

# TIP #5: Train Your Team

---

IPAWS training resources include webinars, courses, in-person events, documentation – and subject-matter experts ready to support your alerting officials and staff.

## Technical Support & Assistance

The IPAWS Technical Support Services Facility (TSSF) is staffed 24/7 with subject-matter experts who assist Alerting Authorities (AAs) with IPAWS needs. Services include support with IPAWS activations, troubleshooting alerts, conducting tests, or facilitating free training in our closed environment at National Harbor in Oxon Hill, MD.

Our team is committed to ensuring that AAs have the guidance and resources they need to effectively use IPAWS for seamless emergency alert dissemination.

[Visit the TSSF web page at this link.](#) The 24/7 TSSF number is 1-84-IPAWS-LAB or 1-844-729-7522.

## Monthly Proficiency Demonstrations

Alerting Authorities are required to perform Monthly Proficiency Demonstrations using the TSSF environment to maintain IPAWS access. The purpose is to increase AA proficiency and confidence when issuing alert and warning notifications, and most importantly to lessen the risk of errant messages.

To make your proficiency demonstration experience more interesting, we developed short scenarios that cover a variety of hazards and incidents. They are created to be flexible, scalable, and adaptable. This will allow you to modify the scenarios to fit your jurisdiction's needs. Learn more about [Monthly Proficiency Demonstration Scenarios](#).

## FEMA Emergency Management Institute (EMI) Study Courses

FEMA EMI offers free, self-paced online learning opportunities covering a wide range of topics. IPAWS **requires** that Alert Originators take course IS-247.B, *IPAWS for Alert Originators*, and recommends that Alerting Administrators take course IS-251.A, *IPAWS for Alerting Administrators*. These courses are available to anyone at any time.

### IS-247.B: IPAWS for Alert Originators

This course teaches the knowledge and skills needed to utilize IPAWS efficiently, including drafting appropriate messages, conducting training and testing, and shares best practices to enhance your ability to effectively reach the public.

Take the course here: [FEMA - Emergency Management Institute \(EMI\) Course | IS-247.B: Integrated Public Alert and Warning System \(IPAWS\) for Alert Originators](#)



**FEMA**



## IS-251.A: IPAWS for Alerting Administrators

Through this virtual independent-study course, your team will gain a comprehensive understanding of IPAWS, including guidance on how to plan your IPAWS program, technical components of IPAWS, and alerting best practices.

Take the course here: [FEMA - Emergency Management Institute \(EMI\) Course | IS-251.A: Integrated Public Alert and Warning System \(IPAWS\) for Alerting Administrators](#)

## IPAWS Users' Conference

This annual virtual event includes IPAWS updates, operational advice, and research findings. It can help you create effective alerts and become a confident IPAWS user. Find presentations from past Users' Conferences at this link:

[The IPAWS Users Conference Presentations and Videos | FEMA.gov](#)

## Support Materials on the IPAWS Website

The [IPAWS website](#) contains a wealth of useful material, including a Best Practices Guide on effective public alerting, IPAWS sign-up instructions, tips and fact sheets, newsletters, event codes and other tools to support you as you use the system.

## Vendor Training

Establish a working relationship with your software vendor. Ask questions and give feedback on current and desired features. Take a vendor training to understand what technical support is provided and ensure 24/7 help is available via phone, email, and chat.

## Contact Us

- IPAWS Stakeholder Engagement: [fema-ipaws-stakeholder-engagement@fema.dhs.gov](mailto:fema-ipaws-stakeholder-engagement@fema.dhs.gov)
- IPAWS Customer Support: [ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)
- IPAWS Technical Support Services Facility (TSSF): 1-84-IPAWS-LAB or 1-844-729-7522

---

*The Integrated Public Alert and Warning System (IPAWS) is FEMA's national system for local alerting that provides critical safety information through mobile phones using Wireless Emergency Alerts (WEA), to radio and TV via the Emergency Alert System (EAS), NOAA Weather Radio via Non-Weather Emergency Messages (NWEM), and on digital media via the IPAWS All-Hazards Information Feed.*