

TIP 33: The IPAWS Lab 24/7 Technical Services Support Desk (TSSD)

The IPAWS Program Management Office (PMO) is pleased to announce the availability of the IPAWS TSSD 24 hours a day, 7 days per week, including holidays.

For several years, requests from Alerting Authorities have grown to include the availability of IPAWS Lab technical assistance after business hours. We have met the demand, and the IPAWS Lab will continue to provide a closed/safe environment for Alerting Authorities to improve alerting proficiency, assess operating procedures, train employees, and exercise processes.

How does it work?

The IPAWS PMO has secured a **new toll-free number for the lab (1-84-IPAWSLAB or 1-844-729-7522)**. You can call this number during both business hours and after-hours. It will always be answered by the IPAWS Lab answering service and routed to the appropriate Lab staff.

What issues should I call for?

Alerting Authorities may encounter various issues and/or concerns when using IPAWS. The IPAWS Lab 24/7 TSSD will be available to assist you with:

- Technical failures issuing a live alert
- Troubleshooting errant alerts and explanation of error codes
- Proficiency demonstrations and practice alerts
- Alerting best practices
- Webinars (during business hours) to support training initiatives
- Exercise participation
- And other IPAWS-related initiatives

What can I expect when the answering service receives my call?

The answering service is a contracted vendor who will receive your call. Please be prepared to provide the answering service with the following information:

- Your first and last name
- Telephone number
- Brief description of issue



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The Operator will transfer your call to IPAWS Lab 24/7 TSSD personnel for assistance. On-call lab personnel will determine the level of support to meet your needs and act accordingly.

Does this service replace my vendor helpdesk?

No. The IPAWS Lab 24/7 TSSD is in place to assist Alerting Authorities with after-hours IPAWS issues, not vendor-specific software inquiries and/or questions. Please refer to your vendor for product inquiries.

When does the IPAWS Lab 24/7 TSSD go live?

After hours support begins on January 22, 2021.

What is the new toll-free phone number?

Toll-Free: 1-84-IPAWSLAB or 1-844-729-7522

IPAWS Tips at Your Fingertips

Find all Tips from 2018 to the present, in [IPAWS Tips](#) on the FEMA website. Share your ideas for future Tips with the IPAWS PMO at fema-ipaws-stakeholder-engagement@fema.dhs.gov.

The Integrated Public Alert & Warning System (IPAWS) is FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System, and on the National Oceanic and Atmospheric Administration's Weather Radio.