

The FEMA Operations Center Presents:

ENS!

New Roster User 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 the information requested may delay or prevent the individual from receiving disaster assistance.

Expectations from this presentation

- A general understanding of ENS
- The ability to edit your contact information
- How to respond to activations
- Where to find your Point of Contact for ENS

When this course is finished you should have good working knowledge of ENS, be able to edit your contact information, and respond to scenarios when activated.

ENS Capabilities

ENS is capable of notifying people via:

- Telephone: Work, home, cell or other
- Email
- SMS/Mobile Email

Qualification methods are available through Email and Telephone.

Automated Reports are sent to specific individuals, such as supervisors, at any given point during an activation.

How to find ENS

Homeland Security **connect** PEOPLE SEARCH | ADVANCED SEARCH | Keyword

EMPLOYEE RESOURCES ORGANIZATION POLICIES FORMS LIBRARY DHS.GOV

Secretary's Corner

New Sports PSA Launched

8/28/2012 Secretary Napolitano recently joined representatives from the major sports leagues to unveil a new PSA as part of the "If You See Something, Say Something™" public awareness campaign. [Read More](#)

Help Someone in Need: Join the Surge Capacity Force

I want to find or visit ... pass a clearance, find a form and more

Choose task

Visit a component intranet Opened to all DHS users

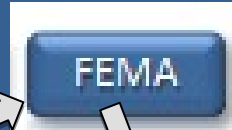
CBP FEMA HETC ICE NPPD OIG S&T TSA USCG USCIS USSS

Links to other components

Please Select ...

Operations Accomplishments Resources

08/28/2012 Coast Guard Hones Active Shooter Response



Enter Search Query Here PEOPLE SEARCH

REGIONS PROGRAMS COMMUNICATIONS & PUBLICATIONS SAFETY & SECURITY EMPLOYEE RESOURCES MANAGEMENT RESOURCES

2012 Administrator's Awards

Nominations are due by September 17th!

ENS Communicator Communicator! NXT

TOOLS

- Time & Attendance-WebTA Login to Time & Attendance System
- EaaS eMail Web Access (Email as a service)
- Contacts & Directories FEMA Active Directory Phonebook
- Password Change Password Change (ISAACS Portal)
- Bulletin Board FEMA Bulletin Board
- EDW Enterprise Data Warehouse
- IT Helpdesk Enterprise Service Desk (1888-HLP-FEMA or 1-888-457-3362) FEMA Employee Knowledge Center
- Facility Information FEMA Facility Information
- ENS Communicator Communicator! NXT
- ISAACS Portal Portal
- HSIN Login Helpdesk:(866) 430-0162
- NEMIS Portal

Employee Messages

Welcome to the new FEMA.gov - The Federal Emergency Management Agency (FEMA) content management system (CMS) Implementation and Migration project was established by the Office of External Affairs to support the Web Strategic Plan as authorized by the FEMA Administrator. [Read more](#)

- 07/10/2012 **Administrator's Weekly Senior Leadership Meeting Multicast Streaming**
Multicast Streaming is now available as part of the Administrator's weekly Senior Leadership meeting, which occurs each Tuesday at 3 pm (EST). If you would like to stream this meeting, please refer to the following instructions... [Read More](#)
- 07/09/2012 **OCFO Announces New FEMA-Specific FedTraveler Self-Study Tutorial**
Due to the high volume of travel authorizations that are processed every year in FEMA, it is imperative that all travelers know how to properly utilize the FedTraveler.com system... [Read More](#)
- 06/21/2012 **Tips for Keeping Cool During Heat Advisories**
The National Weather Service has issued an Excessive Heat Watch in the Washington, DC area for Thursday, June 21, 2012 with temperatures forecasted to reach above 97 degrees, and a heat index as high as 110.... [Read More](#)

I WANT TO...

Choose task

NEED HELP ?

Support & Feedback

- Intranet Support
- Intranet Feedback
- Frequently Asked Questions

ON Guides

- ON Style Guide

QUICK LINKS

Guidelines

- Ethics Information and Contacts
- Policy and Guidance
- FEMA Travel Policies and Guidance
- Correspondence Guidelines
- Branding Guidelines
- Welcome to the new FEMA.gov
- Resources for Web Contributors
- DHS Efficiency Review Initiative
- Support Services & Facilities Management

Resources

- Federal Government Operating Status
- Employment Opportunities
- DHS/FEMA Templates
- FEMA Products

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.

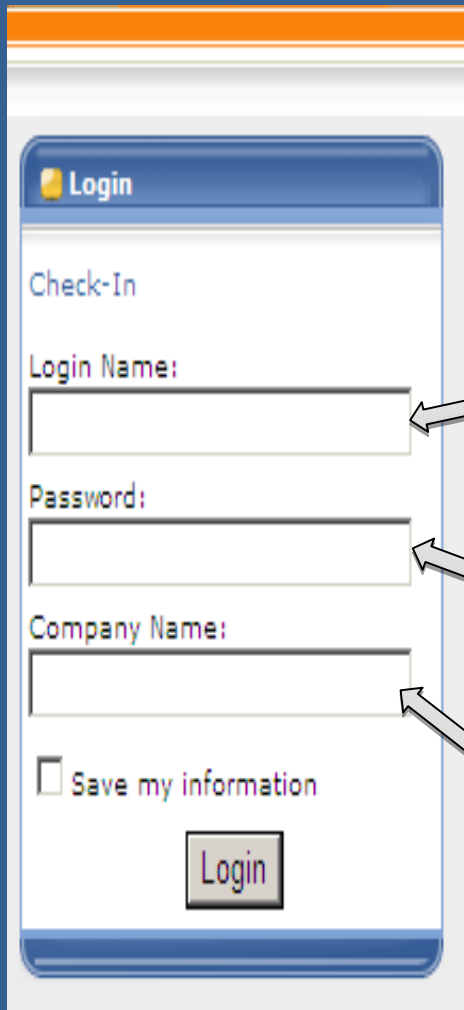
--DO NOT PROCESS CLASSIFIED INFORMATION ON THIS SYSTEM--

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.

This is the main login page for ENS. You must be within the FEMA/DHS network to access this page. If you are unable to access this page please contact your POC to change your contact information within ENS. If you are within the network and still cannot access this page contact the ENS-Admin group.

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



The image shows a web-based login form. At the top, there is a blue header with a yellow icon and the word "Login". Below the header, the text "Check-In" is displayed. The form contains three input fields: "Login Name:", "Password:", and "Company Name:". Each field is followed by a white text box with a grey border. Below the "Company Name" field, there is a checkbox labeled "Save my information". At the bottom of the form, there is a grey button with the word "Login" written on it. Three grey arrows point from the text on the right to the "Login Name", "Password", and "Company Name" 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)

Roster Users

Roster users are the very basic users. They only have access to their own contact information and nothing more.

Contacts Summary > Contact Details



General Information:

First Name: *

Last Name: *

User ID: *

Login Name: *

Assigned Department:

This contact can receive Activation Reports.

Exclude From All Activations

* This field is required.

Address Information:

Country/Region:

Time Zone:


Devices

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

Once a roster user is entered into the system the most they can make changes to is their name, location, or devices. All other information is handled by the POCs.

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 contacts 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. We ask that you do not modify any of this information as it affects your ability to be notified.

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:

This contact can receive Activation Reports.

Exclude From All Activations

* This field is required.

Address Information:

Country/Region:

Time Zone:

Devices

All Phone Email Fax Alpha Pager Numeric Pager Mobile Email Text

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

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

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

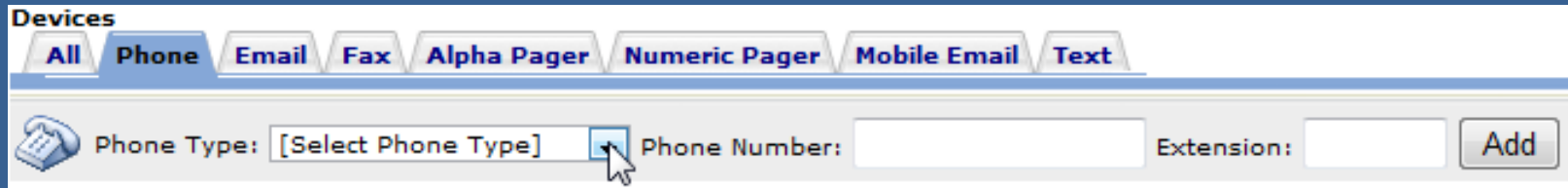
User IDs are typically a user's phone number (Home, Cell, or Work in that order)

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 roster user is contacted by ENS during a scenario. Typical devices include:

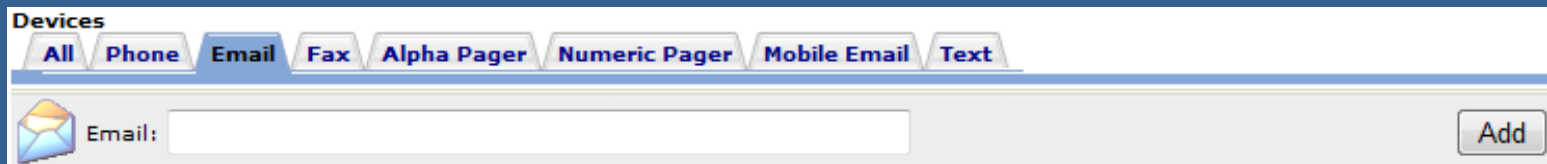
- Phones (Work, Cell, Home)
- Email
- SMS/Mobile email
- Numeric or Alpha Pagers

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 (currently showing '[Select Phone Type]'), a 'Phone Number' text input field, an 'Extension' text input field, and an 'Add' button. A mouse cursor is pointing at the dropdown menu.

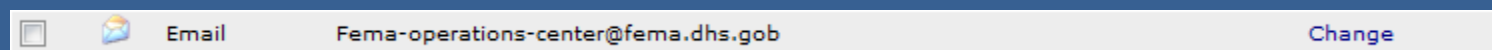
From here you can select the type of phone device, the phone number and extension if needed, and then add it to your contact information. It will show up below in the Devices once added.



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.

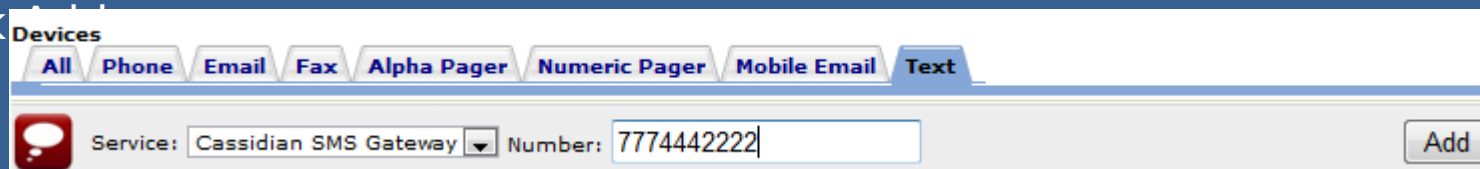
If you entered any of the information incorrectly you can always change it by clicking the change link to the right of the device.



The screenshot shows a device entry with a small 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.

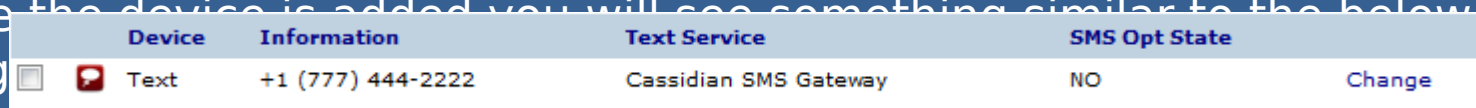


Devices

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 Change

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” (Enter your company in place of ****. For instance, You log in to the FEMA company to access ENS, so you would type Join FEMASMS into the text.) 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.

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

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.

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	Change
<input type="checkbox"/>		Mobile Email	34816759434@vtext.com	Change

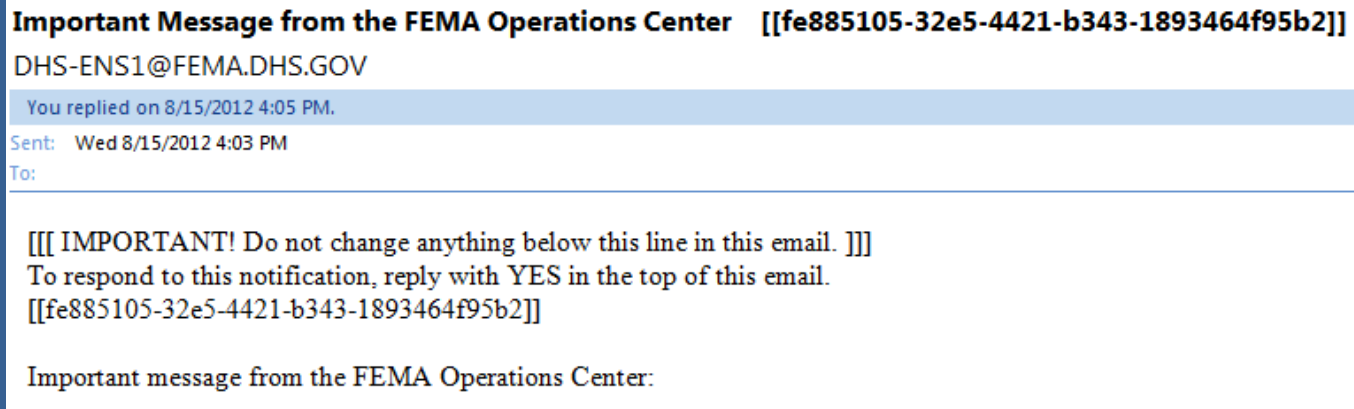
Also it is important to note that phones are beginning to pick up on emotion icons, and since the email is converted to a text be sure to avoid using certain combinations of symbols and letters. (:), :(, :P, :D, =D, =P, etc...)

Once you've made changes to your contact information in the system be sure to click Save.

How to respond

During all activations you will be expected to respond to the message, either through email or phone.

To respond to the email instructions are provided with every activation:



As it states in the beginning of the email, “To respond to this notification, reply with YES in the top of this email.”

DO NOT change the subject line or anything below the first line of the email. Simply click reply, type YES, and hit send.

To respond via phone you can either respond to the call coming to you, or you can call into the system.

When responding to an incoming phone call from ENS you must speak a clear greeting into the phone, such as Hello. This confirms that an individual is on the line rather than an answering machine or voicemail. Once the system recognizes a person is on the line it will follow through the call. Simply follow through the prompts, enter your user ID if necessary, acknowledge the receipt of the message and stay on the line. The system will hang up on you when the call is finished. If you hang up early it may contact you again.

When calling back into the system you will have to enter in your user ID and follow through the prompts. Much like the incoming call you must listen to the whole message and acknowledge receipt of the message, otherwise the system may not count you as qualified for the activation. The phone number to call into ENS is usually provided in the email.

Additional resources

For ENS POC information:

http://on.fema.net/components/orr/response/foc/Pages/ENS_info.aspx

The screenshot shows a web page titled "Emergency Notification System (ENS)" with a breadcrumb trail: on.fema.net > ORGANIZATIONS > Office of Response & Recovery > Response > Programs > FEMA Operations Center > ENS Information. The page is divided into three main sections: a left-hand navigation menu, a central content area, and a right-hand sidebar.

Left-hand navigation menu:

- National Watch Center
- NRCC
- Response COOP
- FEMA Operations Center
 - ENS Information (selected)
- FEMA Operations Center
- NCOV Support

Central content area:

Emergency Notification System (ENS)

Alert & Notification:

A large part of the duties performed by FOC Operations Officers involves alert & notification, and dissemination of information. Notifications are made to individuals as well as to a large number of inter- and intra-agency groups, teams, or operations centers.

The FOC team maintains a number of personnel databases, and uses a variety of methods to send notifications; however, the primary notification method for FEMA personnel is the Emergency Notification System (ENS). The ENS database includes work, home, and cell phone numbers, as well as pager and e-mail information for immediate notification of any individual in a special group within a selected scenario.

The system formerly known as Communicator! NXT is now called Emergency Notification System or ENS.

- The primary system (ENS1) is located within the FOC at Mount Weather Emergency Operations Center (MWEOC).
- The secondary ENS, called ENS2, is located in the Thomasville, GA FEMA Alternate Operations Center (FAOC) East.

Right-hand sidebar:

- ENS Support and Information
 - ENS Admin Team
- Quick Links
 - ENS Information
 - ENS login page
 - FOC Home Page
 - Mount Weather
- ENS Documents

Type	Name
Document	ENS - Responding to a Scenario
Document	ENS - User Procedures
Document	ENS Sample Activation Message
Document	ENS Request for Activation
Document	FEMA Directive 262-3 - Emergency Notification System
Document	FEMA ENS POC Roster

Be sure to contact your POC for concerns or issues with your contact information or with the program. We also have documents on our page for how to respond to activations and how to change your contact information.

If you have any questions you may contact the ENS-Admin group at ENS-Admin@fema.dhs.gov.

Questions?

Contact your ENS POC, or the ENS Admin team at ENS-Admin@fema.dhs.gov with any questions you may have.