

FREQUENTLY ASKED QUESTIONS:

1. Why do I need to update my information in ATHOC?

Response: Based on the multitude of threats/hazards which could occur at MCAS Miramar, it is critical that personnel receive as much notification as possible to mitigate potential impact. Additionally, ATHOC can be utilized to disseminate recall information and verify accountability of personnel.

2. Will non-emergency notifications be sent to my personal devices?

Response: Not unless it is a test....Notifications sent via text message and to personal telephones via voice will cost the Marine Corps 5 cents per message per end-user. Due to this, only emergency notifications and system testing is approved by HQMC for release by these means.

3. Who will have access to my personal contact information and addresses?

Response: This information can only be viewed by a small group of ATHOC Operators and Administrators. Queries of an exact employees information will never be pursued as the system simply stores this information and reacts to the request of an operator to send a notification out to end-users. This additional contact information will not be released out of the ATHOC system.

4. Why do I not have ATHOC on my computer or it shows me as being at another installation?

Response: If you hover your mouse over the purple globe, it should show "MCAS Miramar [powered by AthOC]". If your computer says CAMPEN, this is due to a new computer naming conventions coming from MCNOSC. This issue is being worked, but is beyond our control. Any data inputs will not be seen by our system. Only solution is to have your unit submit a excel spreadsheet and we manually update the system. Hoping this is resolved in 2020.

5. Will these computer pop-ups prevent me from using my computer?

Response: The operator will have the means to determine if the computer pop-up will require acknowledgement or simply fade. Some less crucial notifications will appear and fade after a few seconds. Others, which may be more important, will remain on your computer until the end-user clicks "acknowledge" or any other available response to the message. By either means, the computer will be completely operational within a few seconds.

6. If we have one work phone for multiple personnel, will a voice notification be sent to each end-user associated with that phone?

Response: No...The system has the capability to recognize multiple entries of a single phone and will only contact that phone once.

Enclosure (1)

FREQUENTLY ASKED QUESTIONS:

7. Can I provide a unique response to a notification or send unique information if I have information about an emergency that no notification has been sent out for?

Response: Currently No...an ATHOC mobile app exists which allows users to actually send voice information and other crucial information back to ATHOC operators and emergency personnel during an emergency or if witnessing suspicious activity. HOWEVER, the Marine Corps currently does not utilize this feature and it is not available. Some ATHOC notifications will allow the end-user to offer a specific response based on a list of options. This will help emergency personnel with an understanding of your situation, yet does not substitute necessary communication via 911, etc.

8. Can personnel without a usmc.mil account obtain ATHOC notifications?

Response: Personnel without a usmc.mil account can still obtain email, voice, and text messages if indoctrinated into a distribution list within AtHOC. However, these users will not receive the computer pop-ups.

UPDATING GLOBAL ADDRESS LIST WORK PHONE INFORMATION

Link to MilConnect:

<https://milconnect.dmdc.osd.mil/milconnect/>

Log in with CAC, use authentication certificate

When it comes up, there is a series of 9 blue boxes on the screen. Middle Row, Middle Column is "Update Work Contact Info (GAL)".



Choose CAC to logon. Use Authentication Certificate.



Choose MIL or CIV to update work info. Use Authentication Certificate.

You can update quite a bit of data, phones, installations, etc.



Enclosure (2)

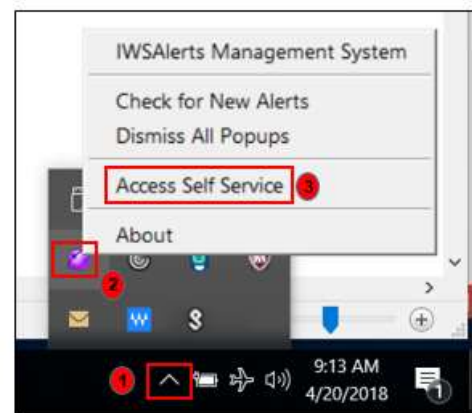
AtHOC SELF-REGISTRATION INSTRUCTIONS

MCEN users can open Self-Service by using the following URL for Miramar:
<<https://alerts1.mcidsus.mcids.usmc.mil/SelfService/2060368>>

- 1) The window will open with the ATHOC "Inbox" tab highlighted
- 2) Click the "My Profile" tab
- 3) Click "Edit" box to enter data
- 4) Make edits and click SAVE

MCEN Windows 10 users only:

- 1) Click the chevron to access system tray icons located on the bottom right of your work screen
- 2) Click the purple globe
- 2) Click Access Self Service
- 3) When prompted, select your CAC Email certificate and enter your CAC PIN
- 4) Make your edits and save



AtHOC SELF-REGISTRATION INSTRUCTIONS

My Profile [Cancel] [Save]

Basic Info

Username * 1234567899

First Name Ima

Last Name Marine

Display Name Marine Sgt Ima

Mapping ID 1234567899

Created On 10/27/2013 09:43:54

MCAS MIRAMAR * /MCAS MIRAMAR STAFF/

County of Residence San Diego

Work Building # 9211

User ID 1234567899

Mobile and Desktop

Desktop App Active

Mobile App Not Available

Select the Organizational Position

- MCAS MIRAMAR
- 3D MARINE AIRCRAF.
- MAG 38
- MALS 11
- MWGS 371
- HQHQRON
- MCAS MIRAMAR STAFF
- MAG 11
- VMFA (AW) 121
- MAG 16
- MWHS 1
- VMFA 252
- VMFA (AW) 225
- VMFA 314
- VMFA 323
- VMFAT 101
- VMGR 352

MCAS MIRAMAR/3D MARINE AIRCRAFT WING/MAG 11/VMFA (AW) 121

undefined undefined

Numbers

Phone - Work 858-577-1234
Do not enter DSN numbers. Enter 10 digit commercial numbers. Extensions can be added by adding an x then the extension number.

Phone - Home (858) 547-4567

Phone - Mobile (858) 663-1211
NOTE -This is for phone calls only. To receive SMS Text alerts, you must provide a phone number in the Text Messaging device box too.

Text Messaging (858) 663-1211

Phone - Emergency (858) 603-4444

Phone - Dependent (858) 682-7654

Mobile App

Online addresses

Email - Work Ima.Marine@usmc.mil

Email - Personal IMAMARINES335@aol.com

Email - Personal #2 Dependent12@aol.com

1) Select your organization by clicking on the “forward slash” itself to update the Organization Position section


In some cases, the organizational hierarchy may not go all the way down to the level at which you work. Simply select the next appropriate higher headquarters that is listed

2) Enter data for phones, text, email, NOTE!! Enter commercial phone numbers only, no DSN numbers!

3) Save

AtHOC SELF-REGISTRATION INSTRUCTIONS

Physical addresses

 **Home Address**

Type in home address, to include zip code

Work Address

Type in address or use cursor to navigate to work address

- 1) Optional: Enter Home Address
- 2) Save

ATHOC SITE HIERARCHY (MCAS MIRAMAR)

MCAS MIRAMAR	OTHER TENANTS
MCAS MIRAMAR STAFF	4TH MAW SITE SUPPORT (RESERVE ELEMENT)
HQHQRON	MASS 6
3D MARINE AIRCRAFT WING	MALS 41 DET A
MWHS 3	MWSS 473
MAG 11	MWCS 48
VMFA 232	VMM 764
VMFA 314	CLC 11
VMFA 323	4TH TANKS
VMFA (AW) 225	4TH MED BN
VMFAT 101	INTEL SUPPORT BN, A CO
VMGR 352	147TH COMBAT COMMUNICATIONS SQUADRON
MALS 11	AVIATION SURVIVAL TRAINING CENTER
MWSS 373	BRANCH DENTAL CLINIC
MAG 16	BRANCH MEDICAL CLINIC
VMM 161	CHILD DEVELOPMENT CENTER
VMM 163	DEFENSE COMMISSARY AGENCY (DECA)
VMM 165	FEAD
VMM166	FLEET AVIATION OPERATIONS TRNG GROUP
VMM362	LINCOLN HOUSING
HMH 361	MARINE CORPS COMMUNITY SERVICES (MCCS)
HMH 462	MARINE CORPS POLICE ACADEMY WEST
HMH 465	NAVY OPERATION SUPPORT CENTER (NOSC)
HMH 466	NAVAL AIR TECHNICAL DATA AND ENG SVC CMD (NATEC)
MALS 16	NAVAL OPERATION MEDICINE INSTITUTE DET
MACG 38	NAVCON BRIG MIRAMAR
MTACS 38	OCHR SAN DIEGO
MWCS 38	TACTICAL AIR CREW COMBAT TRAINING SYSTEM (TACTS)