



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5530.1
G-3/5
27 AUG 2014

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 5530.1

From: Commanding General
To: Distribution List

Subj: MASS NOTIFICATION SYSTEM

Ref: (a) DoD Instruction 6055.17 Ch 1 of 19 November 2010,
"DoD Installation Emergency Management Program"
(b) MCO 5530.14A
(c) HQMC Security Division (PS) Draft Mass Notification
System Concept of Operations Version 12
(d) UFC 4-010-01 Ch 1 of 1 October 2013, "DoD Minimum
Antiterrorism Standards For Buildings"

Encl: (1) CONUS Self-Service Registration Instructions for the
United States Marine Corps Mass Notification System
(2) System Problem and Initiation of Failover Process
(3) Reporting System Problem to AtHoc Support
(4) Guide to Reporting Problems with the Giant Voice
System

1. Situation. Reference (a) directs all Department of Defense (DoD) installations to maintain mass warning and notification capabilities to warn all personnel immediately, but no longer than 10 minutes after incident notification and verification. The purpose of mass notification is to protect life by indicating the existence of an emergency situation and instructing personnel of the necessary and appropriate response and action. Reference (a) further requires all DoD installations to possess, operate, maintain, or have dedicated access to communications capabilities at the Emergency Operations Center (EOC) or other centralized location to ensure mass warning and notification. The mass warning and notification must give response direction using intelligible voice communications, visible signals, text, text messaging, computer notification, or other communications methods.

a. The Marine Corps Mass Notification System (MNS) is comprised of two components: the integrated Wireless Audio

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Visual Emergency System (WAVES), which is the Giant Voice (GV) and individual building MNS; and an AtHoc, Inc. software based net-centric component. Together, they provide the MNS capability for Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ) and Marine Corps Air Station (MCAS) New River. It is a life safety system.

(1) The MCIEAST-MCB CAMLEJ and MCAS New River WAVES capability is provided by GV and individual building MNS, as required by reference (b).

(a) The GV tower mounted public address system provides real-time information or instructions to personnel in outdoor areas or multiple contiguous areas. The loudspeakers are positioned to provide sound coverage (sirens, pre-recorded messages, live address capability) to areas of the base with high populations or critical missions/functions. GV is not a primary MNS for personnel indoors.

(b) Individual building MNS provides real-time information or instructions to building occupants or personnel in the immediate vicinity of a building, including exterior egress and gathering areas. The individual building MNS will be connected to the base-wide MNS, but must also be capable of operating independent of the base-wide MNS.

(2) The AtHoc net-centric MNS component provides rapid communication of network-based alert messages using a wide range of delivery methods/networks: email (desktop notification), telephone, cell phone, text message, pagers, and mobile/handheld devices. Recipients of MNS net-centric notifications are termed End Users.

b. A database of End User information (email and work telephone number) Marine Corps-wide was drawn from the active directory and entered into the AtHoc MNS component prior to fielding. Subsequent active directory updates will occur on a weekly basis. Those individuals not in the active directory will be manually loaded into the MNS database at the unit/section level. As a result, the majority of the MCIEAST-MCB CAMLEJ and MCAS New River populations will receive the net-centric alerts. Continued MNS database updates will be required as the MCIEAST-MCB CAMLEJ and tenant unit population changes. Updating contact information in the MNS database is an End User responsibility.

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c. Reference (c), although in draft form, is the only published guidance on the Marine Corps MNS implementation, operation, and administration to date.

2. Cancellation. BO 5530.1.

3. Mission. This Order establishes the procedures and instructions for use of the MNS and assigns responsibility for its operation, administration, and maintenance.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. In accordance with the references, provide MCIEAST-MCB CAMLEJ and MCAS New River populations with rapid notification, warning, and information during destructive weather events and emergency situations.

(2) Concept of Operations

(a) The Commanding General (CG), MCIEAST-MCB CAMLEJ is the authority for the operation, administration, and maintenance of the MNS aboard the Installation. The Executive Agent for MNS policy and procedures aboard MCIEAST-MCB CAMLEJ is the Assistant Chief of Staff (AC/S), G-3/5. The AC/S, G-3/5 has tasking authority to ensure MNS policies and procedures are implemented and executed. The AC/S, Security and Emergency Services (SES) provides MNS execution oversight during urgent all hazards (emergency) notifications and provides a 24/7 capability to publish urgent all hazards alerts from the 911 Emergency Consolidated Communication Center (911 ECCC). The MCIEAST-MCB CAMLEJ EOC, when activated, provides deliberate (non-urgent/non-emergency) and urgent MNS notifications. For the purpose of this Order, all hazards are defined as any incident, natural or man-made, that warrants action to protect the life, property, health, and safety of military members, dependents, and civilians at risk and minimize any disruption of Installation operations. The AC/S, G-6 will provide MNS administrative and test functions as defined in paragraph 4b(3) of this Order. MCIEAST-MCB CAMLEJ General and Special Staff designated MNS operators may initiate deliberate notifications specific to their mission area.

(b) The MNS is controlled by the MCB CAMLEJ 911 ECCC in Building 58. The MCB CAMLEJ 911 ECCC also publishes MNS all

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hazards (emergency) alerts for MCAS New River because it serves as the Air Station's dispatch. The alternate MCB CAMLEJ GV MNS control point is currently located within Range Control "Blackburn" in Building 54. MCAS New River has a separate installation GV MNS controlled from Building AS-302 and an alternate control point located within Building AS-211.

(c) The MNS is designed to alert pre-selected persons or groups of persons to any event where mass notification is necessary. Alert scenarios are part of the system's function and allow a pre-staged call list of designated personnel and messages to be stored on the server. Scenarios are constructed and saved by personnel responsible for each type of incident and include, but are not limited to, Fire and Emergency Services Division (FESD), Provost Marshal Office (PMO), the EOC, and the Public Affairs Office (PAO). Designated MNS administrators can add or modify alert scenarios as required.

(d) Anyone on MCB CAMLEJ or MCAS New River witnessing an urgent all hazards (emergency) event can notify the 911 ECCC by dialing 911. Authority to verify notifications and publish installation wide urgent/all hazards alerts resides with the 911 ECCC. 911 ECCC personnel are trained to activate the MNS in the case of an event where urgent initial contact to key groups or wide spread urgent mass notification is required.

(e) The following personnel are authorized to release an all hazards (emergency) alert via the MNS to warn of impending emergency events or broadcast other emergency announcements by dialing 911:

1. Deputy Commander
2. Chief of Staff
3. Command Duty Officer (CDO)
4. EOC (when activated) Senior Watch Officer
(SWO)
5. Personnel appointed in writing by the AC/S,
SES
6. Personnel appointed in writing by the AC/S,

G-3/5

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7. Duty Fire Chief
8. Duty PMO Watch Commander
9. Incident Commander (IC)
10. Designated Regional Meteorological
Oceanographic Center personnel
11. Designated MCAS New River personnel

(f) Each AC/S and the MCAS New River S-3 will be authorized to designate, in writing, MNS operators authorized to publish deliberate/routine (non-urgent/non-emergency) notifications specific to their section's mission area. These notifications will be limited to net-centric means only and will not be broadcast over GV. MCIEAST-MCB CAMLEJ AC/Ss and the MCAS New River S-3 will provide a copy of operator designation letters to the AC/S, SES. MNS user roles are defined as follows:

1. MNS operators at the staff section level are authorized to:

a. Issue predefined net-centric deliberate/routine alerts pertinent to their distribution lists and End Users.

b. Create and manage End User accounts.

c. Create and manage distribution lists.

2. MNS administrators designated by the AC/Ss G-3/5, G-6, and SES are authorized to perform the following net-centric functions:

a. Publish pre-defined alerts using the Quick Publish feature or Scenario Publisher.

b. Define New Alerts using the Alert Publisher.

c. Create and manage alerting scenarios.

d. Target the alert recipients.

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- e. End alerts in progress.
- f. Analyze and print reports.
- g. Create and manage End User and operator accounts.
- h. Manage and monitor published alerts.
- i. Define and manage alert channels.
- j. Perform system tasks and archive databases when necessary.

3. In addition to functions listed above, MNS Operators and Administrators designated by AC/S, SES are authorized to perform the following WAVES/GV functions:

- a. Issue pre-defined alerts using selection and action buttons.
- b. Issue alerts using live voice messages.
- c. Target specific alert recipients.
- d. End alerts in progress.
- e. Manage and monitor alerts in progress.
- f. Monitor unit statuses and find unit details.
- g. Perform daily systems checks.
- h. Activate the alternate base station.
- i. Use the network configuration tool to add/edit database elements.
- j. Add/edit transceiver and detector databases.
- k. Program transceivers.
- l. Configure local messaging.

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- m. Configure network access bridges.
- n. Create pre-defined alerts.

4. MNS Distribution Lists Managers are responsible for creating, populating, and managing distribution lists.

5. MNS End User Managers manage the accounts of End Users who receive targeted alerts.

6. MNS End Users are individuals receiving alerts published at their installation. End Users are recipients only and cannot alter or publish an alert.

(g) Emergency Announcement Procedures

1. MNS urgent all hazards (emergency) announcements are initiated by dialing 911.

2. MNS urgent all hazards (emergency) announcements are to be limited to those events requiring rapid dissemination of information to notify the base population and assist with the management of an emergency situation occurring on MCIEAST-MCB CAMLEJ and/or MCAS New River. These announcements will provide specific information as to what to do and/or where to go during an emergency (e.g., evacuation order, shelter in place, etc.).

3. Generally, urgent all hazards (emergency) MNS notifications will be directed by the on-scene IC. Designation of the IC varies depending on the type of incident. For example, the MCIEAST-MCB CAMLEJ Fire Department Duty Chief or Captain will likely be the IC for a fire; mass casualty; or chemical, biological, radiological, nuclear, and high yield explosives event. However, personnel designated in paragraph 4a(2)(e) may initiate all hazards (emergency) MNS notifications if required.

4. The following notifications and corresponding tone will sound on GV:

a. Emergency Announcement. High-low tone for five seconds followed by the specific notification, instructions, and actions required by the targeted base population.

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b. All Clear. Steady tone for five seconds followed by a verbal message: "All Clear."

c. Test. Steady tone for five seconds followed by verbal message: "This is a test of the GV MNS. In an actual emergency you will be instructed what to do and where to go. This concludes the test."

b. Subordinate Element Missions

(1) AC/S, G-1 shall:

(a) Ensure a copy of this Order is included in the CDO instructions.

(b) Ensure the CDO is briefed on procedures for notifying the 911 ECCC to publish MNS notifications.

(c) Provide the CDO roster to AC/S, SES/911 ECCC.

(d) Designate Distribution Lists Managers responsible for creating, populating, and managing G-1 MNS distribution lists.

(e) Designate an End User Manager responsible for managing the accounts of G-1 End Users who receive targeted alerts.

(f) Provide the AC/S, G-6 with personnel rosters as required to assist with MNS database and reports management.

(g) Ensure all G-1 designated MNS Distribution Lists Managers and End User Managers are properly trained.

(2) AC/S, G-3/5 shall:

(a) Serve as the Executive Agent for MNS policy and procedures aboard MCIEAST-MCB CAMLEJ.

(b) Incorporate use of the MNS into the MCIEAST-MCB CAMLEJ Antiterrorism Plan, Installation Emergency Management Plan, and Destructive Weather Order.

(c) Designate MNS Operators and Administrators as appropriate to perform respective functions when the EOC is

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activated. The EOC SWO will ensure that all EOC initiated MNS notifications are coordinated with the 911 ECCC prior to publication.

(d) Designate one primary and one alternate MNS Operator to assume those responsibilities when the EOC is not activated.

(e) Designate Distribution Lists Managers responsible for creating, populating, and managing G-3/5 MNS distribution lists.

(f) Designate an End User Manager responsible for managing the accounts of G-3/5 End Users who receive targeted alerts.

(g) Ensure all G-3/5 designated MNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(h) Incorporate MNS testing dates into the MCIEAST-MCB CAMLEJ events schedule.

(i) Update MNS policy and procedures as required.

(3) AC/S, G-6 shall:

(a) Provide support for non-Navy Marine Corps Intranet (NMCI) End Users with a Common Access Card (CAC) to register and de-register in the MNS.

(b) Conduct MNS tests as described in reference (c) and as directed by the AC/S, G-3/5. Tests will be coordinated with the AC/S, G-3/5 and 911 ECCC. The AC/S, G-6 will manage metrics/reports derived from testing and inform the staff departments of any actionable requirements. The AC/S, G-6 will provide the testing schedule to all staff departments and the PAO for public dissemination.

(c) Serve as liaison to the MNS Help Desk to ensure network reliability.

(d) Provide operator account management.

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(e) Designate Distribution Lists Managers responsible for creating, populating, and managing G-6 MNS distribution lists.

(f) Designate an End User Manager responsible for managing the accounts of G-6 End Users who receive targeted alerts.

(g) Ensure all G-6 designated MNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(4) AC/S, SES shall:

(a) Provide MNS execution oversight as the staff department responsible for a 24/7 MNS capability for urgent all hazards (emergency) alerts.

(b) Provide a 24/7 MNS capability for executing all hazards (emergency) notifications at the 911 ECCC aboard MCIEAST-MCB CAMLEJ. Designate sufficient administrators and operators to support the capability.

(c) Develop and execute Standing Operating Procedures (SOPs) for posting appropriate MNS alerts on marquee signs to include Marine Corps Community Services and PAO operated marquee signs.

(d) Ensure urgent all hazards (emergency) alert AtHoc notification requests originate from on scene witnesses or personnel listed in 4a(2)(e).

(e) Ensure the installation of all GV MNS is performed, per reference (d).

(f) Serve as the point of contact for all GV MNS hardware maintenance issues.

(g) Designate Distribution Lists Managers responsible for creating, populating, and managing SES AtHoc distribution lists.

(h) Designate an End User Manager responsible for managing the accounts of SES End Users who receive targeted alerts.

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(i) Ensure all SES designated MNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(j) Ensure SES first responders are trained on the capabilities of the MNS and are familiar with its use as an emergency management tool.

(k) Add to or update the baseline notification scenarios emergency announcements that can be used to assist the IC when providing emergency direction to the Installation population during an incident response.

(5) PAO shall:

(a) Prepare articles explaining the MNS to include the meaning of each signal/tone and publish them at least semi-annually in the "Globe" and the MCB CAMLEJ and MCAS New River websites.

(b) Publish announcements of MNS tests in the "Globe" and on the MCB CAMLEJ and MCAS New River websites.

(c) Develop and execute SOPs for distribution of appropriate MNS alerts via social media.

(6) All other MCIEAST-MCB CAMLEJ General and Special Staff Department Heads shall:

(a) Designate primary and alternate operators.

(b) Designate Distribution Lists Managers responsible for creating, populating, and managing respective AtHoc distribution lists.

(c) Designate an End User Manager responsible for managing the accounts of department End Users who receive targeted alerts.

(d) Designated operators may also function as Distribution Lists and End User Managers.

(7) Staff departments are responsible for the accuracy of their respective End User registration information.

Enclosure (1) provides instructions for MNS End User Self

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Service Registration. Users that experience difficulties should contact their designated AtHoc administrator.

(8) All staff departments are responsible for ensuring that their designated MNS Operators, Distribution Lists Managers, and End User Managers are properly trained.

5. Administration and Logistics

a. Units should incorporate MNS registration/de-registration into their check-in/check-out process.

(1) Marine Corps Enterprise Network users can register in AtHoc using the following self-service website and by following the directions given in the United States Marine Corps self-service registration instructions provided as enclosure (1):

<https://alerts1.mcidsus.mcids.usmc.mil/selfservice/entry.aspx?pid=2060346>. Users that experience difficulties or are not able to access the self-service website should contact their designated AtHoc administrator.

(2) The AC/S, G-6 has established an organizational mail box (OMB): MCIEAST G-6 ATHOC OMB or MCIEASTG6ATHOC@mcw.usmc.mil for non-NMCI CAC holders. Units/agencies may send an email to this OMB requesting a formatted spreadsheet for MNS End User data entry. The G-6 will send a formatted spreadsheet in Microsoft Excel (.xlsx) format. The requesting unit/agency will fill in the form with the user data and return it to the G-6 via an email to the OMB. The G-6 will convert the document to .csv format and import it into the MNS database. It is the unit's/agency's responsibility to verify the accuracy of their user's data before submitting files to the G-6 for import into the MNS. Units/agencies should submit updated .csv files at regular intervals to keep their information updated.

b. Net-centric MNS trouble ticket procedures are defined in enclosures (2) and (3).

c. GV trouble ticket procedures are defined in enclosure (4).

d. In the event procedures described in the appendices do not resolve the issue, contact the G-6 help desk at (910) 451-1019.

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6. Command and Signal

a. Command

(1) This Order is applicable to MCB CAMLEJ, its subordinate, and all tenant commands.

(2) MCAS New River is referenced in this Order due to MCB CAMLEJ 911 ECCC also serving as FESD and Law Enforcement dispatch for MCAS New River. The MCB CAMLEJ 911 ECCC will also publish urgent all hazards alerts for MCAS New River. MCAS New River specific MNS management procedures will be defined in a separate Air Station Order.

b. Signal. This Order is effective the date signed.



J. W. CLARK, JR.
Deputy Commander

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Network-Centric Emergency Notification Systems

MCIEAST-MCB CAMLEJO 5530.1
27 AUG 2014



CONUS Self-Service Registration Instructions for the United States Marine Corps Mass Notification System

October, 2013

Questions may be directed to:

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Enclosure (1)

Using the AtHoc Self-Service Function

1. Purpose: The purpose of this document is to provide instructions for CONUS end-users on how to register and utilize the AtHoc Self-Service function, which is part of the Marine Corps Mass Notification System.
2. General Information:
 - Marine Corps personnel whose workstation resides on the NMCI network can update information regarding organization, contact devices, and work and home locations. Update information by accessing the systems Self-Service function available from the AtHoc Desktop Notifier (Client). The Desktop Notifier appears as a Purple Globe in the workstation system tray.
 - Marine Corps personnel whose workstation resides on the MCW or MRAM networks can access the Self-Service function from a URL (provided below).
 - Other DoD personnel who are members of Tenant organizations on a Marine Corps installation, but are not on the NMCI, MCW or MRAM networks do not have access to Self-Service. Their account information must be provided manually – as either comma-separated value (.csv) file import or system operator input.
3. Steps:
 - a. NMCI, MCW and MRAM users can open Self-Service by using the URL associated with your Installation from the following list.
 - MCBH KBay– <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060374>
 - Camp Smith - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060376>
 - HQMC/MCICOM - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060336>
 - Lejeune/New River - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060346>
 - Cherry Point - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060354>
 - Norfolk Area - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060356>
 - Parris Island - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060338>
 - Beaufort - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060352>
 - Blount Island - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060358>
 - Albany - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060350>
 - Pendleton - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060364>
 - Miramar - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060368>
 - MCRD San Diego - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060340>
 - 29 Palms - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060342>
 - Yuma - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060370>
 - Bridgeport - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060344>
 - Barstow - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060372>
 - Quantico - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060360>
 - 8th and I - <https://alerts1.mcdsus.mcds.usmc.mil/SelfService/Entry.aspx?pid=2060362>
 - b. NMCI users only: Can access Self-Service by right-clicking on the purple globe icon in the system tray on your NMCI workstation and selecting "Access Self-Service" (see Figures 1 & 2).

Enclosure (1)



Figure 1



Figure 2

- c. When prompted, select your CAC Certificate and enter your CAC PIN. Regardless of the method used to access the Self-Service site, once logged on, the "My Info" Tab appears. (Figure 3)

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Hello, Dave Kelley | [Sign out](#) | [Help](#)

MCRD Parris Island

Inbox **My Info** Devices Locations

User Information
 You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests (not for your personal benefit or privacy). Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.
Fields marked with * are mandatory.

Save Reset

Basic Information

Username *: ATHOC/dkelley

First Name: Dave

Last Name: Kelley

Display Name: Dave Kelley

Foreign Languages:

- Japanese
- Korean
- Spanish
- Tagalog

Select all the Foreign Languages you speak from the list provided.

Organization Information

MCRD PARRIS ISLAND *: [MCRD PARRIS ISLAND/CHIEF OF STAFF/G-3/TRAINING/](#)

Save Reset

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Figure 3

d. Update the key attributes that apply to you.

- 1) Select any of the listed foreign languages if you have an advanced skill in the language.(Figure 3)
- 2) Important: select your organization by clicking on the hyperlink in the Organization Information section (Figure 4).
- 3) In some cases, the organizational hierarchy may not go all the way down to the level at which you work. Simply select the next appropriate higher headquarters that is listed (Figure 5).

Enclosure (1)

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Hello, Dave Kelley | [Sign out](#) | [Help](#)

MCRD Parris Island

[Inbox](#) | [My Info](#) | [Devices](#) | [Locations](#)

User Information

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests not for your personal benefit or privacy. Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Fields marked with * are mandatory.

Basic Information

Username *: ATHOC\kkelley

First Name: Dave

Last Name: Kelley

Display Name: Dave Kelley

Foreign Languages:

Japanese

Korean

Spanish

Tagalog

Select all the Foreign Languages you speak from the list provided.

Organization Information

MCRD PARRIS ISLAND *: [MCRD PARRIS ISLAND/CHIEF OF STAFF/G-3/TRAINING/](#)

[Save](#) [Reset](#)

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Figure 4

Select Organizational Hierarchy -- Webpage Dialog

Select Organizational Hierarchy
Please select the organizational unit this user belongs to.

[Expand All](#) [Collapse All](#)

- MCRD PARRIS ISLAND
 - CHIEF OF STAFF
 - SJA
 - PAO
 - IPAC
 - G-3
 - TRAINING**
 - OPERATIONS
 - EOC
 - COMBAT CAMERA
 - DEPOT BAND
 - PMO
 - G-4
 - ARMORY
 - FACILITY MAINTENANCE DIVISION
 - FIRE & RESCUE DIVISION

Selected Organizational Hierarchy: MCRD PARRIS ISLAND/CHIEF OF STAFF/G-3/TRAINING/

[Save](#) [Cancel](#)

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Figure 5

Enclosure (1)

- e. Once you have updated the data on the "My Info" tab and clicked "Save", click on the "My Devices" tab (Figure 6). Input your contact information for phone, email, and SMS text and then "Save". Enter commercial phone numbers only, no DSN numbers!

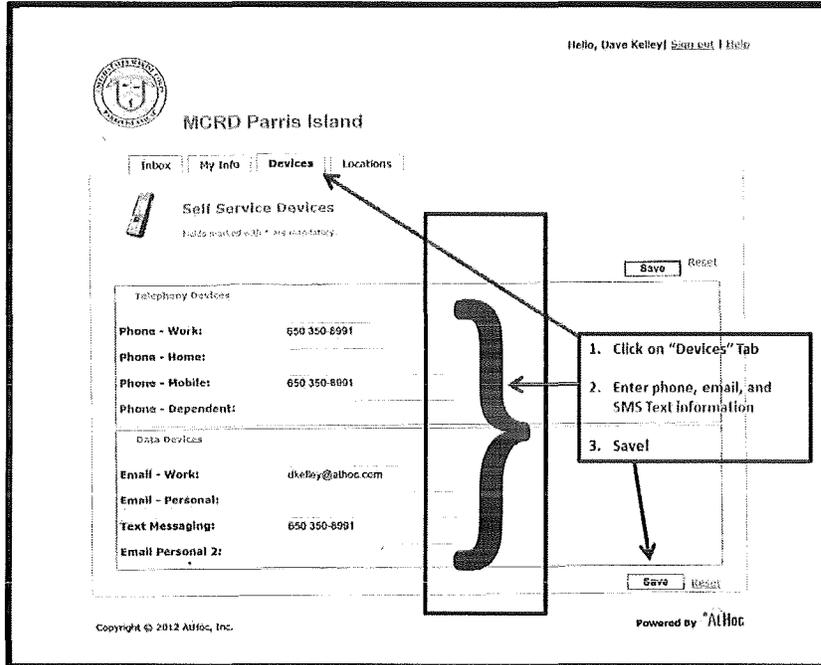


Figure 6

- f. When you've completed entering Device information, click on the "Locations" Tab to enter and work address information. (Figure 7)

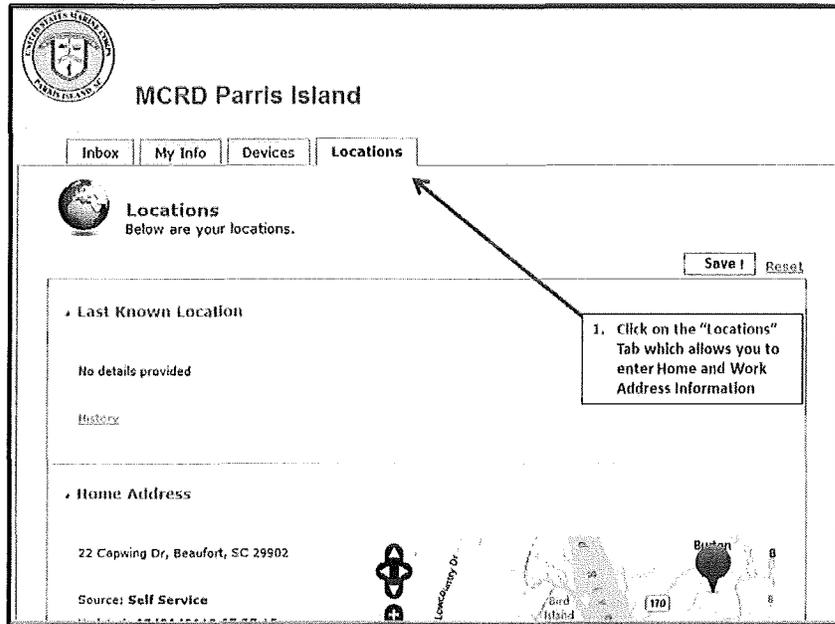


Figure 7

- 1) Click on the "Edit" button for either your Home or Work Address. (Figure 8)

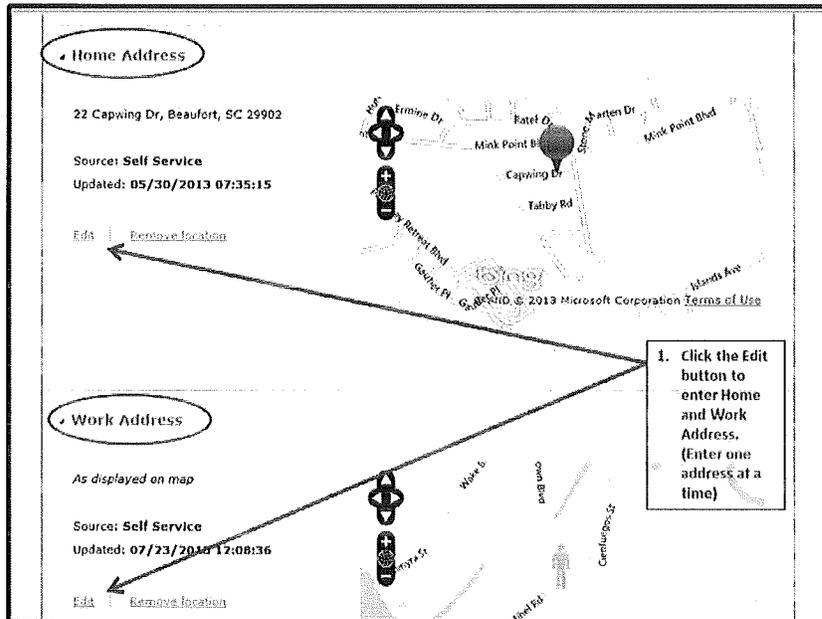


Figure 8

- 2) Address information can be added in two ways (Figure 9)
 - (a) By typing in the actual address in the space provided; or
 - (b) By using the cursor on the Map and moving it to the exact location

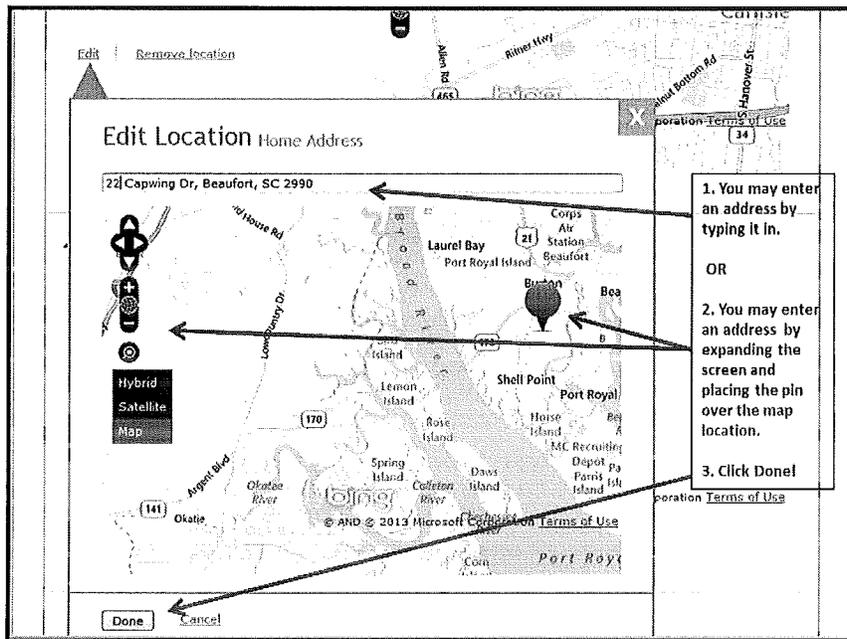


Figure 9

- 3) Click the "Save!" button to save your changes. (Figure 10).

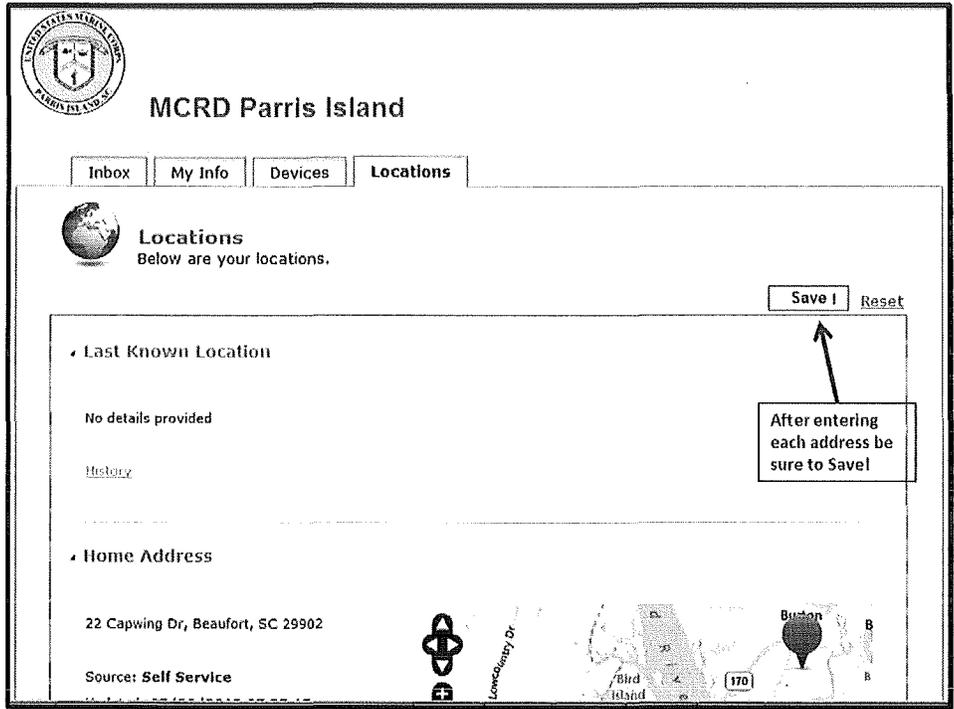


Figure 10

Congratulations! You have completed the steps required to enter all pertinent information and receive alerts on the devices you provided. Please update your information as it changes using these same procedures.

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SYSTEM PROBLEM AND INITIATION OF FAILOVER PROCESS

The following process explains actions that must be taken to initiate a failover to the alternate Net-Centric Server Site. These actions must be taken in sequence in order to determine, 1) that failover is necessary, and 2) that all affected installations are aware the failover has occurred.

1. MNS Administrators determine the primary Net-Centric Server Site cannot be reached from multiple workstations.
2. MNS Administrators contact the MCIEAST-MCB CAMLEJ G-3/5 MNS Administrator at (910) 451-6968 for verification that the primary site is down. After working hours, contact the Marine Corps Installation Command (MCICOM) Watch Officer at (571) 256-8194 or (910) 391-4419.
3. If MCICOM confirms the site is down, MCICOM shall initiate a system failover. If confirmation is not made, the issue is at the installation level and procedures in enclosure (3) will be followed.
4. MCICOM contacts the Quantico/Pendleton/Foster/Kaneohe Bay Network Operations Center and initiates failover procedures to alternate server locations.
5. MCICOM verifies alternate site is up and running.
6. MCICOM sends Alert to all CONUS/OCONUS locations indicating the switch to the alternate site has been successful.

REPORTING SYSTEM PROBLEM TO ATHOC SUPPORT

1. Contact AtHoc Support.
 - a. Where: AtHoc Support.
 - b. Phone: 1-888-GO-ATHOC (1-888-462-8462).
 - c. Portal: www.athoc.com/support.
 - d. Email: support@athoc.com.
2. Provide the following information:
 - a. Your identity: Rank/Title, First Name, Last Name, Commercial Phone Number where you can be reached, and e-mail address (if applicable).
 - b. Location: Your site, e.g. MCB CAMLEJ.
 - c. System: USMC Net-centric.
 - d. Description of Problem: Give a descriptive narrative of the issue.
3. Additional Information. Provide the following information to submit along with the request for support:
 - a. AtHoc Event Viewer Logs (can be gathered and exported via Net-centric web interface under Administration -> Event Log).
 - b. A screenshot of the issue (if applicable).

Note: AtHoc Desktop Client Logs (if issue is client related) can be gathered by right-clicking on the client (purple globe in lower-right of screen), choosing "About", and clicking "Open Log File".

GUIDE TO REPORTING PROBLEMS WITH THE GV SYSTEM

1. All problems encountered with the GV system will be reported to MCIEAST-MCB CAMLEJ Physical Security at (910) 451-5810.

2. MCIEAST-MCB CAMLEJ Physical Security will initiate the following procedures. Call the Integrated Support Center (ISC) by telephoning 1-877-4-SPAWAR (1-877-477-2927) or Defense Switched Network (DSN) 588-5550 and specify that you are calling about a United States Marine Corps (USMC) ESS (Electronic Security System) problem. This will prevent your ticket from going to another program such as fuel handling. When reporting a problem to the ISC, you will have to give the operator the following information:

(1) Ship/Activity: There may be more than one entry for your base. To ensure your problem gets to your Regional Sustainment Technician (RST) for resolution, be sure to use the ship/activity that was specified by your RST.

(2) System: The System must be reported as USMC ESS. If this is not reported correctly, your trouble ticket may be forwarded to the wrong group for resolution. This will delay action on your problem. The operator will ask for your Last and First Name, Rank, Commercial and DSN telephone numbers, and e-mail address.

(3) Categorization: This is a pick list. The choices are Hardware or Software.

(4) Priority: The ticket must be prioritized 1 through 5 with 1 being the highest priority. The following is a list of definitions for the different priorities.

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Priority	Definition
1	Prevent the accomplishment of an essential capability. Jeopardize safety, security, or other requirement designated "CRITICAL" Requires posting of guard force immediately upon event or failure.
2	Adversely affects the accomplishment of an essential capability and no work around solution is known. Requires posting of guard force upon the end of the normal work day.
3	Adversely affects the accomplishment of an essential capability, but a work around solution is known.
4	Results in user/operator inconvenience or annoyance but does not affect a required operational or mission-essential capability. Results in inconvenience or annoyance for development or maintenance personnel but does not prevent the accomplishment of the responsibilities of the personnel.
5	Any other effect (e.g. something minor, but you want to document it).

(5) Short Description of Problem: Be precise. Do not report "All hosed up" or "System going crazy". For example, report "Building 1452 All Comm Loss" or "Camera 31 No Video". You will note that, in these examples, the problem description is straightforward and the exact location on the site is given. Be sure to provide the Building number and Building name. If it is a MDI "issue", also provide the account, line, RTU, and zone information.

b. A RST will be paged immediately (24 hours a day, 7 days a week), for all Priority 1 and 2 tickets. RSTs will only be paged during normal working hours for priority 3, 4, and 5 tickets.

c. Please do not wait until a problem becomes "high profile" before reporting it to the call center and then report it as a Priority 1/2. Problems should be reported as soon as

Enclosure (4)

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they are identified for resolution. Priorities 1 and 2 are critical and it is likely guards will be posted. Priorities 3, 4, and 5 are less critical and can wait for the next workday. Keep in mind, a priority 3, 4, or 5, called in on Friday, may not be addressed until Monday.

d. Even problems you discover and resolve should be reported to the Information Systems Coordinator. This allows the RST to recognize trends that may be occurring at your site.

Enclosure (4)