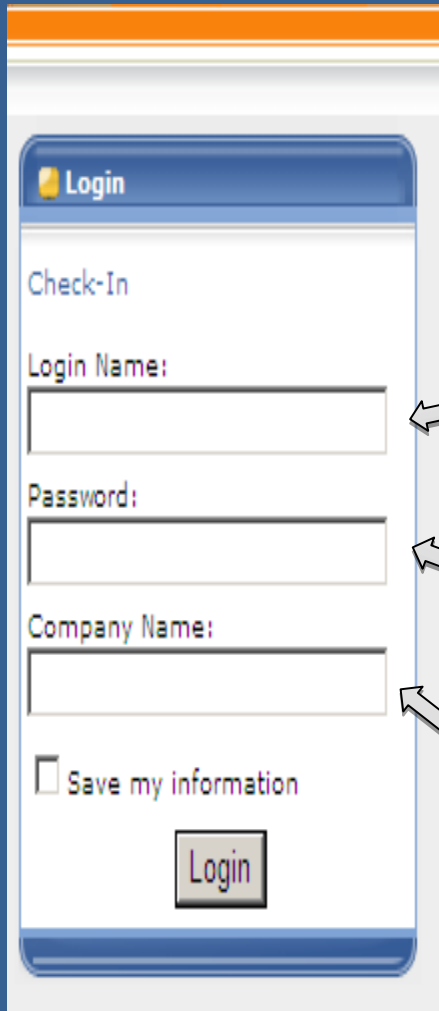
This is the login page for ENS. It is the same for all three servers, so before logging in it is important to note the URL.



Logging into either ENS2 or 3 during unauthorized times will break Datasync.



These three fields must always be filled out to log in.



The image shows a web-based login form titled "Login". It features three input fields: "Login Name:", "Password:", and "Company Name:". Below these fields is a checkbox labeled "Save my information" and a "Login" button. Three arrows point from the text on the right to the respective input fields.

Login Name: Typically first initial of the first name and entire last name, a number may be included if there is a duplicate.

Password: Complex password decided by the user.

Company Name: Agency database you will log in to. (FEMA)

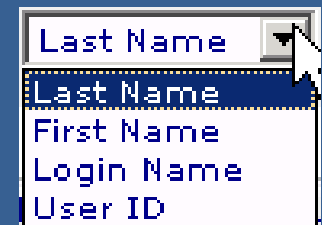
*Note: Login credentials will not work the same for all companies.*

# Contacts Tab



The contacts tab is where you can find all the contacts that are entered into ENS. As a Creator you will see contacts based on which department you are given rights to manage.

Each sub-tab gives different options on how to search for a contact. These are the available options for the “By Name” Sub-tab.



# Other search methods are available in ENS, such as:



By address:



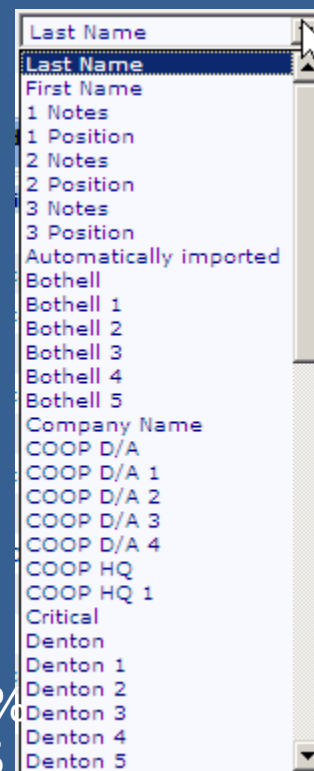
By device:



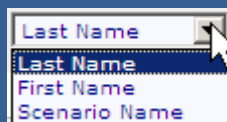
By group:



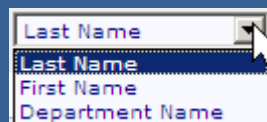
By custom field:



By scenario:



By department:




Each category has their own unique set of search criteria.

You can also search using wild cards. By adding a % at the beginning and end of your search value ENS will provide a list of contacts similar to what you've searched for. These wild cards can be used throughout the search functions in ENS.

# Contact information

**Contacts Summary > Contact Details**



**General Information:**

First Name:  \*

Last Name:  \*

User ID:  \*

Login Name:  \*

Assigned Department:

**Address Information:**

Country/Region:

Time Zone:

This contact can receive Activation Reports.

Exclude From All Activations

\* This field is required.

**Devices**

	Device	Information	Service	PIN
<input type="checkbox"/>	Work	+1 (800) 555-5555		Change
<input type="checkbox"/>	Cell	+1 (800) 555-5000		Change


**Custom Fields**

Custom Field Name	Information	
FOC	Day Staff	Change
Member Of	ENS Outage	Change

This is the basic layout for contact information. The top section is the users general information. The middle section is where the contact devices are maintained. The bottom section is for custom fields, which are associated with dynamic groups, and will be discussed more in the groups section.

In the following section we will be going over the contact information section in detail.

**Contacts Summary > Contact Details**



**General Information:**

First Name:  \*

Last Name:  \*

User ID:  \*

Login Name:  \*

Assigned Department:  Time Zone:

This contact can receive Activation Reports.

Exclude From All Activations

\* This field is required.

**Devices**

	Device	Information	Service	PIN
<input type="checkbox"/>	Work	+1 (800) 555-5555		<a href="#">Change</a>
<input type="checkbox"/>	Cell	+1 (800) 555-5000		<a href="#">Change</a>

Users have a set of basic information that must be filled out to be in ENS.

- First Name
- Last Name
- User ID
- Login Name

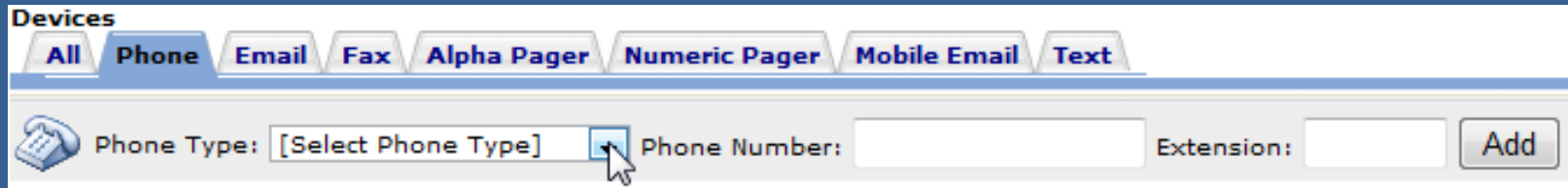
User IDs are typically a user's phone number (Home, Cell, or Work in that order)

Login Name is a user's first name initial followed by the last name, and if that is already taken then a number is added to the end.

Devices are the way in which a user is contacted by ENS during a scenario. Typical devices include:

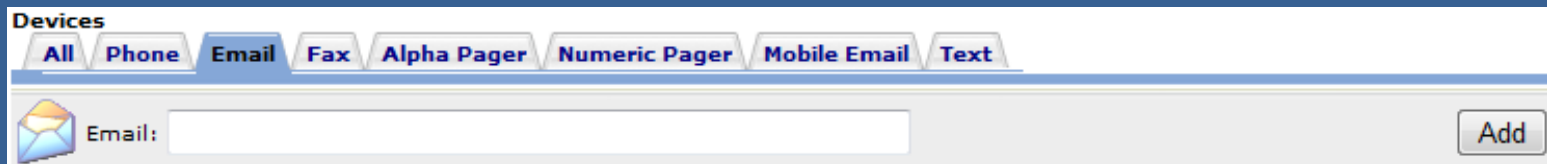
- Phones (Work, Cell, Home)
- Email
- SMS
- Numeric or Alpha Pagers

From the Devices section of the Contact Information page you will see tabs for each of the devices ENS can contact. By clicking on the tab it will bring up a section to add new device information.



The screenshot shows the 'Devices' section with tabs for 'All', 'Phone', 'Email', 'Fax', 'Alpha Pager', 'Numeric Pager', 'Mobile Email', and 'Text'. The 'Phone' tab is selected. Below the tabs is a form with a phone icon, a 'Phone Type' dropdown menu (with a mouse cursor over it), a 'Phone Number' text input field, an 'Extension' text input field, and an 'Add' button.

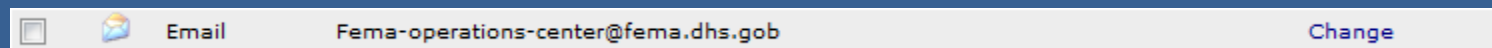
From here you can select the type of phone device, the phone number and extension if needed, and then add it to your contact information. It will show up below in the Devices once added.



The screenshot shows the 'Devices' section with tabs for 'All', 'Phone', 'Email', 'Fax', 'Alpha Pager', 'Numeric Pager', 'Mobile Email', and 'Text'. The 'Email' tab is selected. Below the tabs is a form with an email icon, an 'Email' text input field, and an 'Add' button.

Email is added in a similar fashion. Simply enter your email address and click Add.

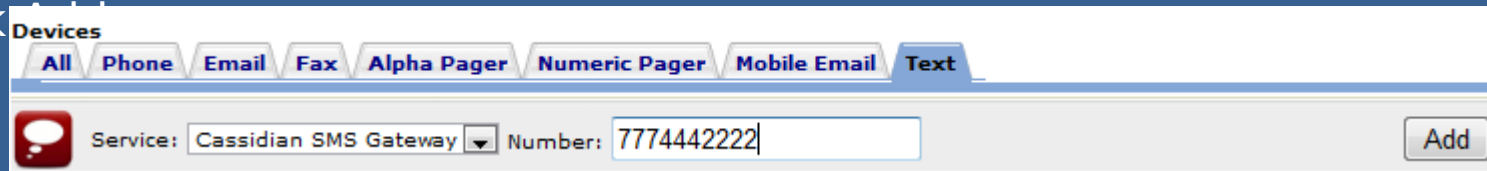
If you entered any of the information incorrectly you can always change it by clicking the change link to the right of the device.



The screenshot shows a device entry with a square icon, an email icon, the text 'Email', the email address 'Fema-operations-center@fema.dhs.gov', and a 'Change' link.

After the change has been made, click the save link.

SMS devices fall under the Text tab within a contact's devices. Adding a new SMS device is simple. Click the Text tab, select the Cassidian SMS Gateway from the drop down, enter the number of the SMS device, and click Add.

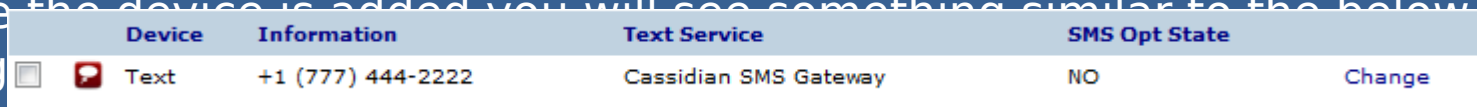


Devices

All Phone Email Fax Alpha Pager Numeric Pager Mobile Email Text

Service: Cassidian SMS Gateway Number: 7774442222 Add

Once the device is added you will see something similar to the below image.



Device	Information	Text Service	SMS Opt State
<input type="checkbox"/> Text	+1 (777) 444-2222	Cassidian SMS Gateway	NO <a href="#">Change</a>

Note the header "SMS Opt State" marked as NO. This means the SMS device has not gone through the Opt-in Process yet. To Opt-in a new SMS device send a text from the device to 34292 with the message "Join FEMASMS". You will receive a confirmation text which looks like this:

- "Verify code-URKGHSHOQC (StdRate). Max 30 alerts/month. Msg&DataChrgs may apply. Reply STOP to end, HELP for info. T&C:sms.plantcml-eads.com".

Allow 24 hours before Opt-in process completes. To stop or Opt-out, text "Stop" to 34292. Standard texting fees apply.

Contacts are able to change their device order in their contact information page. This allows a contact to determine which phone number or email (or other device type) they wish to be contacted by in the event they have multiple numbers/addresses for the same device.

Devices

All Phone Email Fax Alpha Pager Numeric Pager

Phone Type: [Select Phone Type] Phone Number:

	Device	Information
<input type="checkbox"/>	Work	+1 (777) 888-6666
<input checked="" type="checkbox"/>	Work	+1 (123) 444-5555
<input type="checkbox"/>	Work	+1 (111) 222-4567
<input type="checkbox"/>	Home	+1 (999) 777-8888
<input type="checkbox"/>	Cell	+1 (666) 000-3333

Device Order:



Devices

All Phone Email Fax Alpha Pager Numeric Pager

Phone Type: [Select Phone Type] Phone Number:

	Device	Information
<input checked="" type="checkbox"/>	Work	+1 (123) 444-5555
<input type="checkbox"/>	Work	+1 (777) 888-6666
<input type="checkbox"/>	Work	+1 (111) 222-4567
<input type="checkbox"/>	Home	+1 (999) 777-8888
<input type="checkbox"/>	Cell	+1 (666) 000-3333

Device Order:

By clicking on the check box next to the device and clicking the Move Up button, that work phone was moved ahead of the others. This means that if a scenario contacts by work phone, the top work phone will be contacted first. This does not change the scenario device order, which is still set up in the scenarios.

As a creator in the system you are also able to perform these functions within a contact's devices.





Mobile Email is an option for sending messages as well. These work a lot like an SMS message. These are simply short messages that are sent out from ENS through email, then changed over to a text message as it arrives at the contacts phone. With that in mind you have restrictions similar to SMS (160 character limit which includes the subject line).

When you add a mobile email to your contact information you need to add the correct extension for your service provider. Below is a quick look at a couple of providers and the extensions they use for mobile email.


AT&T:           65587549273@txt.att.net  
Verizon:        34816759434@vtext.com

These values are added into ENS just like an email, but they must have the correct extension to work properly.

<input type="checkbox"/>		Mobile Email	65587549273@txt.att.net	<a href="#">Change</a>
<input type="checkbox"/>		Mobile Email	34816759434@vtext.com	<a href="#">Change</a>

Also it is important to note that phones are beginning to pick up on emotion icons, and since the email is converted to a text be sure to avoid using certain combinations of symbols and letters. ( :), :(, :P, :D, =D, =P, etc...)

Contacts Summary > Contact Details



**General Information:**

First Name:  \*

Last Name:  \*

User ID:  \*

Login Name:  \*

Assigned Department:

Before becoming a roster user

After becoming a roster user

Contacts Summary > Contact Details



**General Information:**

First Name:  \*

Last Name:  \*

User ID:  \*

Login Name:  \*

Assigned Department:

Once a contact has been set up in the system, with an email in their devices, it may take up to 24 hours for them to become a Roster User. These are users that are able to change their own basic contact information in ENS.

When the system automatically makes a contact a roster user the system will contact them with their login information for the system. The system will automatically create a password for them, and use the login name you gave them.

As a Creator you are able to change that information as well, but once they become a Roster User you will no longer be able to change their User ID or Login Name. These are issues that will have to get passed up to an Administrator. Also as a Creator you will be unable to change passwords for your contacts, that will have to be done by an Administrator.

# Groups tab

Groups are utilized by ENS to include different contacts in a scenario. The only way a person can be contacted by ENS is by being a member of a group.

There are 2 basic types of groups we will be discussing: Static and Dynamic. Below is some basic information on each type.

## Static groups:

- Typically used for on the fly activations
- Allows for calling in order of importance, it can call a supervisor before the rest of the contacts
- Very intuitive and easy to add and remove users

## Dynamic groups:

- Great for grouping users with a common value, such as location or shift
- Able to add users quickly during an import of new contacts
- Removal of contacts from the group requires a change to their contact information



This is the quick actions menu that you will find on the left hand side of the groups tab. Here you can select the different options available to you when working with groups.

Below that is the reports you can generate from a selected group. They can be generated as either a pdf file or a csv file.

When you click on the Add new group option from the quick actions you will be brought to the following screen, where you add a name to the group and select the type.

The screenshot shows a web form titled 'Groups Summary > Group Details'. On the left, there is a group icon of three people. Next to it is a text input field labeled 'Group Name:' with a red asterisk to its right. Below the input field is a red asterisk and the text 'This field is required.'. To the right of the input field is a dropdown menu labeled 'Group Type:' with a mouse cursor pointing to it. The dropdown menu is open, showing three options: '[Not Selected]', 'Dynamic', and 'Static'. Below the dropdown menu is a 'Cancel' button. At the bottom of the form, there are two tabs: 'Group Members' and 'Security Users', with 'Security Users' being the active tab.

We will start by working with a Static group, showing you how to create one, add and remove contacts, and some information on the security users option.

# Static Groups

Static groups are the more basic of groups available in ENS. They allow for quick adding and removing of contacts, plus ease of use.

Once we have selected a static group type from the previous menu it will become populated with more information, such as the list of available contacts that can be added to the group, a search function, and a list of the group members. Below is a view of what a static group looks like.

The screenshot displays the 'Security Users' group configuration page. At the top, there are two tabs: 'Group Members' and 'Security Users'. Below the tabs is a search section with a 'Look For:' text input, a 'Search By:' dropdown menu set to 'Last Name', and 'Find' and 'Clear' buttons. The main area is divided into two columns. The left column, titled 'Contacts List', contains a table with columns 'Last Name', 'First Name', and 'Login Name'. A single contact is listed with the number '1' in a blue bar. Below the table are 'Select Page' and 'Deselect Page' links. The right column, titled 'Group Members List (in call sequence order):', contains a similar table with columns 'Last Name', 'First Name', and 'Login Name'. A single member is listed with the number '1' in a blue bar. Below this table are 'Select Page' and 'Deselect Page' links. Between the two columns are several control buttons: 'Add >', '< Remove', 'Move Up ^', 'Move Down v', 'Move to Top', and 'Move to Bottom'.

Group Members		Security Users				
Look For: <input type="text"/>						
Search By:		Last Name				
Find		Clear				
<b>Contacts List:</b>		<b>Group Members List (in call sequence order):</b>				
Last Name	First Name	Login Name	<b>Add &gt;</b>	Last Name	First Name	Login Name
1			<b>&lt; Remove</b>	1		
Select Page	Deselect Page		<b>Move Up ^</b>	Select Page	Deselect Page	
			<b>Move Down v</b>			
			<b>Move to Top</b>			
			<b>Move to Bottom</b>			

This section of the static group is the contacts list. This is where you search through the list of available contacts and select which ones you would like to add. From the search by box there is a wide variety of methods you can search for a contact.

Group Members		Security Users
Look For:	Search By: Last Name	
Contacts List:		
Last Name	First Name	Login Name
<input type="checkbox"/> Smith	John	Jsmith
1		
Select Page	Deselect Page	

Once a contact is selected you click on the add button to have them moved to the group members list on the right hand side.

Add >

< Remove

Now that this user is on the group members list they are a member of that group, and can be contacted if this group is added to a scenario. It's as simple as that!

Group Members List (in call sequence order):		
Last Name	First Name	Login Name
<input type="checkbox"/> Smith	John	Jsmith
1		
Select Page	Deselect Page	

To remove a user you have to select one from the group members list and click remove. Once they are removed from the group members list, they will not be a part of that group.

Group Members List (in call sequence order):

	Last Name	First Name	Login Name
<input type="checkbox"/>	Smith	John	Jsmith
<input type="checkbox"/>	Doe	Jane	Jdoe
<input checked="" type="checkbox"/>	The	Boss	TheBoss

1  
 Select Page   Deselect Page

Total Number of Members in This Group: 3

Buttons: Add >, < Remove, Move Up ^, Move Down v, Move to Top, Move to Bottom

Another feature to static groups is the ability to move users around in the call order. As you can see The Boss is at the bottom of this group right now. By selecting them and clicking any of the “Move” buttons we can situate this user in the group.

By clicking on the “Move to Top”, we were able to move The Boss to the top of the group, and he will be contacted first out of this group.

With static groups we are able to set the call order so that the people that need to know first can be contacted first.

Group Members List (in call sequence order):

	Last Name	First Name	Login Name
<input checked="" type="checkbox"/>	The	Boss	TheBoss
<input type="checkbox"/>	Smith	John	Jsmith
<input type="checkbox"/>	Doe	Jane	Jdoe

1  
 Select Page   Deselect Page

Total Number of Members in This Group: 3

Buttons: Add >, < Remove, Move Up ^, Move Down v, Move to Top, Move to Bottom


This is how you would create, add and remove users, and order them in a calling sequence.

Alternatively, before selecting a Static group or Dynamic group there is a section that will allow you to add static group members via a CSV file. To do this though you need to do it prior to selecting your type of group, otherwise this option disappears. To do this, you need to start with a CSV file containing all of the contacts you want to add to the group. The CSV file can be created in excel, it just has to be saved as a CSV, instead of xls or xlsx. As for the information within the CSV file, you only need the User ID's of the individuals you are adding to the group. As you can see from the image below, you need a header which reads UserID, and the User Id's of the individuals below that header. This is the required layout for the CSV file. All other information in the CSV file will be ignored on import.

When the CSV is saved you will have to create a new group.

	A
1	UserID
2	9997778888
3	4445558888
4	1112224444

**Groups Summary > Group Details**

 **Group Name:**  \*

**Group Type:** [Not Selected] ▼ \*

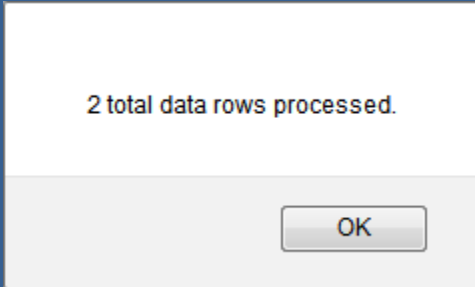
Add Static Group Members:

(no more than 2,000 recommended)

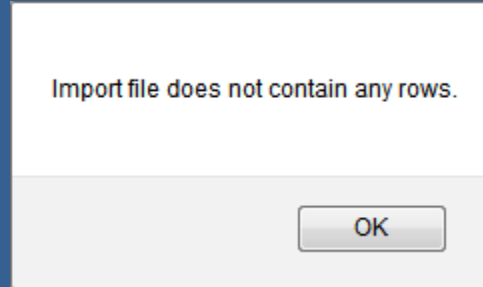
The new group screen will look blank except for what you see above. To add group members you simply browse for the CSV file you created and click the Import CSV button.



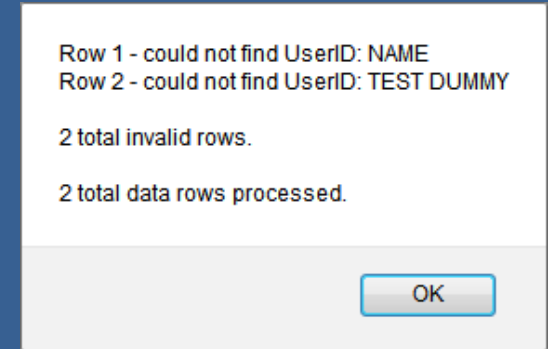
The program will process your csv file once you've clicked the Import CSV button and provide some input in the form of a pop up, such as:



*Entered correctly*



*Entered Information in  
columns instead of rows*



*Entered actual names  
instead of User ID's*

Once it has completed you will see a static group containing the list of group members. At that point you can find any other contacts and add them as you desire, but you cannot import another list of static group members to that group. Group members you are looking to add via CSV must already be in ENS with an established User ID.

As stated prior, you can only do this on new groups. Once a group has been given a group type you cannot import group members.

# Dynamic Groups

Dynamic groups are the other available group type, and widely used within ENS. The function of a dynamic group is to group contacts based on a common value. This is done through the use of custom fields, or a contact's information, which you may have seen while working with the contact tab.

Once you select the group type for dynamic, when creating a new group, you will see this populate the screen:

The screenshot shows the configuration interface for a dynamic group. At the top, there are two tabs: "Group Members" and "Security Users". Below the tabs, the "Build a Requirement:" section contains three input fields: "Attribute:" with a dropdown menu showing "[Select Attribute]", "Condition:" with a dropdown menu showing "Like", and "Value:" with an empty text box and a red question mark icon. To the right of the "Value:" field is an "Add" button. Below this section, there are two radio buttons: "All" (selected) and "Any of these requirements:". The "Requirements List:" section is a table with three columns: "Attribute", "Condition", and "Value". Below this, the "Group Members List (use Sort By/Sort Order to designate call sequence order):" section contains two dropdown menus: "Sort By:" showing "[Select Sort By]" and "Sort Order:" showing "Ascending". Below this, there is a table with three columns: "Last Name", "First Name", and "Login Name". The table is currently empty, with a "1" in the first row. At the bottom, there is a text label "Total Number of Members in This Group: 0".

Attribute	Condition	Value
-----------	-----------	-------

Last Name	First Name	Login Name
1		

Total Number of Members in This Group: 0

When working with a dynamic group you must select an attribute:

Attribute:

Member of

[Select Attribute]

- Assigned Department
- City
- Country/Region
- Device PIN
- Device Type
- Email Address
- First Name
- Group Name
- Last Name
- Login Name
- Member of
- Pager Call Flow
- Pager Service Name
- Phone Number
- Phone Type
- Report Recipient
- SMS Opt In/Out Status
- State/Province
- Street
- Time Zone Name
- User ID
- Zip/Postal Code

As well as a condition that must be met.

Condition:

Like

- Like
- Not Like
- Equal
- Not Equal
- <
- <=
- >
- >=

And a value which is common with the contacts you are trying to add.

Value:

test group

Then by clicking Add the following will appear under Requirement list:

Requirements List:

	Attribute	Condition	Value	
<input type="checkbox"/>	Member of	Like	test group%	Change

Any contacts with this value in that specific attribute will be added to the group and appear as:

Group Members List (use Sort By/Sort Order to designate call sequence order):

Sort By: [Select Sort By] Sort Order: Ascending

Last Name	First Name	Login Name
Doe	Jane	Jdoe
Smith	John	Jsmith

1

Total Number of Members in This Group: 2

You can also sort the dynamic group which will allow for a different calling order.

**Group Members List (use Sort By/Sort Order to designate call sequence order):**

Sort By:  Sort Order:

The selection for Sort by is that of your available custom fields, and you can sort this list in Ascending or Descending order.

Custom fields are set up to go along with dynamic groups. A user can have information entered into this area that will assign them to a group. A certain value in a specific custom field name will make that user a member of a group, grouping based on a common set of values.

Custom Fields		
In Use Available		
Custom Field Name	Value	
FOC	Day Staff	<a href="#">Change</a>
Member Of	ENS Outage	<a href="#">Change</a>

In the example above we could create a dynamic group that looks for users with a value of “ENS Outage” in the Member of attribute, and it will grab every contact with that value in that specific attribute, making them a member of that dynamic group.

# Questions?

Contact your ENS POC, or the ENS Admin team at [ENS-Admin@fema.dhs.gov](mailto:ENS-Admin@fema.dhs.gov) with any questions you may have.