

IPAWS TIP

Integrated Public Alert and Warning System



TIP #23: Who Do I Contact to Get IPAWS Support?

If you're in need of expert help from someone in the Integrated Public Alert and Warning System's (IPAWS) Program Management Office (PMO), we are always willing to provide the information you need, and/or connect you to the right person.

When should you contact the IPAWS PMO?

- You receive a failure on your alert message, and your software provider is unable to provide you answers.
- You would like to train with the IPAWS Lab or involve the IPAWS PMO in an exercise.
- You need assistance with your monthly proficiency demonstration.
- You have changes in personnel, contact information (email addresses, phone numbers), or a change to your alert origination software provider.
- Your Memorandum of Agreement is up for renewal (every 3 years).
- You'd like an expert from the IPAWS PMO to come speak at a conference.

Who should you contact at the IPAWS PMO?

- Email the IPAWS Customer Support Branch, ipaws@fema.dhs.gov, for contact information changes, or questions regarding monthly proficiency demonstrations or alert message issues.
- Contact the IPAWS Lab, Tel: 844-729-7522, fema-ipaws-lab@fema.dhs.gov, for any specific Lab and training questions.
- The IPAWS Stakeholder Engagement Branch, fema-ipaws-stakeholder-engagement@fema.dhs.gov, coordinates presentations for conferences, events, and webinars.

- The IPAWS PMO website, <https://www.fema.gov/ipaws>, houses educational documents and templates that can be used for communicating with your public.

The IPAWS PMO is working to create a 24/7 help desk for any urgent alert request needs. Once that help desk is up and running, the PMO will send out its contact information to all users and vendors.

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