

# 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

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- 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

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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

The screenshot shows the FEMA Intranet homepage. At the top, there is a navigation bar with 'HOME TOOLS SITES HELP' and a search box. Below this, a banner features the FEMA logo and the text 'FEMA Intranet > HOME'. The main content area is divided into several sections:

- ORGANIZATIONS:** Lists various departments such as Pictures, Search Center, Administrations (Federal Insurance and Mitigation Administration, United States Fire Administration), Bureau (Mission Support, Enterprise Business Unit, etc.), and Offices (Office of the Administrator, Chief Counsel, etc.).
- OPM Provides Information on Cybersecurity Incident:** A news article titled 'Cybersecurity and You: What we know about the Federal Employee Personal Data Incident'. It states that 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. It mentions that 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.
- Preparing for more rain in Texas: FEMA employee safety:** A news article featuring a photo of Gerry Stolar, one of FEMA's Branch Directors on the Texas flood response. The article discusses his role in ensuring FEMA staff remain safe during the upcoming rain in Texas.
- Rotational Assignment Opportunities:** A list of opportunities including 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, and The Office of the Chief Financial Officer.
- Employee Events:** A notice for a Tuesday June 16 Incident Management Job Fair at the FEMA Conference Center.

At the bottom of the page, there is a grid of application icons including 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!, and NAVIGATOR.

<https://ens1auth.dhs.gov>

This is a close-up view of the application icons from the FEMA Intranet. The icons are arranged in a grid. The 'ENS Communicator' icon, which features a cross symbol, is circled in red. Other visible icons include 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!, and NAVIGATOR.

# 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.

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.

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




**VESTA® Communicator**

**Login**

Company Name:  
FEMA

Login



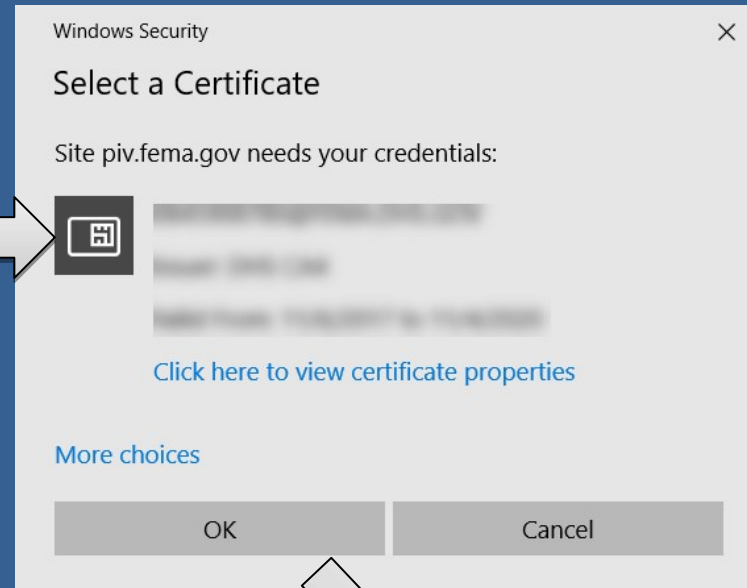
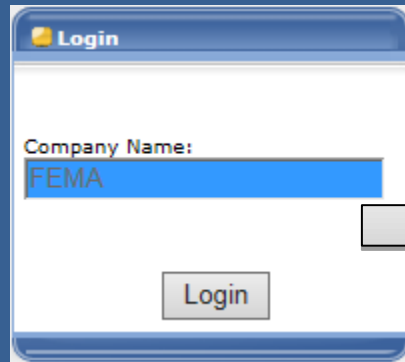
--WARNING--FOR OFFICIAL USE ONLY--

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--

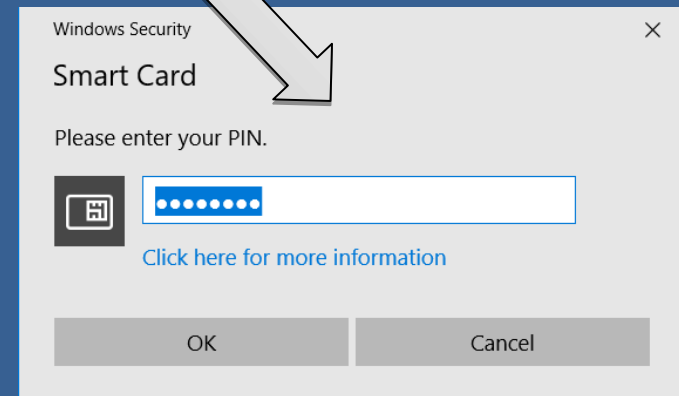


Click the PIV badge to access the Login screen.



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		<a href="#">Change</a>
<input type="checkbox"/>	Cell	+1 (555) 444-7777		<a href="#">Change</a>



# 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		<a href="#">Change</a>
<input type="checkbox"/>	Cell	+1 (555) 444-7777		<a href="#">Change</a>

**Custom Fields**

Custom Field Name	Information	
FEMA	FOC Day Staff	<a href="#">Change</a>
Member of	ENS Outage	<a href="#">Change</a>

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.

### Devices

	Device	Information	Service	PIN	
<input type="checkbox"/>	Work	+1 (555) 777-4444			<a href="#">Change</a>
<input type="checkbox"/>	Cell	+1 (555) 444-7777			<a href="#">Change</a>

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).

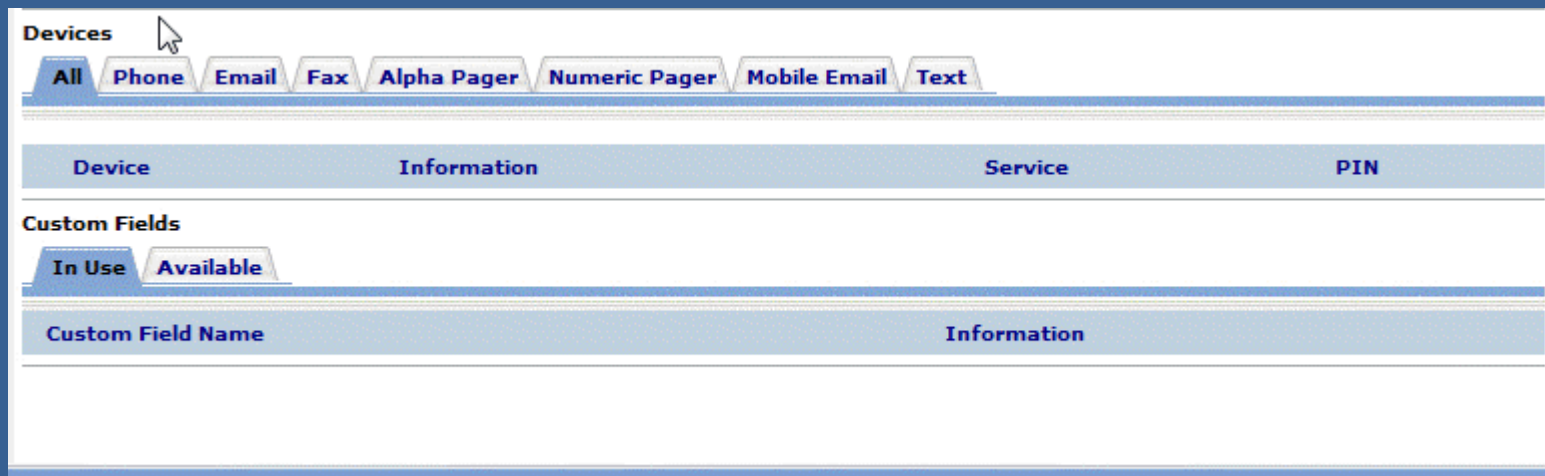
The User ID is used when responding to a notification over the phone, so it is important to remember it.

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

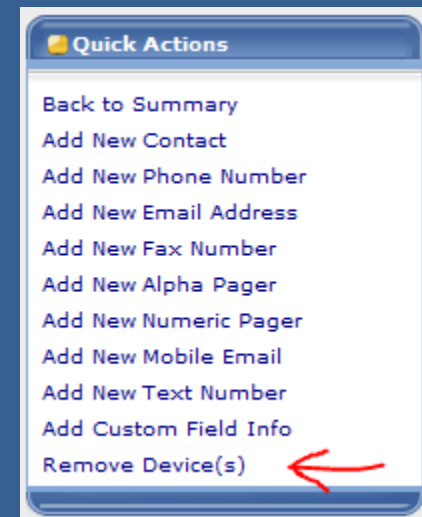
Devices are the way in which you are contacted by ENS during a scenario. Typical devices include:

- 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.



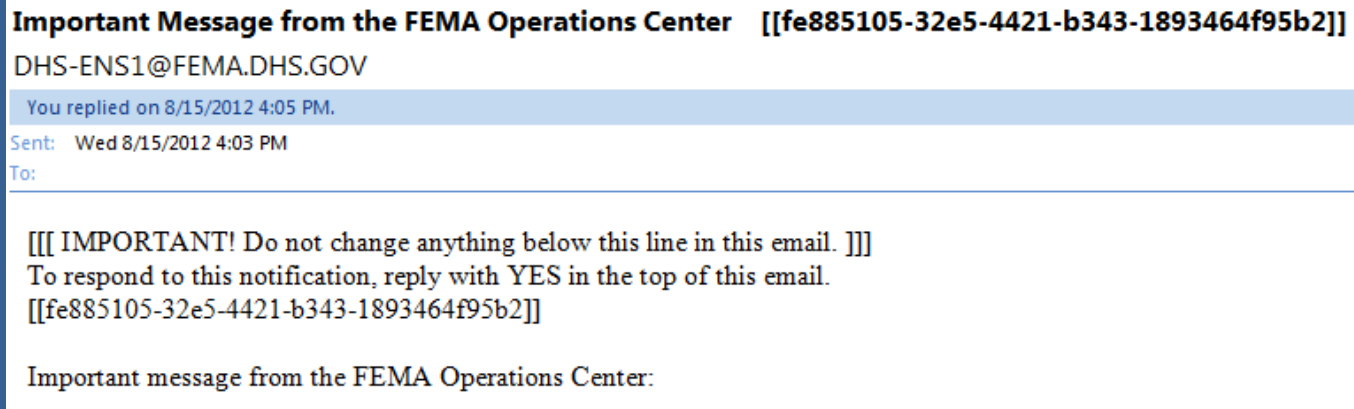
To remove a device click the check box next to the device and click on the Remove device link on the quick actions menu. It will appear with an “Are you sure?” pop-up, where you can click yes to remove the device.



# 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 navigation path is: FEMA Intranet > Response Directorate > Operations Division > National Response Coordination Center Branch > FEMA Operations Center > ENS.

**Quick Launch**

- Documents**
  - Administrator Docs
  - Creator (Activator) Docs
  - Creator (POC) Docs
  - User Docs
  - Roster User Docs
- Lists**
  - Calendar
  - ENS POC Roster
- Discussions**

**Welcome to the ENS Collaboration Site**

**ENS Administrator Announcements**

**Review the ENS Handbook** 5/11/2019 10:25 AM  
by Roland, Melton

The ENS Handbook (found in Quick Documents, lower right) was developed to describe the FOC CONOPs for use of the system. It also provides some guidance on what are appropriate uses for ENS and explains some of the more poorly understood aspects of our...

[Add new announcement](#)

**Announcements**

**ENS Testing Period Schedule**

ENS2 - Wednesday 8:00am to 3:00pm  
ENS3 - Thursday 8:00am to 3:00pm

Be sure to make all necessary changes on ENS1. ENS2 and ENS3 will not save your changes after the testing period.

**ENS Admin Team**

- Roland, Melton  
Program Manager
- Heyman III, David
- 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'. Below the logo is a navigation bar with 'HOME TOOLS SITES HELP' and a search box labeled 'All Sites'. The breadcrumb trail reads: 'FEMA Intranet > Response Directorate > Operations Division > National Response Coordination Center Branch > FEMA Operations Center > ENS'. The main content area features a large heading 'Welcome to the ENS Collaboration Site'. Below this is a section for 'ENS Administrator Announcements' with a recent announcement titled 'Review the ENS Handbook' by Roland, Melton, dated 5/1/2019 10:25 AM. The announcement text states: 'The ENS Handbook (found in Quick Documents, lower right) was developed to describe the FOC CONOPs for use of the system. It also provides some guidance on what are appropriate uses for ENS and explains some of the more poorly understood aspects of our...'. Below the announcement is a link to 'Add new announcement'. To the left is a 'Quick Launch' sidebar with sections for 'Documents' (Administrator Docs, Creator (Activator) Docs, Creator (POC) Docs, User Docs, Roster User Docs), 'Lists' (Calendar, ENS POC Roster), and 'Discussions'. To the right is an 'ENS Testing Period Schedule' section listing 'ENS2 - Wednesday 8:00am to 3:00pm' and 'ENS3 - Thursday 8:00am to 3:00pm', with a note: 'Be sure to make all necessary changes on ENS1. ENS2 and ENS3 will not save your changes after the testing period.' Below the schedule 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](mailto:ENS-Admin@fema.dhs.gov).



# 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.