

**BY ORDER OF THE COMMANDER
TINKER AIR FORCE BASE (AFMC)**

**TINKER AIR FORCE BASE
INSTRUCTION 10-206**



25 AUGUST 2025

Operations

**EMERGENCY MASS
NOTIFICATION PROCEDURES**

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This instruction establishes the responsibilities and procedures for disseminating emergency notifications of an emergency event to the Tinker AFB (TAFB) population to ensure maximum protection of personnel during events such as hazardous weather, Force Protection (FPCON) changes, or an active shooter on-base. This instruction is applicable to all major staff offices and associate organizations, and implements DAFPD 10-2, *Readiness*, AFI 10-2501, *Air Force Emergency Management (EM) Program Planning and Operations*, AFMAN 10-207, *Command Posts*, DoDIO-2000.16V1_DAFI 31-145-O, *Anti-terrorism (AT) Program Implementation*, AFMAN 10-206, *Operational Reporting (OPREP) (Chapter 8)*, and AFMCI 10-205, *Emergency Notification Alert and Recall*. Installation recall actions will be conducted as identified in Tinker AFB Plan 10-205, *Installation Alert, Recall, Notification and Accountability (ARNA) Plan*. Refer any changes to this publication to the Office of Primary Responsibility, 72 ABW/XP, using the DAF Form 847, *Recommendation for Change of Publication*, routed through the appropriate functional chain of command. It applies to the Air Force Reserve and Air National Guard (ANG) units, except where noted otherwise. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-322, *Records Management and Information Governance*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). This publication requires the collection and maintenance of information protected by the Privacy Act (PA) of 1974. The authorities to collect and or maintain the records prescribed in this publication are Title 37 United States Code, Section 301a and Executive Order 9397, NUMBERING SYSTEM FOR FEDERAL ACCOUNTS RELATING TO INDIVIDUAL PERSONS, 22 November 1943. Forms affected by the PA have an appropriate PA statement. The

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SUMMARY OF CHANGES

This document has been revised and should be completely reviewed. This rewrite incorporates mandatory requirements from AFMAN 10-206, "Individual End Users" section 2.5.2. Extensive updates from the 552 ACW/CP and units as required.

Chapter 1

PROGRAM OVERVIEW AND PROCEDURES

1.1. Policy. The 72d Air Base Wing Commander (72 ABW/CC), 72 ABW Deputy Commander (72 ABW/CD), or 72d Mission Support Group Commander (72 MSG/CC) in 72 ABW/CC's absence are the sole authorities for implementing the provisions of this instruction.

1.1.1. [72 ABW/CC can give verbal and/or text authority to the IC, EOC Director and/or EOC Manager to initiate messaging through the emergency mass notification system. The only exception to a verbal and/or text authorization from 72 ABW/CC or designated representative would be in the case of a time critical emergency mass notification to ensure the safety of personnel (e.g., tornado, active shooter, fire, etc.).

1.2. Background. Events causing a decision to implement notifications under this guidance do not allow time for pre-coordination, discussion, or planning at the time of execution. Each organization must develop internal procedures to ensure compliance and widest dissemination to installation personnel at the time of the event. Procedures contained within this instruction were developed by functional area experts knowledgeable of the capabilities of the systems described herein. These procedures meet the requirements outlined in AFMAN 10-206, DoDIO-2000.16V1_DAFI 31-145-O, and AFI 10-2501 for the installation to maintain a mass warning and notification capability. Use of the systems described in this instruction should not prevent development of additional notification methods within each unit; however, information passed via any other means should be accurate and factual. In arriving at the decision to utilize the systems herein, the following factors should be considered:

1.2.1. Type of Event. This might be a tornado warning, wildfire, active shooter, immediate Force Protection Condition (FPCON) change due to terrorist activity or other event that has the potential to endanger TAFB personnel if protective measures are not taken immediately.

1.2.2. Actions Required. Personnel must take immediate protective measures to enhance personal safety to the maximum extent possible. Protective measures implemented and the termination of the protective measures must be as described in TAFB Plan 10-2, Installation Emergency Management Plan (IEMP), TAFB Plan 31-145, Antiterrorism, TAFB Plan 31-101, Base Defense Plan, or other emergency action guidance specific to an operation or function. These plans are available on the Installation Crisis Action Team (CAT) SharePoint (SP) at: https://usaf.dps.mil/teams/TMC719188/72DVOC/Lists/TAFB_Plan/AllItems.aspx or through the organizational plans points of contact, Emergency Management Representative, or Security Manager.

1.3. Activation of Disaster Response Force. The activation and recall procedures for any required disaster response force or team will be identified in the applicable instruction or plan requiring the formation of that team.

1.4. Available Options. Five primary methods are available that provide timely, accurate information to all installation personnel. These methods have been tested (as prescribed in [Paragraph 2.9](#)) and verified. They are:

1.4.1. AtHoc system computer screen pop-up messages.

1.4.2. AtHoc system text messages.

1.4.2.1. Installation Notification and Warning System (INWS) Giant Voice (GV) activation. This system may be activated via the AtHoc interface or via a stand-alone system with consoles housed in the Tinker Command Post (552 Air Control Wing/CP or CP).

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1.4.4. The 72 ABW Command Land Mobile Radio (LMR) net. Commanders will ensure the appropriate message is passed throughout their organizations.

1.4.5. Pyramid Notifications. The CP will issue alerts via AtHoc system computer pop-ups, GV or siren activation, and the command LMR net. The CP will also initiate a prebuilt conference call with the duty stations specified in [Attachment 2](#) and provide voiced notification of the event as required by Tinker plans. Each of these stations should develop internal procedures to ensure widest dissemination of this information to base agencies at the time of notification.

1.4.6. Situations requiring the immediate personnel notification are as identified in the applicable plan prescribing the action.

1.4.7. Many other systems are available to disseminate information throughout TAFB. The systems identified in [Paragraph 1.4.1](#) thru [Paragraph 1.4.5](#) above are the primary systems for immediate notification. Other available methods may be utilized, time permitting, to further distribute necessary information throughout the installation.

1.4.8. Installations will no longer use the Emergency Mass Notification System (EMNS) to connect with cell phones, home phones, mobile applications, and text messaging for routine weather notifications. However, they may utilize it for significant/life threatening weather or natural disaster events (tornado, hurricane, tsunami, earthquake, wildfire, major blizzard, etc.).

1.4.9. All government cell phones will include the EMNS mobile applications software. The app on government cell phones will be activated during hours the member is required to carry the cell phone for government duty.

Chapter 2

ROLES AND RESPONSIBILITIES

2.1. The 72 ABW Commander (72 ABW/CC) or designated representative will:

2.1.1. Direct and/or approve the release of all installation-level emergency notification messages except those that are time-critical such as tornado warning, fire, and hazardous materials emergencies.

2.1.2. Approve the AtHoc EMNS Notification Matrix for the installation. This listing will allow for rapid dissemination of pre-approved AtHoc alerts designed to communicate critical information to Tinker AFB personnel.

2.1.3. Time permitting, advise installation leadership of the potential for events leading up to the dissemination of these messages and the necessity of ensuring their organizations are prepared to respond appropriately.

2.2. Installation mission partners, wings, squadrons, directorates, staff agencies, and contractors will:

2.2.1. Ensure AtHoc EMNS enrollment/disenrollment is included in unit/agency in/out-processing checklist.

2.2.2. Will appoint End User Managers (EUM) in writing to the CP to manage personnel that fall under their squadron.

2.2.2.1. Not Utilized.

2.2.2.2. Not Utilized.

2.2.2.3. Ensure personnel assigned to specialized teams (i.e., Crisis Action Team (CAT), Emergency Operations Center (EOC), etc.) are assigned appropriately in AtHoc EMNS upon appointment.

2.2.2.4. With Installation CC approval to commanders where the need is required to perform mission readiness ex. Security Forces, may appointment unit publishers(s) that will be given authority and responsibility to conduct accountability recalls. Unit publishers will be required to be trained by the CP prior to sending out AtHoc Notifications.

2.3. End User Managers.

2.3.1. After being assigned by the unit commander, end user managers will attend end user manager training as offered by the CP.

2.3.2. Track enrollment of all unit personnel in AtHoc EMNS. Ensure individual user compliance with this publication.

2.3.3. Ensure enrollment in AtHoc EMNS of unit personnel who have been appointed to the EOC and/or CAT.

2.3.4. Ensure AtHoc EMNS disenrollment/deletion of all unit personnel assigned upon Permanent Change of Station (PCS), retirement, etc.

2.3.5. Notify the Tinker CP NLT five (5) calendar days prior to PCS to have their operator account removed from the AtHoc EMNS system.

2.3.6. Protect the personal information for which they have access and do not further disseminate that information for other than official use purposes.

2.4. Unit Level Publisher.

2.4.1. After being assigned by the unit commander, unit level publishers will attend unit level publisher training as offered by the CP.

2.4.2. Utilize the pre-approved AtHoc EMNS Notification Matrix and coordinate proposed changes to the notification matrix through the unit commander and the CP.

2.4.3. Publish AtHoc EMNS alerts, as directed by the unit commander.

2.5. Individuals “End Users.

2.5.1. Enroll in AtHoc EMNS by entering the required within five 5 duty days of arrival on Tinker AFB.

2.5.2. In accordance with AFMAN 10-206, it is mandatory for all military (Regular Air Force & Air Reserve Component) to provide an after-hours contact number or personal email emergency notification information. The commander can choose any means to notify base populace, and it is not regulated to just AtHoc. All others who are not AFMC Civil service employees are required to provide an after-hours contact number or personal email emergency notification information IAW AFMAN 10-206. Providing after-duty hours emergency notification information for contractors and non-appropriated funds personnel is strictly voluntary but is highly encouraged. Foreign Nationals may participate and may remove themselves from the system at any time.

2.5.3. If personnel only possess a cell phone and do not have a landline at their residence, that number should only be entered as the “mobile phone.” Users should not enter the same number for both “home” and “mobile” phone numbers. If an individual possesses both a home and a mobile phone, but refuses to provide both numbers, that individual can only be required to submit one number.

2.5.4. Individuals are highly encouraged to register their spouse’s mobile device (if applicable) in the “Alternate” contact information field.

2.5.5. Disenroll from AtHoc EMNS by deleting their information not earlier than the last duty day prior to their final out appointment. Self-identify to their assigned end user manager, if they are a member of a CAT, EOC or other specialized distribution group. Your unit’s end user manager will then assign you to one of those groups.

2.6. Tinker Command Post, 552 ACW/CP (CP), will:

2.6.1. Appoint a primary and alternate system NCOIC. The NCOIC of systems will be the CP office of primary responsibility (OPR) for the application/use of the AtHoc system.

2.6.2. Maintain AtHoc System and Giant Voice scenarios and report system outages to the 72 ABW Communications Directorate (72 ABW/SC).

2.6.3. Use the AtHoc system to initiate the various notifications or to create ready-to-send (RTS) messages or scenarios, as needed, to support a particular situation. Sensitive or Privacy Act protected personnel contact data will be accessed only on a need-to-know basis through administrative accounts. to shift paragraph to left alignment for easy of reading this.

2.6.4. Not maintain distribution lists. 72 ABW/XP provides 72 ABW Crisis Action Team (CAT)/Installation Full CAT Recall rosters and provides Emergency Operations Center (EOC) rosters. The 552 ACW/XP maintains the Senior and Full 552 Air Control Wing (ACW) Battle Staff rosters. For other distribution lists/rosters, the end user managers/distribution lists managers are responsible for maintaining distribution lists according to areas of concern. This is accomplished through the AtHoc system self service module. Initial sign up into AtHoc occurs when a member establishes a NIPR user account with 72 ABW/SC. (See [Para 3.1.3.](#)).

2.6.5. Conduct periodic local area network (LAN) silent tests to determine continuity of the “white globe” signifying AtHoc presence on desktop computers connected to the Tinker network. This is an RTS message alert that end users do not see. This scenario will be sent only to Tinker LAN computer systems.

2.6.6. Provide, at a minimum, quarterly training sessions for CP controllers, unit-level administrators and end user managers on the use of the AtHoc EMNS system. Training will include AtHoc initial/recurring/refresher training requirements.

2.6.7. Terminate alerts for situations that are no longer active to prevent end users from receiving outdated alerts.

2.6.8. Maintain notification lists, access lists, and establish system checks/tests to ensure these channels are working.

2.6.9. Ensure console operators are trained on AtHoc, Giant Voice, command LMR net, and 24-hour work center telephone notification procedures, to include the termination of any messages disseminated via the AtHoc system.

2.6.10. Be the primary function to activate and disseminate messages using the AtHoc, Giant Voice, command network, and telephone notifications (except tornado warnings).

2.6.11. Conduct tests of these systems as prescribed in AFI 10-2501 and AFMAN 10-207. Inform the 72 ABW/SC Help Desk of any inoperative systems immediately. The daily activation of Reveille, Retreat, and Taps are considered to be daily tests of the GV system.

2.6.12. Maintain the capability to conference call duty stations specified in [Attachment 2](#). This will normally be done via a programmed button on the Unify communications console that will call all work centers simultaneously. Configure the system to present a desktop pop-up at regularly scheduled intervals prompting users to update their organizational and contact information if not already provided.

2.6.13. Configure the system to remove user accounts after prolonged inactivity. “Prolonged inactivity” is defined as the user not logging into the AF domain for 220 days or longer.

2.7. The 72d Operations Support Squadron Weather Flight (72 OSS/OSW) will:

2.7.1. Ensure all weather technicians are trained on the use of Giant Voice and Installation Notification and Warning System (INWS).

2.7.2. Ensure appropriate personnel are trained on the procedures contained within this instruction.

2.7.3. Be the primary function to activate the system for tornado watches and activate Giant Voice and INWS for tornado warnings.

2.7.4. The Weather Flight and CP will conduct tests of the tornado sirens via the Giant Voice and INWS every Saturday at 1200L in conjunction with state and community Emergency Management divisions.

2.8. The 72 ABW Communications Directorate (72 ABW/SC):

2.8.1. The Emergency Mass Notification System (EMNS) Program Office (AFLCMC/HNII) is managed by AFIN Mission Assurance Center (AMAC) and American Systems Corporation.

2.8.2. American Systems Corporation (ASC) is responsible for maintaining the system and a 24/7 Help Desk. The EMNS Help Desk can be reached at (833) 552-2926.

2.8.3. The Communications Focal Point (CFP), when contacted by the commander or CP, is responsible for troubleshooting the enterprise EMNS similarly to a website access issue. If resolution cannot be achieved at this level, the CFP will create a trouble ticket marked high/critical for escalation to the MAJCOM Communication & Coordination Center (MCCC).

2.8.4. The 72 ABW/SCOW will:

2.8.4.1. Maintain the IEWS/Giant Voice system to ensure voice messages, siren tones, and digital voice (DV) messages can be relayed externally to the installation.

2.8.4.2. Maintain 72 ABW/CC Net and ensure that only personnel authorized by 72 ABW/CC or the CP have access to the Commander's Net and that all users' LMRs are encrypted.

2.8.4.3. Monitor external distribution lists. 72 ABW/SCOW will create external distribution lists and ensure these lists are validated with designated distribution list office of primary responsibility (OPR), at a minimum, semi-annually. 72 ABW/XP provides the 72 ABW CAT and Installation Full CAT membership, and 72 ABW/CEXM provides the EOC membership. The 552 ACW/XP maintains the Senior and Full 552 ACW Battle Staff rosters. Any additional distribution lists created will require appropriate justification and an organizational OPR. (See [Para 2.7.4.](#)).

2.9. The 72 ABW Plans and Programs Office (72 ABW/XP) will:

2.9.1. Publish and/or clarify existing policy to support this instruction.

2.9.2. Validate the systems usage, the range of information passed, and effectiveness of the system during exercises and real-world events. Provide feedback and/or lessons learned to the appropriate OPR for the action.

2.9.3. Assist in the maintenance and publication of any notification lists directed in this instruction.

2.10. The 72d Force Support Squadron (72 FSS) will:

2.10.1. Ensure AtHoc EMNS disenrollment is a required item on the Tinker AFB virtual Military Personal Flight (MPF) and civilian out-processing checklist.

2.10.2. Verify at final out appointment that AtHoc EMNS disenrollment has occurred.

2.11. Installation mission partners, wings, squadrons, directorates, staff agencies, and contractors will:

2.11.1. Develop and implement internal methods to relay emergency notification information to all personnel within their work areas to ensure maximum personnel protection can be attained.

2.11.2. These methods must include verbal announcements to coworkers and visitors within the work area and should include assisting those unfamiliar with the area in locating the appropriate shelters.

2.11.3. Methods should also include procedures to ensure any vision, hearing or physically impaired personnel are made aware of any danger and assist them with sheltering actions.

2.11.4. Encourage unit members to update AtHoc system self-subscriber profiles to facilitate the distribution of alerts/messages.

2.12. All levels of leadership will:

2.12.1. Proactively educate users about the features and benefits of the EMNS. In addition, they will provide information on how the EMNS can collect an individual's Global Positioning System (GPS) coordinates, how those will be used and stored, and how individuals can opt out of this feature. Features such as mobile applications can be downloaded to ten (10) devices to ensure a member's family is protected with emergency notifications.

2.13. All TAFB personnel will:

2.13.1. Practice good wingman procedures and exercise maximum effort to ensure all personnel within their work areas are aware of the announcements and necessity to shelter appropriately.

2.14. If CP experiences an EMNS outage:

2.14.1. The Air Force Material Command (AFMC) Command Center has the capability to send out notifications on behalf of the CP until service is restored.

Chapter 3

BLACKBERRY® ATHOC SYSTEM OPERATIONS

3.1. Overview.

3.1.1. The Tinker AFB BlackBerry® AtHoc Emergency Mass Notification System (EMNS), hereafter referred to as “AtHoc EMNS,” fulfills the installation’s need for a reliable, rapid, and broad-based method to deliver time-sensitive emergency notifications to Tinker assigned personnel. The system is designed to transmit computer-generated alert notifications in an expeditious manner via desktop computer pop-up windows, home/work emails, and home/work/mobile telephones. It is not designed, nor does it have the capability to fully replace manual notification procedures.

3.1.2. The AtHoc EMNS is a web-based system and is managed specifically by trained administrators located at the Tinker Command Post (CP).

3.1.3. End Users are automatically enrolled in the AtHoc EMNS the first time they log onto a government computer located on the Tinker AFB network. A “white globe” icon will appear in the user’s computer system “tray” indicating the program is installed and functioning. The users’ DOD identification (ID) number and name loaded on their Common Access Card (CAC) will be used to create the AtHoc EMNS account. It is important to note that this will occur for all users who log onto the Tinker network regardless of their affiliation to Tinker AFB (visitors, temporary duty [TDY], permanent party, etc.). NOTE: The use of name or mark of any specific manufacture, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

3.1.4. The most valuable feature of the AtHoc EMNS is its capability to rapidly transmit alert messages advising Tinker personnel of emergency situations or advisories in time to take appropriate protective measures.

3.1.5. AtHoc EMNS alerts consist of desktop pop-up, work e-mail, personal e-mail, text messaging, text-to-speech to duty phones, and text-to-speech to personal phones and Short Message Service (SMS) text messages.

3.2. Desktop Pop-up.

3.2.1. The desktop pop-up is the system default for all alerts and is most effective during duty hours. When actuated, a “pop-up window” appears in each workstation connected to the Tinker network. The pop-up may be accompanied by an audio message or tone. Desktop alerts may include response options for the end user to select or hyperlinks to click. Clicking the “Acknowledge and close” button on the bottom of the alert window closes the alert.

3.2.1.1. Desktop pop-ups may be color-coded in accordance with MAJCOM directives and unless directed otherwise will be the following:

3.2.1.2. Emergency (Life, Limb, Eyesight)/Force Protection Condition (FPCON) changes: Black and Red.

3.2.1.3. Information Condition (INFOCON) changes: Yellow.

3.2.1.4. Informational/Administrative: Blue.

3.2.1.5. Weather: Grey & Black.

3.2.1.6. Warning: (Tornado/active shooter, emergencies listed in TAFB Plan 10-2, Installation Emergency Management Plan (IEMP)): Grey & Red.

3.2.1.7. “All Clear”, ENDEX, Other: White.

3.2.1.8. Heat stress conditions: Same as the heat stress condition’s color.

3.2.1.9. Recalls: Purple & Black.

3.3. Email.

3.3.1. Work Email. Work email notifications provide a non-invasive means to notify users during duty hours. In general, notifications to user work email address will be used for most notifications.

3.3.2. Personal Email. Alerts sent to personal email are sent to the commercial email accounts provided by end users in the AtHoc EMNS personal information section. End users have the option to respond by calling a number provided or responding via email. NOTE: Messages may be automatically filed in the end user’s “junk email” or “spam” box if they have not selected the sending address as a trusted source.

3.4. Mobile Devices.

3.4.1. SMS Text. The AtHoc EMNS system will send a message to the mobile device provided by end users in the AtHoc EMNS personal information sections. Messages may include response options which may be tracked by the publishing author.

3.4.2. Telephone (text-to-speech). The system sends a computerized text-to-voice message to the end user’s work, home, and/or mobile phone. Messages may include response options.

3.4.3. (i.e., “Press 1 to acknowledge”), which may be tracked by the publishing author. AtHoc EMNS will only attempt one “call back” if there is no response. NOTE: Phone alerting via voice is not normally employed in an emergency since sending alerts to phone devices may overload the telephone network with phone calls to fill in the blank spa

Chapter 4

POLICY GUIDANCE

4.1. Contact.

4.1.1. To avoid saturation of end users, AtHoc EMNS notifications will be limited to duty-related notifications only (i.e., recalls, adverse weather, base closures, etc.). In addition, alerts directed to personal mobile devices shall be kept to an absolute minimum consistent with mission execution and the safety of assigned personnel.

4.1.2. The AtHoc EMNS should not be used to directly contact individual personnel for accountability or other unit-wide recalls. The pyramid notification/recall process has been established for this purpose. However, this does not preclude the use of the AtHoc EMNS to rapidly notify and mobilize leadership and key staff personnel to facilitate the expeditious execution of unit-wide recalls.

4.2. Notification Requirements. Per DoD Instruction 6055.17, DOD Emergency Management Program, [Chapter 5](#), network alerting system solutions will ensure that alert notifications to anyone connected to the AFNet and manually loaded '.com' email addresses be issued notification within two (2) minutes of incident notification or initiated personnel accountability. In addition, the EMNS notification must reach a target audience of 90 percent or more of on and off-installation personnel with specific protective action recommendations (mass warning) and 100 percent of assigned Emergency Management resources, including first responders, first receivers, and emergency responders within ten (10) minutes of initiation. Within one (1) hour after initiation, EMNS should reach 100 percent of the on and off- installation personnel.

4.3. All Emergency Notification System administrators will:

4.3.1. Review AFMAN 10-206, **Chapter 8**, for more complete system requirements, specifications and details not covered in this instruction.

Chapter 5

RULES OF ENGAGEMENT

5.1. Tinker CP Authority.

5.1.1. Tinker-wide alerts. Only Tinker CP duty controllers may initiate Tinker-wide AtHoc EMNS alerts.

5.1.1.1. Within Tinker CP, only certified controllers may publish alerts. Certification training will consist of the following:

5.1.1.1.1. Understanding the “two-person confirmation.”

5.1.1.1.2. Task signed off on CFETP **part 2**.

5.1.1.1.3. Understanding of Controller Checklists.

5.1.1.1.4. AtHoc Administrator Training.

5.1.2. Alerts issued by the CP shall have the highest priority on the AtHoc EMNS system and take precedence over all other notifications.

5.2. Unit-Authorized Alerts. Colonel (O-6) and above level commanders of units directly supported by the CP and approved by the Installation Commander, may designate personnel to publish AtHoc EMNS notifications to personnel within their scope of authority.

5.3. Patrons.

5.3.1. User registration in AtHoc EMNS should be periodically exercised to ensure the robustness of the user device database and ability of users to receive alerts.

5.3.2. AtHoc EMNS administrators and publishers at all levels will strictly limit access to Privacy Act information contained within the AtHoc EMNS system to authorized personnel only with a bona fide “need to know.” Reports generated from the AtHoc EMNS system that contain personally identifiable information (PII) will be encrypted during transmission and shall only be reviewed by law enforcement, Inspector General (IG), CP personnel, unit-level administrators, and applicable unit-level leadership. Reports containing PII shall be shredded/destroyed upon completion of need.

Chapter 6

ENROLLMENT AND DISENROLLMENT

6.1. Process.

6.1.1. Users are automatically enrolled in AtHoc the first time they log onto a government computer located on the Tinker AFB network. However, a user's organizational and phone/email contact information needs to be manually updated in AtHoc via the Self-Service page accessed by right clicking on the "white globe" located in the computer's systems tray.

6.1.2. All personnel assigned to Tinker AFB, both military and Department of Defense civilian personnel, are required to update the AtHoc by following this link <https://emns.us.af.mil/SelfService/Profile/Index>.

6.2. Contact Information.

6.2.1. All users will be expected to update AtHoc with their contact information within five (5) business days of arriving at Tinker AFB and given network access.

6.2.2. Mobile devices may be used for "home phones," if the member does not possess a landline at his/her residence.

6.2.3. Contractors with a Common Access Card and a user account on the AF network may elect to enter their contact information into the AtHoc EMNS system; however, it is not required.

6.2.4. All users may, at their discretion, elect to provide a spouse's mobile device number as an "alternate" number in AtHoc EMNS, enabling dependents or personnel other than the member to receive emergency AtHoc EMNS alerts.

6.3. Disenrollment. Users must disenroll from AtHoc EMNS prior to PCS, separation from military/Federal service, or departing from Tinker AFB after a TDY. Failure to do so will result in your contact information remaining in the system. Users will continue to receive Tinker AtHoc Alerts until they are removed from the system.

Chapter 7

TROUBLE SHOOTING INFORMATION

7.1. Basic Troubleshooting.

7.1.1. AtHoc EMNS is a web-based computer system that is supported by software that is installed on a user's computer via the AF network. If the user does not have the software installed, they can still update their contact information in the following ways:

7.1.1.1. If a configuration push from the Network Operations and Security Center (NOSC) was unsuccessful on a user's computer, there is a simple work around. Find a computer(s) within your group/squadron/partner unit that is already in place and has AtHoc installed. Members can update their contact info at that terminal(s) by "Switch User" and log in with their CAC. Their account should automatically be created, and users can right-click on the white globe icon to bring up the self-service page and enter their information. The limitation of this setup is that users will not receive a "pop-up" on their computer until the software is installed.

7.1.1.2. If a user wants the software installed onto their terminal, they need to contact the Tinker Communications Focal Point (CFP) and request that the AtHoc client be installed. Make sure to note your computer name before contacting Tinker CFP.

7.2. Advanced Troubleshooting.

7.2.1. For advanced AtHoc troubleshooting, please contact BlackBerry® AtHoc directly using the following information. DO NOT contact Tinker CFP directly or file a trouble ticket to fix AtHoc EMNS.

7.2.1.1. Phone: 833-552-2926

7.2.1.2. Email: support@athoc.com

7.2.1.3. Primary POC's for AtHoc is the Tinker CP, DSN 312-884-7313, COMM 405-734-7313.

Figure 7.1. Frequently Asked Questions and Answers.

Q: I don't have a white globe present in my computer system tray.

A: Check the system tray again. If a gray globe with a red x over the top is present, AtHoc has been loaded for your network profile, but is not active. Right click on the icon and select "Check for New Alerts." If the red x is removed and alerts appear, you have fixed the problem. You can still update your contact information if you right click and go to self-service actions.

Q: How do I acknowledge AtHoc notifications?

A: For Pop-up notifications, you click on "Acknowledge and Close." If a message is acknowledged via a pop-up, a phone call will not be made.

A: For phone calls, after the message is read, you will be prompted to "Press 1." Press 1 to acknowledge the message.

Q: How do I register my information?

A: Check the system tray for a white globe. Right click on the icon and select “Access Self-Service.” Then, populate the information when given the option.

A: Go to <https://emns.us.af.mil/SelfService/tafb/> and choose “My Profile.” Fill in all pertinent information.

Q: How do I disable/delete my account?

A: Go to <https://emns.us.af.mil/SelfService/tafb/>.

Choose “My Profile” and follow the “click here” option to request the account be disabled.

FENCISCO N. HARRIS
Colonel, USAF Commander

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

AFI 36-3802, *Force Support Readiness Program*, 20 November 2021

AFMAN 10-206, *Operational Reporting (OPREP)*, 31 August 2020

AFMAN 10-207 *Command Posts*, 10 April 2018

AFMAN 33-322, *Record Management and Information Governance*, 22 March 2020

AFMCI 10-205, *Emergency Notification Alert and Recall*, 19 July 2025

DAFI 10-2501, *Air Force Emergency Management (EM) Program*, 28 October 24

DAFPD 10-2, *Readiness*, 4 March 2025

DoDI 6055.17, *DOD Emergency Management (EM) Program*, 12 June 2019

DoDIO-2000.16V1_DAFI 31-145-O, *Antiterrorism (AT) Program Implementation*, 31 May 2023

TAFB 10-2, *Installation Emergency Management Plan (IEMP)*, 4 March 2025

TAFB Plan 10-205, *Installation Alert, Recall, Notification and Accountability (ARNA) Plan*, 01 May 2024

TAFB Plan 31-145, *Antiterrorism*, 30 January 2024

TAFB Plan 31-101, *Base Defense Plan (BDP)*, 01 April 2025

Adopted Forms

DAF 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ACW—Air Control Wing

AFB—Air Force Base

AFMAN—Air Force Manual

AFMC—Air Force Material Command

AFRIMS—Air Force Records Information Management System

ANG—Air National Guard

ASC—American Systems Corporation

CAC—Command Access Card

CAT—Crisis Action Team

CFP—Communications Focal Point

CP—Command Post

DV—Digital Voice

EOC—Emergency Operations Center
EMNS—Emergency Mass Notification System
EUM—End User Manager
FPCON—Force Protection Condition
GP—Global Positioning System
GV—Giant Voice
ID—Identification
IG—Inspector General
INFOCON—Information Condition
INWS—Installation Notification and Warning System
LAN—Local Area Network
LMR—Land Mobile Radio
MCCC—Major Command Communications & Coordination Center
MPF—Military Personal Flight
NOSC—Network Operations and Security Center
OI—Operating Instruction
OPR—Office of Primary Responsibility
PCS—Permanent Change of Station
PII—Personally Identifiable Information
RDS—Records Disposition Schedule
RTS—Ready-to-Send
SMS—Short Message Service
SP—SharePoint
TAFB—Tinker Air Force Base
TDY—Temporary Duty

Terms

AtHoc—INWS Alerts Enterprise Edition Software on all desktops within the Tinker AFB domain. It is considered a *unified alerting solution* for the Air Force.

Attachment 2

DUTY STATIONS CONTACT NUMBERS

Table A2.1. Duty Stations Contact Numbers.

Organization	Duty Phone
38 CEG	405-734-9747
507 ARW/CP	405-734-7477
552 ACW/CP	405-734-7313, 405-739-2171
552 MOC	405-734-7477
72 SFS ECC	405-734-3737
76 AMXG MOC	405-736-2500, 405-734-2792,
BDOC	405-734-3737
AMOPS	405-734-2191
CE SERVICE DESK	405-734-3117
DISA HELP DESK	405-739-3022
DLA DISTRIBUTION	405-855-3855
EMERGENCIES	911
FIRE DEPARTMENT	405-734-7964/7965
FUEL DISPATCH	405-739-5066
NAVY OPCON	405-734-9919,
WEATHER	405-734-3196