

Integrated Public Alert and Warning System Technical Support Services Facility

FEMA's Integrated Public Alert and Warning System (IPAWS) Program Management Office provides public safety officials with a controlled IPAWS Technical Support Services Facility where approved alerting authorities are permitted access to practice, train and exercise use of IPAWS.

What is the IPAWS Technical Support Services Facility?

This IPAWS facility is staffed 24/7/365 with subject-matter experts who assist alerting authorities with IPAWS needs. The facility is equipped to support on-site and virtual interactive seminars, training initiatives, exercises, proficiency demonstrations and other alert and warning efforts.

The facility hosts a closed IPAWS environment for alert creation and dissemination to all IPAWS pathways including the Emergency Alert System, Wireless Emergency Alerts, Non-Weather Emergency Messages and IPAWS All-Hazards Information Feed.

Capabilities

- 24/7/365 technical support from knowledgeable staff
- Non-public training and demonstration environment
- On-site seminar and training initiatives
- Functional assessments of alert and warning technologies
- Alert origination demonstrations
- Independent alert validation tool (IPAWS Message Viewer)
- Expert troubleshooting

The facility is located at National Harbor, Maryland, near Washington, DC and Old Town Alexandria, VA. Visitors are welcome. Contact the facility at fema-ipaws-lab@fema.dhs.gov.

Environment

To access the IPAWS Technical Support Services Facility closed training and demonstration environment, an Alerting Authority must possess a demonstration digital certificate and ensure that its IPAWS-capable alert origination



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software is directed to the IPAWS TSSF URL: https://demo.integration.aws.fema.gov/IPAWS_CAPService/IPAWS.
Most software vendors manage this requirement for their clients.

Confirming IPAWS TSSF Alerts

To verify alert receipt at the IPAWS TSSF, an alerting authority can use the IPAWS Message Viewer by entering the following URL in their Edge, Firefox or Chrome browser:

https://messageviewer.demo.apps.fema.gov/ALERT_SERVICES/postedmessages.php?COGID=30xxxx

(where 30xxxx is the user's Demo COG ID)

24/7 Toll-Free Number

The new 24/7 toll-free number for the Technical Support Services Facility is **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 and/or routed to a staff member.

What issues should I call for?

Alerting authorities may encounter various issues and/or concerns when using IPAWS. The IPAWS 24/7 number 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

Does the IPAWS facility replace my vendor help desk?

No. The IPAWS 24/7 Technical Support Services Facility is in place to assist alerting authorities with IPAWS issues, not vendor-specific software inquiries and/or questions. Please refer to your vendor for product inquiries.

The IPAWS TSSF is a safe and effective environment for public safety officials to train, practice and exercise alert and warning technologies interoperable with IPAWS. Using the facility will increase the confidence of Alerting Authorities, reduce errant alerts, and improve alert and warning messaging to the public.