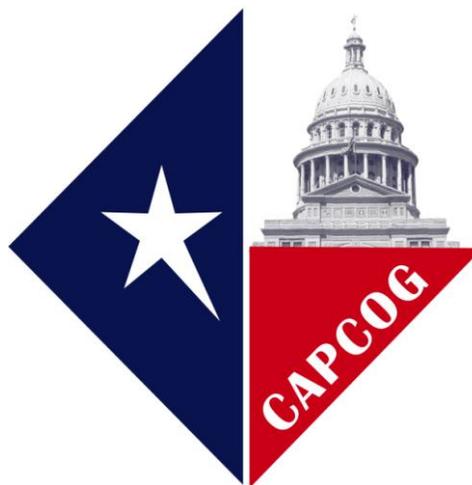


**Capital Area Council of Governments
(CAPCOG)**

Emergency Notification System

Training for Certified Users
Instructor Guide

June, 2011



This training course was developed by the Capital Area Council of Governments (CAPCOG) to support continuous training on the appropriate use of the Emergency Notification System (ENS).

Comments concerning this course should be addressed to:

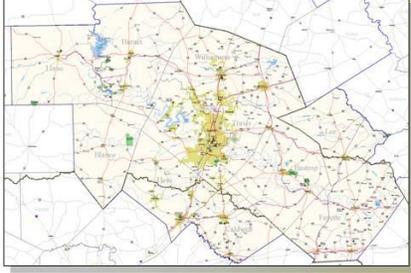
CAPCOG
Homeland Security Division
6800 Burleson Road Bldg. 310, Suite 165
Austin, TX 78744

or
(512) 916-6035

or
eschaefer@capcog.org

Instructor Guide
CAPCOG Emergency Notification System (ENS)

ACTION	
	<p><u>TITLE</u></p> <p>Emergency Notification System (ENS) Training for Certified Users: Instructor Guide</p>
	<p><u>ESTIMATED COMPLETION TIME</u></p> <p>Five Hours</p>
	<p><u>PREREQUISITE INSTRUCTIONAL MATERIAL</u></p> <p>Review to be certain that you have the following:</p> <ol style="list-style-type: none"> 1. Sign-in sheet 2. Computers with Internet Explorer for instructor and students 3. Internet access 4. PowerPoint Setup 5. ENS Handouts (hardcopy of PowerPoint presentation (PPT), CAPCOG ENS Policies and Procedures, FAQs document, GeoCast quick reference guide, Communicator!NXT quick reference guide, ENS Nondisclosure Agreement) 6. ENS user manual 7. ENS login credentials
	<p><u>PREREQUISITES</u></p> <p>Basic Telecommunications Course (911 Basic)—Preferred ENS Certified Users training—Required</p>
	<p><u>TARGET AUDIENCES</u></p> <p>This course is intended to ground users and authorizing individuals in appropriate use of CAPCOG ENS as determined by policies, procedures and the law and to teach all potential users how to use the system effectively. Potential ENS users are dispatcher supervisors, dispatchers, or emergency management personnel; other users may include anyone who may need to input or access public warning systems during an emergency as deemed by city or county officials or public safety officials in a CAPCOG jurisdiction.</p>

<p>ACTION</p> <p>DISPLAY</p>	<p>Slide 1 – Introduction</p> <div data-bbox="472 310 1289 919" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p><ul style="list-style-type: none">• Overview of ENS• Policies & Procedures• Communicator! NXT• GeoCast Web</div>
<p>INTRODUCE</p>	<p>Introduce yourself and topic. Inform students of any additional requirements, rules, location of restrooms, approximate length of the course, breaks, etc.</p> <p>Have students introduce themselves, the nature of their expertise and what they expect to gain from this course.</p> <p>Motivate students to learn. Tie “motivation” in with lesson.</p> <p>Encourage active participation</p>
<p>REFER</p>	<p>Refer students to the CAPCOG PowerPoint handout that allows for note taking.</p>
<p>EXPLAIN</p>	<ol style="list-style-type: none">1. Breaks will be provided approximately every hour2. First part of the course will include PowerPoint3. Majority of the lesson is online demonstration and will require active participation by the students

ACTION	
DISCUSS	<p><u>COURSE STRUCTURE</u></p> <p>Objective 1 – Overview of ENS - Provide general description of the purpose, history, function and benefits of ENS</p> <p>Objective 2 – Policies and Procedures – Use of the ENS requires formal agreement by all parties to abide by set policies. Here, we will discuss appropriate use of ENS, activation of the system, and protections for the 9-1-1 database.</p> <p>Objectives 3 & 4 – Overview of the two components of the CAPCOG ENS – Communicator NXT! and GeoCast Web.</p> <ul style="list-style-type: none">➤ Communicator NXT! – This section will cover the basics of Communicator NXT! (for notifying specific groups of people maintained in the database). Focus on general usage of Communicator NXT!. Instructors will incorporate demonstration with the lecture, but students will also be provided some time to participate in a hands-on, instructor-guided demonstration of building, editing, and activating Communicator.➤ GeoCast Web – This section will cover the basics of GeoCast (web-based system for notifying a geographically targeted area). Focus on general usage of GeoCast Web. Instructors will incorporate demonstration with the lecture, but students will also be provided some time to participate in a hands-on, instructor-guided demonstration of building, editing, and activating GeoCast. <p>Questions/Comments – Time is available at the end of class to address any outstanding questions or concerns in the audience.</p>

ACTION	
DISPLAY	<p>Slide 2 – Overview</p> <div data-bbox="472 306 1289 919" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">CAPCOG Emergency Notification System Overview</p> <p>Overview</p> <p>In 2004, CAPCOG used homeland security grant funds to purchase a regional Emergency Notification System (ENS) for the 10-county area (Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson).</p> <p>This type of system uses a "reverse dialing" telephone method to notify communities or public safety forces of critical emergency information in situations where property or human life is in danger.</p>  </div>
DISCUSS	<p>ENS is a web-based program to enhance emergency communications with agency personnel and the public, designed for use throughout the CAPCOG region. ENS allows for 69 simultaneous calls – a typical activation could contact 2,070 people in 30 minutes. ENS also has the ability to contact individuals through voice, email, pagers – simultaneously.</p>
DISPLAY	<p>Slides 3 & 4 – Overview (continued)</p> <p>Our regional ENS has two applications:</p>

ACTION

**CAPCOG Emergency Notification System
Overview**

ENS consists of two web-based applications including Communicator!NXT and GeoCast Web.



- **Communicator! NXT** – A database-driven application that allows users to automatically notify staff, officials, or other set groups through phone (including cell phone), e-mail, and alpha-numeric paging



- **GeoCast** - A geographic information system (GIS)-based application used to notify a targeted group within a specific geographic area



**CAPCOG Emergency Notification System
Overview**

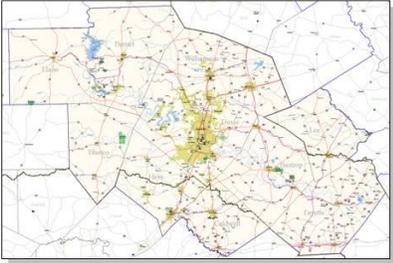
The difference between the two systems:

- ***Communicator! NXT notifies first responders***
- ***GeoCast Web notifies the public via the region's 9-1-1 and cellular telephone database***



DISCUSS

Communicator NXT! is based on contacts you create in the database, and the GeoCast Web is based on the 9-1-1 database and cell numbers as part of the cell phone registration process. There are privacy restrictions on the uses of the 9-1-1 data – in state law. Because of this, and the multiple jurisdictions that use ENS, we have set out specific policies and procedures as guidance.

ACTION	
DISPLAY	<p>Slides 5 – Overview</p> <div data-bbox="472 310 1287 919" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">CAPCOG Emergency Notification System Overview</p><p>Local administration of GeoCast Web is based in jurisdictions with Public Safety Answering Points (PSAPs) and therefore is available for use across the CAPCOG region.</p><div data-bbox="781 579 1174 842" style="text-align: center;"></div><div data-bbox="1208 842 1273 905" style="text-align: right;"></div></div>
DISCUSS	<p>GeoCast Web is specifically used by PSAPs as there are privacy restrictions on the uses of the 9-1-1 data – in state law.</p>
DISPLAY	<p>Slide 6 – Policies and Procedures</p> <div data-bbox="472 1161 1287 1770" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p><h3 style="text-align: center;">Policies & Procedures</h3><ul style="list-style-type: none">• Identify appropriate use of the ENS• Define Participating Jurisdictions• Define Authorizing Individual• Define Certified User• Identify responsibilities of all ENS players• Identify protocols<div data-bbox="1208 1696 1273 1759" style="text-align: right;"></div></div>
DISCUSS	<p>In this section, we will discuss the appropriate use of ENS, who may Authorize activation of the system, who are the Users who edit, update, and activate ENS, and what the responsibilities are for jurisdictions, users, and CAPCOG.</p>

ACTION	
DISPLAY	<p>Slide 7 – ENS Use</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>ENS Use</p> <p>GeoCast Web - Defined as warning or alerting citizens regarding information in an emergency situation where property or human life is in jeopardy.</p> <p>Communicator! NXT - Defined as notifications to members of the participating jurisdictions' contact list for emergency events.</p> <p>Both GeoCast Web and CommunicatorNXT can be used for emergency preparedness training and exercises, and testing of the system.</p> <p>ENS's <i>purpose</i> is to provide critical notification to public safety forces or the community or both.</p>  </div>
DISCUSS	<p>ENS is a tool that has been implemented to meet the needs of the CAPCOG region.</p> <p>Because the GeoCast Web application uses regional 9-1-1 data, use of it must comply with the Commission on State Emergency Communications rules for 9-1-1 database information – which can be used for warnings to citizens if the situation is a hazard to the public (property or human life is in jeopardy). Examples include boil water notices, shelter-in-place advisories, and evacuations.</p> <p>Communicator! NXT is not as restrictive since it does not use the 9-1-1 database. It can be used for notify contacts for emergency events such as inclement weather that affects staffing, and activation of emergency response teams.</p> <p>Remember ENS can ONLY be used to notify personnel or the public of an emergency or hazardous situation. ENS cannot be used for board meetings, upcoming elections, trainings, or other informational messages intended to advise the public of a potential hazard but not requiring action on the part of the person notified.</p> <p>Use of the system for testing and emergency preparedness training and exercises are allowed.</p>

ACTION	
DISPLAY	<p>Slide 8 – Participating Jurisdictions</p> <div data-bbox="472 306 1289 919" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p><h3 style="text-align: center;">Participating Jurisdictions</h3><p>GeoCast Web – Refers only to jurisdictions with managing control of a Public Safety Answering Point (PSAP) are eligible to use this application. Includes PSAP personnel or employees and officials of additional departments of eligible jurisdictions.</p><p>Communicator! NXT – Refers to any jurisdiction eligible to use GeoCast Web and other organizations that actively participate in the emergency management or emergency response activities of CAPCOG-member jurisdictions. Other organizations must be endorsed in writing by the chief elected official or emergency management coordinator.</p></div>
DISCUSS	<p>GeoCast Web - Due to restrictions on the use of the 9-1-1 database, only jurisdictions with managing control of a PSAP can use GeoCast Web. Employees and officials of additional departments of eligible jurisdictions, such as emergency management coordinators or other emergency response personnel may be granted login credentials in order to activate the system.</p> <p>Communicator! NXT – Types of organizations that can use this system are emergency services districts, school districts, and hospitals. They must participate in an annual fee for the ongoing costs of maintaining the system.</p>

ACTION	
DISPLAY	<p>Slide 9 – Authorizing Individual</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What is an Authorizing Individual?</p> <p>Refers to a (1) a CAPCOG county judge, county sheriff, and/or county emergency management coordinator; city mayor or city manager; police chief or fire chief of a jurisdiction with managing control of a Public Safety Answering Point (PSAP); (2) the Lower Colorado River Authority (LCRA) Emergency Management Coordinator; or (3) an individual designated in writing by an Authorizing Individual identified in clause (1).</p> <p>The Authorizing Individual has the authority to direct a Certified User to activate the ENS.</p>  </div>
DISCUSS	<p>In the CAPCOG system, we primarily focus control of the ENS, particularly GeoCast Web, within PSAPs (Public Safety Answering Points) which means that users of ENS are typically jurisdictions with managing control of a PSAP. However, Communicator! NXT can be used by other organizations. User jurisdictions share in a proportion of the annual operating cost of the system.</p> <p>Who may authorize users to activate the system? Authorizing Individuals are key to protecting and securing the ENS system. The folks who are Authorizing Individuals for our (city/county/district) are (list here) – these are the only ones who can instruct us to activate the warning system.</p>

<p>ACTION</p>	
<p>DISPLAY</p>	<p>Slide 10: Certified User</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What is a Certified User?</p> <p>An individual who has been designated by an Authorizing Individual as someone who has permission to activate the ENS and has satisfactorily completed the training curriculum prescribed by CAPCOG for accessing and activating the ENS.</p> <p>An Authorizing Individual may choose to become a Certified User</p>  </div>
<p>DISCUSS</p>	<p>Every user must be trained on the ENS so that we can ensure that the policies and procedures are adhered to. Certified Users are typically PSAP personnel, but may include officials who are also Authorizing Individuals or emergency management coordinators or other public safety personnel.</p>
<p>DISPLAY</p>	<p>Slide 11: Responsibilities of the Jurisdiction</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What are the Jurisdiction's responsibilities?</p> <ul style="list-style-type: none"> • Designate a single point of contact for CAPCOG • Maintain an up-to-date roster of all Authorizing Individuals • Maintain an up-to-date roster of all Certified Users • Protect and limit the use of the assigned user name and password • Ensure that Certified Users are available or on-call during each shift and complete annual training • Test the system  </div>
<p>DISCUSS</p>	<p>The jurisdiction has specific responsibilities to the region for using the system. In addition, no jurisdiction modifies, removes, or adds to another jurisdiction's information in ENS!</p>

ACTION	
DISPLAY	<p>Slide 12: Responsibilities of the Authorizing Individual</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What are the Authorizing Individuals' responsibilities?</p> <ul style="list-style-type: none"> • Ensure that access to and activation of the ENS is limited to Certified Users • Protect and limit the use of the assigned user names and passwords • Protect the confidentiality of addressing databases and of information furnished by 9-1-1 database providers  </div>
DISCUSS	<p>Authorizing Individuals are key to protecting and securing the ENS system. The folks who are Authorizing Individuals for our (city/county/district) are (list here) – these are the only ones who can instruct us to activate the warning system. They are generally the individuals who are decision-makers when declaring an emergency in our area.</p>
DISPLAY	<p>Slide 13: Responsibilities of Certified User</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What are the Certified User's responsibilities?</p> <ul style="list-style-type: none"> • Protect the confidentiality of 9-1-1 addressing databases and of information furnished by 9-1-1 database providers. • Comply with naming conventions set forth by CAPCOG. • Sign and date Nondisclosure Agreement and provide to CAPCOG staff.  </div>

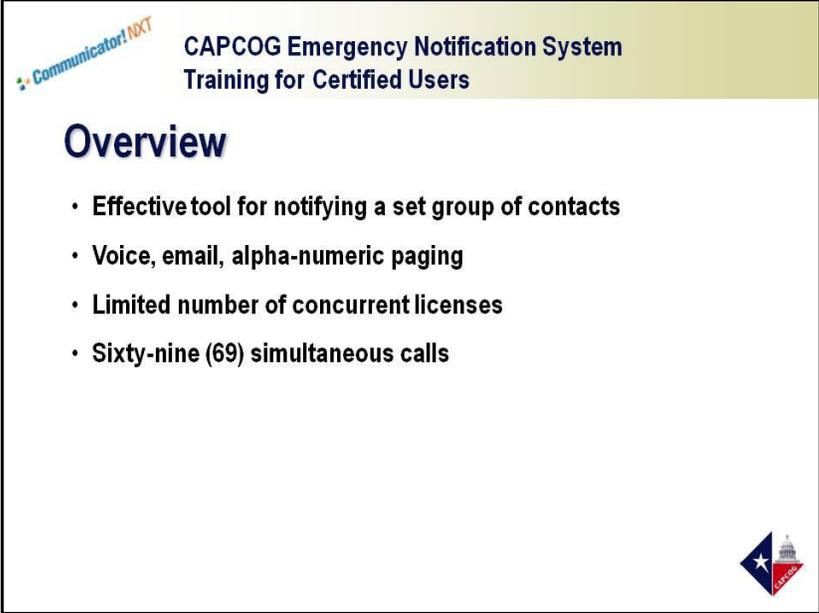
ACTION	
DISCUSS	<p>This is you – the actual User of the ENS. Let’s go over your responsibilities: The 9-1-1 database is private information which must be protected by the User when using GeoCast Web. Each person that will activate ENS needs to become a Certified User. You must attend training and must sign and return the Nondisclosure Agreement to CAPCOG staff. Eligible jurisdictions must use the specific jurisdictional naming conventions including User IDs and Scenario IDs that are provided by CAPCOG staff.</p>
DISPLAY	<p>Slide 14: Responsibilities of CAPCOG</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>What are CAPCOG’s responsibilities?</p> <ul style="list-style-type: none"> • Verify the accuracy of Authorizing Individual and Certified User rosters with the ENS point of contact (POC) at least quarterly • Provide updated login credentials to each jurisdiction's POC • Conduct routine maintenance and service operations on the system • Provide training for all Certified Users • Provide technical and procedural guidance for ENS use and administration • Provide a contact list for CAPCOG Staff <p style="text-align: center;">http://www.capcog.org/divisions/homeland-security/ens-docs/</p>  </div>
DISCUSS	<p>CAPCOG is the regional administrator for our ENS system – they provide the passwords and access, house the servers and provide maintenance on the hardware, and provide help and training to the users. If you have any questions about procedures, forms, or have any trouble with the ENS, you should contact CAPCOG.</p>
DISPLAY	Slide 15: Protocols for ENS

ACTION	<div style="text-align: center; background-color: #d9ead3; padding: 5px;"> <p>CAPCOG Emergency Notification System Policies & Procedures</p> </div> <p>Protocols</p> <p>To facilitate the use of ENS applications by multiple jurisdictions, Certified Users <u>must</u> follow these protocols:</p> <ul style="list-style-type: none"> • Contacts shall be assigned a numerical User ID from a range of numbers provided by CAPCOG • Scenarios shall be assigned a numerical Scenario ID from a range of numbers provided by CAPCOG • Scenarios, Messages, Groups, and Custom Field information shall be preceded by the name of the jurisdiction 
DISCUSS	<p>In order to keep the information in ENS identifiable, CAPCOG created standards for the system. We must use the appropriate naming conventions as outlined in the Memo on ENS standards.</p>
DISPLAY	<div style="text-align: center; background-color: #d9ead3; padding: 5px;"> <p>CAPCOG Emergency Notification System Policies & Procedures</p> </div> <p>Slide 16: Testing at the PSAP</p> <p>When using the ENS, each PSAP <u>must</u>:</p> <ul style="list-style-type: none"> • Test Communicator! NXT program at least once a month <ul style="list-style-type: none"> – Include a minimum of one defined group – Parameters and results must be logged • Test the GeoCast Web program at least once a month <ul style="list-style-type: none"> – Include a minimum of 10 but not more than 25 data points – Test with different data points each month <p><i>Test Activity Logs should remain on-site and available for review during the annual 9-1-1 monitoring visit</i></p> 
DISCUSS	<p>Here at our PSAP, we must test the ENS regularly. This is not only to make sure all the technical parts work, but to ensure that we periodically use the system and know our way around as users.</p>
DISPLAY	<p>Slide 17: Funding for ENS</p>

<p>ACTION</p>	<p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>How is ENS funded?</p> <ul style="list-style-type: none"> • CAPCOG will utilize Homeland Security Grant Program funds for operation, maintenance, and enhancement costs as long as such funds are available. • Monthly recurring costs for telephone service are allocated to participating jurisdictions and organizations through yearly letter agreements. • Additional costs may be incurred by a jurisdictions should the "DCC Mass Call" option be used. 
<p>DISCUSS</p>	<p>CAPCOG will continue to use Homeland Security Grant Program funds as long as they are available. A participating jurisdiction like us provides an annual fee in order to pay for the telephone lines associated with ENS.</p>
<p>DISPLAY</p>	<p>Slide 18: Summary on ENS Policies</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">CAPCOG Emergency Notification System Policies & Procedures</p> <p>Summary</p>   </div>
<p>DISCUSS</p>	<p><i>Instructor should walk through a process of review and summary, such as:</i></p>

Instructor Guide
CAPCOG Emergency Notification System (ENS)

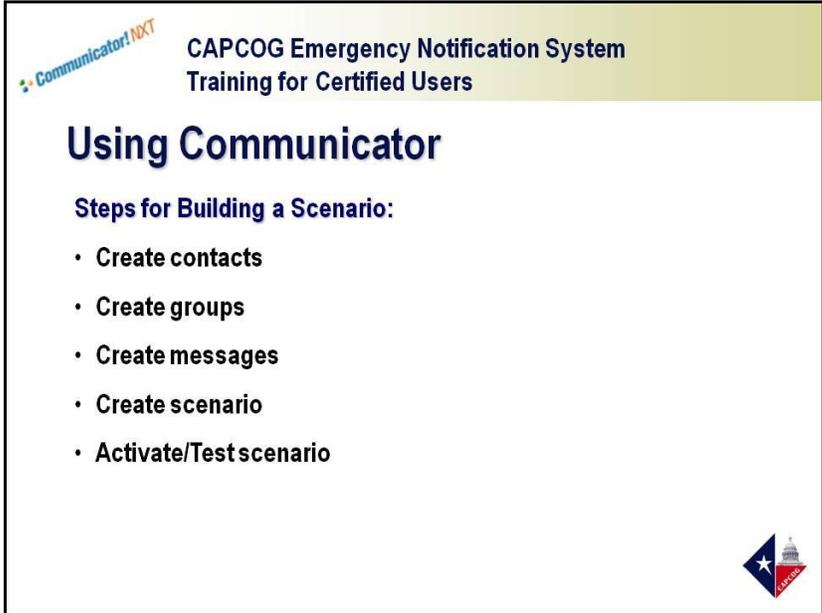
ACTION	
	<p>Here are the highpoints of what we have learned so far:</p> <ul style="list-style-type: none">• What is the difference between GeoCast Web and Communicator! NXT? <i>(GeoCast Web uses the 9-1-1 database and cellular phone registry information to notify the public. Users create contacts in Communicator! NXT for notification.)</i>• ENS can be used when? <i>(To notify public safety personnel or the public of an emergency or hazardous situation, with the exception to testing of the system or using during training and exercises.)</i>• Who are Authorizing Individuals? <i>(your local elected official, EMC, city manager, police or fire chief, or person designated by them)</i>• What are some of the responsibilities of Certified Users? <i>(Get training, use proper naming conventions, protect the confidentiality of the 9-1-1 database and sign the Nondisclosure Agreement, complete the paperwork for any activation, test, or problem with the system)</i>• What are some of the responsibilities of our jurisdiction? <i>(Designate a POC, maintain a current roster of Authorizing Individuals and Users, limit the use of user names and passwords, test the system monthly)</i>• What is CAPCOG's role in ENS? <i>(Maintain records for POCs and Authorizing Individuals, house and maintain the hardware, provide forms, provide assistance to users, and provide training)</i> <p>Next we will talk through and demonstrate the two components of ENS: Communicator! NXT and GeoCast Web</p>
DISPLAY	Slide 19: Communicator! NXT

<p>ACTION</p>	<div style="text-align: center;"> <p>CAPCOG Emergency Notification System Communicator! NXT</p> <ul style="list-style-type: none"> • Overview of Communicator! NXT • Define Security Users • Define CAPCOG Role • Identify PSAP Responsibility • Using Communicator! NXT <p><i>Steps in Building a Scenario</i></p>   </div>
<p>DISCUSS</p>	<p>In this section, we will discuss Communicator! NXT – an effective tool for notifying a group of people as entered into database by the Certified User. We’ll go through some definitions and responsibilities listed here, and practice using the system with an online demonstration.</p>
<p>DISPLAY</p>	<div style="text-align: center;"> <p>Slide 20: Communicator! NXT Overview</p>   </div>
<p>DISCUSS</p>	<p>Communicator NXT is a database that we develop. We can create and</p>

<p>ACTION</p>	<p>customize contacts in the database prior to sending an emergency notification – so rather than a message for the general population, this component of ENS is used to contact a group we define ahead of time. Examples would be folks living on the lake (notify them of dam releases) or groups of public safety personnel. (name some for your jurisdiction).</p> <p>Communicator can make contact by phone (including cell phone), email, and/or pager - you can use one method or several to ensure receipt of the message. You can have a pre-recorded message or type in the text for a new message.</p> <p>There are only five licensed seats available, therefore you must log out of ENS if you are not using the system. CAPCOG will be able to identify who is logged onto ENS.</p> <p>ENS can make 69 simultaneous calls and contact approximately 2070 people in 30 minutes.</p>
<p>DISPLAY</p>	<p>Slide 21: Types of Users in Communicator</p> <div data-bbox="467 982 1289 1598" style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">Security Users (Certified Users)</h3> <ul style="list-style-type: none"> • Administrator <ul style="list-style-type: none"> – CAPCOG role – can perform all functions • Creator <ul style="list-style-type: none"> – Authority to manage their own scenarios, groups, and messages, including view, add, edit, modify, and delete • User <ul style="list-style-type: none"> – Granted permissions to perform select tasks – may view, modify, start, and stop scenarios, but unable to create scenarios, messages, or groups • Roster User (NOTE: NOT USED AT CAPCOG) <ul style="list-style-type: none"> – Very limited use  </div>
<p>DISCUSS</p>	<p>Security users in Communicator! NXT are the same as ENS certified users –</p>

<p>ACTION</p>	<p>you. However, there are different levels of access to the database, as listed here – we’ll go through each briefly.</p> <p><i>Instructor should log on to Communicator at this point.</i></p> <p>Most of you here will be given “User” level security, allowing you start and stop set scenarios – and notifying groups in our (city/county/district) for a set response. Some may have Creator level, depending on how we intend to use the system. Roster Users are limited and are not used in the CAPCOG system.</p> <p>Why are there different levels of security? What are our duties as Users on Communicator?</p> <p><i>Instructor should discuss the functions/uses of Communicator for your city/county/district. These should include:</i></p> <p style="padding-left: 40px;"><i>Notifications to responder groups</i></p> <p style="padding-left: 40px;"><i>Notifications on events (release from a dam, road closure, boil water notice, etc.)</i></p> <p style="padding-left: 40px;"><i>Other uses the group can think of...</i></p> <p>Let’s look at the system to go over its structure and what you have access to.</p>
<p>DEMONSTRATE</p>	<p><i>Instructor should open the Security Users tab and identify groups on Communicator that belong to your jurisdiction and note:</i></p> <p>You can see the other jurisdictions’ information on Communicator, but you are not authorized to make any changes to their data or set-up. If you see something in error, please report it to CAPCOG.</p>
<p>DISPLAY</p>	<p>Slide 22: What Does CAPCOG Do on Communicator?</p>

<p>ACTION</p>	<div style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">CAPCOG Role</h3> <ul style="list-style-type: none"> • Regional administration • CAPCOG will issue usernames and passwords for Creators and Users to each agency's Administrative POC for distribution • Develop a separate "Department" for each participating organization  </div>
<p>DISCUSS</p>	<p>CAPCOG is responsible for the regional integrity of the system – they maintain software, keep lists and records on users, change usernames and passwords, keep records on use of the system, and help troubleshoot if there are problems when we test.</p>
<p>DISPLAY</p>	<p>Slide 23: What Are We Required to Do on Communicator NXT?</p> <div style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">PSAP/Organization Responsibilities</h3> <ul style="list-style-type: none"> • Ensure proper training of Creators and Users <ul style="list-style-type: none"> – CAPCOG will continue to provide periodic training • Notify CAPCOG immediately following a change in Certified Users • Do <i>not</i> alter messages or groups assigned to other Departments  </div>
<p>DISCUSS</p>	<p>We have to do our part to secure the system and its use, too – which means</p>

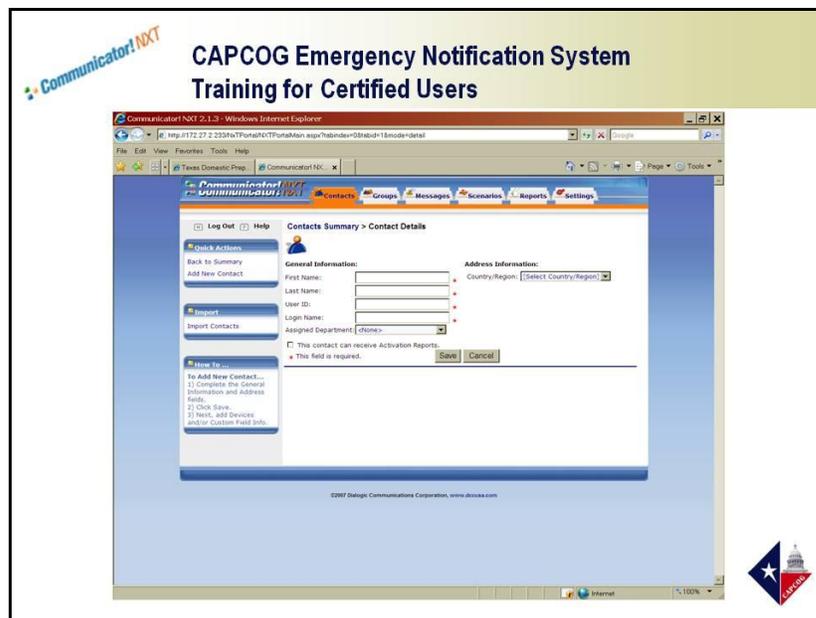
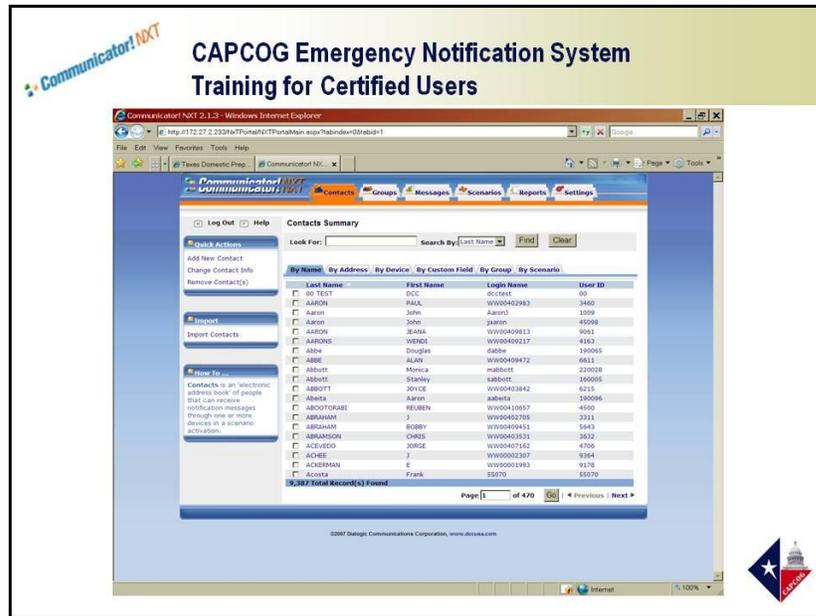
ACTION	
	<p>training and showing Users in our PSAP or organization how to use the system AND how to document what we do. We need to keep CAPCOG up to date on changes in personnel. If we want to change the password, we must contact CAPCOG.</p>
	<p>Slide 24: Steps in Using Communicator! NXT</p>  <p>The screenshot shows a slide with a yellow header containing the text 'CAPCOG Emergency Notification System Training for Certified Users'. Below the header, the title 'Using Communicator' is displayed in a large blue font. Underneath the title, the text 'Steps for Building a Scenario:' is followed by a bulleted list: 'Create contacts', 'Create groups', 'Create messages', 'Create scenario', and 'Activate/Test scenario'. A small logo with a star and the word 'COMMUNICATOR!' is in the bottom right corner of the slide.</p>
DISCUSS	<p>“Scenario” is the event for using Communicator – what, how, and when we would notify a set group of folks through the system.</p> <p><i>Instructor should discuss instances for this jurisdiction.</i></p> <p>The next few slides will walk us through setting up and activating a scenario.</p>
DISPLAY	<p><i>Be sure to demonstrate on the Communicator! NXT System.</i></p> <p>Slide 25: Logging on</p>

<p>ACTION</p>	<div data-bbox="470 247 1291 865" data-label="Image"> </div> <p>Here's the log-on screen. Usernames and passwords are assigned to us by CAPCOG – we are limited on how many and who can access the system. The Company name is “CAPCOG.”</p>
<p>DISPLAY</p>	<div data-bbox="470 1081 1291 1696" data-label="Image"> </div>
<p>DISCUSS & DEMONSTRATE</p>	<p>Contacts is just an address book – very similar to email programs. We enter contact names and information and assign them to groups, depending on the notification they will receive.</p>

ACTION

DISPLAY

Slides 27 & 28:
The Contacts module as it will appear on your screen.



Data entry can be made here. Note that the tabs across the top provide our navigation through the scenario-building process – when complete, you move to the next tab.

Instructor should use the contacts tab and make test entry.

ACTION	
DISPLAY	<p>Slide 29: Creating Groups</p> <div style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">Creating Groups</h3> <ul style="list-style-type: none"> • The second step is to organize your contacts into different categories called “groups” • There are two types of groups that can be added to a scenario <ul style="list-style-type: none"> – Dynamic Groups – Static Groups  </div>
DISCUSS	<p>We organize the contacts into a list, or “Group.” This allows us to use the same people across different scenarios. There are Dynamic Groups and Static Groups, which we’ll go over briefly – this will help explain how the database pulls its information.</p>
DISPLAY	<p>Slide 30: Dynamic Groups</p> <div style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">About Dynamic Groups</h3> <ul style="list-style-type: none"> • Composed of contacts that meet certain criteria (e.g. a search based upon custom fields) • If there are changes made to an individual’s information in the <u>Contacts Module</u>, those changes can affect the Dynamic groups • Dynamic groups may also be affected by adding new contacts and changing group criteria  </div> <p>A Dynamic group is used more because of their function - all EMS supervisors, for example.</p>

ACTION

DISPLAY

Slide 31: Static Groups

Communicator!NXT CAPCOG Emergency Notification System
Training for Certified Users

About Static Groups

- Composed of specific, selected contacts
- These individuals are notified in the same order every time
- This Static group does not change unless someone manually changes it (i.e. adds/deletes contacts in the Static group)

*In a Static group, you are picked by name;
In Dynamic groups, you are picked by category.*

Static Groups could include the city council or commissioner’s court.

Slide 32: How Groups are selected in the Communicator screen.

Instructor should show sample groups on the system.

Communicator!NXT CAPCOG Emergency Notification System
Training for Certified Users

Groups Summary

Group Name	Group Count	Group Type
<input type="checkbox"/> 00 test02	7	Static
<input type="checkbox"/> 00 BCC Test	1	Static
<input type="checkbox"/> 00 nick & chandy	3	Static
<input type="checkbox"/> 00 TCSO CAD hand	7	Dynamic
<input type="checkbox"/> 00 TCSO Rick Chandy	7	Static
<input type="checkbox"/> 00 TEST	6	Static
<input type="checkbox"/> 00 testing 3	7	Static
<input type="checkbox"/> 000 Ed test	1	Static
<input type="checkbox"/> 00TCSO	7	Dynamic
<input type="checkbox"/> 00TCSO2	7	Static
<input type="checkbox"/> 00TCSO3	7	Static
<input type="checkbox"/> 00TRAINING	7	Dynamic
<input type="checkbox"/> 00TRAINING2	7	Static
<input type="checkbox"/> Austin CERT	371	Dynamic
<input type="checkbox"/> Austin OEN post	2	Static
<input type="checkbox"/> Austin OEN 1g	2	Static
<input type="checkbox"/> Austin OEN Max Technician All	71	Dynamic
<input type="checkbox"/> AustinVFD HRI Capt	11	Dynamic
<input type="checkbox"/> AustinVFD HRI Lt	10	Dynamic
<input type="checkbox"/> AustinVFD Water Deployment	40	Static

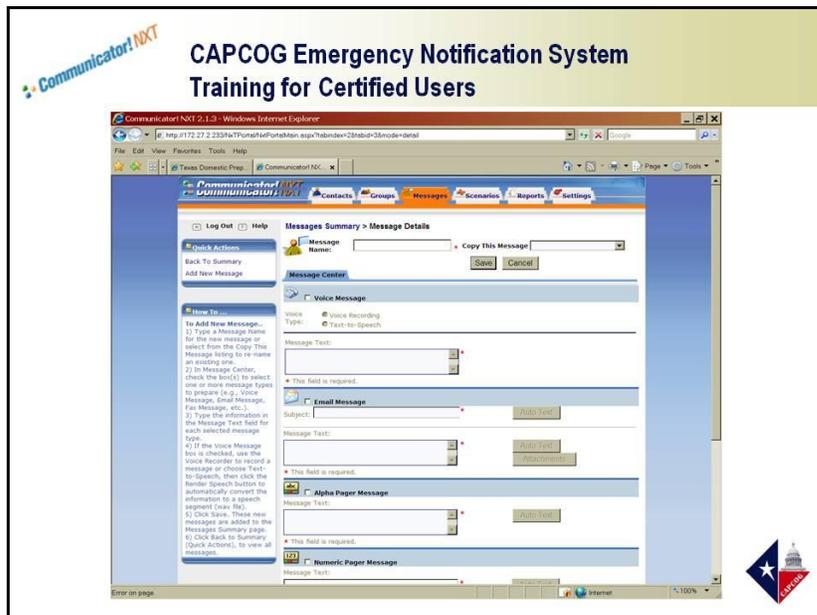
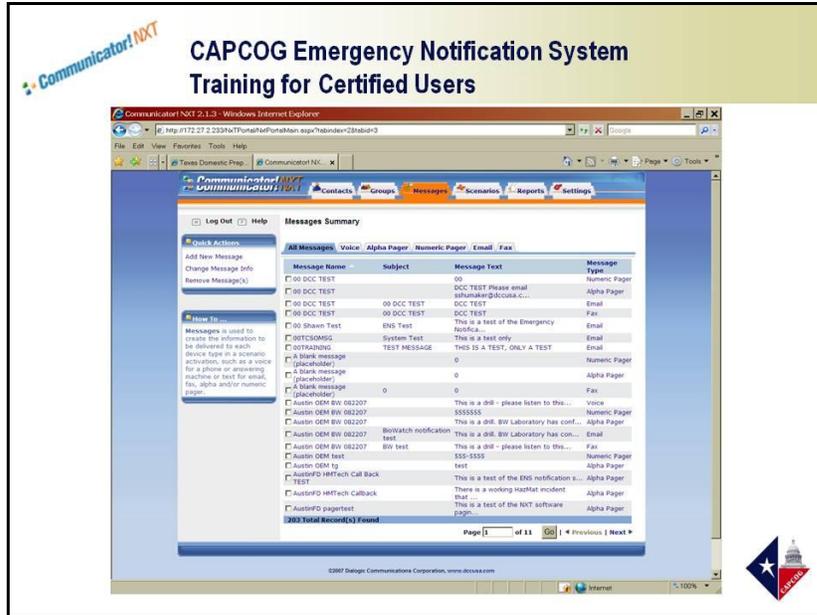
132 Total Records Found

ACTION	
DISPLAY	<p>Slide 33: Creating Messages</p> <div data-bbox="472 306 1289 919" style="border: 1px solid black; padding: 10px;"><p> CAPCOG Emergency Notification System Training for Certified Users</p><h3 style="text-align: center;">Creating Messages</h3><ul style="list-style-type: none">• Messages are created for each device type (i.e. email, phone, and pager)• Can be recorded or text-to-voice• Delivered during the scenario activation to contacts</div> <p>On the Messages tab, you will find how we can create whatever the message is – this can be recorded with a simple computer mic, if you have one, or you can type in the message and use the text-to-voice feature. Be sure to always listen to your message playback – you want it clear and pronounced correctly. Text-to-voice will require some phonetic changes for geographic names (Bastrop, for example, must be typed in as “Bass-drop” to sound right).</p>
DISCUSS & DEMONSTRATE	<p><i>Instructor should type in and playback a sample message.</i></p> <ul style="list-style-type: none">• Important elements to your message:• Identify the city/county/jurisdiction/organization.• State the nature of the emergency.• Provide instructions on what to do next and where to call for more information.• Say goodbye or some other sign off so they know the message is complete. <p>20-30 seconds is probably all that you need to use. There are sample messages provided in the Communicator! NXT Users Manual. When we get to building a scenario, you will also see different options for delivering the message – requiring a response from the individual, or a callback.</p>

ACTION

DISPLAY

Slides 34 & 35: Message tab as it will appear on your Communicator screen



You can pre-record and store a number of messages that you may wish to use repeatedly, such as an activation of an emergency response team, a boil-water notice, or dam release. Remember to store a test message so that you can test the system monthly.

ACTION

DISPLAY

Slide 36: Create the Scenario

Communicator!NXT

CAPCOG Emergency Notification System Training for Certified Users

Create the Scenario

- *A scenario is a saved set of parameters, bringing together all the information needed to contact individuals in a defined situation*

WHO

Group A Group B Group C

WHAT

This is an emergency message from the Communicator!

555-122-5555

Send or SMS

Send or Fax Message

WHERE

Mobile Phone PDA Pager Fax

WHEN

- Once Activated or On a Schedule
- Try X devices X number of times
- Call everyone
- Emergency
- Call everyone until a certain number can respond
- Stop after X minutes, X hours

HOW

Communicator!NXT

WHY

DISCUSS

Scenarios can be created to cover a number of situations. Once we have created our contacts, assigned individuals to groups, and created messages we want delivered, then we have the necessary pieces to create a scenario.

Instructor to note:

Who – groups of individuals to contact

What – the message to deliver

Where – the device – phone, pda, fax, email, pager

When – start, duration, stop, pre-scheduled or hand activated

How – Communicator!NXT

Why – the incident

ACTION

DISPLAY

Slide 37: Create the Scenario (continued)

Communicator!NXT
CAPCOG Emergency Notification System
Training for Certified Users

Create the Scenario

- **Name** – The name of the scenario should be descriptive so that you can find it quickly when needed.
- **ID Number** – Important if you want to activate the scenario by phone.
- **Duration** – How long will ENS actively contact individuals and accept incoming responses?
- **Priority** – Gauges the allocation of system resources.
- **Number of Attempts/Delay** – How many times to try calling an individual and how long between calls?
- **Group(s)** – Who will be called?
- **Devices** – Contact can be made by voice (home, work or cell phone) pager, or email.



DISCUSS

Before creating a scenario, you should ask yourself about these items. On the scenarios tab, we will need to make choices about each of these, depending on the particular scenario.

One note: You can contact more than one group in any scenario, but if a group needs a different message, you must create a new scenario.

DISPLAY

Slide 38: Scenario tab as it will appear on your Communicator screen

Communicator!NXT
CAPCOG Emergency Notification System
Training for Certified Users

Scenarios Summary

Scenario Name	Scenario ID	Last Started	Status	Result
00 DCC TEST	00	3/2/2007 11:18:49 AM	Completed	All Qualified
00 Self Test	912	8/28/2007 3:06:04 PM		
00Scenarios	912	4/2/2007 5:14:40 PM		
00TRAINING	957			
Austin BYV modification	2821	8/22/2007 3:52:31 PM		
Austin BYV test	2822	8/22/2007 2:48:37 PM		
Austin CERT	2803	6/28/2007 2:33:49 PM		
Austin OEM	2811			
Austin OEM tg	2811	3/8/2007 2:31:28 PM		
AustinFD Waterload Tech Callback	2901	11/2/2006 3:26:44 PM		
AustinFD Waterload Deployment	2902	10/14/2006 10:14:49 AM		
AustinFDCommandSoftest	3004	7/4/2006 6:00:30 PM		
AustinFDonguserstest	2810	10/31/2006 3:14:50 PM		
Buchanan, Wirtz, Max State Dam	1506	6/18/2007 6:06:04 PM		
Burnet Co- Emergency Preparedness	1502	2/18/2007 1:21:18 PM		
Burnet Co-Flooding 6-27-07	1507	6/27/2007 9:39:39 AM		
Burnet SO Buchanan Generator Sta...	1505	6/17/2007 1:15:17 PM		
Burnet SO Flood Notification	1503	5/25/2007 9:05:45 PM		
Burnet SO Lake Buchanan Ring W...	1504	5/26/2007 3:13:24 PM		
Burnet SO Test Message	1501	2/14/2007 9:29:51 AM		

70 Total Record(s) Found

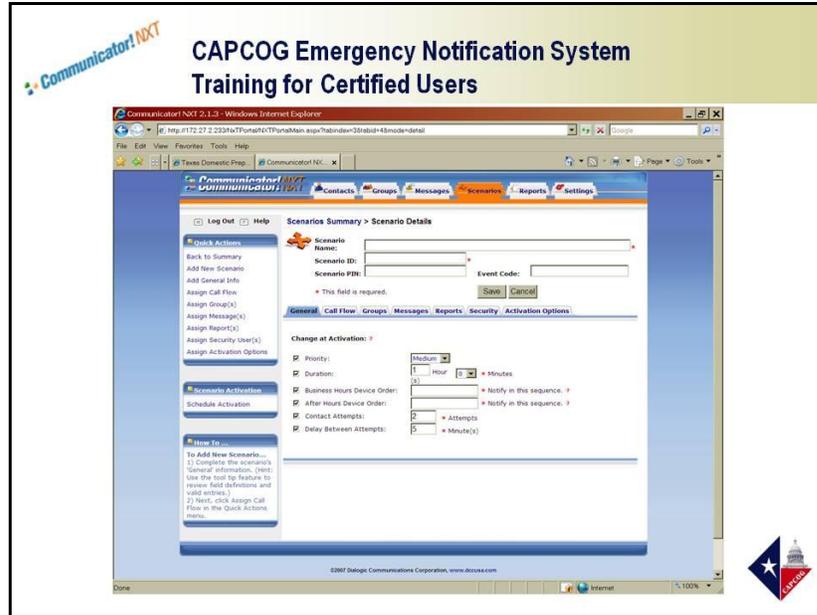
Page 1 of 4 | Previous | Next



ACTION

DISPLAY

Slide 39: Scenario tab as it will appear on your Communicator screen (continued)



DISCUSS & DEMONSTRATE

The Scenario is where it all comes together – the group, the message, the timing of notifications. Most of the questions we need to address to set up the scenario are on the General page. Note: When selecting devices, emails should always go first – they are fast and do not require a confirmation.

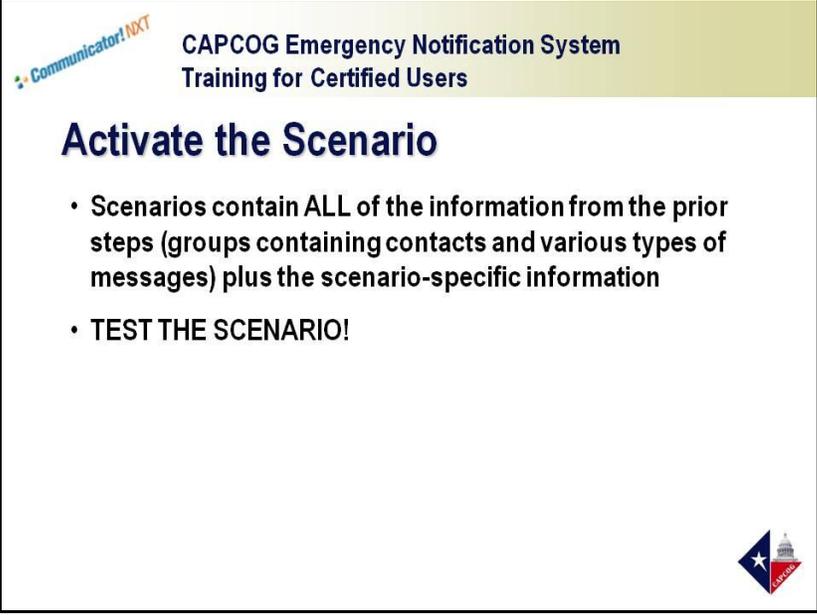
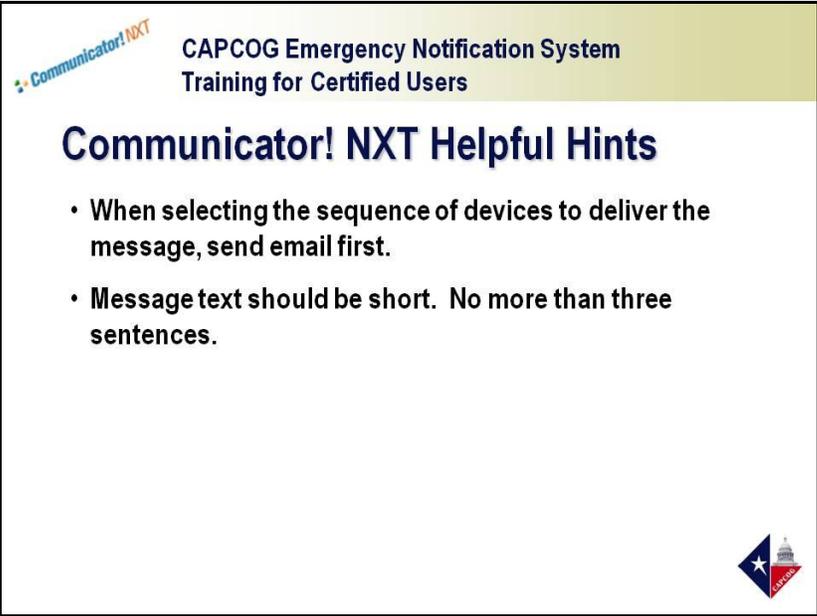
Instructor should go to the Scenarios tab and walk thru the General page.

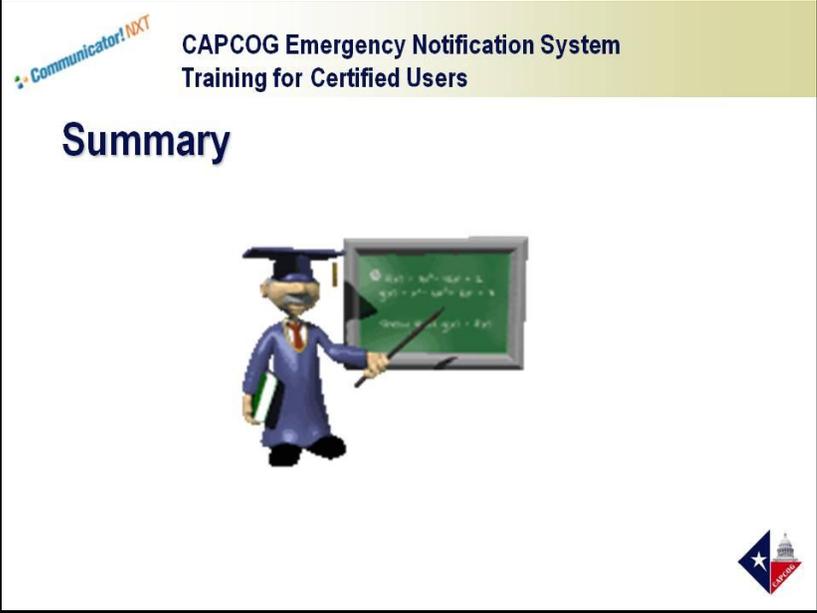
DISPLAY

Slide 40: A Note about Call Flow

A Note about Call Flow

- Call Flow refers to what will happen when the voice message is spoken to the contact
- The Call Flow page allows you to select an available template to use in any particular scenario
- Choices include Simple, Callback, Understand, Response, and even Secure Delivery (requiring the contact to have an ID that is entered after the greeting of the message). There is a specific call-flow for tests, too.
- Most commonly used will be Simple or Simple with Understand

ACTION	
DISCUSS	Call flow allows us to choose how the message is delivered – whether we should ask for response, or have folks call in, or simply deliver the message.
DISPLAY	<p>Slide 41: Activate the Scenario</p>  <p>Activate the Scenario</p> <ul style="list-style-type: none">• Scenarios contain ALL of the information from the prior steps (groups containing contacts and various types of messages) plus the scenario-specific information• TEST THE SCENARIO!
DISCUSS	Remember: An Authorizing Individual must request the activation! (Except in the case of a test).
DISPLAY	<p>Slide 42: Communicator! NXT Helpful Hints</p>  <p>Communicator! NXT Helpful Hints</p> <ul style="list-style-type: none">• When selecting the sequence of devices to deliver the message, send email first.• Message text should be short. No more than three sentences.

ACTION	
DISCUSS	Just a few things to consider with Communicator! NXT..
DISPLAY	<p>Slide 43: Summary of Communicator!NXT</p> 
	<p>Here are some highpoints about Communicator! NXT:</p> <ul style="list-style-type: none"> • What is the primary use of Communicator? (<i>To notify a group of people that are predetermined and entered into the Communicator! NXT database.</i>) • What is the difference between Dynamic Groups and Static Groups? (<i>Dynamic – selected because of certain category, Static – selected by name</i>) • What are steps to using Communicator to notify a select group of individuals? (<i>Create contacts, Create groups, Create messages, Create scenario, and Activate/Test scenario</i>) • What is meant by the Duration setting for a Scenario? (<i>Duration determines how many times the system will attempt contact, and for how long</i>) • What are some options for Call Flow? (<i>simple, simple with callback, simple understand, simple response, etc.</i>) <p>Next we will talk through and demonstrate GeoCast Web</p>

<p>ACTION</p>	
<p>DISPLAY</p>	<p>Slide 44: GeoCast Web</p> <div data-bbox="469 306 1289 919" style="border: 1px solid black; padding: 10px;"> <p>CAPCOG Emergency Notification System GeoCast Web</p> <ul style="list-style-type: none"> • Overview of GeoCast Web • Define User Levels • Using GeoCast Web • Map Tools • Activation Scenario   </div>
<p>DISCUSS</p>	<p>In this section, we will discuss GeoCast Web – a tool that integrates GIS mapping (street-level maps) from the CAPCOG 9-1-1 database and the cell phone registry with a call-out program for emergency notifications. We’ll go through some definitions again, and practice using the system with an online demonstration.</p>
<p>DISPLAY</p>	<p>Slide 45: Overview of GeoCast Web</p> <div data-bbox="469 1222 1289 1835" style="border: 1px solid black; padding: 10px;">  <p>CAPCOG Emergency Notification System Training for Certified Users</p> <p>Overview</p> <p>What is GeoCast?</p> <p>GeoCast is a web-based application used to notify a geographically targeted group within a specific area.</p> <p>GeoCast interfaces with ArcIMS (mapping software), using the CAPCOG 9-1-1 database and the cellular phone database.</p> <p><i>Communicator! NXT notifies first responders, GeoCast notifies the public.</i></p>  </div>

ACTION	
DISCUSS	<p>With the mapping capability, we can pinpoint a target area to automatically call all landlines within a geographic area and now cell phone that have been entered registered by the public. This is more widespread than Communicator – notifying folks in a given area, rather than a certain group of people.</p>
DISPLAY	<p>Slide 46: User Levels GeoCast Web</p> <div style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <h3 style="text-align: center;">User Levels (Certified Users)</h3> <ul style="list-style-type: none"> • Company Administrator – CAPCOG role - has access to all areas of the system • Activating User – Has ability to manage messages, identify call-out areas, activate one-time/pre-built notifications and stop an activation  </div>
DISCUSS	<p>For our purposes, we are all Activating Users (Certified Users). Again, you can only activate at the request of an Authorizing Individual. CAPCOG has administrator rights, which allows them to review and monitor use of the system, as well as provide technical assistance.</p>
	<p style="color: red;"><i>Be sure to demonstrate on the GeoCast Website.</i></p> <p>Slide 47: Logging on</p>

ACTION

GeoCast Web

CAPCOG Emergency Notification System Training for Certified Users

Login Process

- User Name
- Password
- Company Name

Same process as for Communicator! NXT

Here's the log-on screen. Same process as for Communicator! NXT - usernames and passwords are assigned to us by CAPCOG – we are limited to one. The Company name is “CAPCOG.” If you have access to GeoCast and Communicator, your login information will be the same.

DISPLAY

Slide 48: Using GeoCast

GeoCast Web

CAPCOG Emergency Notification System Training for Certified Users

Using GeoCast

The Activating User's Start Screen has these options:

- Message Management
- One-Time Notification
- Pre-Built Notification
- Stop Activation

DEMONSTRATE

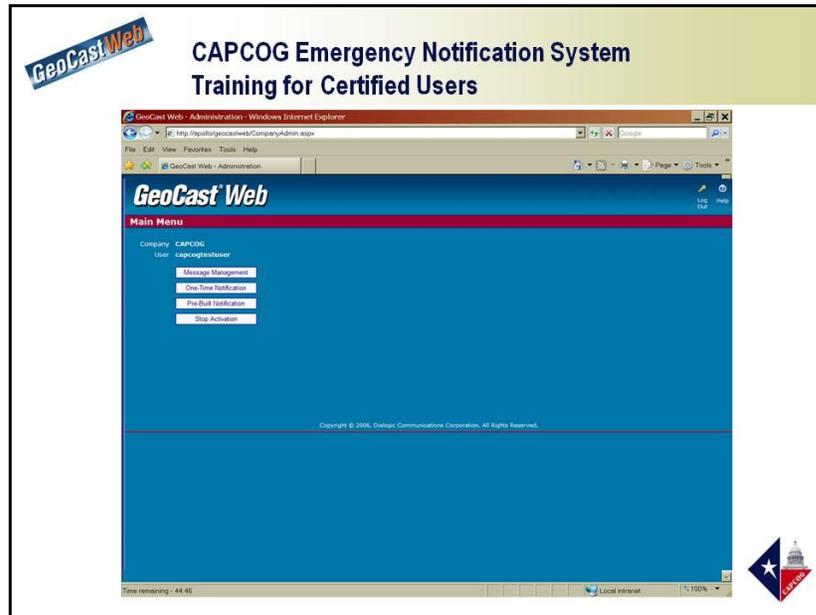
Instructor should be logged on to demonstrate.

There are only the four steps – and we start with Message Management. You will need to enter your message first, then you will select it when you are ready to activate.

ACTION

DISPLAY

Slide 49: The GeoCast Start Screen



DEMONSTRATE

Here are the choices for our “start” menu –

DISPLAY

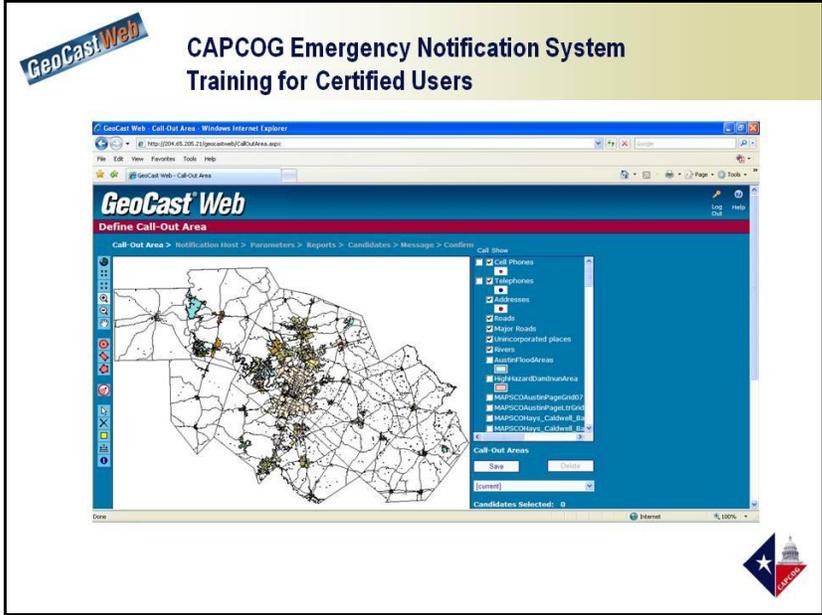
Slide 50: Recording a Message



DEMONSTRATE

At Message Management, we can select a message already recorded, or prepare one on the spot. Again, this can be recorded with a simple computer mic, if you have one, or you can type in the message and use the text-to-voice feature. And be sure to always listen to your message playback!

Instructor should type in and playback a sample message.

<p>ACTION</p>	
<p>DISCUSS</p>	<p>Unlike Communicator, GeoCast does not have the templates to help you construct the message – you’ll need to set it up. Important elements to your message:</p> <ul style="list-style-type: none"> • Identify the city/county/jurisdiction. • State the nature of the emergency. • Provide instructions on what to do next and where to call for more information. • Say goodbye or some other sign off so they know the message is complete. <p>20-30 seconds is probably all that you need to use.</p> <p>Now we are ready to go into our One-Time Notification, which is similar to creating a scenario as in Communicator. However, we don’t need to bother with groups or devices – we just draw on the map!</p> <p><i>Instructor should go to One-Time Notification.</i></p>
<p>DISPLAY</p>	<p>Slide 51: Defining the Call Out Area</p> 
<p>DISCUSS & DEMONSTRATE</p>	<p>At the map, you will see the CAPCOG region.</p> <p><i>Note: If you are on a computer that has not used GeoCast Web before, you will need an SVG viewer plug-in. Don’t worry – you’ll be prompted for it if you don’t see the map. This is a very important plug in that should be loaded on your computer now, in advance of an actual emergency.</i></p> <p>You can narrow the map down to our county by typing the county name in the “For:” box – the county selected will be highlighted. Or you can zoom in, and keep zooming in to the area you want. There is also a “grab” tool.</p> <p>We can pre-set an area for call-out, but in most cases, we’ll be selecting on</p>

ACTION	
	the spot. Let's review the tools for working on the map.
DISPLAY	<p>Slides 52 & 53: Map Tools</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <h3 style="text-align: center;">Map Tools</h3>  <p style="text-align: center;">1 2 3 4 5 6 7 8 9 10 11 12 13</p> <ol style="list-style-type: none"> 1. “Full View” – This tool zooms the map out to view the entire region. 2. “Zoom In Center” – This tool zooms the map in and centers in reference to the center of the map. 3. “Zoom Out Center” – This tool zooms the map out and centers in reference to the center of the map. 4. “Delete” – This tool deletes a selected activation area or focal point. User must select the item with the select tool before using  </div> <div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Map Tools</h3>  <p style="text-align: center;">1 2 3 4 5 6 7 8 9 10 11 12 13</p> <ol style="list-style-type: none"> 5. “Zoom In” - This tool zooms in the map view where clicked. User can also hold the left mouse button while making a square. When the button is released, the map will zoom in to the area inside the square. 6. “Pan” – This tool allows you to move the map around the screen. 7. “Identify” – This tool allows you to click on a geographic feature on the map to show its attributes 8. “Measure” – This tool allows you to measure distances on the map.  </div>
DISCUSS & DEMONSTRATE	<p style="color: red;"><i>Instructor to review each of the Map tools on the list and then on GeoCast.</i></p>

<p>ACTION</p>	<p>Slide 54: Map Tools (continued)</p> <div data-bbox="472 306 1289 919" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Map Tools</h3>  <ol style="list-style-type: none"> 1 2 3 4 5 6 7 8 9 10 11 12 13 <ol style="list-style-type: none"> 9. “Select” – This tool allows you to select shapes and focal point. It should also be the “default” pointer. 10. “Draw Polygon” – This tool allows you to draw a polygon on the map for scenario creation. 11. “Draw Circle” – This tool allows you to draw a circle on the map for scenario creation. 12. “Draw Rectangle” – This tool allows you to draw a rectangle on the map for scenario creation. 13. “Place Focal Points” – This tool places a focal point on the map for activating options.  </div>
<p>DEMONSTRATE</p>	<p><i>Instructor should define a call-out area on the map, using a map tool. Demonstrate how specific the shape can be, i.e. a defined area up next to a road or waterway. You may also demonstrate multiple shapes.</i></p> <p>Once we have drawn the area, you select the “call” box for cell phones and telephones at the top of the page. Note that this will now tell us how many candidates we have selected – this is how many phone lines have been identified. If you only see a “0” for candidates, or as you continue with the notification, no phone numbers show up, then this is most likely the error – check the “call” box!</p> <p>GeoCast uses the landlines, which are the phone numbers in the 9-1-1 database. Because we get the phone numbers from the phone companies, remember that they are address-based. This may result in multiple phones linked to one address – such as a trailer park, commercial building, or hospital. GeoCast can also now select the cells phones that have been entered in by the public through the cell phone registry. The data is loaded onto the map by CAPCOG staff.</p> <p>Now we are ready to walk through an activation. The Activate button will walk us through a series of pages that will define all the activation conditions. Note: If you need to back out at any time, you must use the Return button at the bottom of the page (the “back” button of your browser will not work).</p> <p><i>Instructor should identify a small area for testing, therefore if the activation is not stopped in time, there is minimal call-out.</i></p>

ACTION	
DISPLAY	<p>Slide 55: One-Time Notification Activation</p> <div data-bbox="467 306 1289 919" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p><h3 style="text-align: center;">Call Activation</h3><ul style="list-style-type: none">• Call Out Area – <i>Map Tools</i>• Notification Host – <i>Automatically Selected</i>• Parameters – <i>Name, duration, number of attempts, priority, first call recipient, etc.</i>• Reports – <i>Identify desired report package</i>• Candidates – <i>View candidates selected and make changes – tag in/out</i>• Message – <i>Select an existing message or make a new one</i>• Confirm – <i>This is the <u>final</u> step!</i></div>
DISCUSS & DEMONSTRATE	<p>Here are the steps to activate (<i>Instructor should go through the steps, but stop short of Confirm</i>)</p> <p>When creating the steps for activation, always include your telephone number as the first call so that you know that the notification when through. CAPCOG will be notified of any use of the GeoCast Web, whether a test or true activation. Remember that it is our responsibility to take the appropriate steps necessary to protect the 9-1-1 database – as you saw when we proceeded with the activation, the candidates list identifies protected information of the residents we’re notifying.</p> <p>IMPORTANT: Whenever testing with GeoCast Web, please log out as soon as possible – the number of licenses are limited, and you may be prohibiting another user from notifying their folks!</p>

<p>ACTION</p> <p>DISPLAY</p>	<p>Slide 57: GeoCast Helpful Hints</p> <div data-bbox="472 306 1289 919" style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <p style="text-align: center;">GeoCast Helpful Hints:</p> <ul style="list-style-type: none"> • Click slowly when using the map. • Never cross lines in the call out area. • Don't use the back button. • Use pointer tool to select. • Play back your message. • Add a report to ensure receipt. • Spanish-language messages must be voice recorded.  </div>
<p>DISCUSS</p>	<p>These are just a few things to keep in mind when using GeoCast. Also, if you do know the username or password or it is not working, contact our POC and then CAPCOG staff.</p>
<p>DISPLAY</p>	<p>Slide 58: Summary of GeoCast Web</p> <div data-bbox="472 1150 1289 1764" style="border: 1px solid black; padding: 10px;">  <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <p style="text-align: center;">Summary</p> <div style="text-align: center;">  </div>  </div>
<p>DISCUSS</p>	<p>Here are some highpoints about GeoCast Web:</p> <ul style="list-style-type: none"> • What is the primary use of GeoCast Web? <i>(To notify the public in a specified geographic area in a relatively short period of time.)</i> • What are important parts to a voice message? <i>(Greeting, message,</i>

<p>ACTION</p>	<p><i>possible repeat, next steps, and a goodbye)</i></p> <ul style="list-style-type: none"> • What button/function will walk you through the steps to activation of GeoCast? <i>(The Activate button will take you through the activation conditions: notification host (pre-set), time estimate, parameters, reports, a review of candidates to be called, voice message)</i> • Why must we test GeoCast Web at least monthly? <i>(It allows the User to become familiar with the tool and it also helps identify if there are any problems with the system that need to be addressed through CAPCOG. (Discuss your local testing protocols here.)</i>
<p>DISPLAY</p>	<p>Slide 59: Use of Cell Phones</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">CAPCOG Emergency Notification System Training for Certified Users</p> <p style="text-align: center;">Cell Phone Interface</p> <ul style="list-style-type: none"> • CAPCOG has implemented a new feature that allows individuals to register their cellular telephones into a database that works in concert with GeoCast Web. • To register for the system, go to http://wireless.capcog.org  </div>
<p>DISCUSS</p>	<p>CAPCOG installed a cell phone interface so that the public can register their cell phone to any address in the CAPCOG region. This is due to the fact that more people are using cell phones only rather than landlines. If a cell phone shows in the affected area, we will be able to reach the person.</p>
<p>FINAL Q & A</p>	<p>Slide 60: Any Questions?</p>

<p>ACTION</p>	<div style="text-align: center;"> <p>CAPCOG Emergency Notification System Training for Certified Users</p> <h1>Questions?</h1>  </div>
<p>REMINDER!</p>	<p>Inform the students that in order to complete the requirements of the class, they must:</p> <ol style="list-style-type: none"> 1. Sign the <u>Sign-in sheet</u> 2. Sign the <u>ENS Nondisclosure Agreement</u> and submit it to the Instructor (before leaving!) <p>Completing the <u>Course Evaluation</u> form is optional, but highly encouraged. Completed forms should be turned in to the Instructor.</p>
<p>REFER</p>	<p>Students should have in hand the following ENS Handouts to take with them for their use:</p> <ul style="list-style-type: none"> • Hardcopy of PowerPoint presentation (PPT) • CAPCOG ENS Policies and Procedures • ENS FAQs document • GeoCast quick reference guide • Communicator!NXT quick reference guide <p>Remind students that these documents including the Communicator! NXT and GeoCast Web manuals can also be found on the secured CAPCOG website at http://www.capcog.org/divisions/homeland-security/ens-docs/.</p>
<p>SUBMIT TO CAPCOG</p>	<p><u>REQUIRED DOCUMENTATION</u></p> <p>Instructors are required to return the following course documentation to CAPCOG:</p> <ol style="list-style-type: none"> 1. Original Sign-in sheet

Instructor Guide
CAPCOG Emergency Notification System (ENS)

ACTION	
	<ol style="list-style-type: none">2. Original ENS Nondisclosure Agreements, signed3. Course evaluations
FILE AT CAPCOG	<p>CAPCOG will maintain on file all course sign-in sheets and signed ENS Nondisclosure Agreements.</p> <p>CAPCOG will complete and maintain a roster with the names of the newly Certified Users and the dates of their training.</p> <p>Course evaluations will be reviewed and compiled with comments from other ENS Certified User sessions. CAPCOG staff are available to discuss any noted improvements or comments that instructors observe or receive in the training courses.</p>