

### 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: ATHOC feeds on information as it is listed within the GAL and updates after changes take place within the GAL. If you do not have ATHOC access on your computer, this indicates that you do not have a "usmc.mil" account or have a GAL-related issue. If you are listed under another installation, this indicates that your GAL information has not been changed from your previous location. Please contact the MITSC Help Desk (comm 760.763.0173 DSN 361) if you have these types of issues.

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.

**SAMPLE AtHOC CSV EXCEL SPREADSHEET FOR NON-USMC TENANTS**

USER_ID	Username	First Name	Last Name	Display Name
1234567891	1234567891	Ima	DECA	IMA CIV DECA

(Note 1)

Device: Phone - Work	Device: Phone - Home	Device: Phone - Mobile	Device: Phone - Dependent
(858) 577-1234	(858) 222-2333	(858) 444-5551	(858) 523-6543

(Note: 3, 4)

Device: Phone - Emergency	Device: Text Messaging	Device: Email - Work	Device: Email - Personal
(858) 523-6577	(858) 444-5551	ima.deca@mccs.org	imadeca99@aol.com

Device: Email - Personal #2	HRCHY: MCAS MIRAMAR
spouse.gal@gmail.com	MCAS MIRAMAR/OTHER TENANTS/DEFENSE COMMISSARY AGENCY (DECA)

(Note 5)

Notes:

1. The User ID/Name will use the DoD EDIP # is listed on the back of the CAC (USN). For MCCS or DECA without CAC, use employee ID Number.
2. Do not alter the Naming Convention Titles, the system will not recognize any changes from what is listed.
3. Do not use DSN numbers.
4. Work phone must be updated in the GAL using the instructions contained in enclosure (2).
5. Organization has been selected for each tenant activity.

**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	FLEET AVIATION OPERATIONS TRNG GROUP
VMM166	LINCOLN HOUSING
VMM 268	MARINE CORPS COMMUNITY SERVICES (MCCS)
VMM 363	MARINE CORPS POLICE ACADEMY WEST
VMM 561	NAVY OPERATION SUPPORT CENTER (NOSC)
HMH 361	NAVAL AIR TECHNICAL DATA AND ENG SVC CMD (NATEC)
HMH 462	NAVAL OPERATION MEDICINE INSTITUTE DET
HMH 465	NAVCON BRIG MIRAMAR
HMH 466	OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR) SAN DIEGO
MALS 16	RESERVE SUPPORT UNIT
MACG 38	ROICC
MTACS 38	TACTICAL AIR CREW COMBAT TRAINING SYSTEM (TACTS)
MWCS 38	