



NASA's Agencywide Emergency Notification and Accountability System

NASA deployed an Emergency Notification and Accountability System (ENS) in 2011. Now in the event of an emergency, GSFC or the Agency has a way to tell you about emergency situations and inquire about your safety.

We may ask you to respond to notifications by checking in and telling us if you are safe. The notification system will repeatedly attempt to contact you, using a mix of contact devices (e.g., phone, e-mail, etc), until we get your response. ***Please do understand that responding, "no" to a question that asks if you are okay is not the equivalent to calling "911"; continue to trust your instincts and call 911 if you are in an emergency situation, in addition to responding to our system notifications.***

Please stay alert for these notifications.

To view or update your contact information go to www.employeeexpress.gov (civil service) or <https://idmax.nasa.gov> (non-civil service).

Watch for e-mails

If the Agency or your Center needs to contact you by e-mail during an emergency, e-mails will come from Emergency.NASA@dccnotify.com. **Some letters or characters in the e-mail may look puzzling, but an e-mail from this address is not spam.** The characters are generated by the system and are used to track if you received the message. Read the e-mail carefully and follow the directions to account for your safety. You may be asked to send a short reply to the e-mail or to go online to an ENS website to tell us you are safe. ENS will send e-mail to your NASA work mail, as well as other work or personal e-mail accounts, if you have provided those e-mail addresses to us.

Listen for phone calls

ENS will ring multiple phone numbers (e.g. work

phone, home phone, and cellular phones) to contact you in an emergency. The notification system will use phone numbers you have provided in your contact information.

Upon hearing you answer the phone, the system will typically state, **"This is an emergency message from NASA. Please press a numeric key to receive an important message."** When you hear this, press a numeric key and continue to listen to the *entire* message; you will have the option to hear the message again. Follow all instructions to successfully check- in and account for your safety. If you do not answer the phone, ENS will leave you a voice mail message.

Watch for texts

If you have a NASA-issued work cell phone, or have opted into receive text messages to your personal cell phone, NASA may send you a text message to notify you of an emergency.

Note: Opting in for ENS text messages to your personal cell phone: text messages come from cell phone number 34292. To opt in to receive emergency notifications to your cell phone, create a new text message. In the "To" field, text 34292. In the body of the text, type "Join NASASMS" This will enable text ENS notifications to be sent to your cell phone. Please note, you will receive a verify code text message back from the ENS vendor; this return text is an indication that you have successfully opted in. Also note that standard message and data rates may apply to each text message or cell phone call sent or received; other charges may apply as defined in your wireless service rate plan. *Contact your wireless carrier for pricing plans prior to opting in for text messages on your personal cell phone.*

To obtain more information

Please contact the GSFC Emergency Management Office at 301-286-1109

Or, visit ENS's website at:

<http://www.hq.nasa.gov/office/ops/nasaonly/ENSinformation.html>