



MASS WARNING AND NOTIFICATION AT ARMY INSTALLATIONS

Each local community is responsible for warning the public of impending danger due to an emergency. Army regions and installations support this effort by developing mass warning and notification systems to alert the Army community within their jurisdictions. Overseas, this system includes warning sponsored family members living off base, ideally by integration with local or host-nation systems.

Installations are likely to have multiple systems to maximize the potential for reaching all personnel:

- A voice announcing system using exterior speakers, commonly termed “Giant Voice,” and interior speakers or sirens
- Interactive, community notification systems to provide voice and/or data messages to multiple receivers—telephones, cellular phones, pagers, e-mail, etc.
- An administrative broadcast across Army computer networks that overrides current applications, thereby reaching all Army users almost instantly
- Sirens with varying patterns depending on the type of emergency broadcast throughout the installation.

Further, installations with significant on-base or nearby off-base family housing cooperate with local authorities for access to radio and TV emergency communication systems. Most installations overseas have direct access to radio and/or TV systems to support mass warning efforts.

Required annual public awareness training for the Army community includes information on the relevant regional and installation mass warning and notification systems. All members of the Army community need to (1) be aware of which systems may be used under what conditions and (2) be prepared to take the appropriate action recommended by Army and local authorities.

Mission-essential and emergency response personnel have additional, specialized communications procedures and systems.

Prepare Strong

The Army encourages all personnel to maintain a basic level of preparedness for all potential hazards.

You are encouraged to get an emergency supply kit, make a family emergency plan and be informed about what might happen.

It is your responsibility to **understand the mass warning system** at your installation and, when notified, be prepared for the following:

- Evacuation
- Moving to civilian shelter
- Moving to designated safe haven
- Temporarily sheltering-in-place



ARMY STRONG.

Understanding Warnings, Gauging Response

The appropriate response to a potential hazard depends on its immediacy, reliability, severity and scope. There are many different types of hazardous events with different time scales, and warning terminology may vary. In the United States, the main agencies that warn of natural hazards are the National Weather Service (NWS) and the U.S. Geological Survey (USGS). NWS uses the following terms for specific natural hazards:

- **Warning**—A hazardous event is occurring or imminent. Take immediate protective action.
- **Watch**—Conditions are favorable for a hazard to develop or move in. Stay alert.

These terms are widely accepted throughout the media and the emergency management community and may be used to set specific response actions in motion.

The **Emergency Alert System** may be used by federal agencies to provide official information about national-level emergencies and at the state and local levels to provide emergency messages. Almost all radio and TV stations participate in such broadcasts. The same technology is used by the National Oceanic and Atmospheric Administration (NOAA) All-Hazards Weather Radio system, on which USGS earthquake, volcano and tsunami warnings are also released. Within the United States, it is recommended that all members of the Army community integrate use of the Emergency Alert System into their individual or family emergency plans.

Your initial public awareness training will familiarize you with local emergency plans, including warning systems. Your installation's mass warning and notification system will alert you in the event of a potential or actual emergency and initiate the appropriate protective actions—evacuating, moving to civilian shelter, moving to a designated safe haven or temporarily sheltering-in-place—based on predetermined action sets in response to specific indicators. If you or a family member requires assistance with visual or audio cues, plan for someone to convey essential emergency information to you.

Where to Find Additional Information

- Ready Army—www.ready.army.mil

It's up to you. Prepare strong. Get an emergency supply kit with enough supplies for at least three days, make an emergency plan with your family and be informed about what might happen.





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 Aberdeen Proving Ground 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:

Failure to provide the required information will result in NOT being notified of any publicly announced emergencies or warnings through AtHoc on Aberdeen Proving Ground-APG or Adelphi-ALC, 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) which offers 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/real-time trusted notifications while on the go. This application is highly recommended for those who are hesitant to register personal devices.

All APG employees (Civ-Ctr-Mil) are required to register their name, organization, work location, employee affiliation, building number and official work email/phone number; all other contact information (Cell, Text, Home email) is optional, however, 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 an alternative means of notification without divulging personal contact information; only an official email and phone number must be registered to download and install the application.

Note: Alerts, Warnings and informational notifications after duty hours are normally delivered via Text, Home Email, and Phone App. Verbal alerts (Phone-Work, Home, Mobile) are normally reserved for emergencies and exercises only. Exceptions to delivery methods may vary occasionally. It is highly recommend to register for SMS Text and/or Phone App.

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



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 registered 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 



- 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. 

AtHoc Self Registration and Phone App

Updating Your User Information

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

The screenshot shows the 'My Profile' application window. The 'Basic Info' section includes fields for Username (Generated from CAC), First Name, Last Name, Display Name, Created On (05/28/2014 18:28:02), Organizational Hierarchy, Status (Enabled), Primary Work Location (dropdown), and Affiliation (dropdown). The 'Mobile and Desktop' section shows Desktop App (Active) and Mobile App. A yellow callout box contains the following text:

- All fields to the left in this view are Mandatory Fields; please make the appropriate selection from the dropdown menus.
- You are authorized to alter your Display Name, but NOT your First or Last Name.

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

The image shows a close-up of the 'Primary Work Location' dropdown menu. The dropdown is open, showing a list of options: Aberdeen Area, Aberdeen Housing, Bibber Water Treatment P..., Churchville Test Track, and Edgewood Area. The dropdown is currently set to '_Select One_'. The text 'Please choose your primary work location' is visible below the dropdown.

- **Affiliation** – Select the appropriate item from the drop list

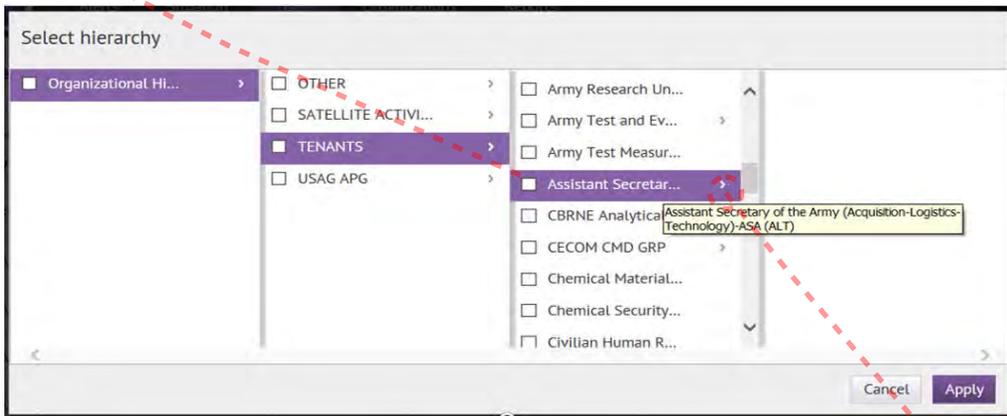
The image shows a close-up of the 'Affiliation' dropdown menu. The dropdown is open, showing a list of options: Civilian, Civilian_DA-1602, Contractor, Dependent, Military, and NAF. The dropdown is currently set to 'Other'. The text 'Please select your Government affiliation.' is visible below the dropdown.

AtHoc Self Registration and Phone App

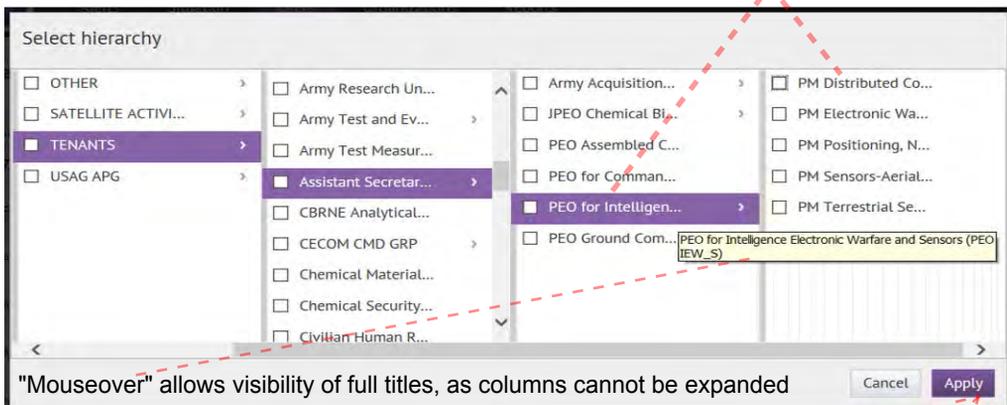
- Organizational Hierarchy - Organization, Directorate, Unit
 - Click on the "/" link to access all Tenant Organizations



- The *Organizational Hierarchy* popup screen appears displaying a complete hierarchy of organizations on APG; an expanded view of the hierarchy list is provided following this page.
- 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.



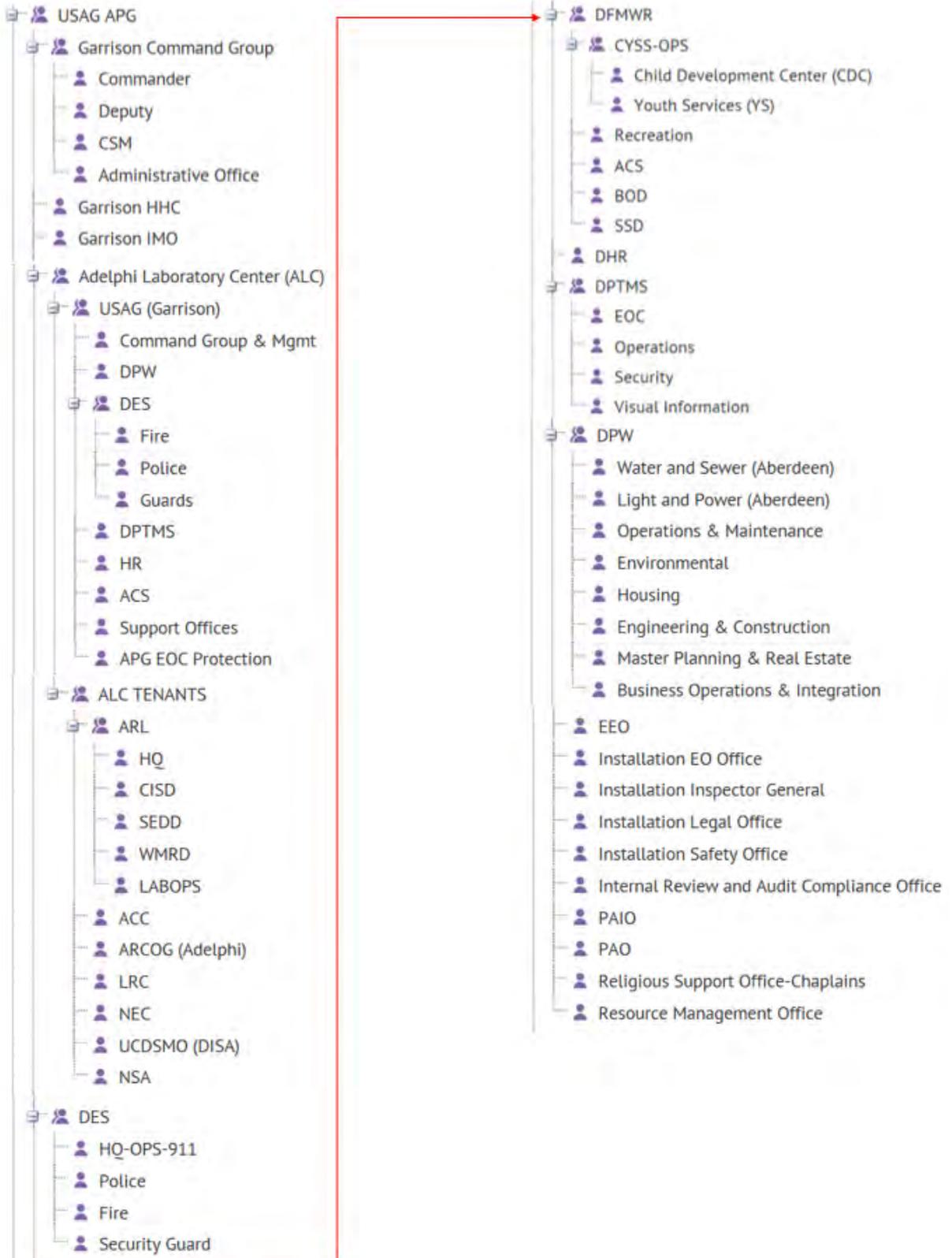
- Command level organizations with sub-organizations will have an > symbol, selecting this will open all sub-organizations and divisions.



- ✓ Check appropriate 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

USAG & ALC Organizational Hierarchy Chart



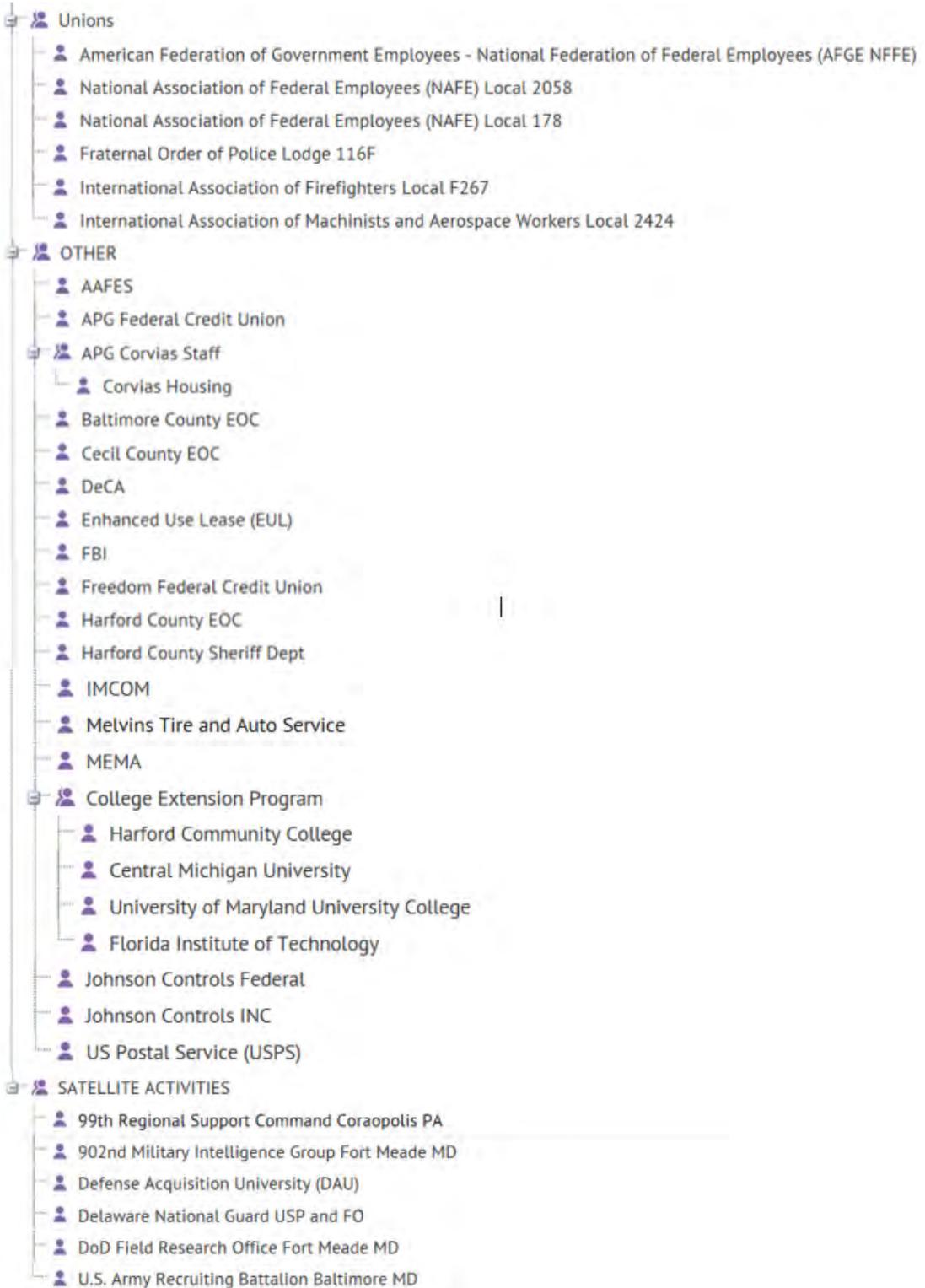
AtHoc Self Registration and Phone App

APG Tenant Organizational Hierarchy Chart



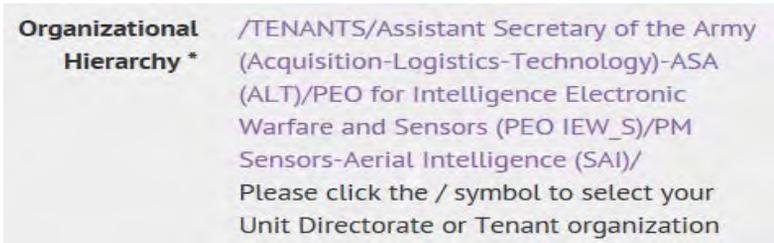
AtHoc Self Registration and Phone App

APG Tenant Organizational Hierarchy Chart Cont...

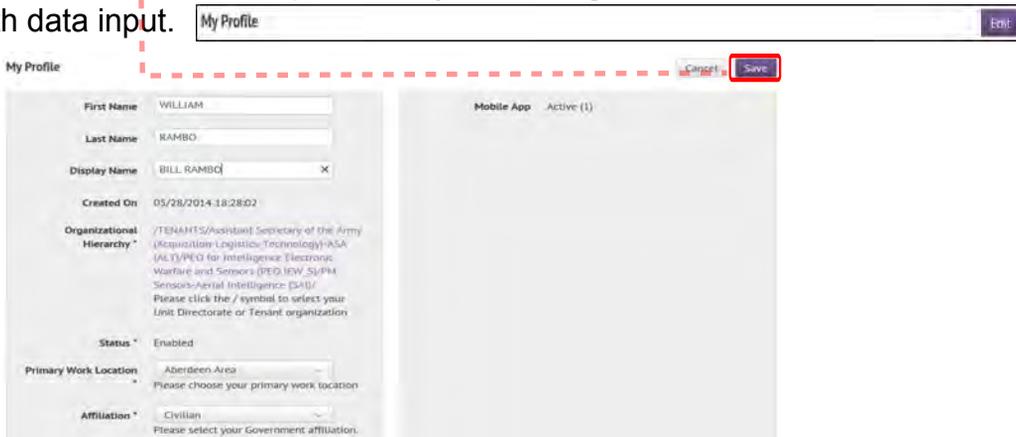


AtHoc Self Registration and Phone App

- 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

Checking this box disables alerts while TDY or Deployed

Temporary Duty / Deployed Activate only if TDY is greater than 120 days.

Rank

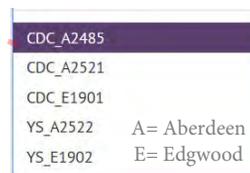
Child Youth School & Services *CYSS Only* Select facility(s) where you have dependents registered; you may select multiple locations if needed.

Corivas House Number If you live in Corivas Housing, enter your house number, preceded by one of the following letters: "A"=APG North - "E"=APG South Example: A0105P or E1224E

Building Number * This field is required. Enter your place of duty building number, preceded by one of the following letters: B=APG North E=APG South LC=Adelphi Example: B6002, E3100, LC207



Only General, SES, & Colonel required



Building Number
CDC=Child Development Center
YS= Youth Center

Enter house number if living in Corivas Housing. (Must be 6 characters)

Building number is a required field; this is your primary duty location.

AtHoc Self Registration and Phone App

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 extension (410-278-1234X4561). It is OK to reuse a phone number that is already entered in the phone numbers section

The screenshot shows the 'My Profile' section of a web application. At the top, there is a navigation bar with 'Inbox' and 'My Profile' tabs, and 'Cancel' and 'Save' buttons. Below the navigation bar, the 'My Profile' title is displayed. The main content area is titled 'Numbers' and contains several input fields: 'Phone - Work *' (with a red asterisk and a red border, and a red error message 'This field is required.' below it), 'Phone - Home', 'Phone - Mobile', 'Phone - Emergency', 'Text Messaging', and 'Mobile App'.

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

My Profile - Email and Physical addresses

The screenshot shows the 'My Profile' section of a web application, specifically the 'Online addresses' and 'Physical addresses' sections. The 'Online addresses' section contains 'Email - Work *' (with a red asterisk and a red border, and a red error message 'This field is required.' below it) and 'Email - Home'. The 'Physical addresses' section contains 'Home Address' and 'Work Address', both with placeholder text 'Type an address, City or Zipcode'.

- **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.

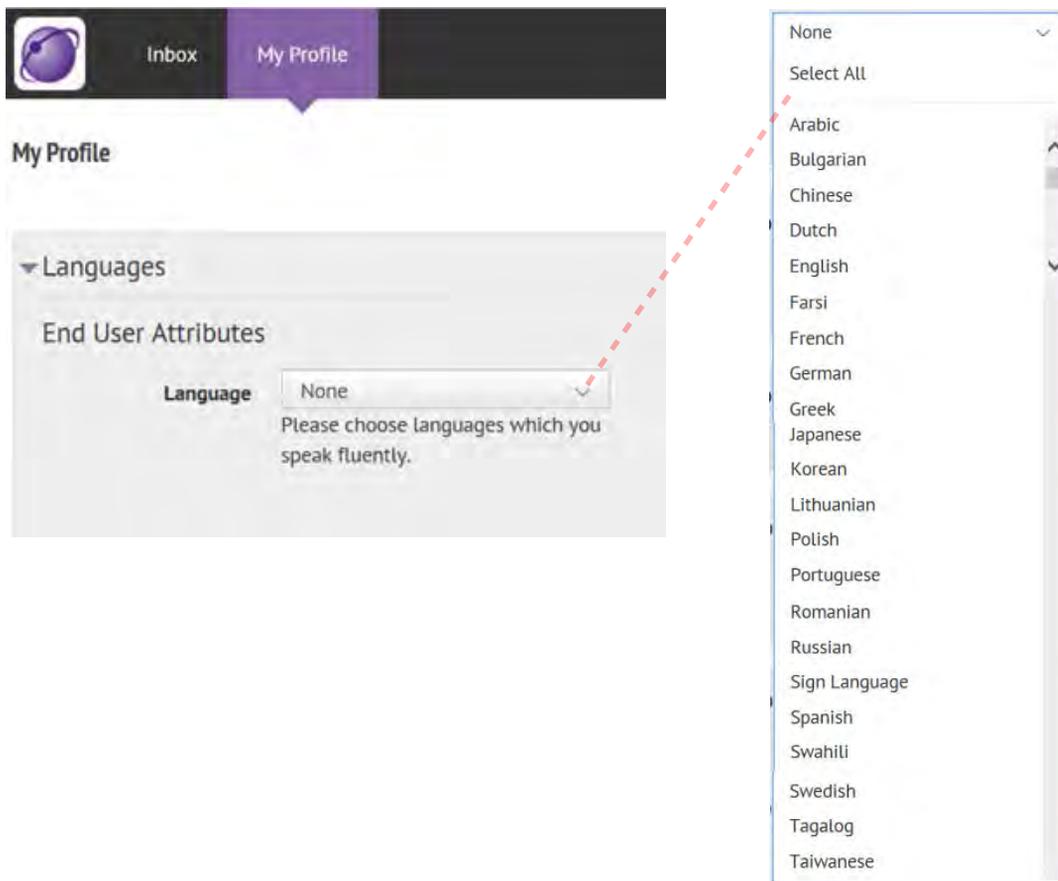
- **Work Email:** is a required entry
- **Home Email:** is optional.
- **Home Address:** is optional.
- **Work Address:** is currently optional, but entry of building number is required under the basic info section "Building Number".

AtHoc Self Registration and Phone App

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 ability to advise the Senior and Garrison Commander of potential translators during emergencies, 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. Multiple languages may be selected.



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

Smartphone App Setup

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

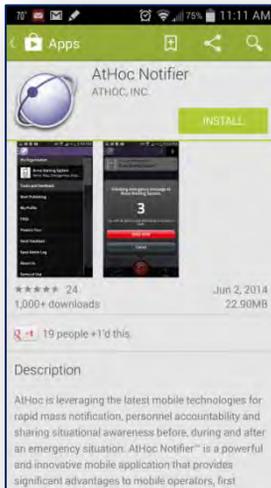
AtHoc Notifier

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.

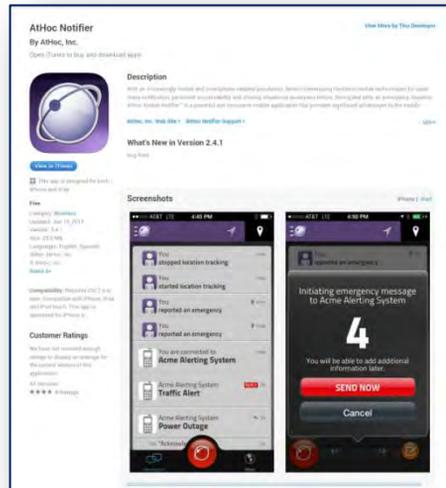
Please note, you will need to have an active email set in the Installation Mass Warning and Notification (MWN) system before proceeding with this part of the process.

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*.

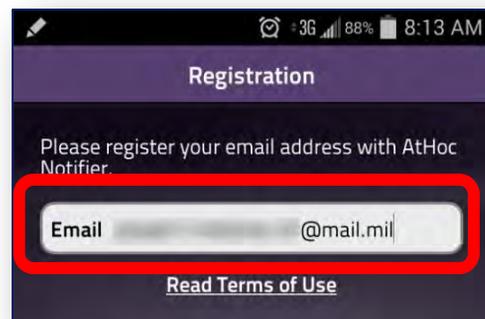
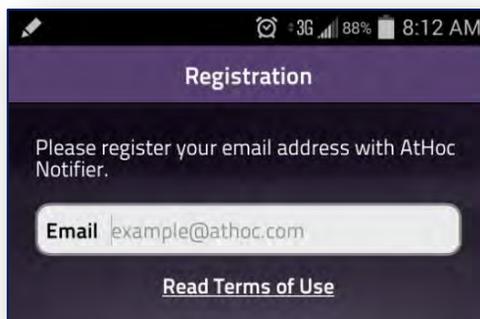


Android



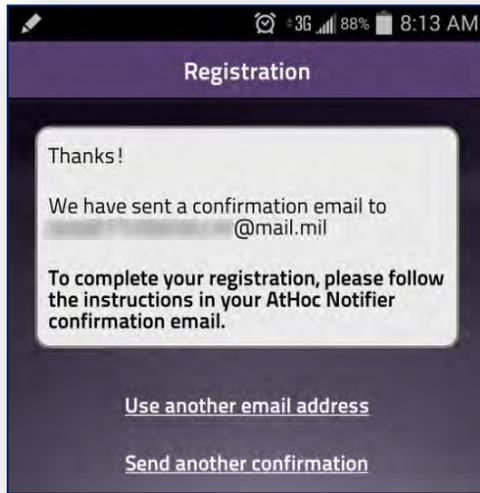
Apple iOS

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

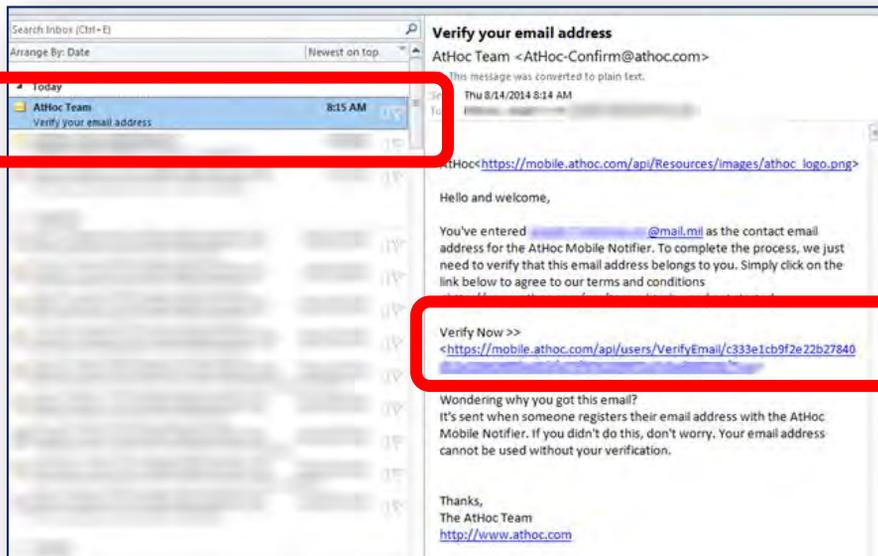


AtHoc Self Registration and Phone App

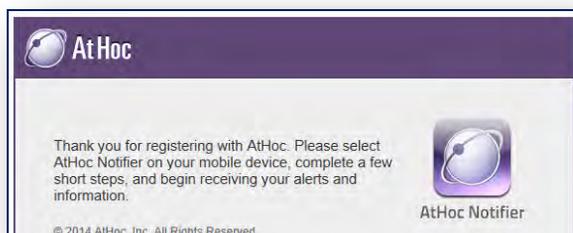
You will see this screen alerting you that a confirmation email has been sent.



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

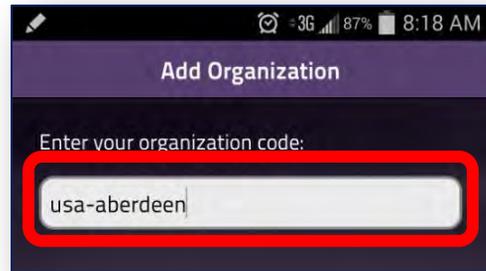
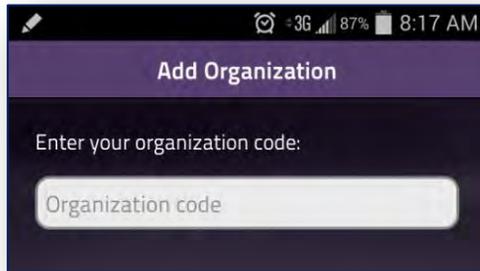


- Select the *Verify Now* link in the body of the message
- An Internet Explorer window will open, confirming your registration

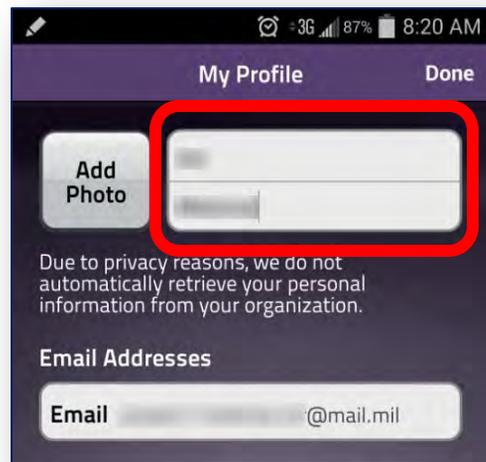
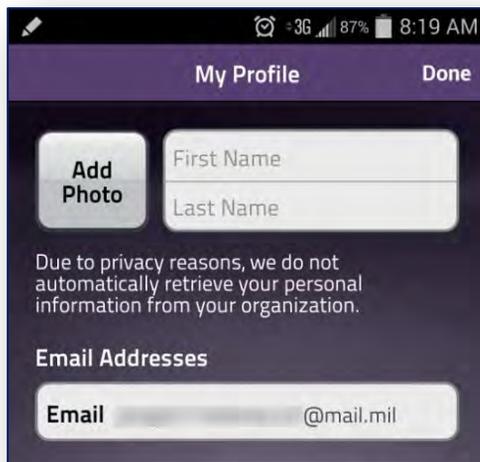


AtHoc Self Registration and Phone App

- 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.

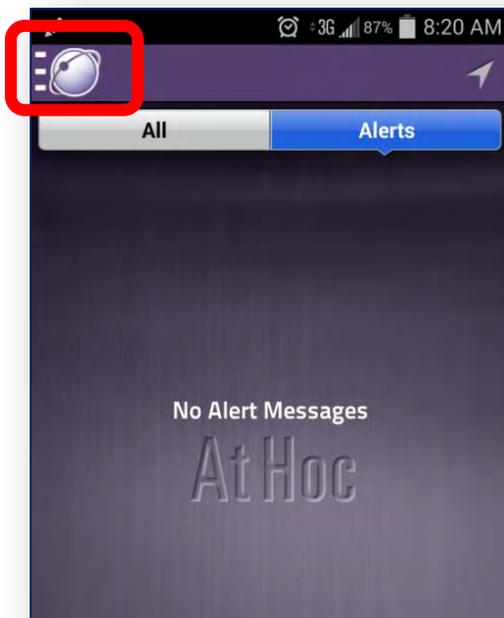
Read Message and Alerts

- Tap an alert to open and read its contents

Acknowledge Alerts and Send Responses

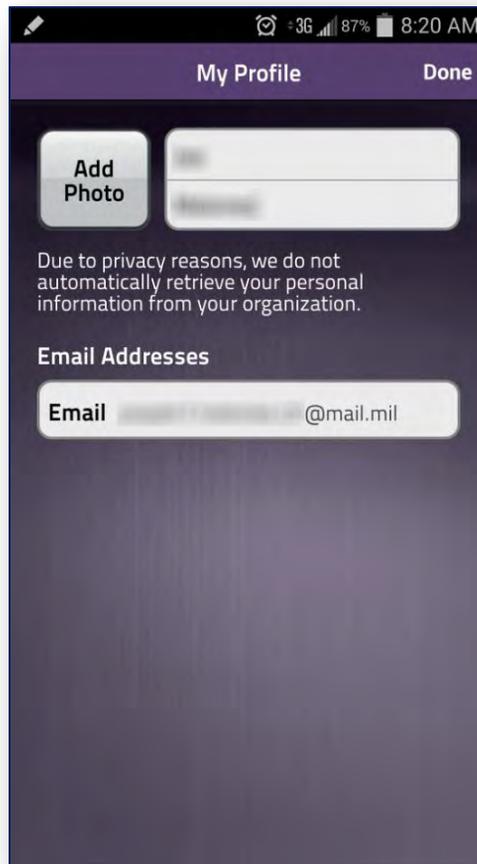
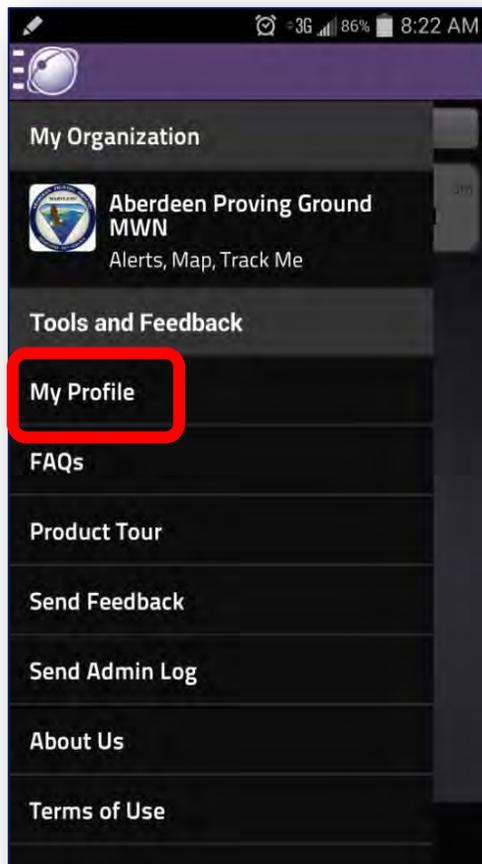
- Tap *Acknowledge* to reply to an alert. Some alerts provide multiple response options.
- Tap *Reply* to respond, and then tap the correct response option.

- 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