WebEOC® IPAWS Messaging

User Guide

Version 3.2

© 2018 ESi Acquisition, Inc. All rights reserved.

This document contains confidential or proprietary information of Juvare Corporation, and distribution should be limited to authorized persons only. Be aware that any disclosure, copying, distribution, or unauthorized and/or commercial use is strictly prohibited. While every precaution has been taken in the preparation of this document, Juvare Corporation assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

WebEOC® and ESi® are registered trademarks of ESi Acquisition, Inc.
MapTac™ and WebEOC® Fusion are trademarks of ESi Acquisition, Inc.
Twitter® and Tweet® are the registered marks of Twitter, Inc.
Microsoft®, Windows®, and Internet Explorer® are registered trademarks of Microsoft Corporation.
Mozilla® and Firefox® are registered trademarks of Mozilla Foundation.
Chrome™ and Android™ are registered trademarks of Google Inc.
Safari®, iPhone®, and iPad® are registered trademarks of Apple Inc.
BlackBerry® is a registered trademark of RIM.
All trademarks are the property of their respective companies.

Address any questions, comments, or suggestions to Juvare:
235 Peachtree Street NE Suite 2200
Atlanta, GA 30303
866 200 0165
support@juvare.com
www.juvare.com

Table of Contents

Overview **1**

Using IPAWS Messaging **2**

Message Types 2

View Messages 2

View Message Details 3

Post a Message to COGs 3

Post a Message to EAS 5

Post a Message to NWEM 7

Post a Message to WEA 10

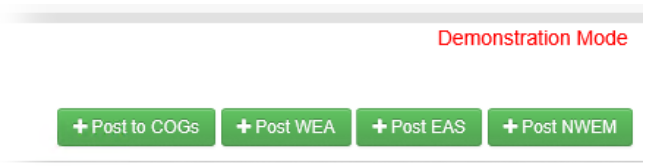
Define a Distribution Area on the Map 11

Update or Cancel Messages 13

Glossary **16**

Overview

The *IPAWS Messaging* plugin is a simple, flexible tool that can be used by alerting authorities to send emergency messages to the general public through the Integrated Public Alert and Warning System (IPAWS). This plugin can be installed on your WebEOC® system to allow authorized personnel in your agency to distribute alerts through four different channels: COGs, EAS, NWEM, and WEA.



To gain access to IPAWS, your agency needs to sign an agreement with FEMA. The agreement enables FEMA to issue a COG (Collaborative Operating Group) ID and a digital certificate that you can use for exchanging messages with other COGs.

Using IPAWS Messaging

This guide describes how to use the *IPAWS Messaging* plugin. It gives you an overview of how to send different types of IPAWS messages and manage received messages.

If *IPAWS Messaging* is not available to you, verify with your administrator that you have the appropriate access permissions.

Message Types

The *IPAWS Messaging* plugin enables you to send emergency alerts through the following channels:

- **COGs** – IPAWS allows you to send an alert from one Collaborative Operating Group (COG) to another. The receiving COG can then use the information to create another message and send it to the general public, if necessary. This distribution type is also known as IPAWS CAP (Common Alerting Protocol) Exchange.
- **EAS** – The Emergency Alert System sends warnings via broadcast, cable, satellite, and wireline services when other communication pathways are unavailable.
- **NWEM** – Non-weather Emergency Messages are a specialized form of CAP alerts that can be used to distribute public warnings unrelated to weather. These alerts are sent through the HazCollect service.
- **WEA** – Wireless Emergency Alerts is a nationally adopted broadcast technology that sends location-based, targeted alerts to cell phones and other commercial mobile network devices. These messages are delivered to all recipients with a cell phone in the defined geographic area. You can define the area of message distribution when you compose a WEA message. WEA was formerly named CMAS – Commercial Mobile Alert System.

View Messages

To view received messages, open *IPAWS Messaging* by clicking its name in the control panel menu. The *IPAWS Messaging* page opens, displaying all messages in your Inbox.

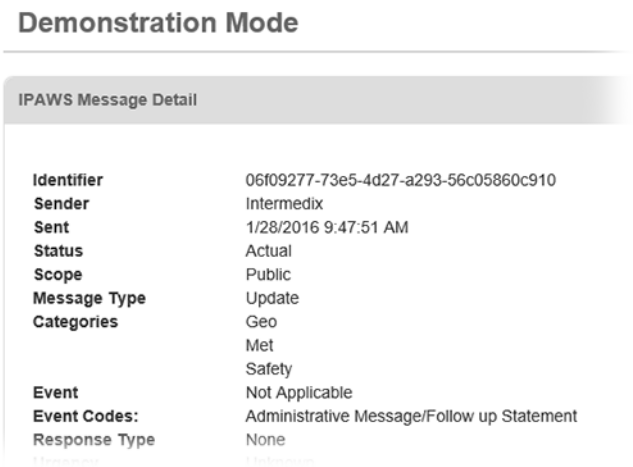
To make sure *IPAWS Messaging* displays the most current messages, click the blue **Get Messages** button near the top right corner of the page.

When you open the plugin, the Inbox is shown by default. You can switch between the Inbox, Sent, and Trash folders using the tabs.

The **Actions** button, just below the **Get Messages** button, allows you to mark all messages as **Read** and move messages to the Trash folder. To perform either action, select the applicable messages from the Inbox and choose the appropriate option from the **Actions** menu.

View Message Details

To open a message, click its name in the list of messages. The *IPAWS Message Detail* page opens, displaying detailed message information.

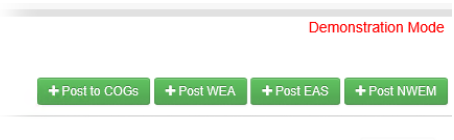


When a message has a defined distribution area, the **Map** option becomes available in the **Actions** menu. Click this link to view the distribution area on the map.

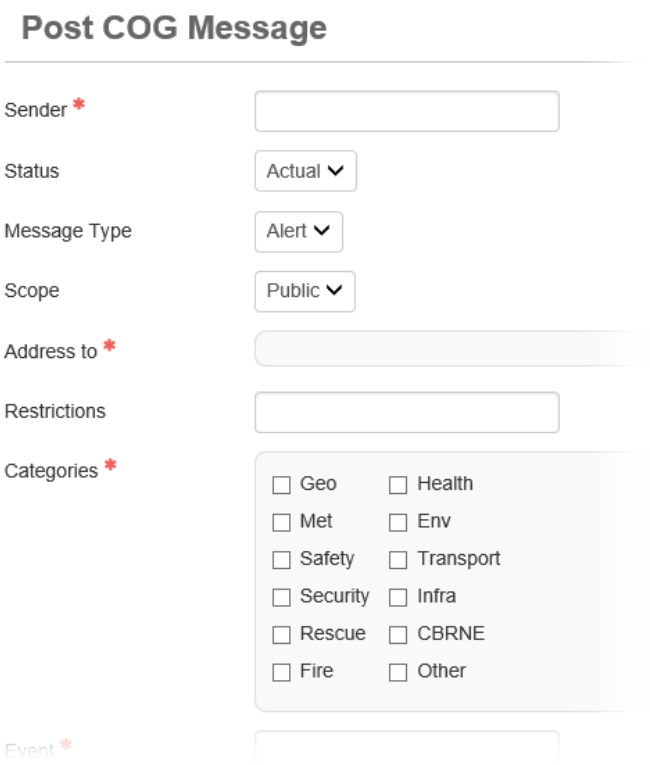
Post a Message to COGs

To post a message to COGs

1. Click **IPAWS Messaging** in the control panel menu.
2. Click **Post to COGs** in the upper right corner of the page.



The *Post COG Message* page opens.



3. Enter the message information in the fields.

***Note**: Fields marked with a red asterisk are required.*

Field	Definition
Sender	Individual sending the message.
Status	Status of the message.
Message Type	Type of message being sent.
Address to	All COGs to send the message to. ***Note**: COGs available in this field are determined by your administrator.*
Restrictions	Any restrictions that apply to the message.
Categories	All categories that describe the message.
Event	Type of event that originated the message.
Event Codes	A code that best describes the type of event.

Field	Definition
Urgency	Urgency of the event.
Severity	Severity of the event.
Certainty	Certainty of the event.
Expiration Time	Time after which the alert is no longer valid.
Affected Areas	Counties in which the message should be distributed. ***Tip**: If you have permissions to send messages in more than one state, you can select counties in all states available to you. Click the **Map** button to draw the area of distribution on the map. You can also view the distribution area from the preview page.*
Response Type	Appropriate response for the event described in the message.
Headline	Headline for the message.
Description	Any additional details about the event.
Instructions	Instructions for the recipients on how to respond to the event.

4. Click **Preview Message** at the bottom of the page. The preview page opens.

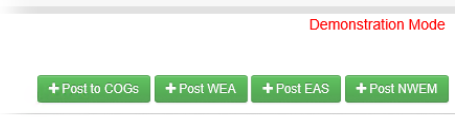
   ***Tip**: If you want to make changes, click **Cancel** on the preview page. The* Post COG Message *page re-opens.*

5. Click **Post Message**.

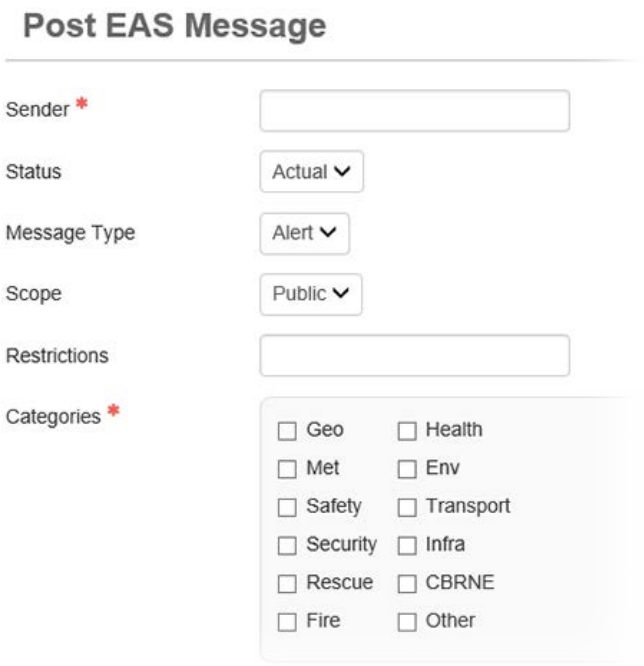
Post a Message to EAS

To post a message to EAS

1. Click **IPAWS Messaging** in the control panel menu.
2. Click **Post EAS** in the upper right corner of the page.



   The *Post EAS Message* page opens.



3. Enter the message information in the fields.

***Note**: Fields marked with a red asterisk are required.*

Field	Definition
Sender	Individual sending the message.
Status	Status of the message.
Message Type	Type of message being sent.
Scope	Scope of the message.
Restrictions	Any restrictions that apply to the message.
Categories	All categories that describe the message.
Event	Type of event that originated the message.
Event Codes	A code that best describes the type of event.
Urgency	Urgency of the event.
Severity	Severity of the event.
Certainty	Certainty of the event.

Field	Definition
Expiration Time	Time after which the alert is no longer valid.
Affected Areas	Counties in which the message should be distributed. ***Tip**: If you have permissions to send messages in more than one state, you can select counties in all states available to you. Click the **Map** button to draw the area of distribution on the map. You can also view the distribution area from the preview page.*
Response Type	Appropriate response for the event described in the message.
Headline	Headline for the message.
Description	Any additional details about the event.
Instructions	Instructions for the recipients on how to respond to the event.

4. Click **Preview Message** at the bottom of the page. The preview page opens.

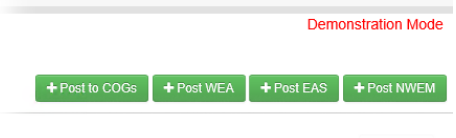
   ***Tip**: If you want to make changes, click **Cancel** on the preview page. The* Post EAS Message *page re-opens.*

5. Click **Post Message**.

Post a Message to NWEM

To post a message to NWEM

1. Click **IPAWS Messaging** in the control panel menu.
2. Click **Post NWEM** in the upper right corner of the page.



   The *Post NWEM Message* page opens.

3. Enter the message information in the fields.

***Note**: Fields marked with a red asterisk are required.*

Field	Definition
Sender	Individual sending the message.
Sender City	City in which the message sender is located.
Sender State	State in which the message sender is located.
Status	Status of the message.
Message Type	Type of message being sent.
Scope	Scope of the message.
Restrictions	Any restrictions that apply to the message.
Categories	All categories that describe the message.
Event Codes	A code that best describes the type of event.
Urgency	Urgency of the event.
Severity	Severity of the event.

Field	Definition
Certainty	Certainty of the event.
Expiration Time	Time after which the alert is no longer valid.
Affected Areas	Counties in which the message should be distributed. ***Note**: If you have permissions to send messages in more than one state, you can select counties in all states available to you.*
Response Type	Appropriate response for the event described in the message.
Headline	Headline for the message.
Description	Any additional details about the event.
Instructions	Instructions for the recipients on how to respond to the event.

4. Click **Preview Message** at the bottom of the page. The preview page opens.

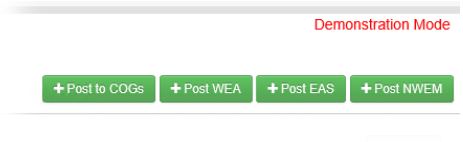
   ***Tip**: If you want to make changes, click **Cancel** on the preview page. The* Post NWEM Message *page re-opens.*

5. Click **Post Message**.

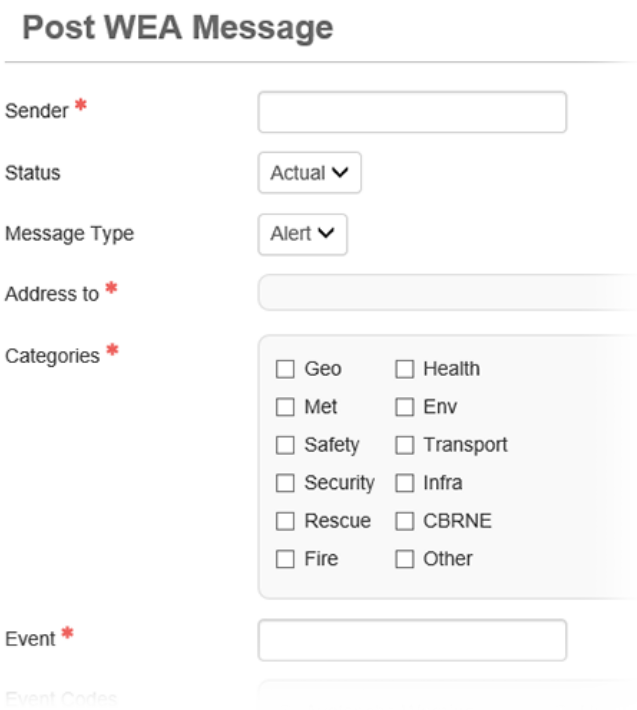
Post a Message to WEA

To post a message to WEA

1. Click **IPAWS Messaging** in the control panel menu.
2. Click **Post WEA** in the upper right corner of the page.



The *Post WEA Message* page opens.



3. Enter the message information in the fields.

***Note**: Fields marked with a red asterisk are required.*

Field	Definition
Sender	Individual sending the message.
Status	Status of the message.
Message	Type of message being sent.

Field	Definition
Type	
Address to	All COGs to send the message to. ***Note**: COGs available in this field are determined by your administrator.*
Event	Type of event that originated the message.
Event Codes	A code that best describes the type of event.
Urgency	Urgency of the event.
Severity	Severity of the event.
Certainty	Certainty of the event.
Expiration Time	Time after which the alert is no longer valid.
Affected Areas	Counties in which the message should be distributed. ***Tip**: If you have permissions to send messages in more than one state, you can select counties in all states available to you. Click the **Map** button to draw the area of distribution on the map. You can also view the distribution area from the preview page.*
Response Type	Appropriate response for the event described in the message.
CMAM Text	Textual content for the message.

4. Click **Preview Message** at the bottom of the page. The preview page opens.

   ***Tip**: If you want to make changes, click **Cancel** on the preview page. The* Post WEA Message *page re-opens.*

5. Click **Post Message**.

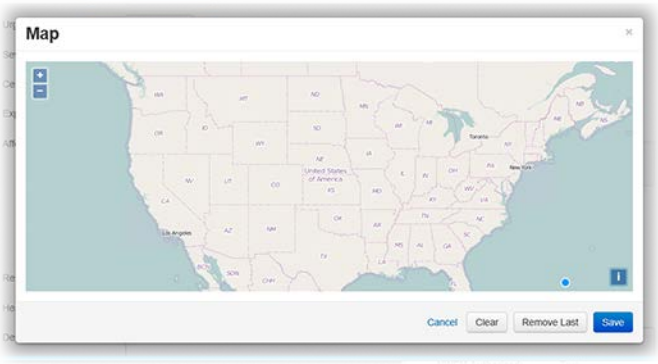
Define a Distribution Area on the Map

When you create a message, you can use the map to draw the area where the messages should be distributed. This feature is useful when a distribution area does not align with county boundaries.

The ability to draw the distribution area is available for COGs, WEA, and EAS messages. You can also view the distribution area from the message's preview page.

To define the distribution area

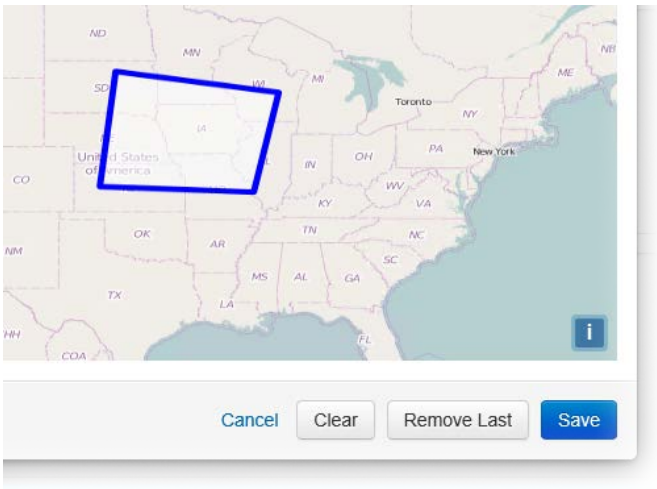
1. On the *Post [Type] Message* page, click the **Map** button below the **Affected Areas** field. The map opens.



2. Make sure the map displays the appropriate area. If necessary, use the magnification tools to locate the area.

   ***Tip**: Click the attributions icon to open StreetMap contributors.*

3. Use your mouse to draw on the map, clicking each time you want to plant a data point, eventually creating a closed, multi-sided shape. Alternatively, double-click to close the shape at any time.



   ***Note**: If more than one area has been affected, draw multiple shapes.*

   ***Tip**: Click the **Remove Last** button at the bottom of the map to remove the shape drawn last. To remove all shapes, click **Clear**.*

4. Click **Save** to return to the *Post [Type] Message* page.

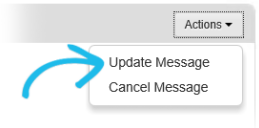
Update or Cancel Messages

After a message has been sent, you can update it with additional details or cancel it if the information in the message is no longer current. These options do not withdraw the original message from the recipients' Inbox. Instead, they enable you to send a new message that references the original and states whether it needs to be updated or canceled.

To update a message

1. Open *IPAWS Messaging* by clicking its name in the control panel menu.
2. Click the **Sent** tab.

3. Open the message you want to update by clicking any of its active links within the table columns.
4. In the upper right corner of the page, click the **Actions** button and select **Update Message** from the menu.



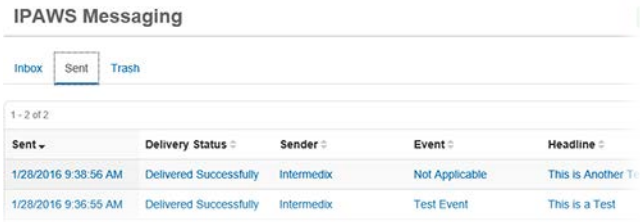
5. On the *Post Update Message* page, modify message information as necessary.
6. Click **Preview Message**.

   ***Tip**: If you want to make more changes, click **Cancel** on the preview page. The* Post Update Message *page re-opens.*

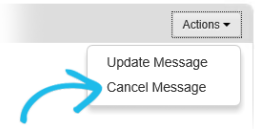
7. Click **Post Message**.

To cancel a message

1. Open *IPAWS Messaging* by clicking its name in the control panel menu.
2. Click the **Sent** tab.



3. Open the message you want to cancel by clicking any of its active links within the table columns.
4. In the top right corner of the page, click the **Actions** button and select **Cancel Message** from the menu.



5. When the confirmation window opens, click **OK**.

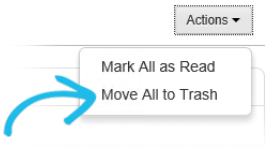
Move Messages to Trash

To move a message to the Trash folder

1. Open *IPAWS Messaging* by clicking its name in the control panel menu.
2. Click either the **Inbox** or **Sent** tab.
3. Click the trash can icon in the final column of the table that corresponds to the message you want moved to the trash.

4. When the confirmation window opens, click **OK**. The message now appears in the Trash folder.

To move all message in a given tab to the Trash, click the **Actions** button in the upper right corner of the page, and select **Move All to Trash** from the menu.



Glossary

C

Cancel Message: An ability to mark a previously sent emergency message as no longer valid.

CAP: FEMA defines Common Alerting Protocol as a digital format for exchanging emergency alerts that allows a consistent alert message to be disseminated simultaneously over many different communications systems.

CMAS: Commercial Mobile Alert System; refer to WAE.

COG: Collaborative Operating Group. COGs are virtual organizations that hold membership in IPAWS and manage system access within that membership.

COG ID: Identification FEMA issues for a COG. This ID allows a COG to access IPAWS.

D

Digital Certificate: A certificate FEMA issues for a COG. This certificate allows a COG to access IPAWS.

Distribution Area: A geographical area where an emergency message should be distributed. IPAWS Messaging allows you to draw a shape on the map to define the distribution area.

E

EAS: Emergency Alert System that sends warnings via broadcast, cable, satellite, and wireline services when all other communication pathways are unavailable.

Environment: See Mode

I

IPAWS: Integrated Public Alert and Warning System. IPAWS is used by alerting authorities to communicate emergency alerts and warnings to the public.

M

Mode: In IPAWS Messaging, a mode represents a system setup that controls how the messages are sent. IPAWS Messaging has two modes: production and demonstration.

N

NWEM: Non-weather Emergency Messages are a specialized form of a CAP alerts that can be used to distribute public warnings that are not weather-related.

U

Update Message: An ability to modify or add new information to the previously sent emergency message.

W

WEA: Wireless Emergency Alerts, formerly known as Commercial Mobile Alert System (CMAS). A nationally adopted broadcast technology that sends location-based targeted alerts to cell phones and other commercial mobile network devices.