

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

Sensitive Personally Identifiable Information Not Allowed | More Info

Stadler III, William -

HOME TOOLS SITES HELP

All Sites

FEMA Intranet > HOME

ORGANIZATIONS

Administrations

- Federal Insurance and Mitigation Administration (FIMA)
- United States Fire Administration (USFA)

Bureau

- Mission Support
- Strategic Business Integration Division
- Office of the Chief Administrative Officer
- Office of the Chief Component Human Capital Officer
- Office of the Chief Information Officer
- Office of the Chief Procurement Officer
- Office of the Chief Security Officer

Offices

- Office of the Administrator
- Office of Chief Counsel

2016 Administrator's Awards

FEMA honored 18 teams and individuals at the 2016 Administrator's Awards Ceremony on April 4, 2017. Acting Administrator Bob Fenton was joined by Acting Deputy Administrator David Grant, and Chief of Staff Eric Heighberger, as they presented FEMA plaques, certificates, and coins to each of the awardees.

These outstanding employees exemplify FEMA's mission, vision, guiding principles, and core values. Their work has resulted in improved services for disaster survivors. You can see the entire list of the FEMA Administrator's Award recipients by visiting the [FEMA Administrator's Awards Intranet page](#). If you were unable to attend the event, you can view the entire [2016 Administrator's Awards Ceremony](#) webcast online.

Our Email is Getting an Upgrade!

The Office of the Chief Information Officer (OCIO) is moving FEMA's current email system to the cloud-based Microsoft Office 365 (O365) environment. The new email system will increase availability and security, and ensure you are able to access your email at all times.

1-step access to WebTA, IT Help Desk, Ask Us and much more

PIV Single Sign On High Value Asset Systems

- Travel Toolbox
- HSIN
- Web EOC
- Monday Training
- Concur Travel
- FEIMS
- FEIMS Internal
- ENS Intranet
- Facility Monitor
- FEKC
- IT Helpdesk
- Powered Charge
- Contacts & Directories
- eMail
- WebTA
- EDW Data Warehouse
- Ask Us
- Process Hub
- DHS connect
- YOU ROCK!
- NAVIGATOR
- DTS
- EPP
- GOFF
- THRIFT SAVINGS PLAN
- PPBE
- GOVERNANCE AT FEMA
- eCAPS



Login Page

OMB Control Number: 1660-0137
Expiration Date: 10/31/2017

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this data collection is estimated to average 1 minute per response and 5 minutes for the initial set up. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting this form. This collection of information is voluntary. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472-3100, Paperwork Reduction Project (1660-0137).

NOTE: Do not send your completed form to this address.

PRIVACY NOTICE (ENS SYSTEM)

Authority: The Homeland Security Act of 2002, Pub. L. No. 109-295, §§ 501-521; 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 authorize the collection of this information.

Purpose: FEMA is collecting this information to ensure that the Emergency Notification System (ENS) and Desktop Alert has the most current personal contact information for emergency responders in the event of a man-made disaster, a natural disaster, or planned exercise.

Routine Uses: FEMA will use this information 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.

Disclosure: Furnishing this information is voluntary; however, failure to provide accurate information may delay or prevent the individual from receiving notifications in the event of an emergency.



All Other DHS Users: Accept Privacy Notice

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.



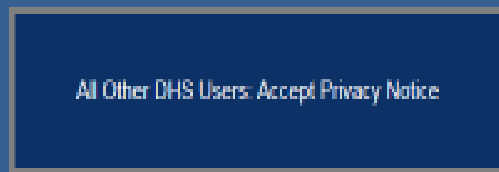
<https://ens1auth.dhs.gov/>

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

FEMA users must click on PIV image and all other users must click on “All Other DHS Users” image.



FEMA users must click on PIV image



All Other DHS Users must click on “All Other Users” image

Only “All Other DHS Users” will see this login screen. FEMA users will login with PIV.

The image shows a web-based login form. At the top, there is a blue header with the word 'Login' and a small yellow icon. 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 rectangular input box. Below the 'Company Name' field, there is a checkbox labeled 'Save my information'. At the bottom of the form, there is a button labeled 'Login'.

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 your company (ex. DHS, USCIS, CBP, etc.)

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

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


[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

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:

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


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

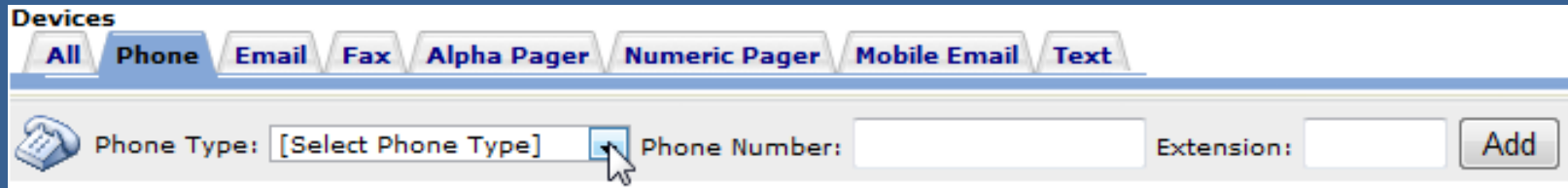
User IDs are typically a user's phone number (Home, Cell, or Work in that order)

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:

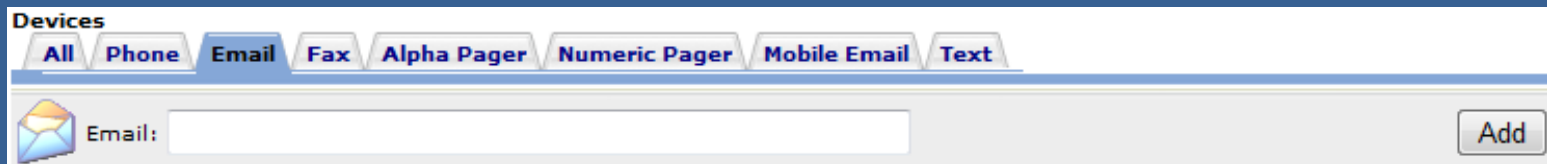
- Phones (Work, Cell, Home)
- Email
- SMS/Mobile email
- Numeric or Alpha Pagers

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 (with a mouse cursor over it), a 'Phone Number' text input field, an 'Extension' text input field, and an 'Add' button.

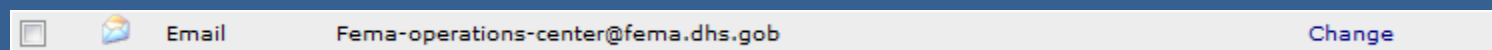
From here you can select the type of phone device, the phone number and extension if needed, and then add it to your contact information. It will show up below in the Devices once added.



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.

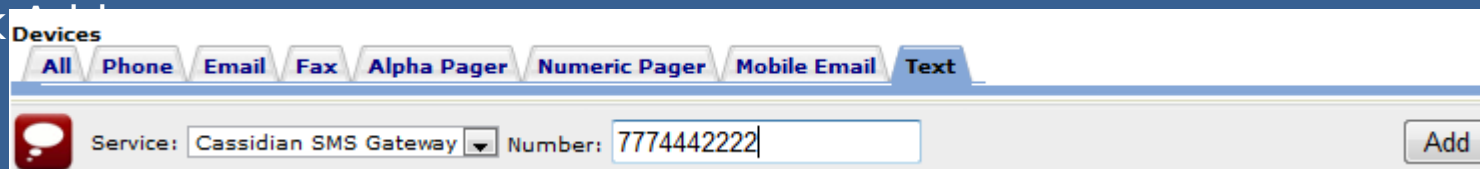
If you entered any of the information incorrectly you can always change it by clicking the change link to the right of the device.



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.

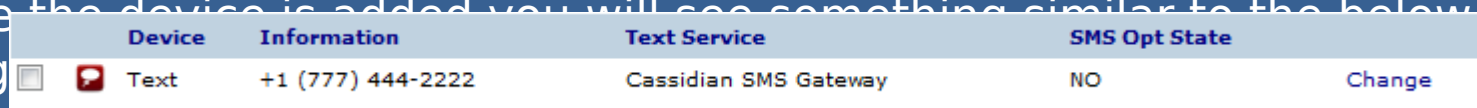



Devices

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 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

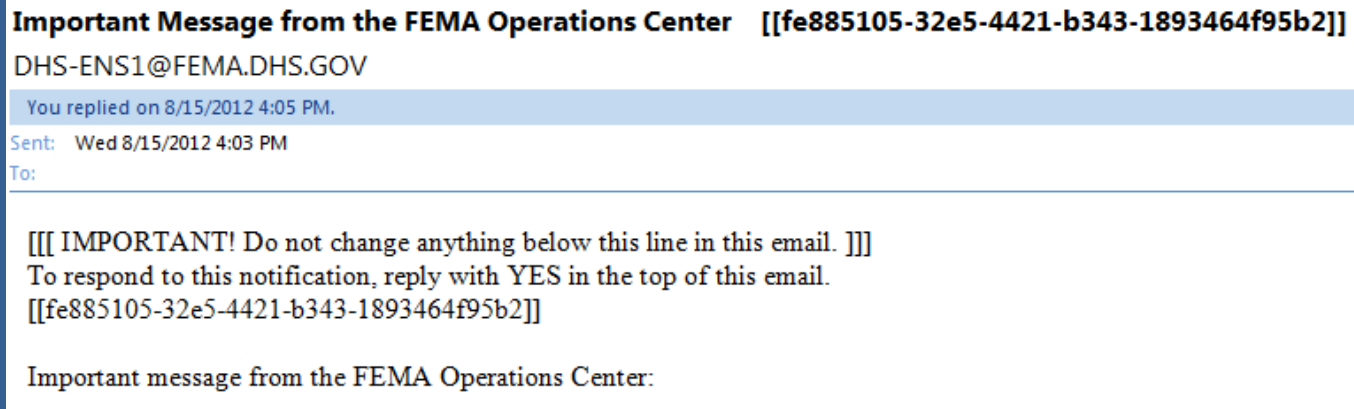
Also it is important to note that phones are beginning to pick up on emotion icons, and since the email is converted to a text be sure to avoid using certain combinations of symbols and letters. (:), :(, :P, :D, =D, =P, etc...)

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".

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.

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.