TEAM APG

AtHoc

MASS WARNING AND NOTIFICATION

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PRIVACY ACT STATEMENT

Authority: Title 5, United States Code§ 301, Departmental Regulations; Department of Defense Instruction 6055.17, DOD Installation Emergency Management (IEM) Program, dated 13 January 2009

Principle Purpose(s):
To provide Mass Warnings and Notifications of hazards to the Adelphi Laboratory Center population.

Routine Uses(s):
This information is intended for use by DOD emergency managers to perform official duties. PII reside on servers maintained under an army.mil domain.

Disclosure:
Some information is voluntary; however, failure to provide the required information will result in NOT being notified of any publicly announced emergencies or warnings on Adelphi Laboratory Center, MD.

APG Mass Warning and Notification (MWN) System

APG's emergency mass notification system (known as AtHoc – the manufacturer's company name) provides the installation with an effective and reliable mass notification system to distribute warning messages during a crisis throughout the APG community with assured accuracy and within minutes.

During emergencies, it is critical to quickly and accurately inform personnel of hazards in real-time. To effectively and quickly reach a mass audience, the notification system relies on accurate contact information when registering for AtHoc services.

AtHoc provides mass alert/notifications or "targeted" notifications via:

1. Telephonic Notification: Phone Work/Home, Mobile Phone, and SMS Text Notifications Networked Notification: Desktop Pop-up and Email-Work/Home
2. Mobile Notifier – Smart Phone application (Apple and Droid platforms) Anytime Anywhere Mobility: Emergencies do not happen only when you are in the office. Registered users can download and utilize the mobile app to receive alerts and notification anytime, anywhere. Receive real-time, trusted notifications while you're on the go. This application is highly recommended for those who are reluctant to register personal devices.

All APG employees (Civ-Ctr-Mil) are required to register their name, organization, work location, employee affiliation and official work email/phone number; all other contact information (Cell, Text, Home email) is optional, but fewer registered devices WILL reduce the means of being notified, especially if outside the office environment or during non-working hours. If providing personal contact information is a concern, the mobile application provides you an alternative means of notification without divulging personal contact information; only an official email and phone number must be registered to install the application.

Note: Alerts, Warnings and informational notifications after duty hours are only delivered via text, home email, and phone app. Verbal alerts are reserved for emergencies and exercises only.

EXAMPLES

- ✓ An informational notification addressing a gate or post closure at 0400 hours will be sent via home email, text, and mobile app. (No verbal to home/mobile phone)
- ✓ Extreme weather warnings during working hours will be sent via all devices; pop-up, email (work), voice phone (work/mobile), text, & mobile app.

Further information on AtHoc registration can be obtained by contacting the APG Garrison Emergency Operation Center at: (410) 278-3183 / 3182 or email: usarmy.apg.imcom.mbx.apg-installation-eoc@mail.mil Subject line: AtHoc Registration

READY ARMY
GET A KIT • MAKE A PLAN • BE INFORMED

AtHoc Self Registration

Mass Warning & Notification (MWN) System

This is a *Required* step for all personnel

Overview

AtHoc is the Army's Mass Notification System and has already been deployed throughout all Army Garrison installations. Implementation of AtHoc allows each Installation to send out mass notification within the required 10 minutes of an official notification.

- APG users on the APG domain who are logged onto NIPR computers via a common access card (CAC) and have the AtHoc client installed, will automatically receive the network popups.
- Users must manually register contact information in order to receive emergency notifications via registed devices (Phone/Email).

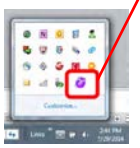
This document outlines the self registration process only for APG personnel that have the AtHoc client (software) installed on their computer.

Self Registration Procedures

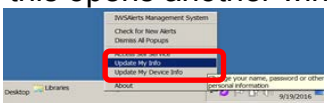
- Select the *Show Hidden Icons* arrow

(lower right corner of screen)

- Select and right click the purple globe icon



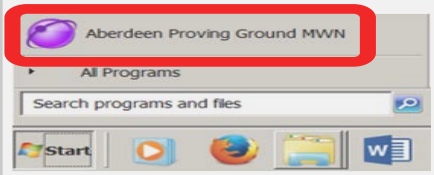
- Select the *Update My Info* list item; this opens another window



If the Aberdeen Proving Ground MWN Icon is not viewable in the start menu or under the Hidden Icon window, contact your IMO and have the AtHoc client loaded onto your machine.

If the purple globe icon is not displayed in the pop-up window, you will need to close all applications and reboot your computer.

Still not there? Select the *Aberdeen Proving Ground MWN* item from the *Start Menu*.

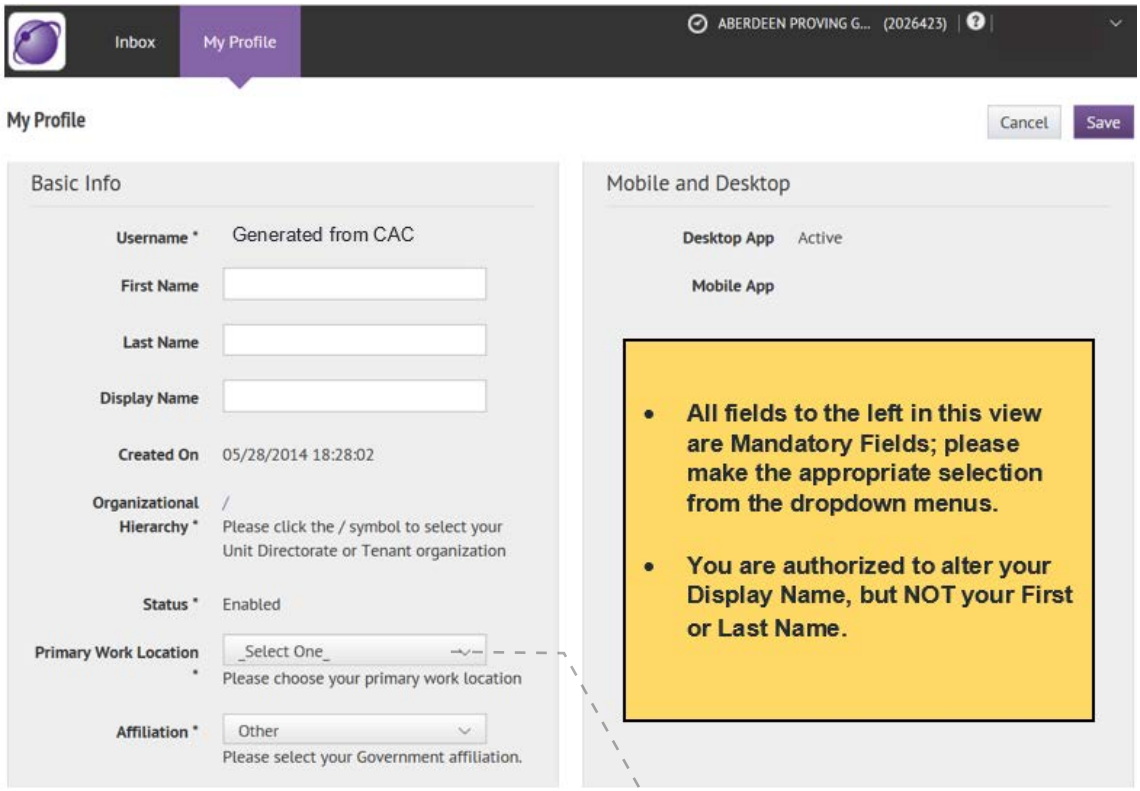


Then look in the *Hidden Icon* pop-up window.

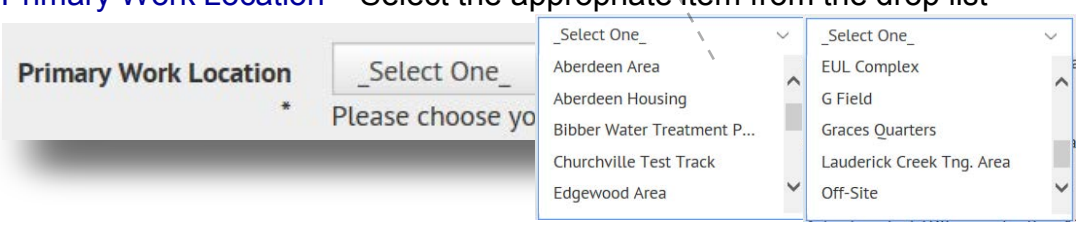
A grayed out icon displays when the AtHoc system is offline,requiring that you try again later.

Updating Your User Information

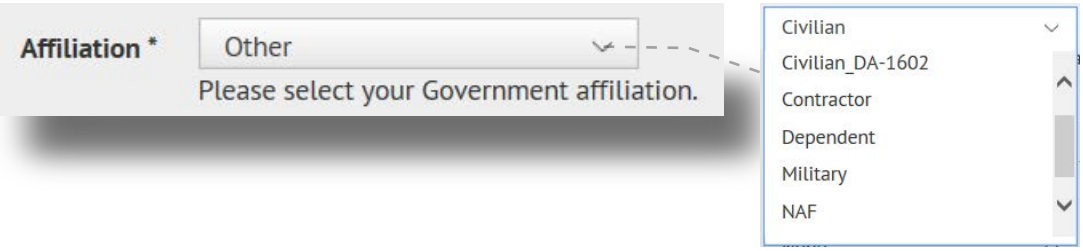
- The *AtHoc Self Registration* application will open a new window to *My Profile* tab, Basic Info.



- Primary Work Location – Select the appropriate item from the drop list

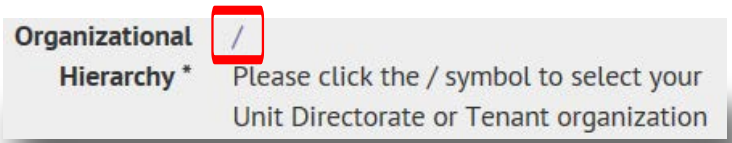


- Affiliation – Select the appropriate item from the drop list

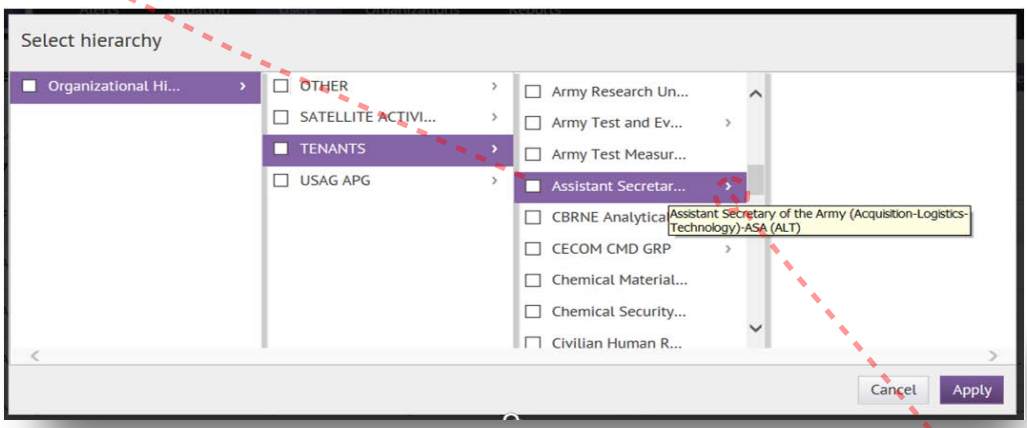


AtHoc Self Registration and Phone App

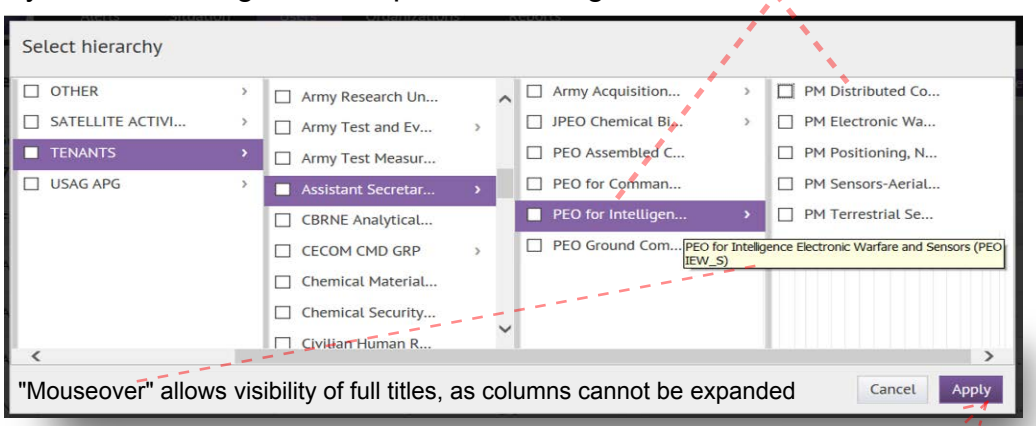
- Organizational Hierarchy - Oganization, Directorate, Unit
  - Click on the "/" link to access all Tenant Organizations



  - The *Organizational Hierarchy* popup screen appears displaying a complete hierarchy of organizations on APG
  - Select your organization from the hierarchy; your organization may be listed as a sub-organization. Example: PEO and JPEO are listed under ASA (ALT), they also have sub-divisions.



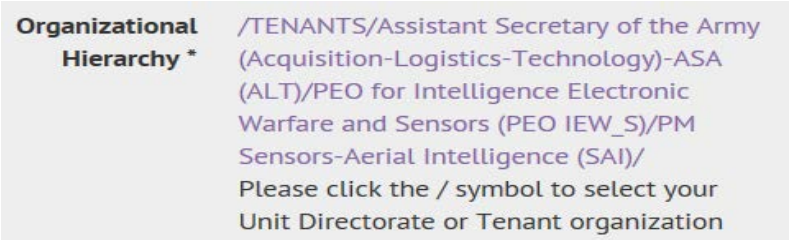
  - Command level organizations with sub-organziations will have an > symbol, selecting this will open all sub-organizations and divisions.



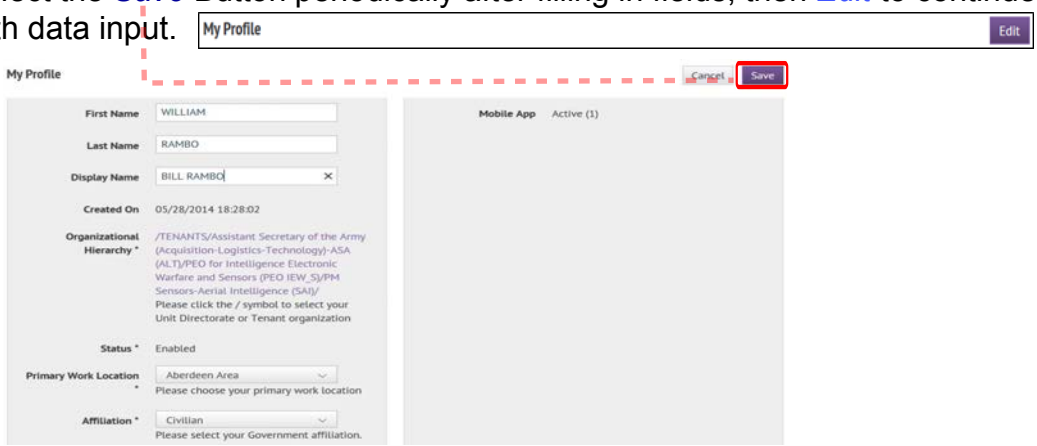
✓ Check appropiate box from the list; if your sub-organization or division is not available, choose the command level, then select "***Apply***"

AtHoc Self Registration and Phone App

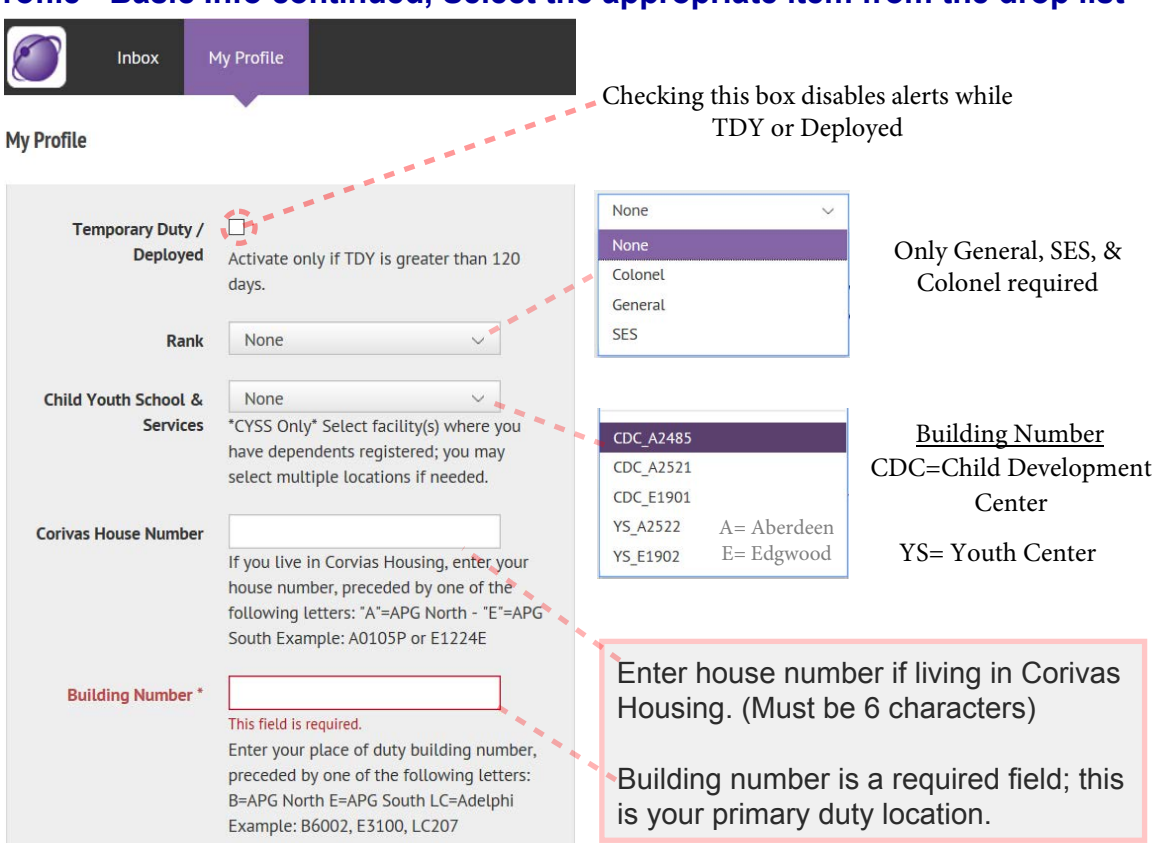
- The window will close and you will see your organization populated.



- Select the *Save* Button periodically after filling in fields, then *Edit* to continue with data input.

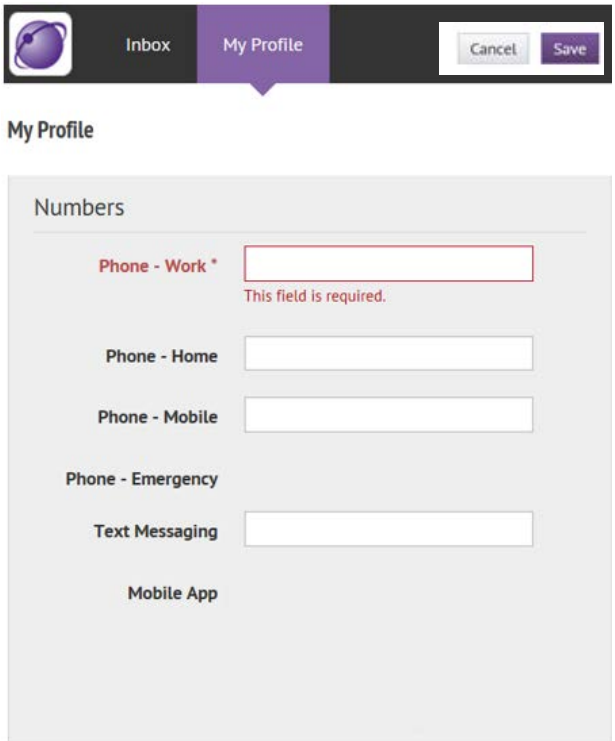


My Profile - Basic Info continued, Select the appropriate item from the drop list



My Profile - Phone Numbers

- Enter *All* phone numbers using a *XXX-XXX-XXXX* format (410-436-5555); if you have an extension, place an X after the phone number, followed by the extenstion (410-278-1234X4561). It is OK to reuse a phone number that is already entered in the phone numbers section



Select the *Save* Button periodically after filling in fields, then *Edit* to continue with data input.

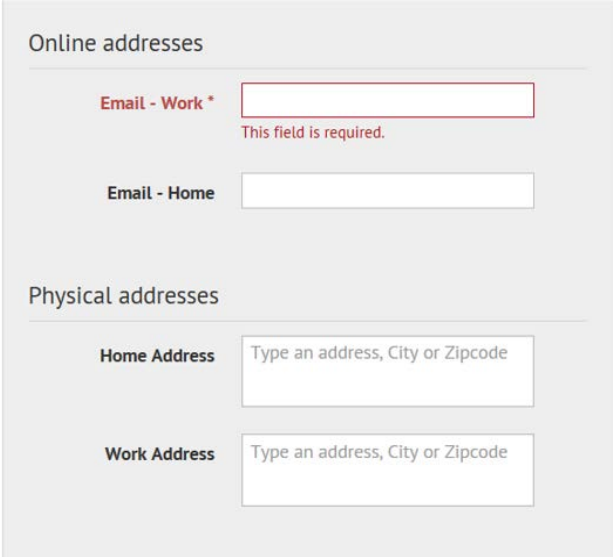
- **Work phone:** is a required entry; if you do not work in an office environment, input a number where you can be reached, i.e. BlackBerry or centralized phone line in your immediate working area.
- Please insure that the information entered is complete and accurate to ensure alerts and notifications are delivered successfully.

Note

Home, Mobile, Text numbers, and Home Email are optional, but fewer registered devices WILL reduce the means of being notified, especially while outside the office environment or during non-working hours. If providing personal contact information is a concern, the mobile application provides you an alternative means of notification without divulging personal contact information; only an official email and phone number must be registered to install the application. Mobile app instructions can be found on page 9.

DO NOT enter phone numbers/email addresses of spouses, dependents, or significant others under the optional fields; the alert or notification may not arrive to the intended registered user's device.

My Profile - Email and Phycial addresses

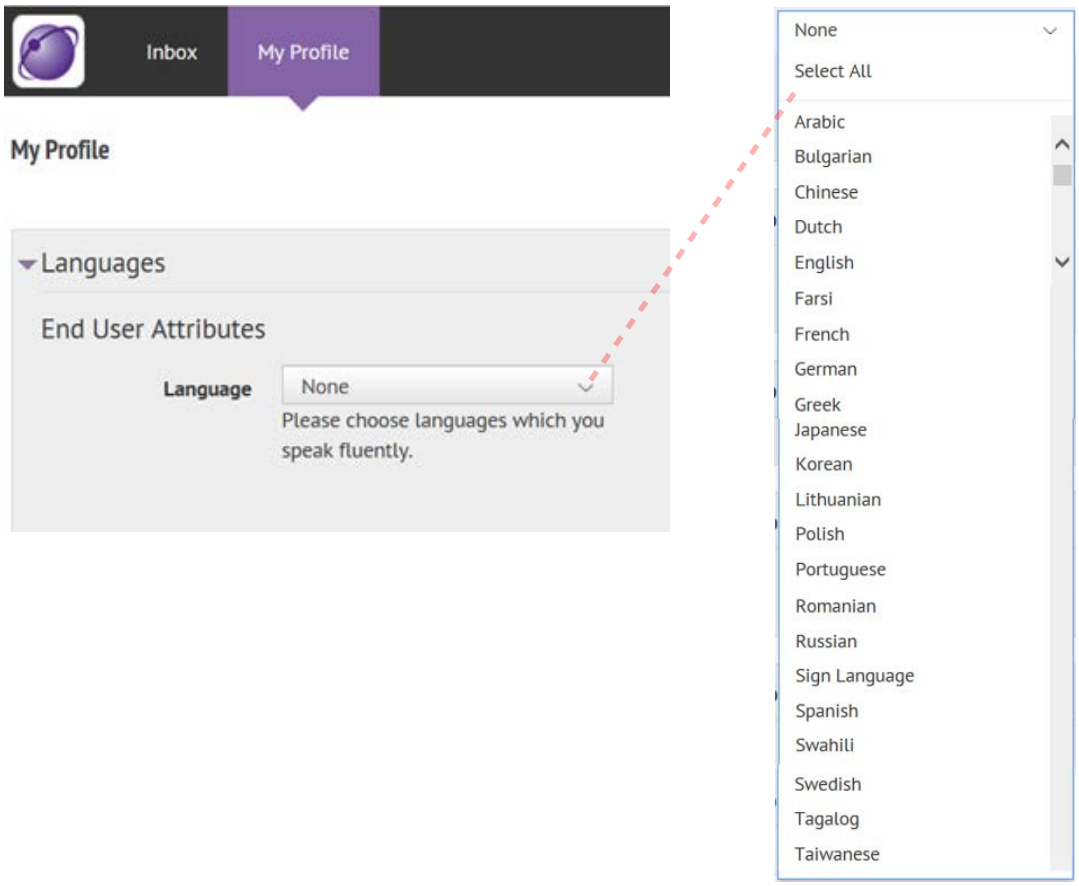


- **Work Email:** is a required entry
- **Home Email:** is optional.
- **Home Address:** is optional.
- **Work Address:** is currently optional, but entry of building number is required under the basic info section "Building Number".

My Profile - Languages: Optional

- Communication (Language) barriers during emergencies create problems for first responders; having a reputable database of known spoken languages allows APG Emergency Managers the abiliy to advise the Senior and Garrison Commander of potential translators during emergicies, if requested. Registering a language does **NOT** obigate you to perform any service.

  Select the dropdown box and choose any language(s) that you can speak at a level 1+ or better. Level 1+ is categorized as having sufficient comprehension to understand short conversations about all survival needs and limited social demands.



Please Note: You must SAVE all of your edited information before exiting browser

Smartphone App Setup

***** This is an optional step, but highly recommended *****

AtHoc Notifier

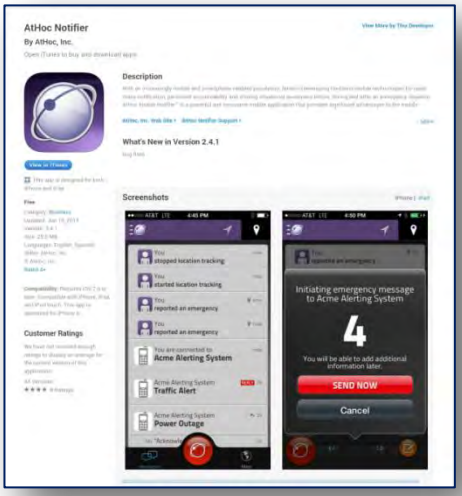
The *Installation Mass Warning and Notification (MWN)* system includes a mobile notification smartphone app that is available for both iOS and Android smartphones. This document outlines the process required for the smartphone application's setup and use.

Please note, you will need to have an active email set in the Installation Mass Warning and Notification (MWN) system before proceeding with this part of the process.

Installation of the AtHoc Notifier App

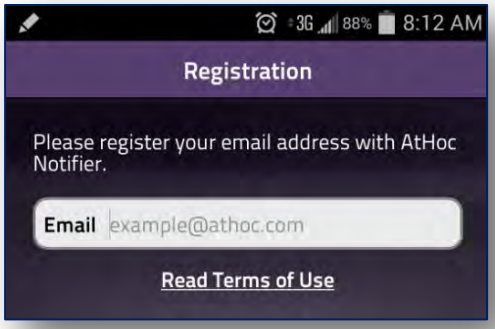
- Search for and download the *AtHoc Notifier* app from either the *Apple App Store on iTunes* or the *Google Play store*.

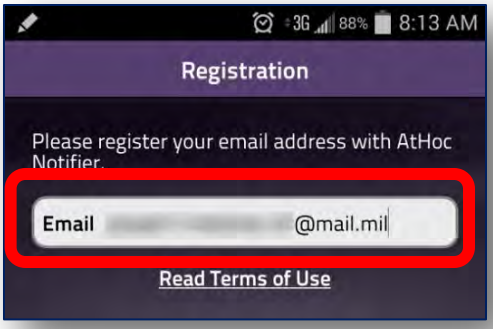
Android



Apple iOS

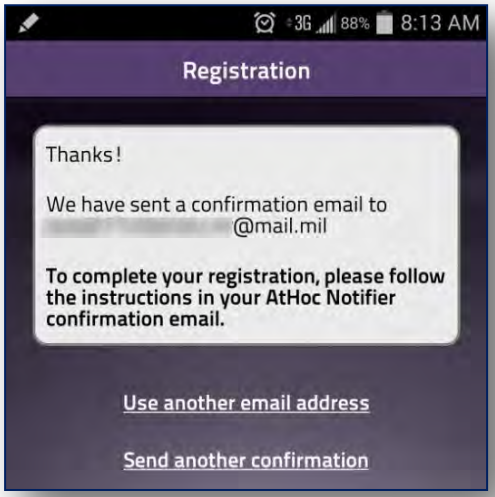
- Open the *AtHoc Notifier* app
- Enter your active email address (associated with the Installation MWN system)



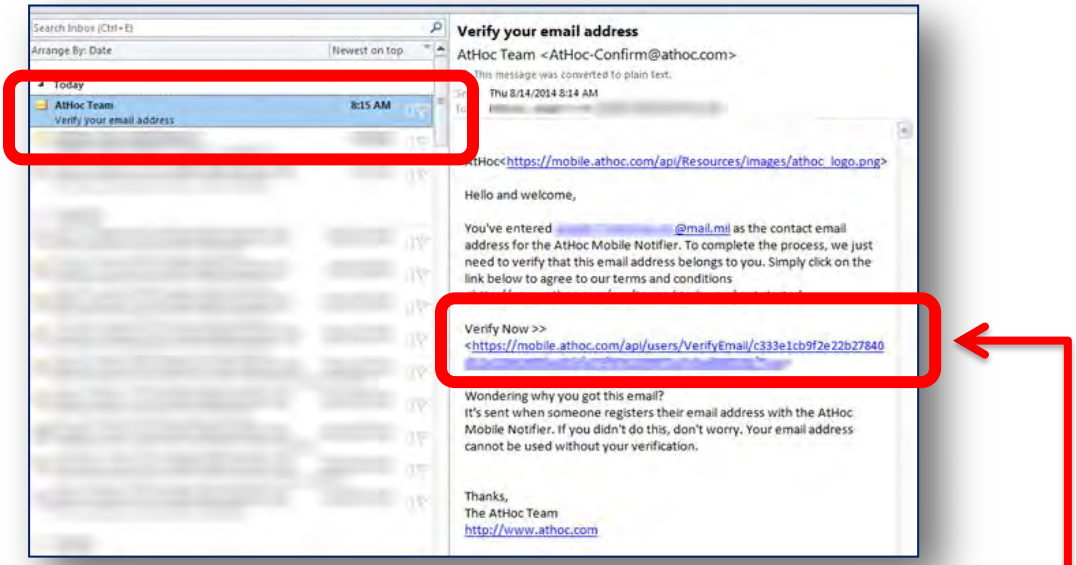


AtHoc Self Registration and Phone App

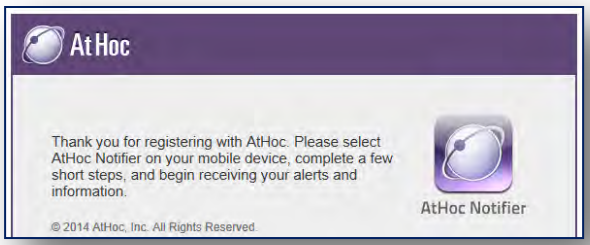
You will see this screen alerting you that a confirmation email has been sent.



- Navigate to your Outlook mail application and select the confirmation email (Inbox)

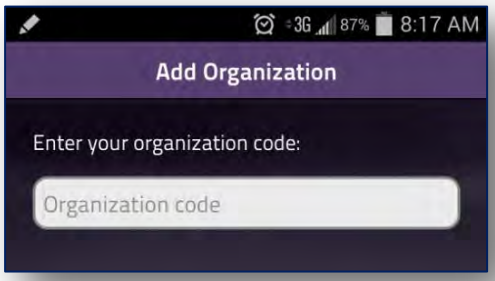


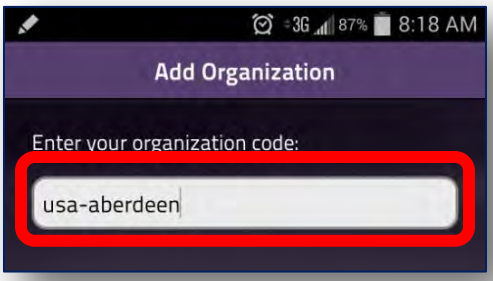
- Select the *Verify Now* link in the body of the message
- An Internet Explorer window will open, confirming your registration



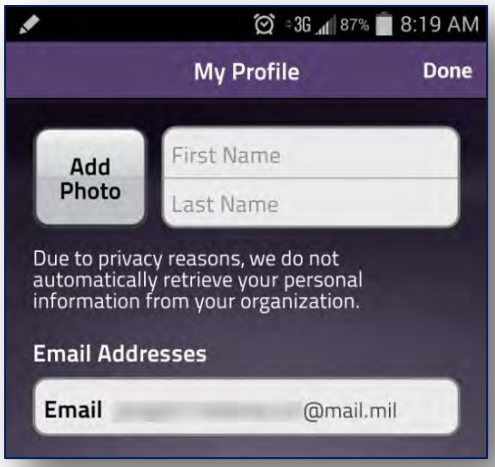
AtHoc Self Registration and Phone App

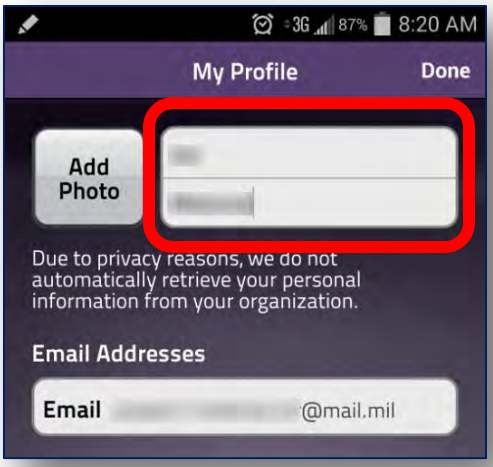
- Navigate back to the AtHoc smartphone application
- Enter *usa-aberdeen* in the organization code text box





- The *My Profile* screen will appear. Enter your first and last name. Select *Done*.

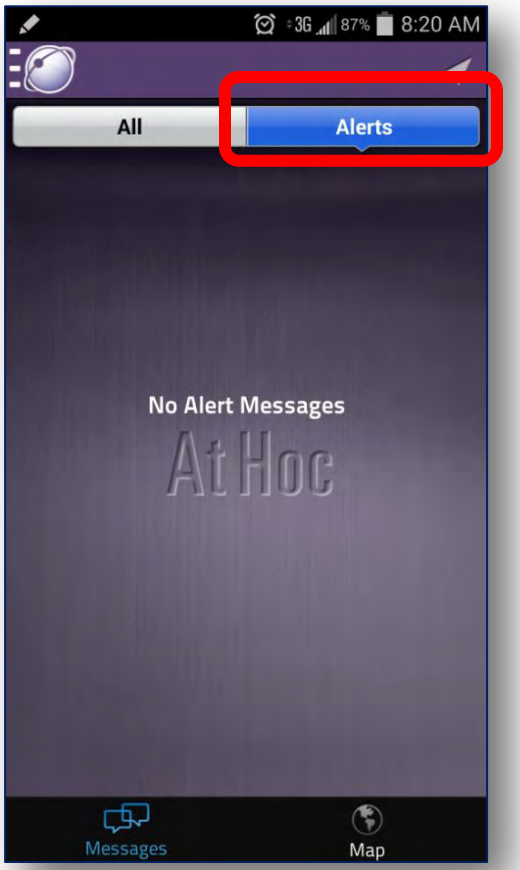




- The application will show that you are now connected to APG MWN

AtHoc Self Registration and Phone App

- Select the *Alert* tab to view current alerts



Receive and Respond to Alerts

- Use the *Messages Inbox* to view messages and alerts.
- The colors and icons identify the status of each alert.

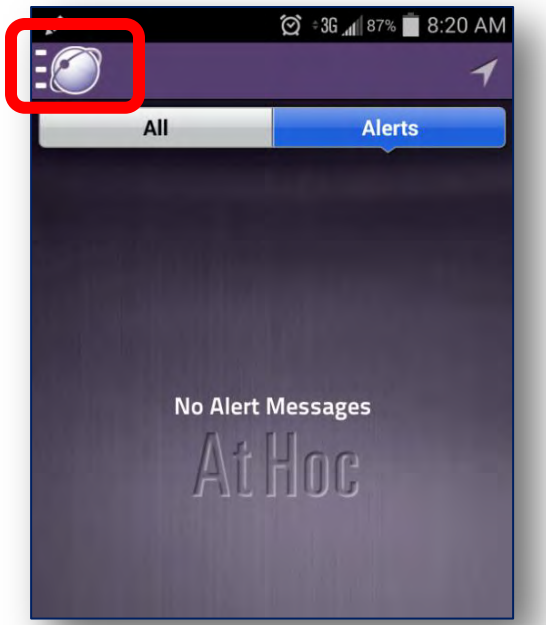
Read Message and Alerts

- Tap an alert to open and read its contents

Acknowledge Alerts and Send Responses

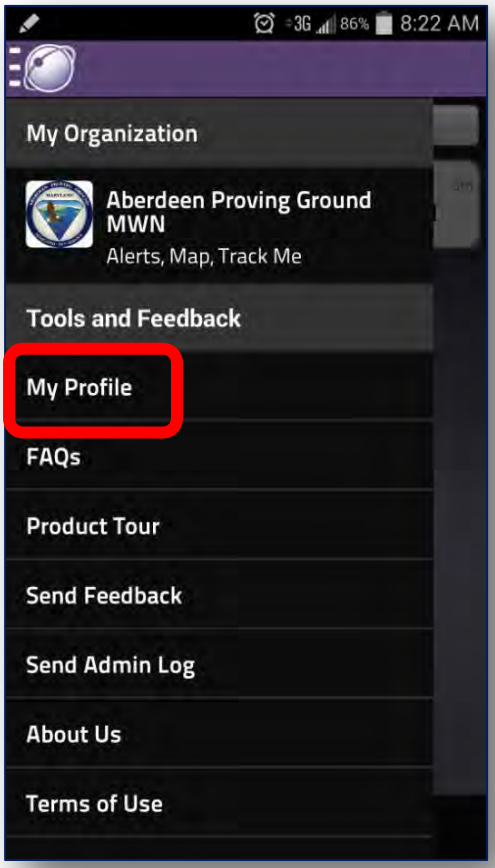
- Tap *Acknowledge* to reply to an alert. Some alerts provide multiple response options.
- Tap *Reply* to respond, and then tap the correct response option.

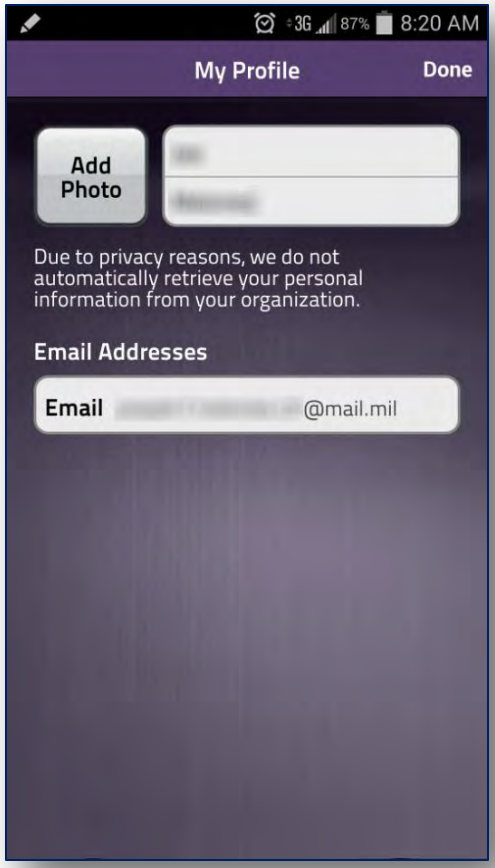
- You can access *My Profile* settings, *FAQ's* and more by selecting the *Settings* icon



AtHoc Self Registration and Phone App

- Set Up Your Profile – Select *My Profile* to open the *My Profile* settings screen.
  - You can add a photo, update your first and last name, or update your *Organization* code.
  - Select *Done* to lock in the edits and you will return to the *Home* screen.





- Unsubscribe – You can unsubscribe from receiving alerts from the *Profile* screen.
  - From the *Profile* screen, tap the value under *Organization*, then click *Disconnect*.
  - Click the *Disconnect* button to confirm. You will no longer receive alerts from the Installation MWN system and you may remove the app from your device.

If you encounter issues while installing the app, please contact the EM2P Help Desk.

EM2P (Emergency Management Modernization Program) Help Desk number is 1 (866) 515-0551