IPAWS Technical Support Services Facility (TSSF) Trainings and Demos

Hector Huyke-Villeneuve, TSSF

Your Partner in Reliable and Effective Alerts

IPAWS Technical Support Services

24/7 Technical Support

- Available 24/7 via phone and email.
- Troubleshooting Error codes, status codes, etc.
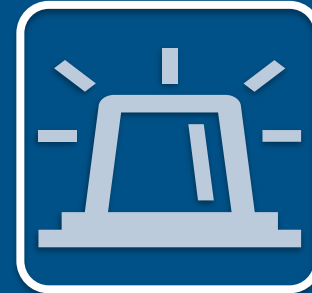- Alerting tool demonstrations

Training and Exercise

- Over 4 different training courses to choose from.
- Offered in-person and virtually.
- Exercise support, resources and more.

Seminars and Workshops

- Peer to peer learning
- Panel discussions
- Industry experts
- Contact us to collaborate.

Technological Research and Innovation

- Advancing public alerting solutions
- ASL Translation Initiative
- ATSC 3.0

Helping people before, during and after disasters

FEMA.GOV

24/7 Technical Support

Here to Help You Every Step of the Way

- IPAWS User Portal, Public Alerting Applications, and MOA support

- Assistance with live and test alerts

- Troubleshooting errant alerts and status codes

- Proficiency demonstration support
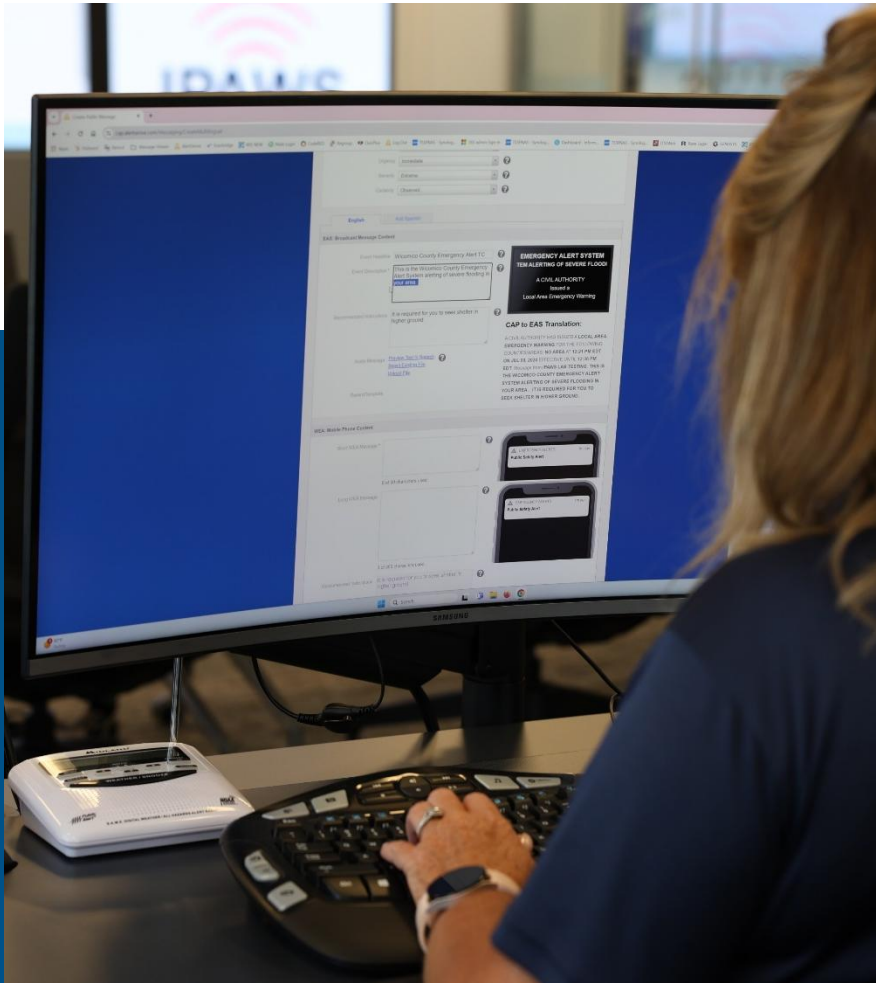
Contact Information:

fema-ipaws-lab@fema.dhs.gov

Toll-free number: 1-844-729-7522

IPAWS Training Offerings

From Theory To Technique, Enhance your Emergency Communications with the Public.

- IPAWS 101

- IPAWS Program Planning

- Message Design Dashboard Training

- Alerting Tool Demonstration

- Proficiency Demonstrations Trainings and Assistance

- IPAWS for Executives

IPAWS Exercises

Virtual, In-Person, Discussion-Based, or Functional
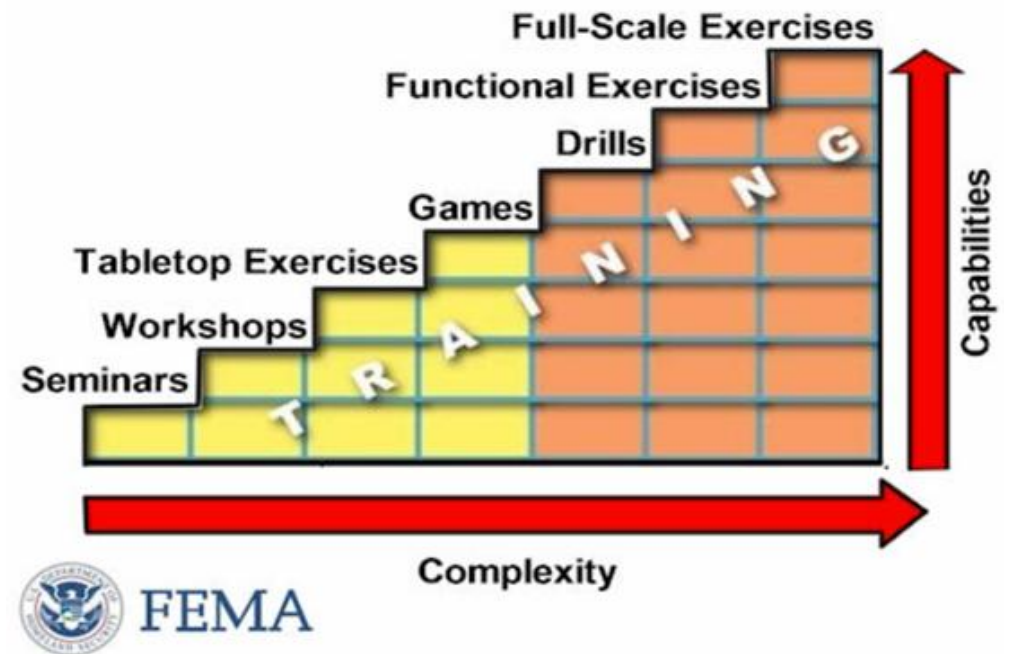
Importance:

- Ensure continuous improvement (HSEEP).

- Cost-effective way to practice plans and update them.

- Helps identify points of failures before actual emergencies.

- Supports grants applications.

Resources We Offer:

- Exercise Evaluator Guides

- Situation Manuals

- Tailor-Made Scenarios

- Exercise Facilitation

Building-Block Approach to Exercise Scheduling

Upcoming VTTX: Communications Continuity

Join hundreds of IPAWS Users exercising emergency communications with the public in a safe environment.

- Free

- Peer to peer learning

- Interactive

- Self-evaluated

- Individuals and groups welcome

Coming soon: Early 2025

Questions? Ask IPAWS!

24/7 Technical Support Line

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Training and Exercise

fema-ipaws-training-exercises@fema.dhs.gov