

National Oceanic & Atmospheric Administration Emergency Notification System

Frequently Asked Questions for NOAA Employees

General

What is the NOAA Emergency Notification System?

The NOAA Emergency Notification System, or ENS, is an automated broadcast tool that allows NOAA leadership to quickly deliver consistent emergency information to affected NOAA staff.

Can all NOAA staff be contacted by the ENS?

Yes, all NOAA staff including federal employees, NOAA Corps employees, contractors, and other associates, will be contacted by the ENS in the event of an emergency.

How does the ENS contact me?

The ENS can contact NOAA employees using any combination of work-related and personal contact information listed in the NOAA Staff Directory. In most situations, the ENS will attempt to contact you in the following order:

1. NOAA SMS/Text
2. NOAA email
3. NOAA cell phone
4. Personal SMS/Text
5. Personal email
6. Personal cell phone
6. NOAA office phone

Why am I receiving an emergency alert from NOAA?

NOAA will send emergency alerts because they are concerned about your safety with regard to a potential or ongoing emergency event in your area. Be aware that emergency alerts are delivered to NOAA employees based on their work-related addresses listed in the NOAA Staff Directory.

Why do I have an incomplete notification message on my voicemail?

Due to timing issues with the ENS and your voicemail system, you may receive an incomplete message on your voicemail. Please check another phone or email source for the complete emergency alert.

Where can I find more information on the ENS, and safety in general?

More information on the ENS and safety can be found on the NOAA ENS website (<https://sites.google.com/a/noaa.gov/noaa-ens/>).

Response

What action do I need to take if I am contacted by the ENS?

If you receive an ENS message, carefully listen to or read the emergency alert. To respond to a voice message, press “1” on your phone to acknowledge receipt of the message. To respond to an email message, click the confirmation link provided in the email to confirm that you received the emergency alert. Once you confirm receipt of the emergency notification message, the ENS will not try to contact you through additional means. After you listen to or read the emergency alert, you should immediately act based on the guidance provided in the message (e.g., shelter in place, evacuate the building, or contact your supervisor to confirm your safety).

Can I trust email messages from everbridge.net?

Yes, you can trust messages from everbridge.net. Everbridge is not a spam or phishing site. Everbridge is the third-party vendor that administers the NOAA ENS. To respond to a message from Everbridge, click on the link provided in the email message to confirm your receipt of the emergency alert. Visit https://www.everbridge.net/nns/EmailResponse.do?CPH_ID=82340D879A877A631A295E199AACD2E02F0BE7ED351450E2 to see a sample link.

I received an SMS text message on my cell phone from “89361.” Who is that?

The number “89361” is the telecom code for Everbridge. If you receive an SMS text message from “89361,” this means that you have received an SMS text from the NOAA ENS. Please read the message and confirm receipt by responding with “yes” to the message.

If I get the same emergency alert to both my NOAA email address and personal cell phone, do I need to confirm receipt twice?

You only need to confirm receipt once even if you received multiple messages, but it is important to always respond and confirm that you received the emergency alert. By confirming receipt of the emergency notification message, the ENS will not try to contact you through additional means.

If you are away from your email and/or phone when an emergency alert is sent, you will receive several voicemail messages and emails until you are able to respond.

Why is it that when I try to confirm receipt of an emergency alert on my voicemail, the message continues to repeat?

Voicemail systems are not interactive, so you are not able to press “1” to confirm receipt while listening to a voicemail message. To confirm receipt of an emergency alert, please check your email instead.

I am on either work or personal travel away from my normal duty station when I receive an emergency alert. What do I do?

If you are away from your normal duty station when you receive an emergency alert, listen carefully to the notification and determine if the guidance applies to your current location. You can always press “1” on your phone or click the confirmation link provided in the email to confirm that you received the emergency alert.

NOAA Staff Directory

What is the connection between the ENS and NOAA Staff Directory?

The NOAA Staff Directory (NSD) is a database that includes comprehensive contact information for all NOAA employees, such as duty station addresses, office and cell phone numbers, and email addresses. The information in NSD is used by the ENS to contact employees in a potential or ongoing emergency.

How do I update my contact information in the NOAA Staff Directory?

The NOAA Staff Directory is available online (<https://nsd.rdc.noaa.gov/nsd/moreinfo>). To access the directory, enter your NOAA email name login (john.doe) and password. There are two steps to update your contact information in the directory.

First, scroll to the bottom of the NSD homepage and click on the Personal Contact Information button to update your personal cell phone number (Personal Cell) and your personal email (Personal Email). Be sure to save your changes.

Next, search for yourself on the NSD homepage, and then press Request More Information. Press the Update Member button to update your address, office phone number, NOAA cell phone number, and supervisor’s name. For assistance, visit the NSD help page (<https://nsd.rdc.noaa.gov/nsd/help>).

How do I update information if I am on a detail or temporary assignment?

In the NSD, staff can add a self-expiring temporary duty station to their contact information.

Why do you need my cell phone number?

The best way to reach staff in an emergency is through a cell phone. It is strongly encouraged for all staff to enter their NOAA and personal cell phone numbers into NSD.

How is my personal contact information used?

Any contact information entered into the Personal Contact Information (PCI) page of NSD will only be used during an emergency situation or a related drill. The information will not be visible to other users of the NSD; it is visible only to you.

Are new employees automatically added to NOAA Staff Directory?

New federal employees are automatically added to and removed from NSD. Contractors and associates are typically added to NSD when they receive a NOAA email address; however, when contractors and associates leave NOAA, their NSD records must be deleted manually by their federal managers.

Who do I designate as my Federal Manager in NOAA Staff Directory?

Regardless of your employment type, ensure that you have a federal supervisor listed as your Federal Manager in NSD. For all federal employees, the federal supervisor should be the person with which you have the most day-to-day technical contact.

Contractors should follow this same guidance, and in most cases the Federal Manager in NSD will not be the Federal Contracting Officer's Technical Representative for the contact. If the contracting company has an onsite contractor company manager, this person should not be listed as the Federal Manager in NSD. Likewise, interns should not have a NOAA internship program coordinator listed as their Federal Manager in NSD, but rather the federal supervisor that is most involved in the intern's technical work activities.