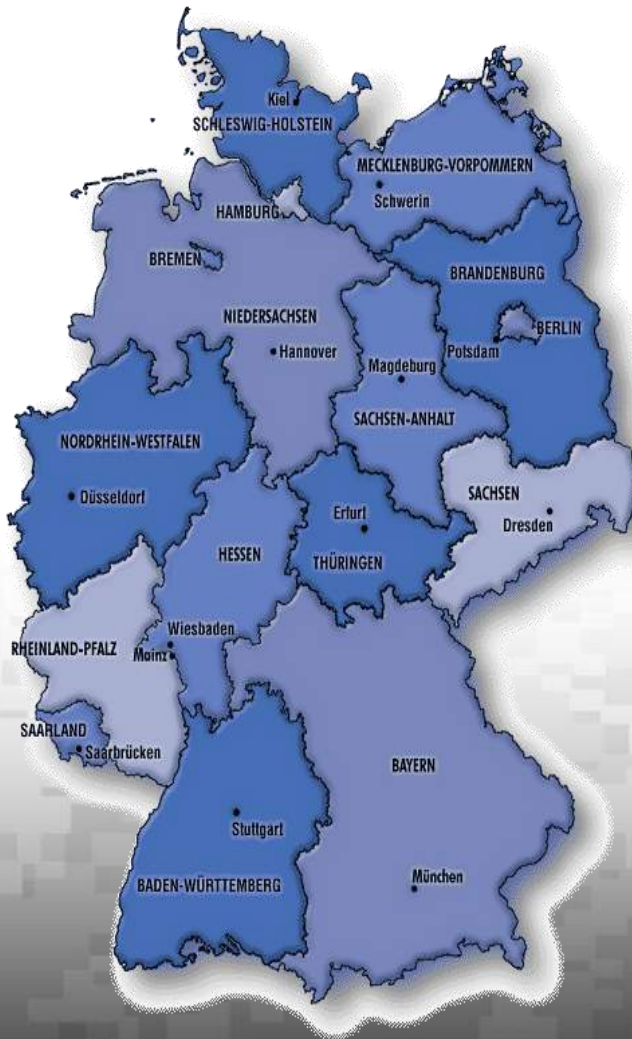




**U.S. ARMY**

**EUROPE**

**WIESBADEN**



# Self-Registration for USAG Wiesbaden Alerts



**Ramon Domenech**  
**USAG Wiesbaden**  
**Emergency Manager**



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If you have never registered before use entire presentation.

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# Purpose

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The purpose of this presentation is to provide guidance on how to register for the USAG Wiesbaden Alerts (UWA) system.

The UWA system is the one and only Mass Warning and Notification currently available to USAG Wiesbaden. This system is the best way to provide emergency notifications to the garrison's personnel.


Those that do not make the full use of this system are putting themselves and their loved ones in harm's way by being situationally unaware of dangers threatening the USAG Wiesbaden footprint.

# What is the USAG Wiesbaden Alerts?



- The USAG Wiesbaden Alerts (UWA) is a system that allows for dissemination of emergency notifications to the garrison's population.
- UWA combines multiple capabilities into one system. They are:
  - **Network Alerting System (NAS)**
    - Computer screen pop-up (see next slide)
  - **Telephone Alerting System (TAS)**
    - Phone calls
    - Text messages
    - Email messages
  - **Other Alerting**
    - Post to Garrison Facebook & Twitter pages
    - Mobile Application(App) – downloadable app for messages

# Example of a NAS Alert




## USAG Wiesbaden Alerts System Test 12/19/2014@09:24:18

This is a test of the USAG Wiesbaden Alerts system.  
If you are no longer need to receive these messages please  
contact USAG HQ @ 548-3003 or usarmy.wiesbaden.imcom-  
europe.mbx.ioc@mail.mil.  
This is the type of message you will see.

Acknowledge and Close

Published on: 12/19/2014 09:24:27 by: Nestor Milan

- 1) This window will remain until the acknowledge button is clicked.
- 2) Acknowledging indicates you have received the information.



## USAG Wiesbaden Alerts System Test 12/19/2014@09:24:18

This is a test of the USAG Wiesbaden Alerts system.  
If you are no longer need to receive these messages please  
contact USAG HQ @ 548-3003 or usarmy.wiesbaden.imcom-  
europe.mbx.ioc@mail.mil.  
This is the type of message you will see.

Acknowledge and Close

Published on: 12/19/2014 09:24:27 by: Nestor Milan

FIND AND CLICK THE "PURPLE GLOBE"

- THE "PURPLE GLOBE" MAY BE DIRECTLY ON THE TASKBAR



# Registration Process



IF THE "PURPLE GLOBE" IS NOT ON THE TASK BAR

IN THE BOTTOM RIGHT CORNER OF  
SCREEN  
1. CLICK ON ARROW BLOCK ON TASK  
BAR

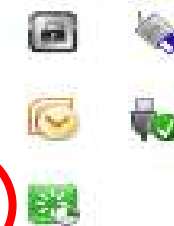
2. FIND AND CLICK THE PURPLE GLOBE

#1



9:02 AM  
10/24/2014

#2



Customize...

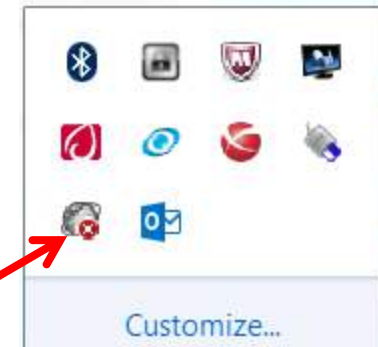


9:02 AM  
10/24/2014

IF YOU DO NOT HAVE A PURPLE SEE  
NEXT SLIDE

# What if I do not have the “Purple Globe”?

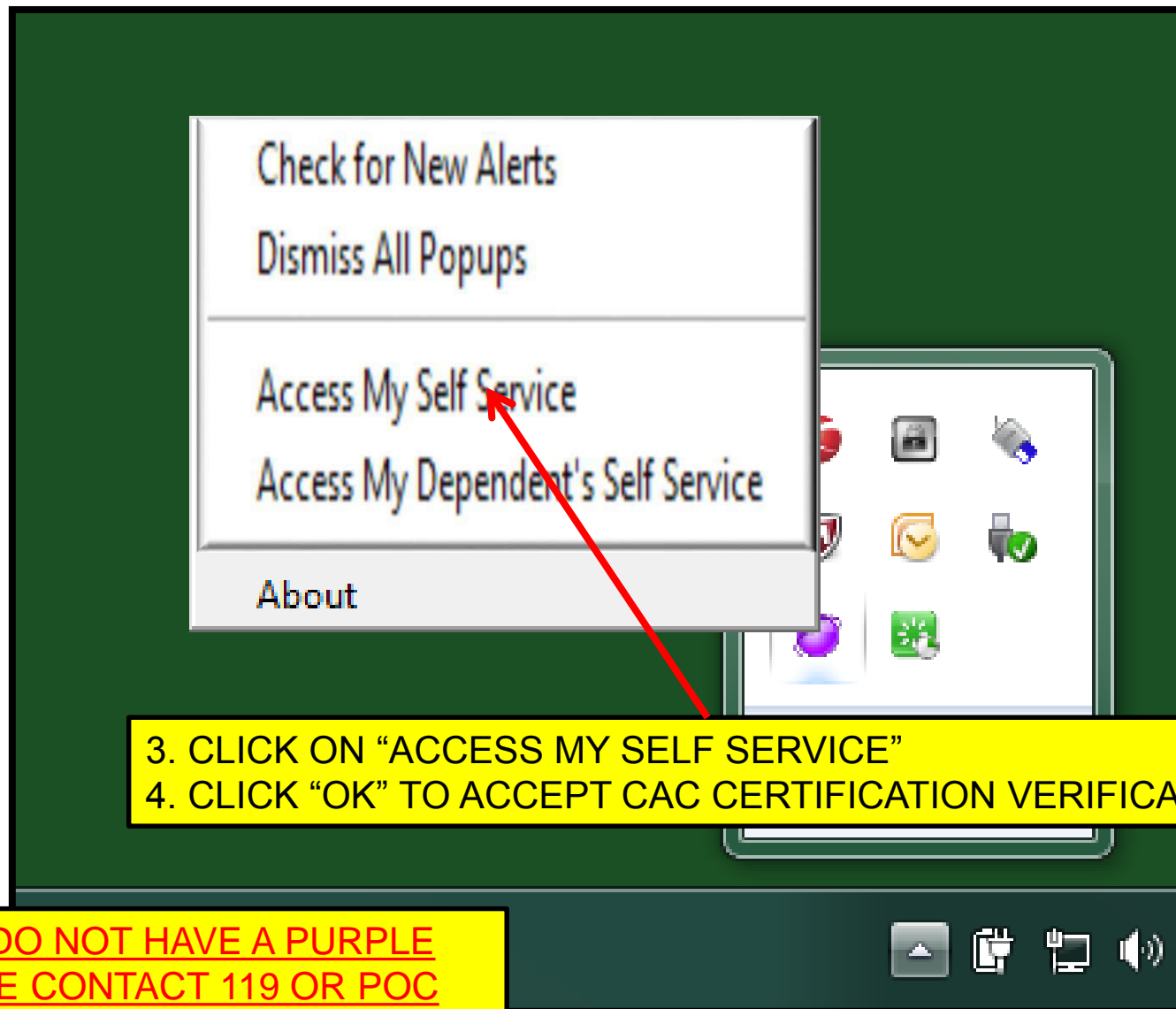
- If you do not have the “Purple Globe” at all then the links at the end of this presentation should be used to access the self-registration portal. Finish reading guidance and then follow guidance using the links on last slide.



- If your “Purple Globe” is grey with an “X” on it, then click on the grey globe and then click “Check for New Alerts”
- This forces the system to reconnect with the server and should turn the globe purple.



# Registration Process




3. CLICK ON "ACCESS MY SELF SERVICE"
4. CLICK "OK" TO ACCEPT CAC CERTIFICATION VERIFICATION

IF YOU DO NOT HAVE A PURPLE  
GLOBE CONTACT 119 OR POC  
LISTED AT THE END OF THIS  
PRESENTATION.

# Steps to Register



1. Choose the “My Profile” tab at the top of the page.
2. The Name fields will autofill from the CAC.
3. Choose appropriate Organizational Hierarchy. (see slide #9)
4. Choose Opt In Messages desired.
  - These messages are sent only to those who choose to receive them.
  - Open drop list and click on “Select All” or desired message(s).
5. Open “Kaserne” drop list and click on appropriate location’s name.
6. Enter Phone / Text Numbers. (see slide #10)
7. Email addresses:
  - Enter Work email
  - Enter Home email
8. Click “**SAVE**” after entering information.
9. “AtHoc Notifier” App 
  - Requires an email to be entered into UWA for account confirmation.

**NOTE: Not registering results in a daily pop-up message.**

Inbox My Profile USAG WIESBADEN ALE... (2135536) DUANE AMS... Edit

- 1. CAC auto fills name.
- 2. HEIRARCHY – See next slide.
- 3. OPT-IN MESSAGES – Opt in to messages you want to receive.

The USAG Wiesbaden Alerts is a notification system installed throughout the USAG Wiesbaden footprint. The purpose of this system is to notify the community of emergencies or incidents taking place or considered imminent. These incidents may include, but may not be limited to: Active Shooters, Delayed Opening of Installation, Early Release of Installation, Kidnappings, HAZMAT incident, Cyber, Chemical, Biological, Radiological, Nuclear or Explosives attacks, Snowstorms, excessive snow or unusually low temperatures, Blackouts, Earthquakes, Tornadoes, Schools closings, Shelter in Place, Lockdown, Flooding, Other incidents that may affect the community. If you wish to furnish personal information requested as part of the USAG-Wiesbaden Mass Warning and Notification System registration process, you may do so. Personal information includes non-government furnished e-mail addresses, home and personal cell phone numbers, personal pager numbers, and other personally owned devices. Information is collected to enable the system to contact you in the event of an emergency. Disclosure is voluntary, however, failure to provide the information will make the system unable to contact you on these devices. Information shared for the alert system will be limited to those with a need to know.

Basic Info

Username	1179100417
First Name	AUTO POPULATE YOUR
Last Name	NAME FROM CAC
Display Name	FIRST LAST
Mapping ID	1021674075
Created On	11/17/2015 13:24:24
Organizational Hierarchy	/TENANTS/DCIS/
Status	Enabled
Opt-In Messages	
Kaserne	_None Selected_
User ID	2171250

Mobile and Desktop

Opt-In Messages

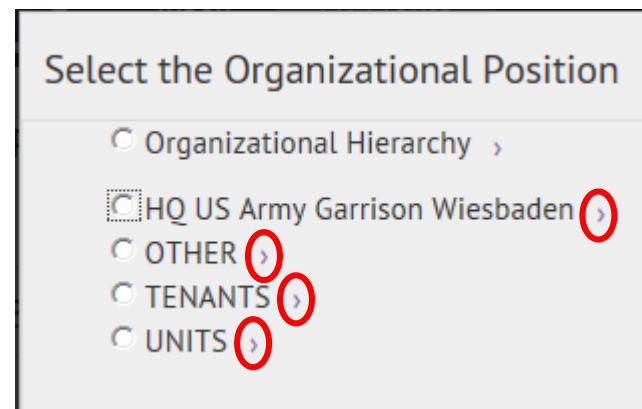
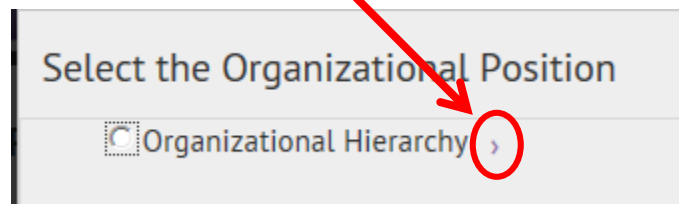
- 1. GATE CLOSURES
- 2. PEDESTRIAN GATE CLOSURES
- 3. ROAD CLOSURES
- 4. SCHOOL CLOSURES
- 5. NONE

- OPT-IN MESSAGES**  
(hold "Ctrl" key for multiple choices)
- 1. GATE CLOSURES
  - 2. PEDESTRIAN GATE CLOSURES
  - 3. ROAD CLOSURES
  - 4. SCHOOL CLOSURES
  - 5. NONE

# The Organizational Hierarchy



- This is mandatory in order to not receive a daily pop-up on your computer screen.
- This allows the system to send messages to the correct personnel.
- Click the purple “/” which is a link to open the options.
- All options are listed alphabetically.
- Click the “>” to open lists until the appropriate organization is available. (if not seen contact POC listed at end of presentation)



**NOTE:** If you work in Buildings 1000 or 1042 click the “>” next to “HQ USAREUR – HHBN” and choose the appropriate building number.

# Hierarchy



Select the Organizational Position

- Organizational Hierarchy >
- HQ US Army Garrison Wiesbaden >
- OTHER >
- TENANTS >
- UNITS >
- DES
- DFMWR
- DHR
- DPTMS
- DPW
- DRM
- EEO
- EO
- GC
- GRO
- HHD
- IR
- PAIO
- PAO
- RSO
- S6
- Safety

## OPT-IN MESSAGES

1. SCROLL THROUGH
2. SELECT APPROPRIATE BUBBLE
3. CLICK SAVE
4. CONTACT EM2P HELPDESK OR POC (EM) IF OPTION NOT FOUND



Organizational Hierarchy/HQ US Army Garrison Wiesbaden/DPTMS

Cancel Save

# Entering Phone/Text Numbers



- All calls come from CONUS
  - Numbers entered must have “01149-” in front of the commercial number.
  - Caller ID will show CONUS phone number.
- Phone/Text number conversions
  - UWA valid format for DSN = “01149-611143XXXXXXXX”
    - Substitute appropriate DSN for XXXXXXXX.
    - Remove leading “0” off of commercial (mobile, home etc.) number when adding the “01149-”
  - Duplicate mobile number in text field to receive text messages.
- Click “Accept as is!” for each field.
- Click **Save** in top right corner of page.
- **NOTE: There will be a fee for responding to texts. Do not respond.**

Phone - Work

Input format is not valid! [Accept as is!](#)

# Devices



To enter a local number use additional codes and eliminate “0” in front of the number; for example for a telephone number: (0)6131-234567 enter that number in the following format: 01149-6131234567.

Numbers

To enter a local number use additional codes and eliminate “0” in front of the number; for example for a telephone number: (0)6131-234567 enter that number in the following format: 01149-6131234567. less

Phone - Work   
Input format is not valid. Accept as is!

Phone - Home

Phone - Mobile

Text Messaging   
Msg frequency varies based on emergencies. Msg & data rates may apply. Reply STOP to cancel. T-Mobile is not liable for delayed or undeliverable messages. Read T&C's & Privacy Policy athoc.com/sms

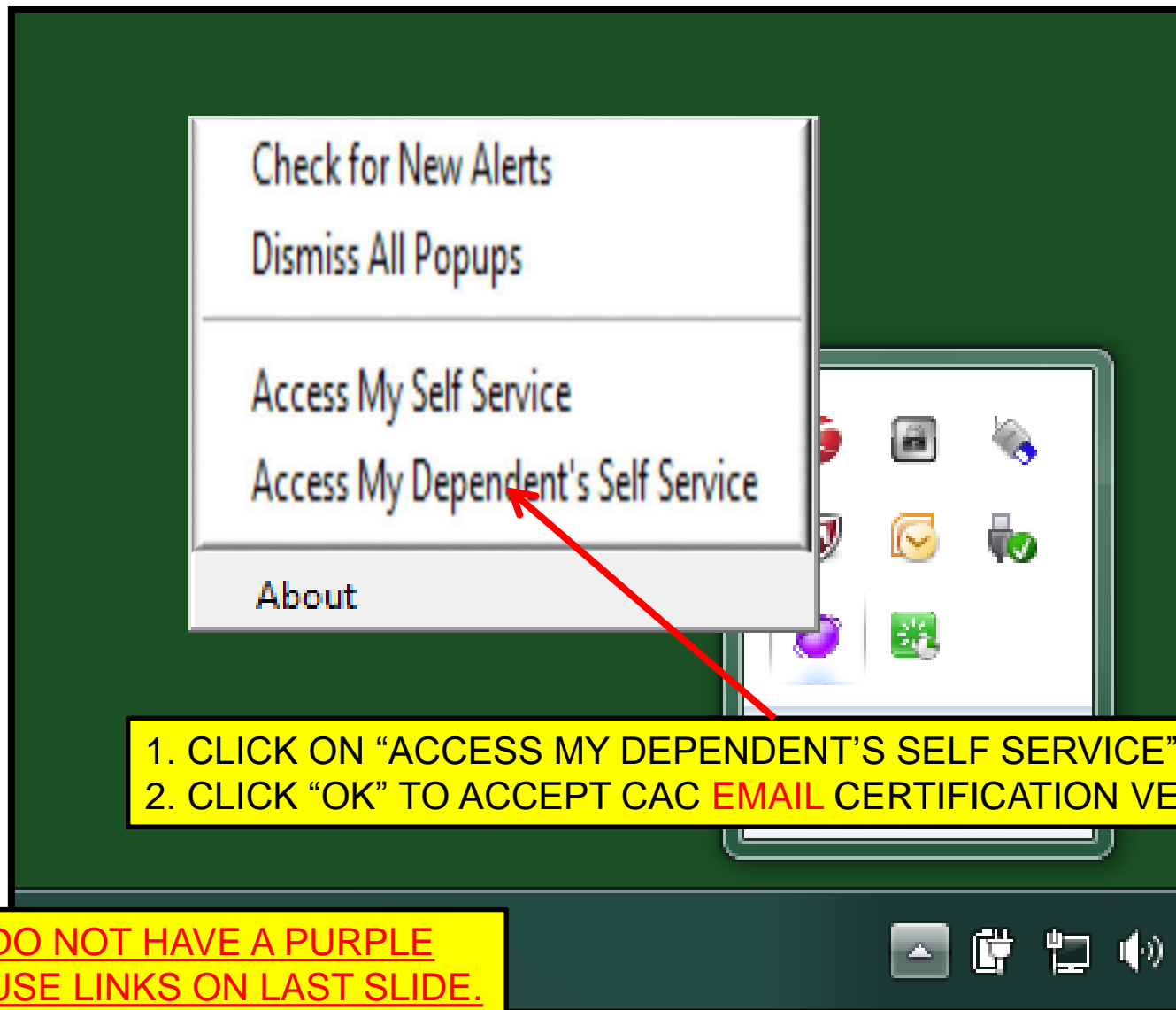
[Accept as is!](#)

1. Use a single “-” in your phone number.
2. Ignore “Input format is not valid”.
3. Confirm number and click “Accept as is!”





# Dependents Registration Process




Check for New Alerts  
Dismiss All Popups  
Access My Self Service  
Access My Dependent's Self Service  
About

1. CLICK ON "ACCESS MY DEPENDENT'S SELF SERVICE"
2. CLICK "OK" TO ACCEPT CAC **EMAIL** CERTIFICATION VERIFICATION

IF YOU DO NOT HAVE A PURPLE GLOBE USE LINKS ON LAST SLIDE.

# Steps to Register a Dependent



1. Choose the “My Profile” tab at the top of the page.
2. Enter the Dependents first name and last name.
3. Choose Opt In Messages desired.
  - These messages are sent only to those who choose to receive them.
  - Open drop list and click on “Select All” or desired message(s).
4. Open “Affiliation” drop list and click on appropriate response.
5. Enter Phone / Text Numbers. (see slide #13)
6. Email addresses:
  - Enter Work email
  - Enter Home email
7. Click “**SAVE**” after entering information.
8. “AtHoc Notifier” App 
  - Requires an email to be entered into UWA for account confirmation.



# Dependent Registration Process



1. Enter Dependents name.
2. OPT-IN MESSAGES – Opt in to messages you want to receive.
3. Affiliation - Select “Family Member”.

My Profile

Cancel

Save

The USAG Wiesbaden Alerts is a notification system installed throughout the USAG Wiesbaden footprint. The purpose of this system is to notify the community of emergencies or incidents taking place or considered imminent. These incidents may include, but may not be limited to: Active Shooters, Delayed Opening of Installation, Early Release of Installation, Kidnappings, HAZMAT incident, Cyber, Chemical, Biological, Radiological, Nuclear or Explosives attacks, Snowstorms, excessive snow or unusually low temperatures, Blackouts, Earthquakes, Tornadoes, Schools closings, Shelter in Place, Lockdown, Flooding, Other incidents that may affect the community. If you wish to furnish personal information requested as part of the USAG-Wiesbaden Mass Warning and Notification System registration process, you may do so. Personal information includes non-government furnished e-mail addresses, home and personal cell phone numbers, personal pager numbers, and other personally owned devices. Information is collected to enable the system to contact you in the event of an emergency. Disclosure is voluntary, however, failure to provide the information will make the system unable to contact you on these devices. Information shared for the alert system will be limited to those with a need to know.

## Basic Info

First Name

Last Name

Display Name

Opt-In Messages

Affiliation

User ID

What is your affiliation with USAG Wiesbaden?

- Select All
- Gate Closures
- Pedestrian Gate Closures
- Road Closures
- School Closures

## Numbers

# Dependent Devices



To enter a local number use additional codes and eliminate “0” in front of the number; for example for a telephone number: (0)6131-234567 enter that number in the following format: 01149-6131234567.

## Numbers

To enter a local number, please use the international code 011 followed by the country code and eliminate the “0” in front of the number. For example, telephone number (0)6131-234567 must be entered in the following format: 01149-6131234567. Do not enter DSN numbers. Ignore the invalid format error message [less](#)

Phone - Work

01149-613234567

Input format is not valid. Accept as is!

Phone - Home

Phone - Mobile

Text Messaging

Msg frequency varies based on emergencies. Msg & data rates may apply. Reply STOP to cancel. T-Mobile is not liable for delayed or undeliverable messages. Read T&C's

Accept as is!

1. Use a single “-” in your phone number.
2. Ignore “Input format is not valid”.
3. Confirm number and click “Accept as is!”

# “AtHoc Notifier” APP Instructions



## USAG WIESBADEN MASS WARNING AND NOTIFICATION SYSTEM Smartphone Application Setup & Use

### ATHOC NOTIFIER

The USAG Wiesbaden Mass Warning and Notification (MWN) system includes a mobile notification smartphone application in addition to several other forms of notification such as desktop alert, email, phone, and text message. The AtHoc Notifier is a smartphone app which displays as a purple globe on your main mobile phone screen with the rest of your mobile applications. The AtHoc Notifier is available for iOS and Android smartphones.



“usa-wiesb”


### INSTALL THE ATHOC NOTIFIER

The AtHoc Notifier can be installed in just a few easy steps.

**Required:** Before you download and install, you must have an active email set up in the USAG Wiesbaden Mass Warning and Notification system.

**STEP 1.** Search for and Download the AtHoc Notifier app from the Apple App or Google Play stores.

**STEP 2.** When the download is complete, open application and enter your active email address associated with your USAG Wiesbaden MWN system account when prompted.

**STEP 3.** AtHoc Notifier will send a verification email to confirm your address. From the email, click 

**STEP 4.** Return to the application on your mobile device and add the USAG Wiesbaden MWN organization code (usa-wiesb) as prompted. You have completed the installation.

### STEP 1



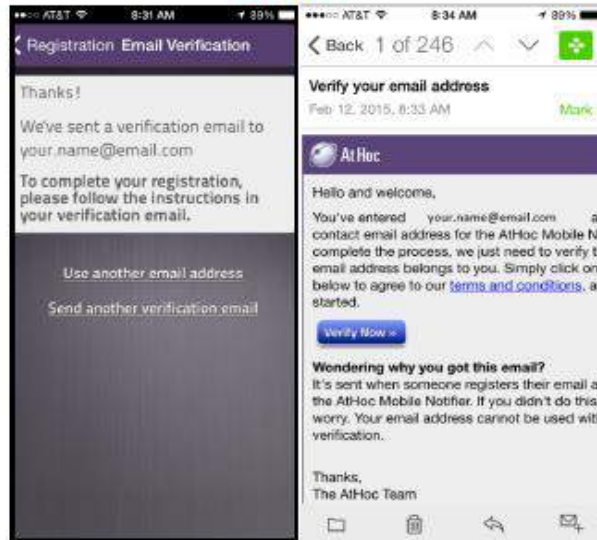
DOWNLOAD

### STEP 2



ENTER EMAIL

### STEP 3



VERIFY EMAIL

### STEP 4



ENTER ORG CODE



**CONTACT EM2P TECHNICAL SUPPORT**  
DSN Telephone: 312-867-3365  
E-mail: EM2Pheipdesk@leidos.com

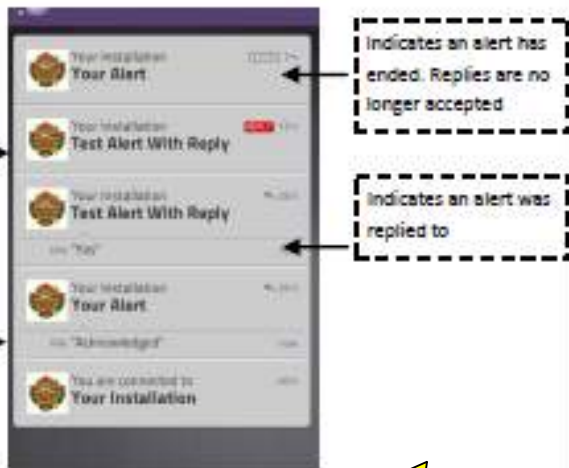
# “AtHoc Notifier” APP Instructions



## USAG WIESBADEN MASS WARNING AND NOTIFICATION SYSTEM Smartphone Application Setup & Use

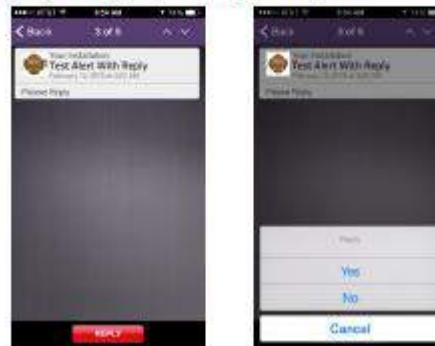
### READ & RECEIVE ALERTS

Use the Home Screen to view messages and alerts. The colors and icons identify the status of each alert:



### READ & REPLY TO ALERTS

Tap an alert to open it and read the contents. Some alerts provide multiple response options. Tap Reply to respond, and then tap the appropriate response option.



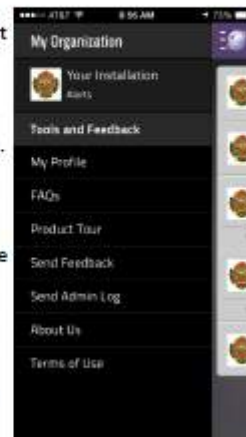
### SETTINGS

You can modify the application settings from the Menu screen.

### SET UP YOUR PROFILE

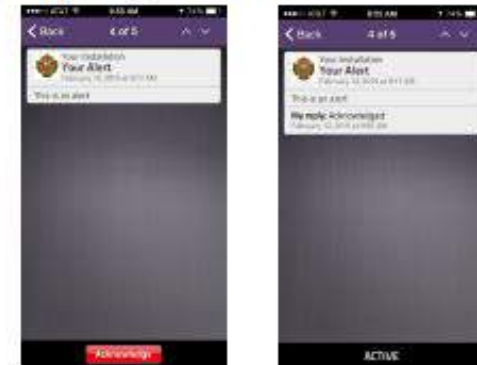
You can add information about yourself in your profile settings.

1. Tap to open the menu. From here you can access My Profile.
2. You can add a photo, update your first and last name, and view your registered email address.
3. Tap < Back to return to the Home screen.



### READ & ACKNOWLEDGE ALERTS

For alerts that do not provide response options, tap Acknowledge to reply to the alert.



### UNSUBSCRIBE

You can unsubscribe from receiving alerts from the Menu Screen

1. Tap to open the menu. From here you can select Your Installation.
2. Tap Disconnect ... to disconnect.
3. Tap Disconnect to confirm.



4. You will no longer receive alerts for the USAG Wiesbaden MWN system and you may remove the application from your device.

**NOTE:** Under "Available Features," only "Alerts" will be enabled. This is the system default, and no changes are required.

Government Blackberries may need S6 permissions activated.

# System or Functional Problems

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If you have any issues with the system  
**DO NOT CALL 119.**

Call the EM2P Helpdesk  
Toll free from Germany – 0800-184-4939  
DSN: (312) 867-3365  
[Em2phelpdesk@leidos.com](mailto:Em2phelpdesk@leidos.com)  
(24/7 availability)

# Questions?

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1. Where to find this presentation for future:  
[http://www.wiesbaden.army.mil/sites/news/selfregister\\_nas.ppsx](http://www.wiesbaden.army.mil/sites/news/selfregister_nas.ppsx)
2. The 24/7 Helpdesk contacts info is DSN 312-867-3365, Toll free (From Germany) 0800-184-4939, or [em2phelpdesk@leidos.com](mailto:em2phelpdesk@leidos.com)
3. If questions remain, contact:  
Eddie Thomas: 548 3006 or [eddie.w.thomas2.civ@mail.mil](mailto:eddie.w.thomas2.civ@mail.mil)  
Ramon Domenech: 548-3008 or [ramon.domenech.civ@mail.mil](mailto:ramon.domenech.civ@mail.mil)





# Register Yourself and a Dependent

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## USE YOUR EMAIL CERTIFICATE

[CLICK HERE TO SELF-REGISTER](#)

[CLICK HERE TO REGISTER DEPENDENT](#)