NAVAL DISTRICT WASHINGTON

Wide Area Alert Network Registration Instructions

4 February 2014

NDW Region Registration Requirements

- The NDW WAAN registration requirement applies to:
  - Active and Reserve Component Navy personnel;
  - Navy civil service and non-appropriated fund employees; and
  - Contract personnel
- Currently, only NMCI account users must register
- Registration of emergency essential personnel without an NMCI account is at the installation commanding officers' & tenant activities' discretion

NDW Region Registration Requirements

- **All NDW WAAN registrants** must designate:
  - Primary work email address;
  - Office phone number (if assigned); and
  - Cellular/blackberry phone number of government device(s)

- **Emergency essential personnel** must also register:
  - Cellular and/or home phone number(s);
  - Personal email address(es); and
  - Text numbers (if available)

- **Non-emergency essential registrants** are strongly encouraged, but not required, to provide:
  - Cellular and/or home phone number(s);
  - Personal email address(es); and
  - Text numbers (if available)

Registration Instructions

Registration through the AtHoc Self-service Client application available on NMCI assets is easily done following these simple steps:

1. Ensure that the AtHoc Client is loaded to your NMCI computer/laptop (the AtHoc icon ( ) should be displayed in the bottom right-hand corner of the computer screen)

2. Ensure that the NMCI asset is associated with a NDW installation (to determine the current installation, scroll slowly over the AtHoc icon)

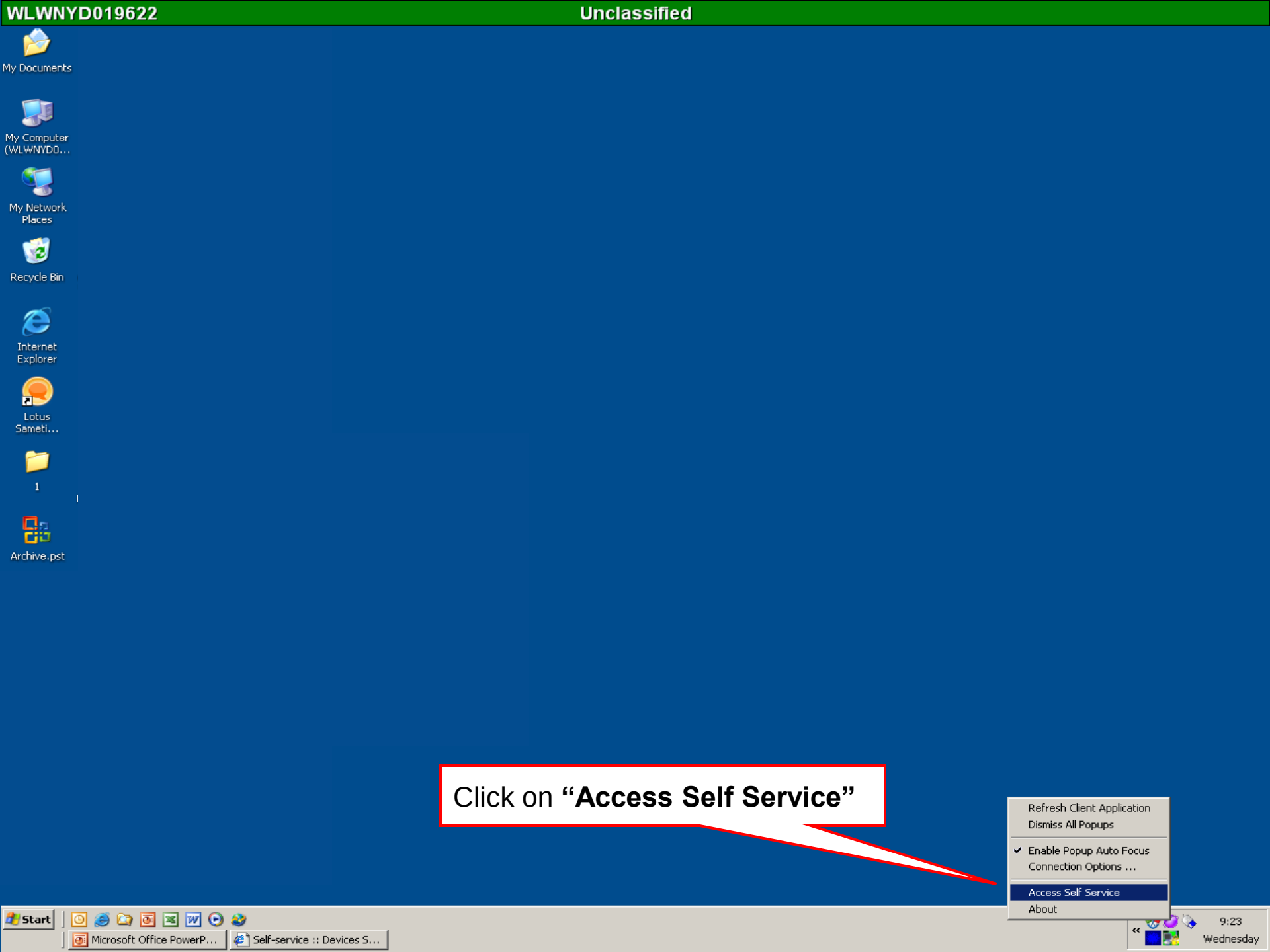
3. Right-click on the AtHoc icon, and then select the "**Access Self Service**" from the pop-up menu

4. Select the "**My Info**" tab, update, **and save**:
   - Last name
   - First name
   - Building number
   - Command name

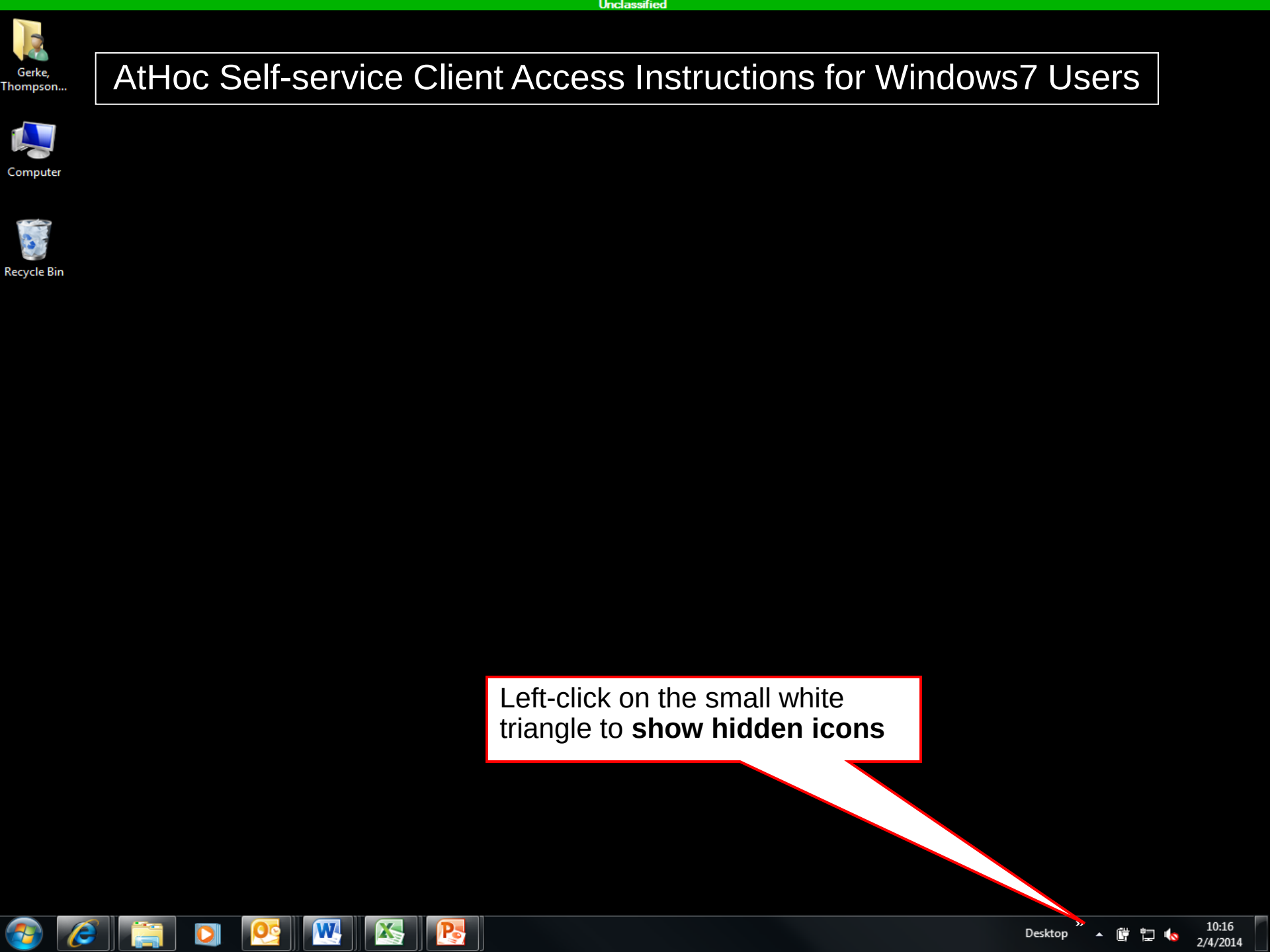
5. Select the "**Devices**" tab, enter contact information, **and save**:
   - Mandatory devices (required)
   - Optional devices (recommended)

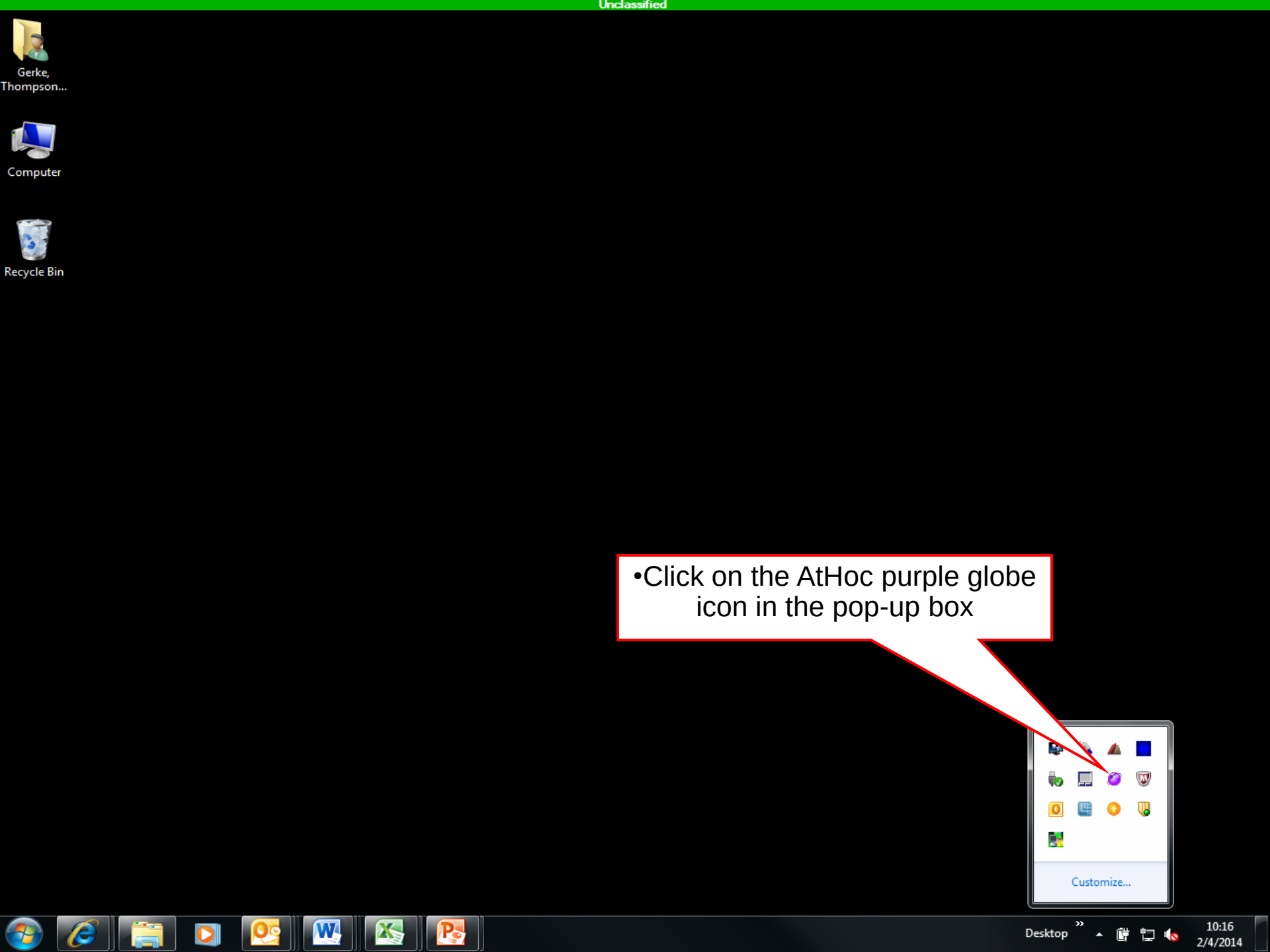
AtHoc Self-service Client Access Instructions for WindowsXP Users

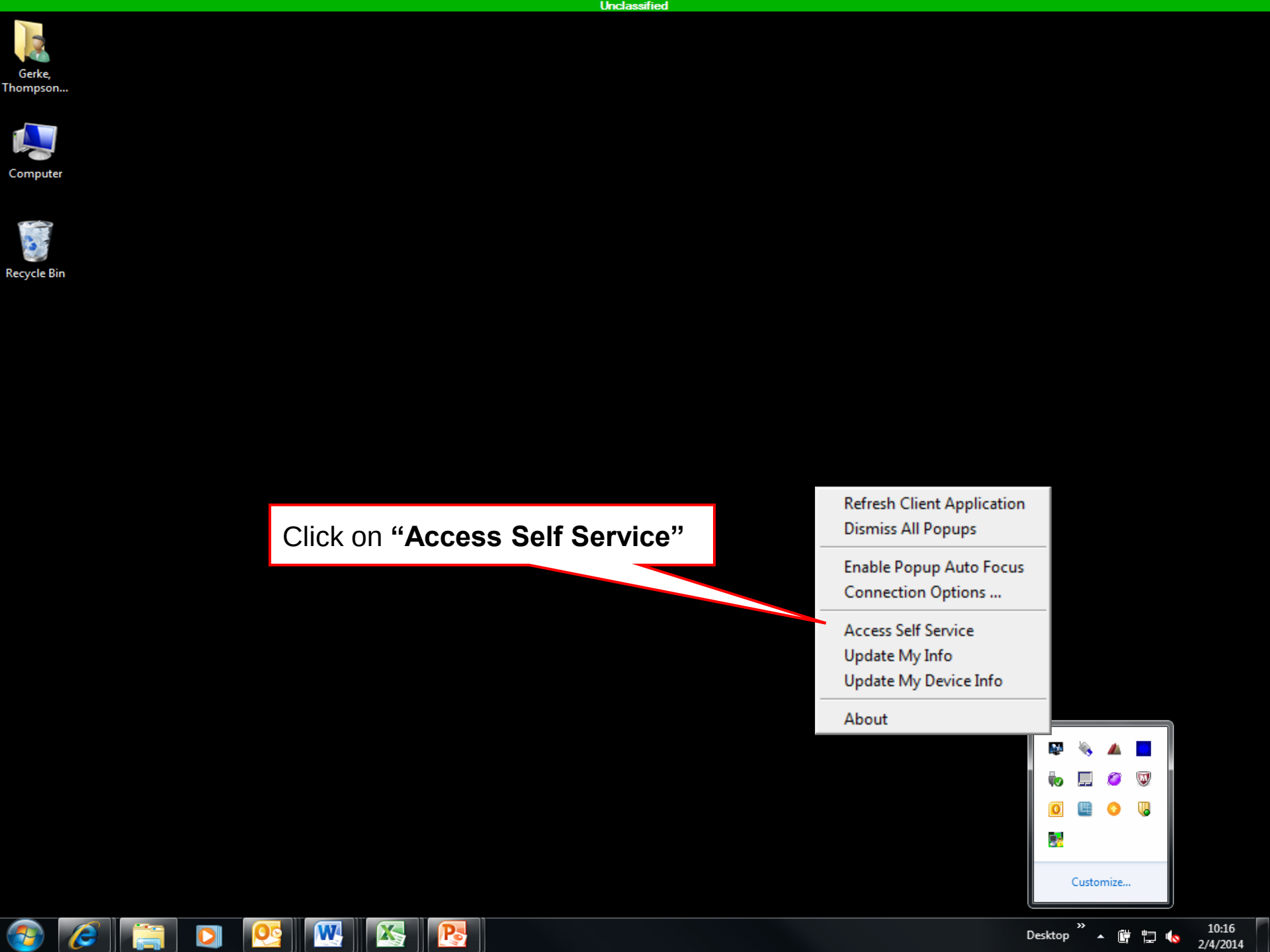
Right-click on the AtHoc purple globe icon in your system tray


My Documents
My Computer (WLWNYD0...
My Network Places
Recycle Bin
Internet Explorer
Lotus Sameti...
1
Archive.pst
Click on “Access Self Service”
Refresh Client Application
Dismiss All Popups
Enable Popup Auto Focus
Connection Options ...
Access Self Service
About
Start
Microsoft Office PowerP...
Self-service :: Devices S...
9:23
Wednesday

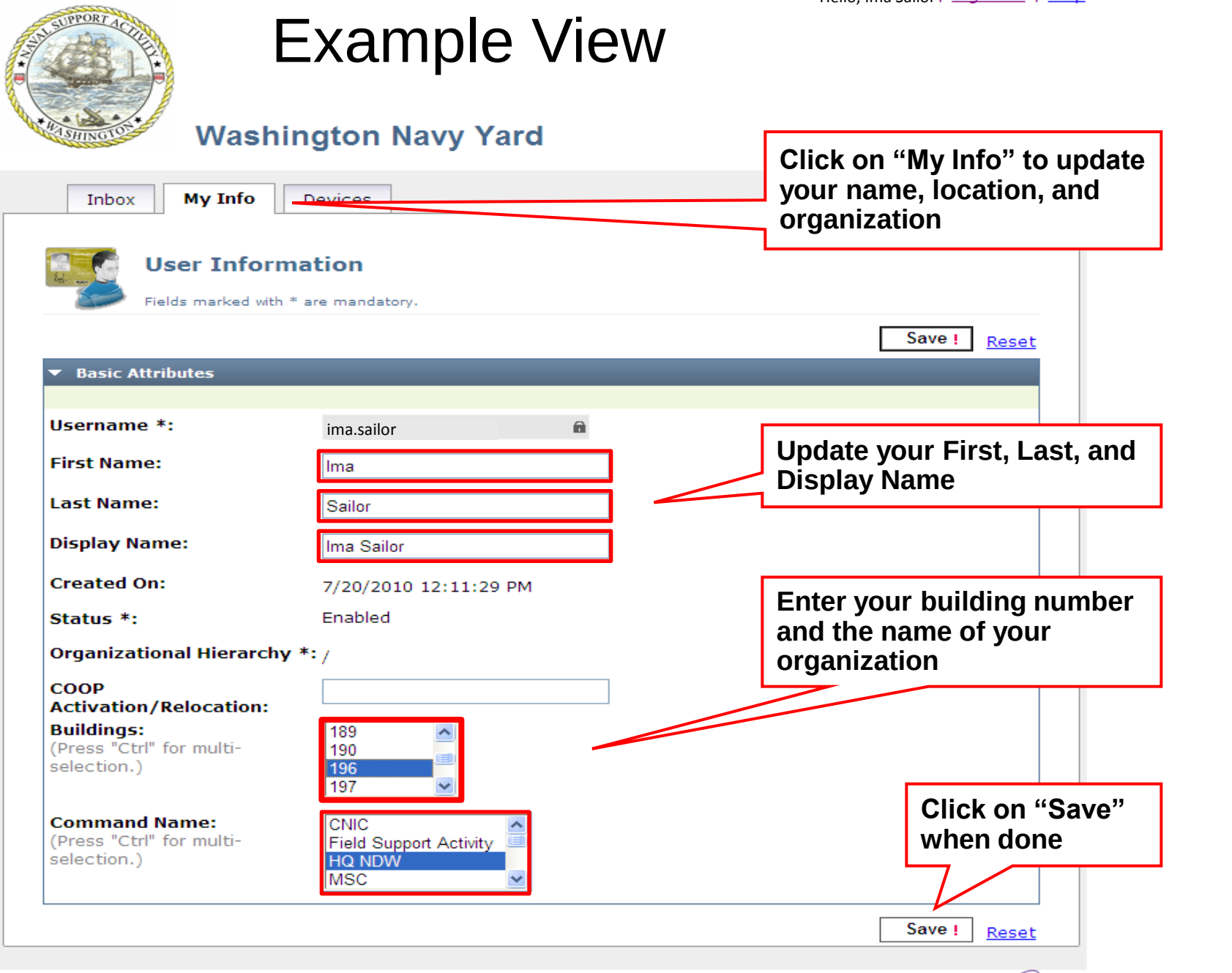
AtHoc Self-service Client Access Instructions for Windows7 Users




Gerke, Thompson...
Computer
Recycle Bin
•Click on the AtHoc purple globe icon in the pop-up box
Customize...
Desktop
10:16
2/4/2014


Gerke, Thompson...
Computer
Recycle Bin
Click on “Access Self Service”
Refresh Client Application
Dismiss All Popups
Enable Popup Auto Focus
Connection Options ...
Access Self Service
Update My Info
Update My Device Info
About
Customize...
Desktop
10:16
2/4/2014

Example View



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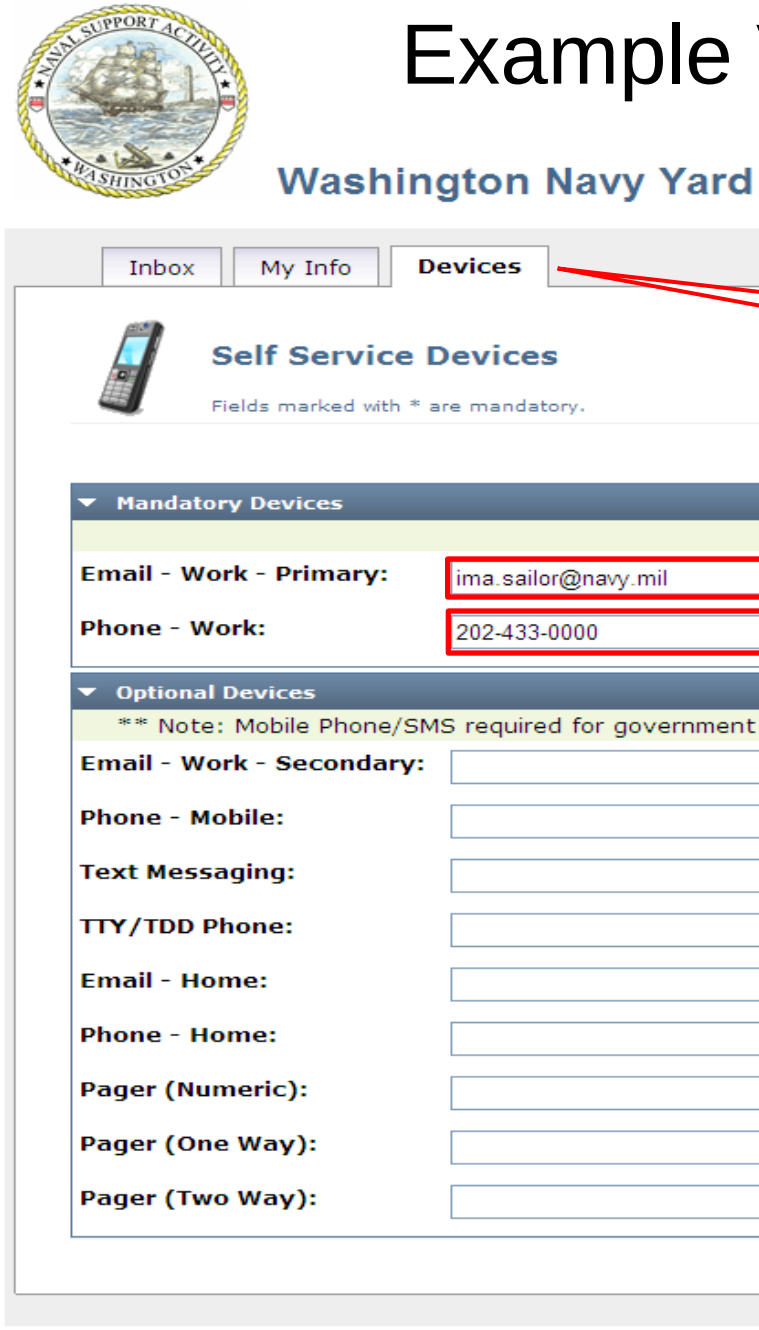
Example View



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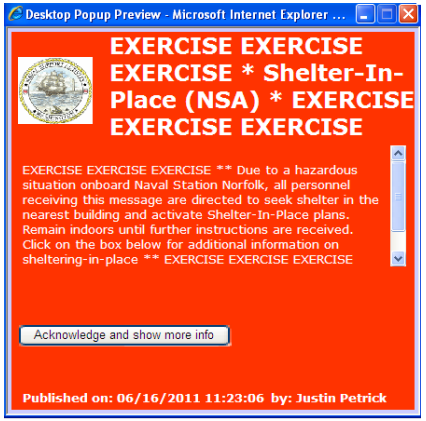
User Experience

- Computer/laptop pop-up alerts:
  - NMCI computers/laptops only
  - User can acknowledge receipt (click on pop-up button)
- Other alerts:
  - Telephonic
    - User can acknowledge receipt (if call is answered)
    - User can receive, but not acknowledge voicemail message
  - Email, Text, & Pager
    - User cannot directly acknowledge receipt
- Sender dictates alert delivery means
- Alerting cycle stops once alert is acknowledged
- Registered users can change contact information anytime
- Personally identifiable information (PII) is safeguarded
- NDW WAAN is not used to publish routine administrative information



Information & Assistance

- NDW WAAN webpage:
  http://www.cnic.navy.mil/ndw/about/waan/index.htm
- Contact your supervisor regarding WAAN registration policy and applicability
- Contact the NMCI Service Desk (866) 843-6624
  - Network connectivity
- Contact the CNIC IT Support Center (888) 264-4255
  - AtHoc connectivity, i.e., no icon ( ) displayed on computer screen
  - AtHoc icon displays, but “greyed out” ( )
  - AtHoc Self-service Client functionality
  - Data entry questions
  - AtHoc profile data loss