

Administrative Changes to JBELMENDORF-RICHARDSONI10-2501, *At-Hoc Operations*

OPR: 673 ABW/CP

References throughout to “AFI 10-2501, *Air Force Emergency Management Program*, 19 April 2016”, are hereby changed to “AFI 10-2501, *Emergency Management Program*, 10 March 2020”.

References throughout to “AFI 10-2501_AFGM2018-01, 26 September 2018”, are hereby changed to “AFI 10-2501, *Emergency Management Program*, 10 March 2020”.

References throughout to “AFMAN 10-206_AFGM2019-01, 31 January 2019”, are hereby changed to “AFMAN 10-206, *Operational Reporting (OPREP)*, 18 June 2018”.

References throughout to “AFMAN 33-363, *Management of Records*, 01 March 2008”, are hereby changed to “AFI33-322, *Records Management and Information Governance Program*, 23 March 2020”.

References throughout to “AFMAN33-363_AFGM2019-01, 31 May 2019”, are hereby changed to “AFI33-322, *Records Management and Information Governance Program*, 23 March 2020”.

References throughout to “AFPD 36-38, *Personnel Readiness, Reporting and Accountability*, 01 June 2016”, are hereby changed to “DAFPD 36-38, *Force Support Readiness*, 08 June 2021”.

The addition of a trademark symbol for BlackBerry™ AtHoc Enterprise will be added at the next rewrite.

The addition of the acronym “**DAFPD** – Department of the Air Force Policy Directive”, will be added at next rewrite.

23 JUNE 2021

**BY ORDER OF THE COMMANDER
JOINT BASE ELMENDORF-
RICHARDSON**

**JOINT BASE ELMENDORF-
RICHARDSON INSTRUCTION 10-2501**

6 DECEMBER 2019

Certified Current 27 MAY 2025

Operations

ATHOC OPERATIONS



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at www.e-Publishing.af.mil for downloading or ordering

RELEASABILITY: There are no releasability restrictions on this publication

OPR: 673 ABW/CP

Certified by: 673 ABW/CD
(Mr. Donald C. Weckhorst)

Supersedes: JBELMENDORF-RICHARDSONI10-
2501, 18 February 2016

Pages: 12

This instruction implements Air Force Policy Directive (AFPD) 10-25, Emergency Management, and is used in conjunction with Joint Base Elmendorf-Richardson (JBER) IC2 Plan, Installation Command and Control (IC2) Operations, AFI 10-2501, Air Force Emergency Management (EM) Program Planning and Operations, AFPD 36-38, Personnel Readiness, Reporting and Accountability, AFMAN 10-207, Command Posts, AFMAN 10-206, Operational Reporting, JBER Installation Emergency Management Plan (IEMP) 10-2, and the AF Emergency Mass Notification System contract (FA8726-18-F-0119). It establishes the use of the BlackBerry AtHoc Enterprise and applies to personnel of Joint Base Elmendorf-Richardson, 673d Air Base Wing (ABW), USAF supported and tenant units, and US Army Alaska (USARAK) Command and USARAK supported and tenant units at JBER. This publication also applies to Air Force Reserve Command (AFRC) and Air National Guard (ANG) units on JBER. This publication does not apply to the Civil Air Patrol. After publication release, refer recommended changes and questions about this instruction to the Office of Primary Responsibility (OPR) using the AF Form 847, Recommendation for Change of Publication. Route the AF Form 847 through the appropriate chain of command. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, Management of Records, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). See [Attachment 1](#) for a Glossary of References and Supporting Information. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

This publication requires the collection and maintenance of information protected by the Privacy Act of 1974. The authority to collect and maintain the records prescribed by this instruction is 10 U.S.C. 8013, Secretary of the Air Force and E.O. 9397. Collected information is "For Official Use Only." Requests to release Privacy Act information to persons or agencies outside the DOD must be in accordance with AFI 33-332, Air Force Privacy and Civil Liberties Program. Privacy Act System of Records Notice "F033 AF C, Locator, Registration and Postal Directory Files," applies.

SUMMARY OF CHANGES

This document has been substantially revised and must be completely reviewed. Major changes include overview of the Emergency Mass Notification System utilizing BlackBerry AtHoc Management System and general responsibilities.

Chapter 1

OVERVIEW

1.1. Purpose. The Emergency Mass Notification System (EMNS) is the primary means to alert and warn 100% of assigned forces quickly and effectively of an emergent situation. The EMNS was downward directed as a Quick Reaction Capability by the Chief of Staff of the Air Force and is designated as a National Security System. The EMNS has the capability of delivering reliable and secure emergency threat notifications to all personnel at all Air Force installations on a 24-hour/7-days a week basis. The Air Force employed the BlackBerry AtHoc Management System as the EMNS enterprise-wide solution. The use of EMNS is mandatory in accordance with AFMAN 10-206, Operational Reporting, Chapter 8.

Chapter 2

GENERAL RESPONSIBILITIES

2.1. The Installation/Wing Commanders will:

2.1.1. Adhere to the emergency mass notification event responsibilities outlined in AFMAN 10-206, Chapter 2 and 8.

2.1.2. Maintain overall responsibility for the operation and maintenance of the system.

2.1.3. Appoint a primary and alternate installation AtHoc Organization Administrator from the 673d Air Base Wing, Command Post (673 ABW/CP) by utilizing the template provided in [Attachment 4](#).

2.1.4. Ensure a primary and alternate Organization Administrator is appointed within the USARAK Protection Cell by utilizing the template provided in [Attachment 4](#). The USARAK Organization Administrators will ensure USARAK End User Managers are assigned at the brigade/battalion-level. Responsibilities are outlined in [paragraph 2.6](#).

2.1.5. Mandate all personnel to provide an after duty-hours emergency notification contact number (mobile or home), mobile text, and/or personal email. Contractors, Non-Appropriated Funds employees, and Drill Status Guardsman are highly encouraged to provide an after-hours point of contact number in accordance with AFMAN 10-206 and AF EMNS contract FA8726-18-F-0119.

2.1.5.1. The term “personnel” used throughout this instruction is defined as all military (active duty and reserve component) and civilians (bargaining/non-bargaining) in accordance with AFMAN 10-206.

2.1.6. Direct Command Post to initiate the AtHoc notification system for base-wide alert notifications. The Installation/Wing Commander, or designated representative, is/are the only individual(s) with the authority to direct a base-wide alert notification.

2.1.6.1. The only exception to this rule is for non-standard or emergency events such as active shooter/lockdown, hurricane/tropical cyclone conditions of readiness, tornado warning, and weather warning, etc. At such time, the Command Post will immediately notify the base populace for situations where the safety of personnel and security of the installation is of utmost importance.

2.1.7. Ensure the AtHoc distribution lists are updated with current personnel assigned to the Commander’s Senior Staff, Threat Working Group, Crisis Action Team (CAT) and Emergency Operations Center (EOC) in accordance with JBERI 10-202-0, JBER Recall Procedures.

2.1.7.1. The CAT and EOC Director are responsible for updating the lists for personnel assigned to the CAT Staff and EOC, and must complete the initial End User Manager training to obtain the necessary permissions.

2.1.7.2. End User Managers assigned to 673 ABW/CCEA are responsible for updating personnel assigned to the 673 ABW Commander’s Senior Staff.

2.1.7.3. End User Managers assigned to 3 WG/CCEA are responsible for updating personnel assigned to the 3 WG Commander’s Senior Staff.

2.1.7.4. End User Managers assigned to 673 SFS/S5X are responsible for updating personnel assigned to the Threat Working Group.

2.2. Unit Commanders or designated alternate(s) will:

2.2.1. Adhere to the emergency mass notification event responsibilities outlined in AFMAN 10-206, Chapter 2 and 8.

2.2.2. Appoint a primary and alternate AtHoc End User Manager from the group/brigade and squadron/battalion-level by utilizing the template provided in [Attachment 3](#).

2.2.3. Direct End User Managers to call the Command Post prior to sending out any alert to their assigned unit personnel. By notifying the Command Post before an alert is sent will ensure there is always space available in the AtHoc queue for real-world messages.

2.2.4. Ensure all personnel register in the AtHoc system under the correct assigned unit.

2.2.5. Mandate all personnel to provide an after duty-hours emergency notification contact number (mobile or home), mobile text, and/or personal email. Contractors, Non-Appropriated Funds employees, and Drill Status Guardsman are highly encouraged to provide an after-hours point of contact number in accordance with AFMAN 10-206.

2.2.6. Ensure all Organization Administrators and End User Managers adhere to the guidance provided in this instruction.

2.3. The 673 ABW Command Post will:

2.3.1. Adhere to the EMNS procedures outlined in AFMAN 10-206, Chapter 8.

2.3.2. Ensure a primary and alternate Organization Administrator for the installation has been assigned. Responsibilities are outlined in [paragraph 2.5](#).

2.3.2.1. The Command Post Systems NCOIC will manage the AtHoc Program.

2.3.3. Be the approval authority for manager roles and maintain a master list and copies of appointment letters of all managers.

2.3.4. Provide annual training and assistance for all End User Managers and Organization Administrators.

2.3.5. Send AtHoc notifications to the base populace during emergency situations that will adversely impact personnel and/or base security.

2.3.6. Non-emergency situations such as exercises ending (ENDEX), require prior coordination with the Installation/Wing Commander, or designated alternate.

2.3.7. Notify all known DoD personnel within a 100-mile radius of the main operating base, JBER.

2.3.8. Notify JBER tenant agencies that are off the Air Force and Army networks. Those agencies are encouraged to send an updated list of their personnel each quarter via e-mail to JBER AtHoc Organization Administrator (673ABW.CP.AtHocOrgAdmin@us.af.mil) for their personnel to be imported into AtHoc. Personnel assigned to these agencies will receive the same base-wide notification.

2.3.9. Report local AF network system deficiencies and issues to the 673 CS, Communications Focal Point trouble ticketing process (552-2666, Option 1).

2.3.10. Contact American Systems Corporation, EMNS Help Desk at (833) 552-2926 for nonlocal system deficiencies and issues.

2.3.11. Notify Organization Administrators and End User Managers of AtHoc outages.

2.4. The 673d Communications Squadron will:

2.4.1. Ensure end users have the AtHoc client “White Globe” pushed to their desktop computers.

2.4.2. Provide users with technical assistance and support for local issues. If unable to resolve the issue, then 673 CS will contact American Systems Corporation, EMNS Help Desk (833) 552-2926 for further assistance and will provide the Command Post (552-3000) with a trouble ticket number.

2.5. JBER AtHoc Organization Administrators will:

2.5.1. Be assigned to the 673 ABW, Command Post.

2.5.2. Obtain installation accreditation for the AtHoc notification system and the integrated Giant Voice System from the EMNS Program Office.

2.5.3. Provide technical assistance and training for USARAK Organization Administrators and all End User Managers.

2.5.4. Assign AtHoc manager roles to members appointed as USARAK Organization Administrators and all End User Managers.

2.5.4.1. Organization Administrators are assigned the following roles: Org Admin and Download Export File.

2.5.4.2. End User Managers are assigned the following roles: End User Manager, Alert Publisher, Report Manager, Distribution List Manager, and Download Export File.

2.6. USARAK Protection Cell, Organization Administrators will:

2.6.1. Be primarily responsible for USARAK military and civilian personnel due to the separate network capabilities that impact quality training for USARAK End User Managers.

2.6.2. Provide assistance and training for USARAK End User Managers, and submit copies of USARAK End User Manager Appointment letters via e-mail to the JBER AtHoc Organization Administrator (673ABW.CP.AtHocOrgAdmin@us.af.mil).

2.6.3. Report local Army network system deficiencies and issues to the 59th Signal Battalion at 384-2662.

2.6.4. Contact American Systems Corporation, EMNS Help Desk at (833) 552-2926 for non-local system deficiencies and issues, and will notify the JBER AtHoc Organization Administrators if a trouble ticket is issued.

2.7. Unit End User Managers will:

2.7.1. Have the capability to send alerts (i.e., real-world/exercise notifications, recalls, and accountabilities) to personnel within their organization/function, and will monitor their unit’s registration and participation level.

2.7.2. Contact the Command Post (552-3000) prior to sending out any AtHoc alerts on behalf of the Wing, Group/Brigade, or Squadron/Battalion Commander. By notifying the Command Post before an alert is sent will ensure there is always space available in the AtHoc queue for real-world, time critical messages.

2.7.3. Submit appointment letters to the JBER AtHoc Organization Administrator via e-mail (673ABW.CP.AtHocOrgAdmin@us.af.mil), and register for the appropriate training through the Command Post SharePoint site. Manager roles will not be issued until completion of training. (<https://jber.eis.pacaf.af.mil/673ABW/WSA/CP/ATHocTraining/SitePages/Home.aspx>)

2.7.3.1. Training for USARAK End User Managers will be conducted by the USARAK Organization Administrator (see [paragraph 2.6.](#)).

2.7.4. Ensure the assigned managers are added to the unit's in-/out-processing checklists to assist assigned personnel with the following:

2.7.4.1. Provide AtHoc user registration assistance.

2.7.4.2. Permanently delete a user's profile from AtHoc for members that PCS.

2.7.4.3. Disable/enable a user's profile for deployed/TDY members.

2.7.4.4. Verify newly assigned personnel are able to update their profile with the correct assigned unit and mandatory devices (see [paragraph 3.1.](#)). If a user has a profile attached to the previous duty station's network, then contact the American Systems Corporation, EMNS Help Desk at (833) 552-2926 for assistance.

2.7.5. Ensure all personnel provides an after duty-hours emergency notification contact number (mobile or home), mobile text, and/or personal e-mail. If personnel refuse to provide an after duty-hours emergency contact number, then a list of names can be provided, upon request, to the Wing, Group/Brigade or Squadron/Battalion Commander for further evaluation.

2.7.6. Ensure all personnel updates their profile within the first week of being assigned to the unit and when their personal devices have changed.

2.7.7. Report local AF/Army network system deficiencies and issues to either the 673 CS, Communications Focal Point trouble ticketing process (552-2666, Option 1) or the 59th Signal Battalion (384-2662).

2.7.8. Contact American Systems Corporation, EMNS Help Desk at (833) 552-2926 for non-local system deficiencies and issues, and will notify the JBER AtHoc Organization Administrators at 552-3000 or via e-mail 673ABW.CP.AtHocOrgAdmin@us.af.mil , or USARAK Organization Administrators, (384-6465) if a trouble ticket is issued.

Chapter 3

REQUIREMENTS

3.1. Delivery Methods.

3.1.1. All personnel will update their AtHoc user profile with current information by accessing the “Self-Service” function on their desktop. At a minimum, the mandatory devices listed in [paragraph 3.1.2](#). Must be filled in by all personnel as applicable. Civilians must provide at least one after duty-hours emergency contact (i.e., personal mobile/text messaging or personal e-mail).

3.1.2. Emergency AtHoc alerts will be sent to/through the following devices and/or delivery methods:

3.1.2.1. Text Messaging. Duty Cell text (if applicable). Text messaging

3.1.2.2. Email. Work Email Address; Personal Email Address

3.1.2.3. Voice. DoD Mobile Phone number (if applicable). Personal mobile number

3.1.2.4. Apps. Desktop. BlackBerry AtHoc mobile app (optional, see [para. 3.1.3](#)).

3.1.3. If personnel are issued a government cell phone and the device is used as the primary means of after-hours contact, then the BlackBerry AtHoc mobile app is mandatory according to AFMAN 10-206.

3.1.4. Depending on the situation and agencies/personnel affected, AtHoc alerts will be sent to the minimal devices listed in [paragraph 3.1.2](#). If the situation warrants base wide notification, then additional devices, such as a work phone number, will be included for emergency alerts in order to reach 100% contact with all users.

3.1.5. Commanders may recommend to add or remove some of the devices depending on the situation.

3.2. User Information.

3.2.1. The following user information is mandatory:

3.2.1.1. First and last name.

3.2.1.2. Service (Army, Air Force, Coast Guard, etc.)

3.2.1.3. Affiliation (Active Duty, Civilian, Contractor, etc.).

3.2.1.3.1. Personnel must uncheck the default “Please Make a Selection” option, and chose one or more affiliation(s) (i.e., Civilian and Reserve).

3.2.1.4. Assigned Unit.

3.2.1.4.1. Personnel must expand the list by clicking the arrow to find the exact unit and section.

PATRICIA A. CSÀNK, Colonel, USAF
Commander

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

AFI 10-2501, Air Force Emergency Management Program, 19 April 2016;
AFI102501_AFGM2018-01, 26 September 2018
AFMAN 10-206, Operational Reporting, 18 June 2018;
AFMAN10-206_AFGM2019-01, 31 January 2019
AFMAN 10-207, Command Posts, 11 April 2018
AFMAN 33-363, Management of Records, 01 March 2008;
AFMAN33-363_AFGM2019-01, 31 May 2019
AFPD 10-25, Emergency Management, 23 April 2019
AFPD 36-38, Personnel Readiness, Reporting and Accountability, 01 June 2016

Prescribed Forms

No forms were prescribed by this publication

Adopted Forms

AF Form 847, Recommendation for Change of Publication

Abbreviations and Acronyms

AFGM—Air Force Guidance Memorandum
AFPD—Air Force Policy Directive
AFRIMS—Air Force Records Information Management System
ANG—Air National Guard
CAT—Crisis Action Team
CP—Command Post
DoD—Department of Defense
EMNS—Emergency Mass Notification System
EOC—Emergency Operations Center
JBER—Joint Base Elmendorf-Richardson
OPR—Office of Primary Responsibility
PCS—Permanent Change of Station
RDS—Records Disposition Schedule
USARAK—U.S. Army Alaska

Attachment 2

GLOSSARY OF ATHOC ROLES

A2.1. Alert Publisher. An Enterprise role with privileges limited to selecting an existing alert folder and alert template with pre-defined target audiences. The role allows the user to publish and manage new and draft alerts, create and manage alert templates, create and manage alert folders, and provide access to Sent Alerts screen.

A2.2. Distribution Lists Manager. An Enterprise role that is responsible for importing and managing distribution lists from external sources. User is granted access to Distribution Lists in order to create and manage personnel assigned to the lists.

A2.3. Download Export File. An Enterprise role that provides permission to create and export files for download.

A2.4. End User Manager. An Enterprise role that manages the set of end users who can receive targeted alerts. The manager will have the permissions to 1) add, edit, or delete users, 2) import and export users, 3) enable and disable users, and 4) add and remove users from static distribution lists.

A2.5. Organization Administrator. An Enterprise role that has administration privileges for local sub organizations and provides the maximum privileges for a single organization. The administrator will have the permissions to 1) provide all Advance Alert Manager Privileges, 2) create Operators Access to Organizations and Connect Profiles, 3) view incoming alert rules, 4) configure and edit organization settings, including mobile setting, and 4) view, modify, and publish Activity Logs.

A2.6. Reports Manager. An Enterprise role with privileges to view the Sent Alerts screen and related reports, and view, edit, print or export Sent Alerts, Personnel Reports, and the Operator Audit Trail.

Attachment 3

END USER MANAGER APPOINTMENT LETTER TEMPLATE

Figure A3.1. End User Manager Appointment Letter Template.

MEMORANDUM FOR 673 ABW/CP		Date
FROM: Unit Designation of Originator		
SUBJECT: AtHoc End User Manager Appointment Letter		
<p>The following individuals are appointed as End User Managers for the (unit designation). They are authorized permission to manage their unit's AtHoc Program in accordance with AFMAN 10206, Operational Reporting, chapter 8, and JBERI 10-2501, AtHoc Operations.</p> <p>End User Managers' primary responsibility is to ensure all of their unit's personnel are properly registered within the AtHoc system. Additionally, they are responsible for deleting members from the system when they PCS</p>		
Primary:	Alternate:	Alternate:
Duty phone:	Duty phone:	Duty phone:
Work e-mail:	Work e-mail:	Work e-mail:
DEROS:	DEROS:	DEROS:
<p>The following person (nel) has/have been removed as manager(s): (List personnel or delete this paragraph if not needed.)</p> <p>This memorandum supersedes all previous versions, same subject.</p>		
Commander's signature block		
		[Page 2]
1st Ind., 673 ABW/CP, DD MM YY (date of appointment letter), AtHoc End User Manager Appointment Letter		
MEMORANDUM FOR (Unit Designation of Originator)		
<p>The 673d Air Base Wing, Command Post authorizes the following AtHoc permissions for the personnel identified above: Alert Publisher, Reports Manager, Distribution Lists Manager, Download Export File, and End User Manager.</p>		
<p>RICHARD B. KOHLER, GS-13, DAFC Chief, Command and Control Operations & AtHoc Organization Manager</p>		

Attachment 4

ORGANIZATION ADMINISTRATOR APPOINTMENT LETTER TEMPLATE

Figure A4.1. Organization Administrator Appointment Letter Template.

MEMORANDUM FOR 673 ABW/CP		Date
FROM: Unit Designation of Originator		
SUBJECT: AtHoc Organization Administrator Appointment Letter		
<p>The following individuals are appointed as End User Managers for the (unit designation). They are authorized permission to manage their unit's AtHoc Program in accordance with AFMAN 10206, Operational Reporting, chapter 8, and JBERI 10-2501, AtHoc Operations.</p> <p>End User Managers' primary responsibility is to ensure all of their unit's personnel are properly registered within the AtHoc system. Additionally, they are responsible for deleting members from the system when they PCS.</p>		
Primary:	Alternate:	Alternate:
Duty phone:	Duty phone:	Duty phone:
Work e-mail:	Work e-mail:	Work e-mail:
DEROS:	DEROS:	DEROS:
<p>The following person (nel) has/have been removed as Organization Administrator(s): (List personnel or delete this paragraph if not needed.)</p> <p>This memorandum supersedes all previous versions, same subject.</p>		
Commander's signature block		
[Page 2]		
<p>1st Ind., 673 ABW/CP, DD MM YY (date of appointment letter), AtHoc Organization Administrator Appointment Letter</p> <p>MEMORANDUM FOR (Unit Designation of Originator)</p> <p>The 673d Air Base Wing, Command Post authorizes the following AtHoc permissions for the personnel identified above: Organization Administrator and Download Export File.</p> <p>RICHARD B. KOHLER, GS-13, DAFC Chief, Command and Control Operations & AtHoc Organization Manager</p>		