Know your Member User ID:

This number tells the system who you are or "qualifies" you for the notification being made. The number is your 10 digit home phone number or if you don't have a home phone or share a home phone with another group member it may be your 10 digit cell phone number.

Respond to the ENS when contacted:

The system will try to contact you by several means i.e. home phone, office phone, cell phone, email etc. If the system reaches you on one of your phones it will ask you to push any number on your phone to retrieve a message. After pushing any number the system will ask for your User ID (with few exceptions, your 10 digit home phone number) followed by the pound sign key (#). The system will confirm your User ID, pass the information or message, give you an opportunity to hear the message again, and end with "Goodbye". IMPORTANT--In order to qualify and avoid additional contact attempts, you must remain on line until the system says Goodbye! Note: In some cases you may or may not be asked if you can respond, this is dependent on the type of notification being sent out. If you can respond it will ask you to press 1 if not you will press 2. Additionally you may be asked to input a time when you can respond, in this case you would input the time in military time i.e. 2100 for 9:00 p.m.

If the system does not reach you on a telephone, you will get a message to call the ENS at either (800) 713-6125 (primary server) or (877) 216-2044 (secondary server) depending on which server the scenario was sent out on. The system will tell you which number to call. Once you have called into the system you will need to follow the instructions above. (NOTE: if you have called into the system more than 90 minutes after the scenario was activated, you may not be able to retrieve the message because we normally put a 90 minute time limit on the message)

E-Mail / Phone Qualification:

If the system does not reach you via telephone it will e-mail a copy of the message text and/or an email asking you to call either (800) 713-6125 (primary server) or (877) 216-2044 (secondary server).
   A. You can qualify via e-mail by clicking on "Reply" typing "yes" and clicking on "Send".
   B. The second method is to call the ENS on the listed number. Once you have called into the system you will need to follow the instructions in item 2 above. (NOTE: If you call into the system more than 90 minutes after the scenario activation, you may not be able to retrieve the message. Scenarios normally run for 90-minutes.)

SUMMARY HIGHLIGHTS

- The ENS is voice activated, so the script will not start until you answer the phone with a verbal greeting like "Hello".
- The system will ask for your User ID (with few exceptions, your 10 digit home phone number) followed by the pound sign key (#).
- You will be asked if you can respond, if you can respond it will ask you to press 1 if not you will press 2. Additionally you will be asked to input a time when you can respond, in this case you would input the time in military time i.e. 2100 for 9:00 p.m.
- IMPORTANT--In order to qualify and avoid additional contact attempts, you must remain on line until the system says Goodbye!
- If you call back into the system more than 90 minutes after the scenario activation, you may not be able to retrieve the message. Scenarios normally run for 90-minutes.