

**BY ORDER OF THE COMMANDER
AIR FORCE RESERVE COMMAND**

**AIR FORCE RESERVE COMMAND
INSTRUCTION 10-404**



18 MAY 2010

**442 FIGHTER WING
Supplement**

19 OCTOBER 2012

Operations

UNIT RECALL

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFD 10-4, *Operations Planning: Air & Space Expeditionary Force*. 30 April 2009. It articulates AFRC procedural guidance for notifying and assembling personnel under actual, alert and test conditions. AFI 10-218 AFRC SUP, *Continuity Of Operations (Coop) Program* designates accountability actions. This instruction addresses information protected by the *Privacy Act of 1974*. The authority to collect and maintain this information is Title 10 United States Code, Section 8013. Following the guidance in AFI 33-332, *Privacy Act Program*, give a Privacy Act statement orally or in writing to anyone from whom you are collecting personal information that will be put in a system of records, regardless of how you collect or record the answers. The use of the Emergency Notification System (ENS) is mandatory for all military members at all locations with AFRC personnel. Employees in civilian status (to include Emergency Essential personnel) may voluntarily provide contact information through ENS, but cannot be mandated. This instruction does not pertain to Individual Mobilization Augmentees (IMAs). Ensure that all records created as a result of processes prescribed in AFMAN 33-363, *Management of Records*, are maintained in accordance with this manual, and are disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afirms/afirms/>. Refer

recommended changes, comments, or questions about this publication to the Office of Primary Responsibility (OPR) at Headquarters Air Force Reserve Command Services (HQ AFRC/A3TC), 155 Richard Ray Blvd, Bldg 210, Robins AFB GA 31098-1635, using the Air Force (AF) IMT Form 847, *Recommendation for Change of Publication*; route AF IMT 847s from the field through the appropriate functional’s chain of command.

(442FW) Air Force Reserve Command Instruction (AFRCI) 10-404, *Unit Recall*, 18 May 2010, is supplemented as follows: This supplement outlines procedures for the notification and assembly of personnel under actual, alert, and test conditions. It applies to all 442d Fighter Wing (442 FW) units, detachments, and geographically separated units (GSUs). This supplement addresses information protected by the *Privacy Act of 1974*. The authority to collect and maintain this information is Title 10 United States Code (USC), Section 8013. Following the guidance in Air Force Instruction (AFI) 33-332, *Air Force Privacy Program*, give a Privacy Act statement orally or in writing to anyone from whom you are collecting personal information that will be put in a system of records, regardless of how you collect or record the answers. The use of the Emergency Notification System (ENS) is mandatory for all military members at all locations with Air Force Reserve Command (AFRC) personnel. Straight civilian employees may voluntarily provide contact information through ENS, but cannot be mandated. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional’s chain of command to (include OPR mailing instructions). Ensure that all records created as a result of processes prescribed in Air Force Manual (AFMAN) 33-363, *Management of Records*, are maintained in accordance with this manual, and are disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>. See **Attachment 1** for a Glossary of References and Supporting Information.

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed. Each paragraph has been revised to provide more detail.

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1. General. The ability of a commander to recall his or her unit members is one of the basic premises for a unit to mobilize and meet its wartime commitments, and disseminate information to unit members. To accomplish this, the commander must have a plan that ensures he or she will be able to contact and assemble all assigned personnel within the required response time as designated in the mobilization order. The response time could be as early as the time stipulated in the Designed Operational Capability (DOC) Statement for units which have a DOC statement.

2. Responsibilities.

2.1. HQ AFRC Command Center will:

2.1.1. Initiate HQ AFRC directed communication tests and actual recalls via ENS message, telephone, Email message or other alternate means, then monitor Numbered Air Force (NAF) reporting, and forward results to HQ AFRC Contingency Action Team (CAT). The AFRC Command Center will notify all Wing Command Posts; further down channel notification is a Wing responsibility.

2.1.2. Initiate communication tests and actual recalls for HQ AFRC assigned personnel, monitor Directorate reporting, and forward results to HQ AFRC CAT. (See attachment 3 for format.)

2.2. HQ AFRC CAT will: Monitor, compile and report results of HQ AFRC directed communications tests or actual recalls at the direction of the commander, vice commander or other designated authority.

2.3. HQ AFRC/A1XD will: Provide AFRC personnel and PASCODE information to A6 for import into the Emergency Notification System (ENS) database.

2.4. NAF Command Posts will:

2.4.1. Monitor units' status during HQ AFRC-directed communications tests or actual recall.

2.4.2. Monitor actual unit recalls due to real world disasters or contingencies.

2.4.3. Consolidate unit reports and forward to HQ AFRC Command Center and HQ AFRC CAT. (See attachment 2 for message format.)

2.5. Wing Commander will:

2.5.1. Ensure each unit has a recall plan in place to meet wartime and peacetime recall requirements.

2.5.2. Identify in writing a primary and alternate Wing Recall Program Manager.

- 2.5.2.1. **(Added-442FW)** Provide the 442 FW command post (442 FW/CP) a copy of the 442 FW Recall Program Manager appointment letter.
- 2.5.3. Ensure accurate and timely reporting of recall results.
- 2.5.4. Ensure the plan includes accountability procedures to be used during a natural disaster or national emergency, IAW AFI 10-218 AFRC SUP 1, *Personnel accountability in Conjunction with natural Disasters or National Emergencies*. (e.g., AFPAAS)
- 2.5.5. Ensure the wing exercises and conducts a no-notice communications test at least once annually to demonstrate the ability to contact all assigned wing personnel.
- 2.5.6. Program adequate funding in annual budget estimates to conduct at least one communications test each fiscal year.
- 2.5.7. Ensure wing operating instruction for unit recall procedures is created.
- 2.5.8. Enforce the use of the ENS System as the primary tool for emergency notifications and recalls.
- 2.5.9. Assign the Wing/Unit Recall Monitors as ENS Program Managers.
- 2.6. Group Commander will identify in writing a primary and alternate group program monitor.
- 2.6.1. **(Added-442FW)** Group commander will provide the 442 FW/CP a copy of the group's primary and alternate recall program monitor appointment letter.
- 2.7. Unit Command Posts will:
- 2.7.1. Function as the Commander's representative for initiating and monitoring recall progression and accomplishing appropriate recall and/or communications test reporting. Command Post controllers will not be designated a key alerter for groups/squadrons, outside of CP personnel notifications.
- 2.7.2. Maintain a current recall roster for each assigned unit to include Geographical Separated Units (GSUs).
- 2.7.3. Maintain recall and communications test results for the Wing for 90 days.
- 2.7.4. Upon initiation of an actual recall or mobilization, submit reports in accordance with applicable guidance and procedures.
- 2.7.4.1. **(Added-442FW)** Upon initiation of an actual recall or mobilization submit reports to the 442 FW Commander (442 FW/CC) no later than (NLT) Reference start time (RST) + 2:00, RST + 4:00, RST + 6:00, RST + 12:00, RST + 18:00, RST + 24:00, then every 6 hours until 100% contacted, or as directed by the 442 FW/CC.
- 2.7.5. Use the ENS system for wing recall and emergency notifications that require more than ten notifications.
- 2.7.6. Ensure each controller is thoroughly trained on the system operations.
- 2.7.7. Train all Program Managers on their responsibilities and system functionality on IWS alerts to include end user updates and after action reports.

2.7.8. Conduct a Monthly Communication Check with a minimum of 10 personnel contacting 100% of those end users using both phone and e-mail. The purpose of this Communication Check is to maintain proficiency and assist in maintaining the database. This is a “TEST” of the system only.

2.7.9. Conduct a monthly contact information validation every UTA for all wing personnel.

2.7.10. Send the monthly test results to the appropriate NAF command center who will consolidate the reports and send them to the C4 Systems Manager at HQ AFRC/A3TC.

2.7.11. Create appropriate checklists (see attachment 5 for formats).

2.7.12. **(Added-442FW)** Maintain a copy of the 442 FW Recall Program Manager’s appointment letter, and 442 FW Staff, 442d Medical Squadron (442 MDS), and all group to include GSU group recall program monitor appointment letters.

2.8. Unit Commanders will: Appoint primary and alternate recall program monitors in writing and ensure those appointed are aware of responsibilities and reporting procedures.

2.8.1. **(Added-442FW)** Provide the group or GSU recall program monitor and the 442 FW Recall Program Manager a copy of the subordinate unit’s recall program monitor appointment letter.

2.9. Unit Recall Program Monitors will:

2.9.1. Ensure unit recall programs fall into the guidelines of this regulation.

2.9.2. Establish Key Alerters in your unit based on geographic area (for comm. outage) so that it is cost effective to recall personnel.

2.9.2.1. **(Added-442FW)** Designate a minimum of two alerters for each contact group on the unit’s recall roster.

2.9.3. Develop a positive validation system for monthly verification of individual, address, and telephone data. Accurate information is essential for a current notification roster of all assigned personnel, as it is used to notify under alert, actual recall, and test conditions.

2.9.4. Provide Command Post with a monthly update of recall rosters to include specific instructions for use of unit recall program and pyramid rosters.

2.9.4.1. **(Added-442FW)** 442 FW Staff, 442d MDS, and group recall program monitors stationed at Whiteman Air Force Base (AFB) will provide the command post with a monthly updated paper copy of the unit’s recall roster pyramid with attached specific instructions for use.

2.9.4.2. **(Added-442FW)** Detached and GSU group recall program monitors will email their monthly updated unit’s recall roster pyramid with specific instructions for use to the 442 FW Recall Program Manager and alternate.

2.9.5. Report recall and communications test results to the Command Post with timely updates for proper reporting to higher headquarters.

2.9.6. Develop procedures for recall or mobilization under degraded communications conditions (comm-out).

2.9.7. Maintain a specific alternate recall plan so that messengers can be sent to members' homes if they cannot be contacted by phone (Comm. Outage).

2.9.8. Ensure recall procedures include provisions for recall notifications to be made by unit members. (Units may establish contacts with local law enforcement, civil defense, Civil Air Patrol (CAP), and other local agencies for assistance in notifying personnel; however, these sources should not be considered the primary means of notification. During an actual comm-out situation, other priorities would probably limit the support these agencies could provide.) Alternate recall plans should be flexible. For example, the comm-out condition may only affect the base and immediate surrounding area. In some cases, contact via messenger may not be practical (for example, members who reside out of state or long distances from base).

2.9.9. Become qualified through training from a certified ENS administrator (Command Post personnel), then maintain the ENS database for their respective unit by validating unit data monthly in conjunction with monthly recall roster updates.

2.9.10. Be responsible for the creation and maintenance of a comprehensive system to monitor and update personnel information in the ENS database.

2.9.11. Be responsible for the training and education of all unit personnel (end users).

2.9.12. Assign Operator/Administrator roles (limited or full administrative rights) based on local requirements.

2.9.13. **(Added-442FW)** Ensure all alerters receive a monthly updated copy of the unit's recall roster pyramid with specific instructions for use by close of business on Sunday of the UTA.

2.10. Unit Members will:

2.10.1. Provide the following mandatory information: name, address, applicable phone numbers to include home, business, cellular, and email addresses. If home address is a post office box, maintain specific directions to the member's home. Failure to do so can have an adverse effect on mobilization of the unit.

2.10.2. Notify their unit recall program monitor with changes to address, phone numbers or email.

2.10.3. Military members are required to provide up to date contact information via the Virtual Military Personnel Flight Application (vMPF). Civilian members who wish to provide personal contact information should do so using the ENS self service application. All members are responsible for the accuracy of their own contact

2.10.3.1. **(Added-442FW)** Military members will set up a Personal Identification Number (PIN) in ENS. Straight civilian members who wish to provide personal contact information should also setup a PIN in ENS.

2.10.3.2. **(Added-442FW)** Military members will update their contact information in the ENS self service application.

2.11. Unit Network Control Centers and CSTs will work with AFRC/A6N to ensure each AFRC workstation is loaded with the current version and correct PID of the IWS/Alerts client software. For AFRC tenant Wings/units, updates to the IWS Alerts desktop client will have to be coordinated with the host base MCCC and/or I-NOSC supporting the local base network

3. Recall Rosters.

3.1. Units will create a pyramid notification system (recall roster) that includes specific instructions for use, notification types and phraseology, a pyramid notification system and Excel spreadsheet with information identified in para 2.10.1. (See attachment 4 for spreadsheet format.)

3.1.1. Recall Pyramids. The pyramid recall system will utilize quality considerations such as: key alerters will have availability and access to communications necessary to make notifications; consider grouping all those who live in the same distant community and members who do not have a street address will provide brief directions to their homes.

3.1.1.1. Group Pyramids will begin at the group and will include all assigned squadrons.

3.1.1.2. Unit Pyramids will begin with the group and will include every individual in the unit to include civilians, traditional reservists, Air Reserve Technicians, and Active Guard and Reserve personnel.

3.2. Recall rosters will:

3.2.1. Include specific instructions for use, notification phraseology, pyramids, and Excel spreadsheets.

3.2.2. Be responsive and cost effective when possible. Consolidate personnel by area and/or ZIP Code where practical.

3.2.3. Specify alternate procedures in the event of the loss of primary communications.

3.2.4. Comply with the provisions of the Privacy Act of 1974, Title 5, U.S.C., Section 552a, as amended and AFI 33-332.

3.2.5. Include procedures for reporting results of an actual or test notification to the recall program monitor for timely reporting. See paragraph 6 for reporting procedures.

3.2.6. Consider operations security (OPSEC) in all actions.

3.2.7. Recall rosters will identify personnel essential to the unit in the event a Type 2 Essential Personnel Recall is initiated.

4. Notification System.

4.1. The unit commander is responsible for contacting assigned personnel as follows. Recall should not stop until 100 percent notification.

4.2. The Command Post will initiate unit recalls via ENS as the primary means with manual telephones being an alternate means. Unless absolutely essential to the mission, do not use

radio, television, or newspapers to notify individuals of an alert to mobilize until DoD has provided detailed information to Congress and the public.

4.2.1. **(Added-442FW)** When manual telephone or alternate means is used; the 442 FW/CP will notify the unit commander and a key alerter of each unit required to be alerted from the following subordinate units: 442 FW Staff, 442d Operations Group, 442d Mission Support Group, 442d Maintenance Group, 442 MDS, 476th Fighter Group, 917th Fighter Group, and 924th Fighter Group. The contacted key alerter will initiate the recall for their unit.

4.3. Upon direction from AFRC Public Affairs, the Wing Commander will use the news media to expedite recall. The unit public affairs office provides guidance and assistance concerning the release of this information.

4.4. When notifying unit members, relay the message directly to the member. (PIN validation will suffice when ENS is used.) Messages to co-workers, family members, answering machines, etc., do not constitute contact.

4.5. Notification Types. The types of recalls/notifications listed below will be created in the ENS.

4.5.1. TYPE 1: ALL PERSONNEL RECALL. All civilian and military personnel report to duty section by _____. *Script: This is (name and organization) with a type one (All Personnel) recall. Pass this notification in accordance with your pyramid alert roster and report for duty by _____ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.2. TYPE 2: ESSENTIAL PERSONNEL RECALL. Only military personnel will report to duty section by _____. Civilian personnel will report at normal duty time. *Script: This is (name and organization) with a type two (Essential Personnel Report) recall. Pass this notification in accordance with your alert pyramid roster and military report for duty by _____ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.3. TYPE 3: COMMUNICATIONS-OUT RECALL. (Separate recall roster) Personnel will be contacted in person or by runner. *Script: This is (name and organization) with a type Three (Comm-Out) recall. Pass this notification in accordance with your alert pyramid roster in person or by runner and then report for duty to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.4. TYPE 4: SELECTIVE RECALL. Only personnel identified by Wing or Unit CC, or a designated representative will be notified. *Script: This is (name and organization) with a type four (Selective) recall. Pass this notification to identified personnel in accordance with your pyramid alert roster and report for duty by _____ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.5. TYPE 5: TELEPHONE RECALL. All personnel will be notified but **will not** immediately report to their duty section or assembly area. Members will report at normal duty time. *Script: This is (name and organization) with a type five (Telephone) recall. Pass this notification in accordance with your pyramid alert roster and report for duty at your normal time.*

4.5.6. TYPE 6: TELEPHONE STANDBY. All personnel will be notified but **will not** immediately report to their duty section or assembly area. Members will remain at home and be available for further instructions. *Script: This is (name and organization) with a type six (Telephone Standby) notification. Pass this notification in accordance with your pyramid alert roster and remain on telephone standby for further instructions.*

4.5.7. TYPE 7: SEVERE WEATHER EVACUATION NOTIFICATION. If time permits, all personnel will be notified. *Script: This is (name and organization) with a type seven (Severe Weather / Evacuation) notification. Based on CAT/BS directive.*

4.5.8. TYPE 8: FORCE PROTECTION CONDITION (FPCON) NOTIFICATION. All civilian and military personnel will be notified. *Script: This is (name and organization) with a type eight (Force Protection change) notification. There has been a Force Protection Condition change. We are now in FPCON _____. Pass this notification in accordance with your pyramid alert roster.*

4.5.9. TYPE 9: ALERT NOTIFICATION. When authorized by the Secretary of the Air Force, affected reservists may be alerted for possible recall. Whenever possible, these members are given reasonable advance notice before they must report. The following alert phraseology is provided as a Script: *“This is (grade, name, and duty assignment) with a type 9 (Alert) Notification. You are placed on alert for possible short-notice recall to active duty. This is not a notice to report. This alert is to allow time for you to arrange your personal and business affairs. You will remain in this alert status until recalled or notified of alert cancellation. Do you understand?”* Note the time at which each individual was notified and any problems encountered.

4.5.10. TYPE 10. COMMUNICATIONS TEST. When directed by AFRC/CV, WG/CC or Unit Commander, all personnel will be notified. *Script: “This is (name and organization) with a type ten (communications test). Assembly is NOT required. Do you understand? Continue with any further instructions or guidance based on commander input. Note the time at which each individual was notified and any problems encountered. For Communication tests, non-participating members identified by Personnel Readiness Unit (PRU), members on leave, TDY, deployed will be considered contacted.*

4.6. (Added-442FW) Comm-Out Recall Procedures.

4.6.1. (Added-442FW) 442 FW Staff, 442 MDS, and all group including GSU commanders will develop executable comm-out recall procedures utilizing a runner system.

4.6.2. (Added-442FW) 442 FW Staff, 442 MDS, and group UCCs located at Whiteman AFB will report recall results by runner to the CP every six hours until 100% contacted, or as directed by the 442 FW/CC.

5. Personnel Recall Reporting Procedures.

5.1. Commanders, through their respective unit/group control centers (UCCs/GCCs), will report recall progress/results every 6 hours starting from reference time, until recall is complete. Recall is not complete until every member is contacted.

5.2. Key Alerters will report to their respective unit recall program monitors or GCCs/UCCs.

5.3. Group GCCs will report recall results of all assigned units to the Command Post NLT every 6 hours until recall is complete.

5.4. Squadron UCCs. UCCs will report recall results of all assigned personnel to their respective GCC NLT every 6 hours until recall is complete.

5.5. Command Posts will report recall progress / results in accordance with attachment 2 every 6 hours to respective NAF until 100% notification.

5.6. NAFs consolidate unit reports and send to HQ AFRC Command Center / CAT.

5.7. **(Added-442FW)** 442 FW Staff, 442 MDS, and all group including GSU commanders through their respective unit recall program monitors or Group Control Center (GCC)/UCC will report via email: number of personnel assigned, number contacted, percentage contacted, number assembled, percentage assembled to the 442 FW/CP. Reports will be broken out by subordinate unit. The email reports are due NLT 5 minutes prior to RST + 2:00, RST + 4:00, RST + 6:00, RST + 12:00, RST + 18:00, RST + 24:00, then every 6 hours until 100% contacted, or as directed by the 442 FW/CC.

5.7.1. **(Added-442FW)** Successful recalls will be completed within 24 hours.

6. Personnel Accountability.

6.1. AFRC policy for personnel accountability and management responsibility is found in AFI 10-218, as supplemented.

7. Prescribed and Adopted Forms.

7.1. Prescribed Forms:

No forms prescribed.

7.2. Adopted Forms:

AF Form 847, *Recommendation for Change of Publication*

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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

(Added-442FW) AFI 33-332, *Air Force Privacy Program*, 16 May 2011

AFPD 10-2, *Readiness*.

AFI 10-402, *USAF Mobilization Planning*.

AFI 10-218, *Personnel accountability in Conjunction with natural Disasters or National Emergencies*.

AFMAN 10-401, *USAF Operation Planning Process*.

(Added-442FW) *Adopted Forms*

(Added-442FW) AF Form 847, *Recommendation for Change of Publication*

(Added-442FW) AFMAN 33-363, *Management of Records*, 1 March 2008

(Added-442FW) Standard Form 1164, *Claim for Reimbursement for Expenditure on Official Travel*

Abbreviations and Acronyms

(Added-442FW) **442 MDS**—442 Medical Squadron

(Added-442FW) **442FW**—442 Fighter Wing

(Added-442FW) **442FW/CC**—442 Fighter Wing Commander

(Added-442FW) **442FW/CP**—442 Fighter Wing Command Post

(Added-442FW) **AF**—Air Force

(Added-442FW) **AFB**—Air Force Base

(Added-442FW) **AFI**—Air Force Instruction

(Added-442FW) **AFMAN**—Air Force Manual

(Added-442FW) **AFRC**—Air Force Reserve Command

(Added-442FW) **AFRCI**—Air Force Reserve Command Instruction

(Added-442FW) **CC**—Commander

(Added-442FW) **CP**—Command Post

(Added-442FW) **ENS**—Emergency Notification System

(Added-442FW) **FW**—Fighter Wing

(Added-442FW) **GSU**—Geographically Separated Unit

(Added-442FW) **MDS**—Medical Squadron

(Added-442FW) **NLT**—No Later Than

(Added-442FW) **OPR**—Office of Primary Responsibility

(Added-442FW) **PIN**—Personal Identification Number

(Added-442FW) **RDS**—Records Disposition Schedule

(Added-442FW) **RST**—Reference Start Time

(Added-442FW) **SUP**—Supplement

(Added-442FW) **UCC**—Unit Control Center

(Added-442FW) **USC**—United States Code

(Added-442FW) **UTA**—Unit Training Assembly

(Added-442FW) **UTC**—Unit Training Category

(Added-442FW) **WG**—Wing

Terms

Alert—An emergency notification to warn personnel of an impending action which requires increased readiness or mobilization.

Assembly—All personnel signing in at their unit of assignment.

Communications Outage (Comm-Out)—Lost or degraded communications capability.

Communications Test—A test of the effectiveness of unit's notification procedures. Assembly is not required.

Contact—For notification purposes, contact is complete when a unit member is notified, in person, of a communications test, alert or recall and acknowledges receipt and understanding.

Recall—Actual recall to personnel by competent authority.

Unit—The lowest level of command that is subject to recall. All units, including NAFs, wings, groups, squadrons, flights, detachments, operating locations, hospitals, clinics, etc., follow the procedures in this instruction.

Unit Notification Procedures—Procedures for contacting personnel, including notification and assembly.

Attachment 2

NAF/UNIT COMMUNICATIONS TEST/RECALL RESULTS FORMAT

UNIT	DATE/TIME NOTIFIED OF TEST OR RECALL (Z)	START TIME	PASS CODE	UI C	# ASSIGNED	# CONTACTED/ASSEMBLED	% CONTACTED/ASSEMBLED	NAME & PHONE # OF AUTHENTICATING INDIVIDUAL/POC
37	12/0001	0005	1234	11	100	50	50	Kamps 497-1164

REMARKS: (COMMANDER'S COMMENTS, PROBLEMS, LIMITING FACTORS)
 NAME AND TELEPHONE NUMBER OF AUTHENTICATING INDIVIDUAL/POC:

Attachment 3**HQ AFRC DIRECTORATE NOTIFICATION RESULTS (SAMPLE FORMAT)**

1. DATE AND TIME NOTIFIED OF TEST OR RECALL (ZULU):
2. START DATE and TIME:
3. REPORT AS OF DATE and TIME:
4. DIRECTORATE DATA: (DIRECTORATE NAME)
TOTAL:(ASSIGNED) _____
CONTACTED: (NUMBER/PERCENT) _____ / _____
ASSEMBLED: (NUMBER/PERCENT) _____ / _____
5. REMARKS: (DIRECTOR'S COMMENTS)
6. NAME AND TELEPHONE NUMBER OF DIRECTORATE POC:

Attachment 4

SAMPLE RECALL ROSTER

Recall Rosters will be designed in Microsoft Excel and be formatted in the following manner. Additional columns may be added to the end of the document.

Org	Ran k	Last Nam e	First Name	Stree t	City	St	Zip	Work Phon e	Cell Phon e	Email
94A W	AB	Scott	Jame s	123	Nea r	Fa r	33333 3	478- 1180	478- 1180	J.scott@us.af.mi l

“FOR OFFICIAL USE ONLY: DISCLOSURE OF HOME PHONE NUMBERS FOR OTHER THAN OFFICIAL PURPOSES IS PROHIBITED BY THE PRIVACY ACT OF 1974.”

Attachment 5

ENS CHECKLISTS/INSTRUCTIONS

Creating a Distribution List:

1. In the Navigation bar, select Users and Groups, then select Distribution Lists.
2. Click the New button.
3. Select the type of distribution list to create:
 - a. A Static List consists of predefined (“hard-coded”) user names. Populate the list by importing a distribution list or by selecting existing IWSAlerts user names.
 - b. A Dynamic List consists of a variable set of users resulting from a query of standard and custom attributes. This list is populated just before an alert is published, and therefore can change between alerts.
4. Click the Continue button.
5. Type a name and description for the new list.
6. Determine who can update the distribution list after it is imported to IWSAlerts by selecting one of the following:
 - a. End users and operators
 - b. Operators only
 - c. External sources such as an Active Directory. (Updates are performed using the import distribution list feature.)
7. Click the Save button.
8. Click View/Edit Members to populate the new Distribution List

Creating a Scenario:

1. In the Navigation bar, select Studio, then Scenario Manager.
2. Click the New button.
3. Select the alert channel from the dropdown list for categorizing the new scenario.
4. Optionally select an existing scenario as a basis for the new scenario.
5. Edit the Scenario Details, Message Details, and Response Options.
6. Select the Available in home page Quick Publisher check box to display the new scenario on the IWSAlerts home page.
7. Schedule the alert duration, for keeping the alert “live” and attempting delivery. Also specify the length of time to keep the alert in the User Archive.
8. To create a recurring scenario, which issues repeated alarms based on a schedule, select the Activate Recurrence check box.
9. Click the Next button.
10. Select the target groups, delivery devices and notification options.
11. Click the Next button.
12. Verify the new scenario information, then click the Save button.

Publishing a Scenario:

1. In the Navigation bar, click Publisher, then Alert Publisher.
2. Select an alert channel from the drop-down list.

3. Select a scenario.
4. Editing the message components as necessary.
5. Click the Next button and complete the targeting options.
6. Select the delivery devices used to send the alert.
7. Select the notification options that pertain to desktop and telephony alert notification delivery.
8. Click the Next button and review the confirmation page.
9. If ready to send the Alert, click the Publish Now button.

Update End User Information:

1. Log into Reserves network workstation with your CAC.
2. Ensure your workstation has the IWS Alerts client software installed; this is identified by the “Purple Globe” in the Notification Area.
3. Right click on the purple globe and select “Access Self Service” from the list.
4. The Self Service module will open as a web page in Internet Explorer.
5. Enter your information under the “Devices” and “My Info” tab. NOTE: If you use the mobile phone as your primary (or only) phone number, enter this number into both the Home and Mobile slots.
6. Save each page before moving to the next.
7. When finished close Internet Explorer

Monthly Communications Check:

1. Log into IWS Alerts Management System (<https://alerts.afrc.af.mil/client>)
2. In the Navigation bar select Publisher
3. Select Scenario Publisher.

Note: If a Communication Check scenario was not created, use the “Create a Scenario” checklist to create one.

- a. Choose “Tests” from the Show all Scenarios drop down list
- b. Select to Edit & Publish the Communication Check scenario
- c. “Set Alert Content and Schedule” complete according to the prompts below and select next.
- d. HEADER: (Unit Designation) MONTHLY ENS TEST
- e. BODY: In accordance with Air Force Reserve Command Instruction Ten Dash Four Zero Four, this is the (UNIT) command post communications test. Any questions, contact the (UNIT) command post at (CP DSN). Please acknowledge by selecting from the following options.
- f. URL: Blank
- g. RESPONSE: Acknowledge
- h. START TIME: As soon as I click the “Publish” button (or set a predetermined time)
- i. ALERT DURATION: 9 Hours
- j. REMOVE AFTER: 1 Day
- k. Select Next
- l. TARGETING: (Note: Create a Monthly Comm Check group by using the Creating a Group checklist.)

- 1) Choose "Groups"
- 2) Select "Select/Modify"
- 3) Choose "AFRC Monthly Comm Check"
- m. DELIVERY: Select "Enforce Delivery As Defined Below" & "Medium"
- n. Prioritize as follows:
 - 1) Desktop popup (default)
 - 2) E-Mail Work
 - 3) Phone Work
 - 4) Phone Mobile
- o. Configure Modification Options:
 - 1) Desktop Delivery Options: Select Popup design, preview
 - 2) Telephony Delivery Options:
 1. Select Replay Message
 2. Call Analysis
 3. Leave Full Message
 - 3) Contact Cycle:
 1. Contact Cycle Delay: 00:10
 2. Text Device Delay: 00:10
 3. Contact Attempt Cycles: 2
 4. Stop Contacting Recipient If:
 - a. Recipient Answered Phone
 - b. Recipient listened to entire message
 - p. Confirm Alert Details: Review the targeted users and preview the popup
 4. If ready to send test, Select "Publish Now!"
 5. Once the scenario is complete, log the percentage of personnel contacted in the events log and print out a copy of the results.
6. Forward test results to NAF via e-mail.

Monthly Contact Information Validation:

1. Log into IWS Alerts Management System (<https://alerts.afrc.af.mil/client>)
2. In the Navigation bar, click "Publisher"
3. Select "Alert Publisher"
4. From "Select Channel" choose "Recalls"
5. From "Select Scenario" choose "Contact Information Validation"
6. Fill in Alert Content:
 - a. HEADER: (Unit Designation) MONTHLY CONTACT VALIDATION
 - b. BODY: In accordance with Air Force Reserve Command Instruction Ten Dash Four Zero Four, this is the (UNIT) contact information validation. All wing personnel must access the "Self Service" module from the A F R C I W S Alerts, the purple globe, and update your contact information. Any questions, contact the (UNIT) command post at (CP DSN).
 - c. URL: Blank
 - d. RESPONSE: Acknowledge
 - e. START TIME: As soon as I click the "Publish" button (or set a predetermined time)
 - f. ALERT DURTION: 9 Hours
 - g. REMOVE AFTER: 1 Day

- h. Select Next
- i. TARGETING:
 - 1) Select “All – Target my Entire User Base and All Permitted Distribution Lists”
 - or
 - 2) (Note: Create a Monthly Comm Check group by using the Creating a Group checklist.)
 - 3) Choose “Groups”
 - 4) Select “Select/Modify”
 - 5) Choose “Unit Contact Validation”
- j. DELIVERY: Select “Enforce Delivery As Defined Below”
 - 1) Prioritize as follows:
 - 1. Desktop popup (default)
 - 2. E-Mail Work
 - 3. E-Mail Home
- k. Configure Modification Options:
 - 1) Desktop Delivery Options: Select Popup design, preview
 - 2) Telephony Delivery Options:
 - 1. Select Replay Message
 - 2. Call Analysis
 - 3. Leave Full Message
 - 3) Contact Cycle:
 - 1. Contact Cycle Delay: 00:10
 - 2. Text Device Delay: 00:10
 - 3. Contact Attempt Cycles: 2
 - 4. Stop Contacting Recipient If:
 - a. Recipient Answered Phone
 - b. Recipient listened to entire message
 - 1. Confirm Alert Details: Review the targeted users and preview the popup
 - 7. If ready to send test, Select “Publish Now!”
 - 8. Once the scenario is complete, log the percentage of personnel contacted in the events log and print out a copy of the results.