



## ALERT! Help Desk

Email:  
[supportem2p@cloudlakellc.com](mailto:supportem2p@cloudlakellc.com)  
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[usarmy.detroit.rdecom.mbx.em2p-help-desk@mail.mil](mailto:usarmy.detroit.rdecom.mbx.em2p-help-desk@mail.mil)

Help Desk Phone 866-515-0551



## USAG Bavaria

Home of 7<sup>th</sup> ATC  
Strong Europe Readiness

More information may be found  
at the USAG Bavaria website –  
<https://home.army.mil/bavaria/index.php>

Per DoDI 6055.17 Section 5.5 members of the primary population must ensure that their personal contact information, including after-duty hours contact information, as appropriate (e.g., personal cellular phone numbers or landline phone numbers), email addresses, home address, etc., are entered into the system and regularly updated or verified every 90 days to remain current and accurate.



07 February 2022

## America's Army

GLOBALLY RESPONSIVE,  
REGIONALLY ENGAGED

# ALERT!

Mass Warning  
Notification  
System

# Quick Reference Guide



## ALERT! Self-registration Guide

Login to self-registration:

<https://alert.csd.disa.mil/>

Click the DoD and All Services Icon

### 1. Add Personal Information

First & Last Names are required fields. CAC EDIPI will populate automatically from the CAC. Rank is optional.

### 2. Add Contact Methods

You must add at least one valid, internationally formatted (+49-) telephone number. You may add up to **10** phone numbers and email addresses into the system.

### 3. Add Associations

-Add Military Location

- Service – select Army
- Region – select OCONUS
- Installation – select USAG Bavaria
- Subinstallation – select your location

-(Optional) Add Start/Stop Dates

-Click Add

You may add further associations such as Command Structure (you will need your Unit Identification Code (UIC); Work/Home Address; and Additional Attributes from a drop-down window.

NOTE: You must have at least one non-dated association in order for your record to be saved. If you have multiple associations, add each separately.

**Save** all work when prompted.

The screenshot shows the 'Create Client' form in the ALERT! system. It is organized into three numbered sections: 1. Personal Information, 2. Contact Methods, and 3. Associations. Section 1 contains fields for First Name, Middle Name, Last Name, Rank, and CAC EDIPI. Section 2 contains fields for Phone Number, Extension, Usage (Work, Landline), and Receive SMS, along with an 'Add Phone' button. It also has fields for Email Address and Usage, with an 'Add Email' button. Section 3 contains a table for Associations with columns for Description and Dates, and buttons for 'Add Military Location', 'Add Command Structure', 'Add Address', and 'Add Additional Attributes'. At the bottom are 'Save' and 'Cancel' buttons.

## ALERT! FAQs

Q. What does ALERT! use my information for?

A. ALERT! stores your information for alerting purposes only.

Q. How many times does the system call per notification?

A. By default the system will contact you 3x unless a confirmation has been acknowledged. It is possible you may have confirmed through another method (EX: Email) and will still receive a phone call if that call was already sent.

Q. I am getting an error that says unable to save client record, or registration was unsuccessful what should I do?

A. Make sure that you have completed all of the mandatory fields: First Name, Last Name, valid phone number, email address and one non-dated association. If you are unable to find your military location (USAG Bavaria) please contact the ALERT! Help Desk for assistance.

Q. I can't complete registration because I only have a DSN number, what should I do?

A. If you only have a DSN phone number, simply click the remove button for that field and then save at the bottom of the page.

ALERT! cannot be accessed by users (clients) that do not use the .mil network (example: DODEA, .org, .com, etc.). TACOM (Detroit Arsenal) is aware of this restriction and is working a solution.