

The FEMA Operations Center Presents:

ENS!

Roster User training course

PRIVACY ACT STATEMENT

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) 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.

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
- Text

Qualification methods are available through Email, Telephone, and Text.

How to find ENS

https://intranet.fema.net/Pages/default.aspx

HOME TOOLS SITES HELP

FEMA Intranet > HOME

All FEMA employees are encouraged to watch or listen to the Administrator's Senior Leadership VTC held every Tuesday at 3:00 p.m. June 16, 2015 Slides

ORGANIZATIONS

Pictures

Toolbox

Search Center

Administrations

Federal Insurance and Mitigation Administration (FIMA)

United States Fire Administration (USFA)

Bureau

Mission Support

Enterprise Business Unit

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

Office of the Chief Financial Officer

Office of External Affairs

Office of Policy & Program Analysis

Office of Response & Recovery

Protection & National Preparedness

Regions

Region I

OPM Provides Information on Cybersecurity Incident

Cybersecurity and You: What we know about the Federal Employee Personal Data Incident

The U.S. Office of Personnel Management (OPM) recently became aware of a cybersecurity incident affecting its systems and data that may have exposed the personal information of current and former federal employees.

Beginning **June 8 and continuing through June 19, 2015**, OPM will be sending email and U.S. mail notifications to current and former federal employees potentially impacted by the incident. Email notices will be sent from opm@opm.gov. Standard letters will be sent to individuals for whom OPM does not have an email address. Please refer to [Cybersecurity Resources and FAQs](#) for further details.

Rotational Assignment Opportunities

- Two Budget Executive Oversight Analyst Detail Opportunities
- Response Directorate, Business Management Division, Facilities Management Branch, Support Services Specialist
- Office of Response & Recovery Special Assistant
- Office of Assistant Administrator for Recovery Detail Opportunity
- The Office of the Chief Financial Officer is advertising a rotational opportunity in the Risk Management and Compliance Division
- Directorate/Division: Office of Assistant Administrator for Recovery

Employee Events

Tuesday June 16 - Incident Management Job Fair

The Incident Workforce Management Division (IWMD) will hold an Incident Management Job Fair at the FEMA Conference Center, Conference Room A (500 C Street- Lobby Level) on Tuesday, June 16, 2015, from 10:00 a.m. to 1:00 p.m. A FEMA I.D. card is required to enter the Conference Center.

Preparing for more rain in Texas: FEMA employee safety

Gerry Stolar, one of FEMA's Branch Directors on the Texas flood response, talks about being ready for the upcoming rain in the region this week. Part of his job is to ensure FEMA staff remain safe so they can continue helping those impacted by flooding earlier this month in Texas. For more on FEMA's role in Texas, visit www.fema.gov/disasters/4223.

<https://ens1auth.dhs.gov>

Travel Toolbox ISAAC HSIN Web EOC Mandatory Training NEMIS Portal Concur Travel

Facility Information FEKC IT Helpdesk Password Change Contacts & Directories eMail

WebTA EDW Data Warehouse Ask Us News DHS connect YOU ROCK! NAVIGATOR

ENS Communicator

Login Page

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, DC20472-3100, Paperwork Reduction Project (1660-0137).

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

PRIVACY NOTICE (EN 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; Presidential Policy Directive (PPD)-40; 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) has the most current personal contact information for emergency responders in the event of a man-made disaster, a natural disaster, or planned exercise.

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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.

The ENS Communicator link will take you to the following screen.



VESTA® Communicator

Login

Company Name:
FEMA

Login

 **FEMA**

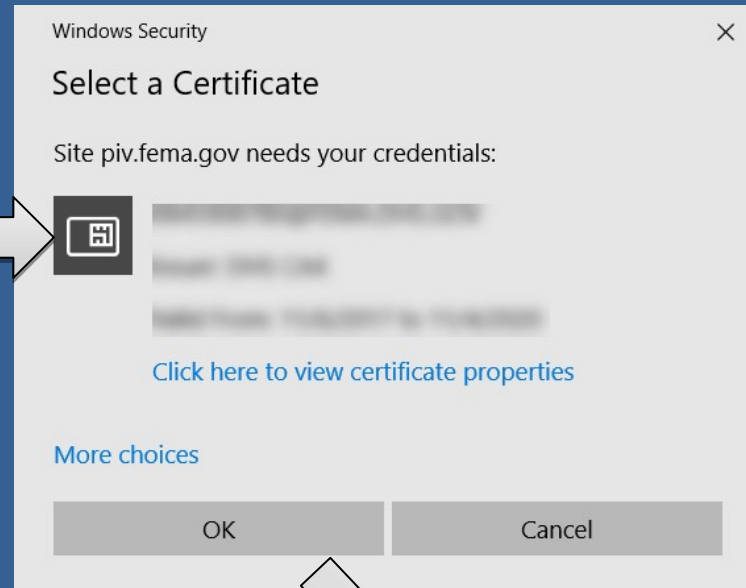
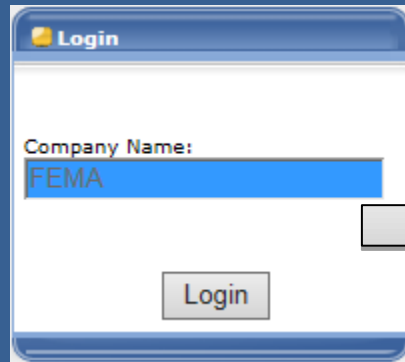
--WARNING--FOR OFFICIAL USE ONLY--

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--

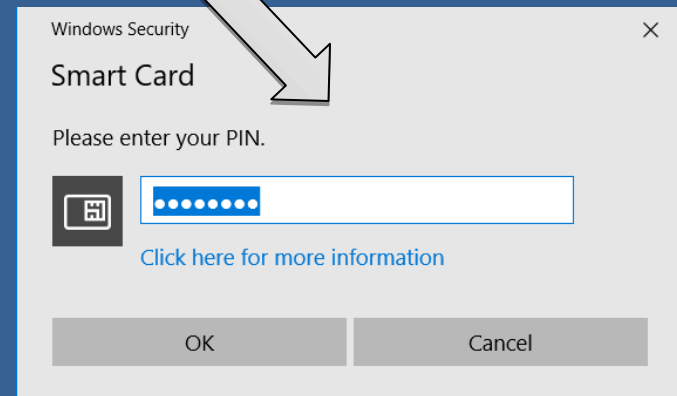


Click the PIV badge to access the Login screen.



To login with PIV credentials you will need to do the following:

- Insert your PIV badge and give it a few seconds
- Click on the login button and follow the pop-up prompts (selecting your certificate and entering your PIN)




If you have issues logging in with your PIV badge please contact the ENS-Admin Team.

Roster Users

As a roster user in the system you will have access to your own contact information.

Once you log in to the system you should see your contact details, similar to the image here. You will have access to change your name, location, and devices. All other information is handled by the POCs or the ENS-Admin team.

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 (555) 777-4444 | | Change |
| <input type="checkbox"/> | Cell | +1 (555) 444-7777 | | Change |

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 (555) 777-4444 | | Change |
| <input type="checkbox"/> | Cell | +1 (555) 444-7777 | | Change |

Custom Fields

| Custom Field Name | Information | |
|-------------------|---------------|------------------------|
| FEMA | FOC Day Staff | Change |
| Member of | ENS Outage | Change |

This is the basic layout for contact information. The top section is your general information. The middle section is where your devices are maintained. The bottom section is for custom fields, which are associated with groups for notification. We ask that you do not modify custom field 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:

Address Information:

Country/Region:

This contact can receive Activation Reports.

Exclude From All Activations

Time Zone:

* This field is required.

Save

Cancel

Devices

All Phone Email Fax Alpha Pager Numeric Pager Mobile Email Text

| | Device | Information | Service | PIN |
|--------------------------|--------|-------------------|---------|--------|
| <input type="checkbox"/> | Work | +1 (555) 777-4444 | | Change |
| <input type="checkbox"/> | Cell | +1 (555) 444-7777 | | 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 ID is typically your phone number (Home, Cell, or Work in that order).

The User ID is used when responding to a notification over the phone, so it is important to remember it.

Login Name should be your FEMA email address. If this changes, contact your ENS POC or the ENS-Admin team.

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

- Phones (Work, Cell, Home)
- Email
- Text

From the Devices section of the Contact Information page you will see tabs for each of the devices ENS can contact you. The animation below will show you how to add and edit different device information in ENS.

The screenshot shows the 'Devices' section of the Contact Information page. At the top, there is a 'Devices' header with a mouse cursor pointing to it. Below the header are several tabs: 'All', 'Phone', 'Email', 'Fax', 'Alpha Pager', 'Numeric Pager', 'Mobile Email', and 'Text'. The 'All' tab is currently selected. Below the tabs is a table with the following columns: 'Device', 'Information', 'Service', and 'PIN'. Below the table is a 'Custom Fields' section with two tabs: 'In Use' and 'Available'. Below the tabs is another table with the following columns: 'Custom Field Name' and 'Information'.

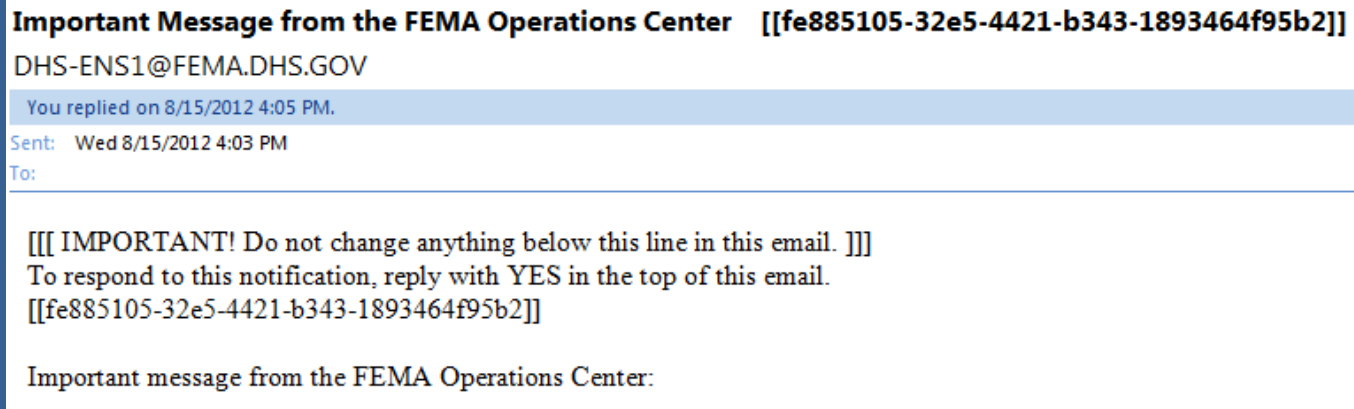
To remove a device click the check box next to the device and click on the Remove device link on the quick actions menu. It will appear with an “Are you sure?” pop-up, where you can click yes to remove the device.

The screenshot shows the 'Quick Actions' menu. The menu is titled 'Quick Actions' and contains the following items: 'Back to Summary', 'Add New Contact', 'Add New Phone Number', 'Add New Email Address', 'Add New Fax Number', 'Add New Alpha Pager', 'Add New Numeric Pager', 'Add New Mobile Email', 'Add New Text Number', 'Add Custom Field Info', and 'Remove Device(s)'. A red arrow points to the 'Remove Device(s)' option.

How to respond

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

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.

With your Text information in the system you can respond via Text to activations that take place as well. Once you receive the notification text message on your phone device you can reply to the notification with a “Yes” and it will qualify you for the scenario. If the information you receive in the text message is unclear or incomplete, we highly recommend you call back into the system to hear the whole message, or check for the email.

It is important to reply to notifications as they take place as it will qualify you for the scenario. Once you’ve qualified for a scenario the system will stop contacting you for that scenario. There are times when multiple scenarios are active and you have to qualify once for each, but be sure you’re reading and understanding the information in each notification. It’s also to your benefit to qualify as some supervisors review scenario reports to see who has qualified.

Additional resources

For ENS POC information [Click here!](#)

The screenshot shows the FEMA Intranet page for the ENS Collaboration Site. The header features the FEMA logo and navigation links: HOME, TOOLS, SITES, HELP. A search bar is located in the top right corner. The main content area is titled "Welcome to the ENS Collaboration Site" and includes a "Quick Launch" sidebar on the left with sections for Documents, Lists, and Discussions. The central content area displays "ENS Administrator Announcements" with a recent announcement titled "Review the ENS Handbook" by Roland, Melton, dated 5/11/2019 10:25 AM. A "Add new announcement" button is visible below the announcement. On the right side, there is a section for "ENS Testing Period Schedule" listing ENS2 (Wednesday 8:00am to 3:00pm) and ENS3 (Thursday 8:00am to 3:00pm), and an "ENS Admin Team" section listing Roland, Melton (Program Manager), Heyman III, David, and ENS-Admin.

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.

You can also visit the ENS Collaboration site [here!](#)

Here you can find additional updated information on ENS, training information, and a training video for you as a roster user.

The screenshot shows the FEMA ENS Collaboration Site homepage. At the top left is the FEMA logo with the text 'FEDERAL EMERGENCY MANAGEMENT AGENCY' and 'DEPARTMENT OF HOMELAND SECURITY'. Below the logo is a navigation menu with 'HOME', 'TOOLS', 'SITES', and 'HELP'. A search bar is located on the right side of the header. The main content area features a large heading 'Welcome to the ENS Collaboration Site'. Below this heading is a section for 'ENS Administrator Announcements' with a link to 'Review the ENS Handbook' by Roland, Melton, dated 5/1/2019 10:25 AM. A sidebar on the left contains a 'Quick Launch' section with links to 'Documents' (Administrator Docs, Creator (Activator) Docs, Creator (POC) Docs, User Docs, Roster User Docs), 'Lists' (Calendar, ENS POC Roster), and 'Discussions'. On the right side, there is a section for 'ENS Testing Period Schedule' listing 'ENS2 - Wednesday 8:00am to 3:00pm' and 'ENS3 - Thursday 8:00am to 3:00pm', followed by a note to ensure changes are made after the testing period. Below that is the 'ENS Admin Team' section listing Roland, Melton (Program Manager), Heyman III, David, and ENS-Admin.

If you have any questions about the site 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.