

“DMNS ALERT RESPONSE QUICK REFERENCE GUIDE”

The purpose of this reference guide is to provide you the end user directions on how to respond to an emergency alert from your non-duty phone and email once you receive the alert from the “Defense Contract Management Agency Mass Notification System (DMNS)”.

A. WHAT IS DMNS? DMNS/AtHoc IWSAlerts is an enterprise-class network-centric mass notification and emergency communication system. It provides rapid communication delivered to your telephone, blackberry, email, and text message for personnel recall, personnel accountability, and the distribution of critical communication. The benefit of DMNS is once you respond to the emergency alert message it will automatically track your response. This immediately lets the Agency and your supervisor know you are safe and you have received the message.

B. HOW DO I RESPOND TO A DMNS ALERT?

1. If you receive a phone call from **804-734-1353**, this call is coming from the DCMA Alert Notification system. Please respond when receiving a call from this number.
2. When you receive an emergency alert from DMNS be patient and listen, there may be a three to five second delay before the computer starts to play the message.
3. Do not hang up until the entire message is heard; press the number corresponding to the response.

Example: Press 1 to Acknowledge.

C. WHAT IF I MISS THE CALL?

1. If you miss the call the message will roll over to your voicemail or answering machine, you will be given an “800” number to call.
2. Ensure you have a pen and paper available to write down the “800” number and the alert notification I.D. number.
3. Call the “800” number to retrieve the 10 digit notification I.D. number and follow the instructions from the message.

D. HOW DO I RESPOND IF I GET AN EMAIL ALERT?

1. When you receive an email alert from DMNS, follow the instruction provided by the DCMA Administrator. Note: Do not Spam block the DCMA Emergency Notification.
2. See Example below:

From: DCMA Administrator <9883059_1058622241@notify2.mir3.com>

To: Gross, Andre

Subject: DMNS Test Alert Delayed Reporting

Andre Gross,

TEST: Delayed Reporting

Due to severe weather conditions, DCMA HQ will delay reporting until 1000 A.M.

!!! You may respond by doing one of the following:!!!

* Call +18008231167 and use Notification ID 1952576361; **Note each I.D number is unique to the individual.**

* Reply to this email with the corresponding number. **(Example: Hit reply and Type 1 within the body of the email and send).**

Option# Response:

1 Acknowledge

Thank you,

DCMA Emergency Notification