

USAG ITALY

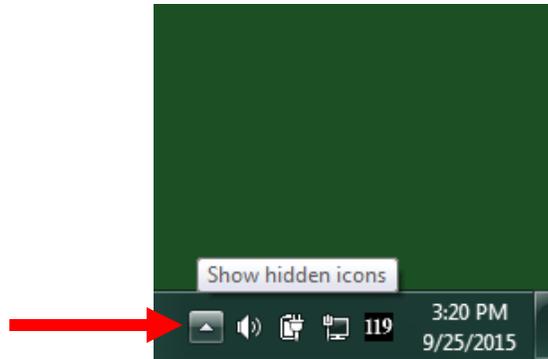


Vicenza Military Community AtHoc Users Guide

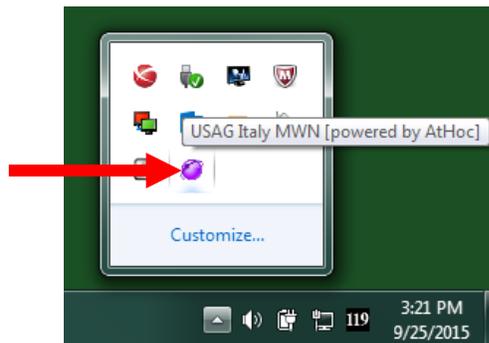
Current as of 1 Oct 2015

STEP 1: Access the AtHoc Self Service Application.

1. To access Select “Show hidden icons” at the bottom right hand corner of the computer screen.



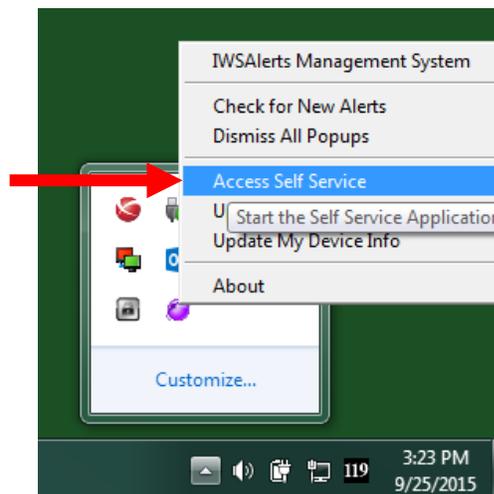
2. Select the USAG Italy MWN [Powered by AtHoc] “Purple Globe”.



*NOTE: If the computer does not have the “Purple Globe”, click on the following link for instructions:

[Instructions if Purple Globe is missing](#)

3. Select “Access Self Service,” you will then be required to select your CAC credentials:



STEP 2: Update your Personal Information

1. Input/update/verify the following (NOTE: "Username auto-populated from your CAC DOD ID Number):

- a. First Name
- b. Last Name
- c. Display Name



USAG Italy MWN

Inbox My Info Devices Locations

User Information

If you wish to furnish personal information requested as part of the Vicenza Military Community MWN registration process, you may do so. Personal information includes non-government furnished e-mail addresses, home and personal cell phone numbers, personal pager numbers, and other personally owned devices. If you choose NOT to furnish personal information, the system will be unable to contact you on these devices.
Fields marked with * are mandatory.

Save | Reset

Basic Attributes	
Username *:	1239618592
First Name *:	First
Last Name *:	Last
Display Name *:	First Last

Three red arrows point to the First Name, Last Name, and Display Name fields.

2. In "Vicenza Military Community Organizations" ensure your correct organization is listed.
- a. If it is correct, Click "Save".
 - b. If it is incorrect, or Shows "[Select Hierarchy](#)" Click the Blue Hyperlink.



USAG Italy MWN

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User Information

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Fields marked with * are mandatory.

Save | Reset

Basic Attributes	
Username *:	1239618592
First Name *:	First
Last Name *:	Last
Display Name *:	First Last
Created On:	3/24/2015 8:57:25 AM
Vicenza Military Community Organizations *:	Vicenza Military Community Organizations/USAG VICENZA/DPTMS/

A red arrow points to the "Vicenza Military Community Organizations" field.

- c. Select from the list of units. Once selected, Click "Save".

Select Organizational Hierarchy -- Webpage Dialog

Select Organizational Hierarchy
Please select the organizational unit this user belongs to.
[Expand All](#) [Collapse All](#)

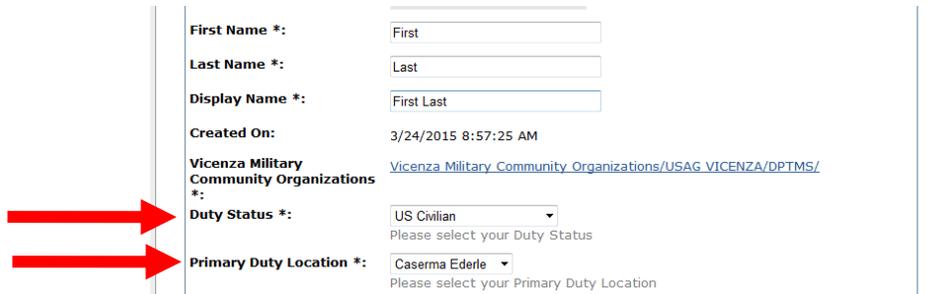
- ☑ Vicenza Military Community Organizations
 - ☑ USAG VICENZA
 - HHC
 - Command Group
 - DES
 - DFMWR
 - DHR
 - DPTMS
 - DPW
 - EEO
 - IMO (S6)
 - PAIO
 - PAO
 - RMO
 - RSO
 - SAFETY
- ☑ USARAF

Selected Organizational Hierarchy: Vicenza Military Community Organizations/

Save Cancel

Scroll down for additional organizations

3. Input/update/verify the following:
 - a. Select from the list your current duty status (i.e. Local National Employee, Military or US Civilian)
 - b. Select from the list your Primary Duty Location



First Name *:

Last Name *:

Display Name *:

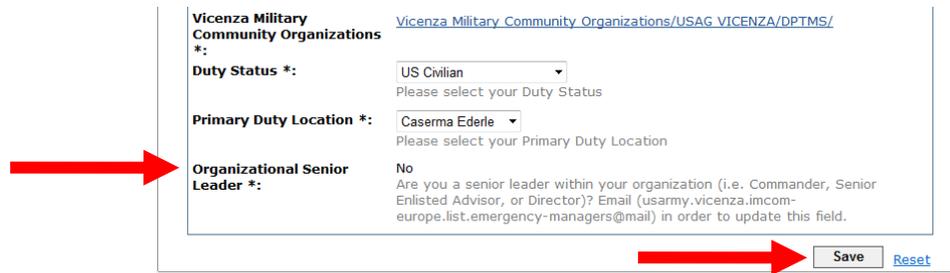
Created On: 3/24/2015 8:57:25 AM

Vicenza Military Community Organizations *: [Vicenza Military Community Organizations/USAG VICENZA/DPTMS/](#)

Duty Status *:
Please select your Duty Status

Primary Duty Location *:
Please select your Primary Duty Location

4. Verify the following:
 - a. If you are a Senior Leader within your organization (i.e. Commander, Senior Enlisted Advisor, or Director) ensure the field states “Yes.” If not send an e-mail to the address provided to update your profile. You will received targeted messages during an incident or event.
 - b. Click “Save”.



Vicenza Military Community Organizations *: [Vicenza Military Community Organizations/USAG VICENZA/DPTMS/](#)

Duty Status *:
Please select your Duty Status

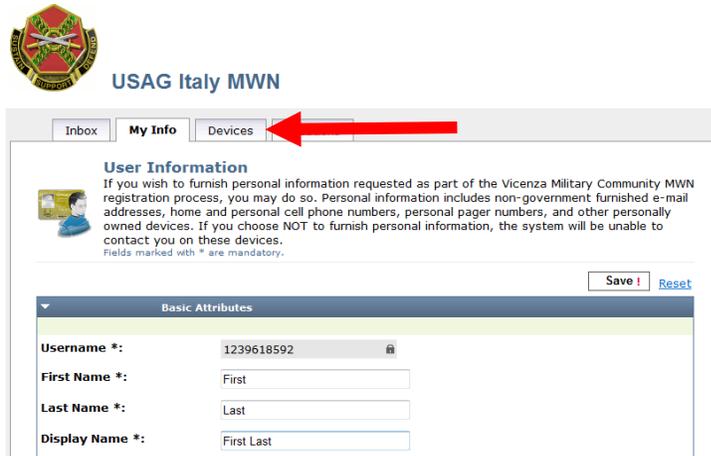
Primary Duty Location *:
Please select your Primary Duty Location

Organizational Senior Leader *: No
Are you a senior leader within your organization (i.e. Commander, Senior Enlisted Advisor, or Director)? Email (usarmy.vicenza.imcom-europe.list.emergency-managers@mail) in order to update this field.

[Reset](#)

STEP 3: Update your Contact Devices

1. Input, Update, and verify “Devices” (Email, phone numbers, etc.) by selecting the “Devices” Tab.

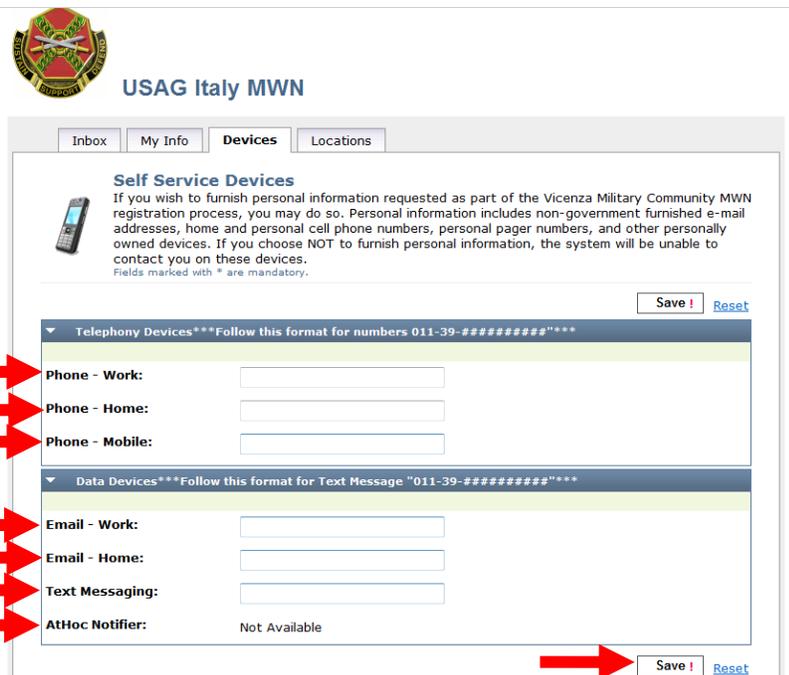


The screenshot shows the USAG Italy MWN 'My Info' page. The 'Devices' tab is selected and highlighted with a red arrow. Below the 'User Information' section, there is a 'Basic Attributes' section with the following fields:

Username *	1239618592
First Name *	First
Last Name *	Last
Display Name *	First Last

2. Input, update, and verify the following Telephony Devices:

- a. Phone – Work (Local not DSN)
Format: 011-39-#####
If not applicable please type “NA”
Click “[Accept as Is!](#)” if shown.
- b. Phone – Home
Format: 011-39-#####
If not applicable please type “NA”
Click “[Accept as Is!](#)” if shown.
- c. Phone – Mobile
Format: 011-39-#####
If not applicable please type “NA”
Click “[Accept as Is!](#)” if shown.



The screenshot shows the USAG Italy MWN 'Devices' page. The 'Devices' tab is selected. Below the 'Self Service Devices' section, there are two sections: 'Telephony Devices' and 'Data Devices'. The 'Telephony Devices' section has three input fields: 'Phone - Work:', 'Phone - Home:', and 'Phone - Mobile:'. The 'Data Devices' section has three input fields: 'Email - Work:', 'Email - Home:', and 'Text Messaging:'. The 'AtHoc Notifier' field is set to 'Not Available'. Red arrows point to each of these input fields. At the bottom right, there are 'Save' and 'Reset' buttons, with a red arrow pointing to the 'Save' button.

3. Input, update, and verify the following Data Devices:

- a. Email – Work
Full email address
If not applicable please type “NA”
- b. Email – Home:
Full email address
If not applicable please type “NA”
- c. Text Messaging (typically the same as Phone – Mobile)
Format: 011-39-#####
If not applicable please type “NA”
Click “[Accept as Is!](#)” if shown.
- d. AtHoc Notifier:
If subscribed to this service it will state that it is active. [If not please see page 10.](#)

4. Verify information is correct and click “Save”

STEP 4: Update your Home and Work Locations

1. Input, Update, and verify “Locations” (Home and Work Locations) by selecting the “Locations” Tab.



USAG Italy MWN

Inbox My Info **Devices** **Locations** ←

Self Service Devices

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Fields marked with * are mandatory.

[Save](#) [Reset](#)

▼ Telephony Devices***Follow this format for numbers 011-39-#####**

Phone - Work:

Phone - Home:

Phone - Mobile:

▼ Data Devices***Follow this format for Text Message "011-39-#####**

Email - Work:

Email - Home:

Text Messaging:

AtHoc Notifier: Not Available

[Save](#) [Reset](#)

2. Click on “Edit”, under the “Home Location” heading



USAG Italy MWN

Inbox My Info Devices **Locations**

Locations

Below are your locations.

[Save](#) [Reset](#)

▼ Last Known Location

No details provided

[History](#)

▼ Home Location

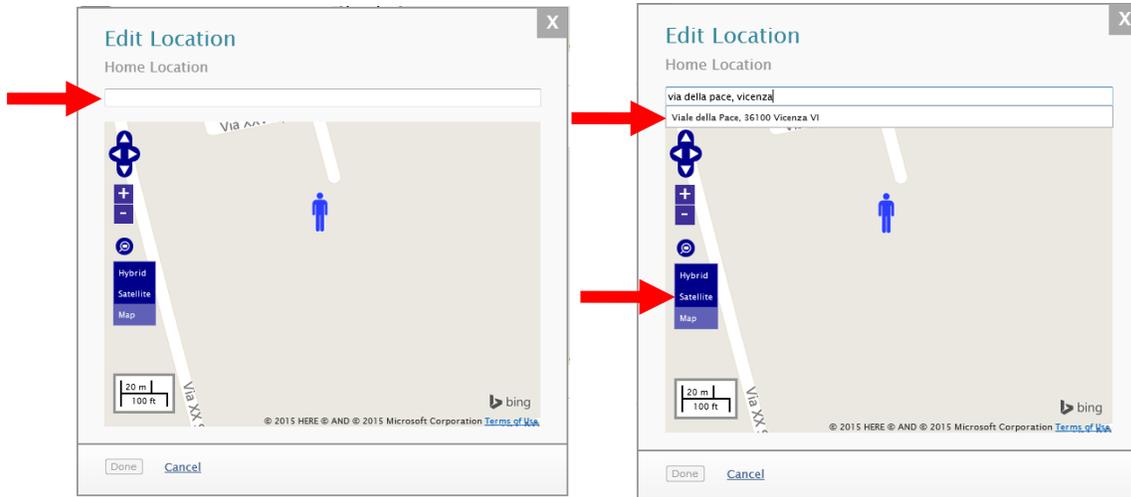
As displayed on map

Source: Self Service
Updated: 03/24/2015 11:49:51

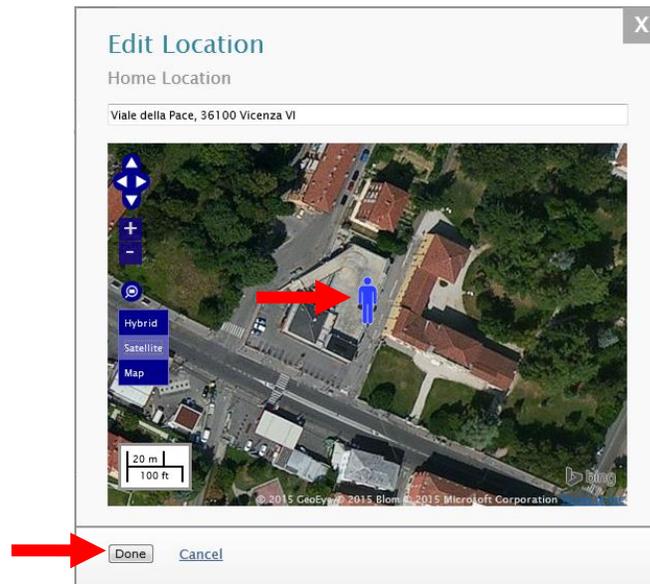
[Edit](#) [Remove location](#)



3. Type in home address in the space provided.
 - a. A drop down of choices will appear.
 - b. Choose the correct one.
 - c. Click "Satellite."



4. Move the location icon “” on top of, or in the vicinity of your home. Select “Done.”



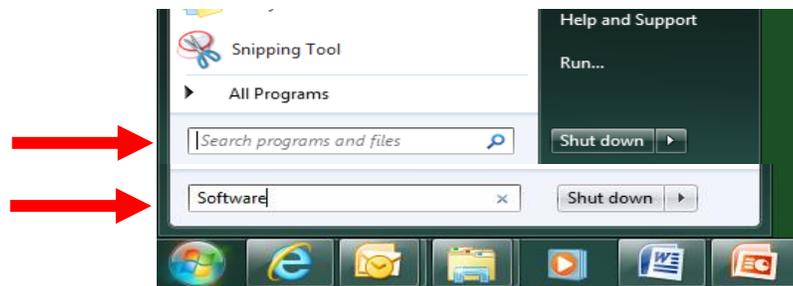
5. Repeat the above steps for “Work Location” heading.
6. Click “Save” at the top of the page and you are complete.

Instructions if the computer does not have the “Purple Globe”.

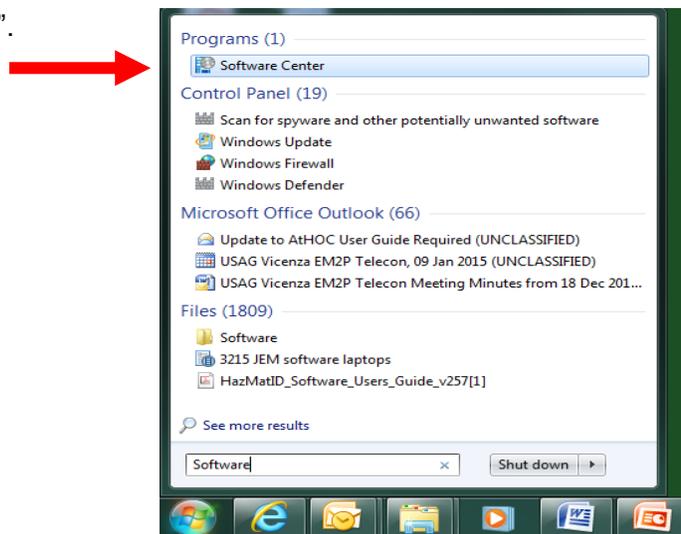
1. Select the Windows Start menu.



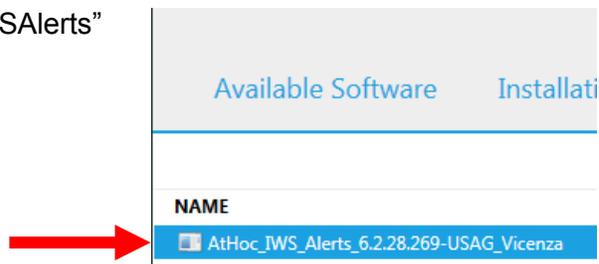
2. In the “Search programs and files” box, enter “Software”.



3. Select “Software Center”.



4. Check the block for “AtHoc_IWSAlerts”



USAG ITALY—VMC

MASS WARNING AND NOTIFICATION SYSTEM

Smartphone Application Setup & Use



ATHOC NOTIFIER

The **Vicenza Military Community (VMC)** Mass Warning and Notification (MWN) system includes a mobile notification smartphone application in addition to several other forms of notification such as desktop alert, email, phone, and text message. The AtHoc Notifier is a smartphone app which displays as a purple globe on your main mobile phone screen with the rest of your mobile applications. The AtHoc Notifier is available for iOS and Android smartphones.



CONTACT EM2P TECHNICAL SUPPORT

Telephone: (866) 515-0551

DSN: (312) 867-3365

Toll Free: (800) 877-4411

E-mail: EM2Phelpdesk@leidos.com

INSTALL THE ATHOC NOTIFIER

The AtHoc Notifier can be installed in just a few easy steps.

Required: Before you download and install, you must have an active email set up in the **VMC** Mass Warning and Notification system.

STEP 1. Search for and Download the AtHoc Notifier app from the Apple App or Google Play stores.

STEP 2. When the download is complete, open application and enter your active email address associated with your **VMC** MWN system account when prompted.

STEP 3. AtHoc Notifier will send a verification email to confirm your address. From the email, click [Verify Now >>](#) If the hyperlink does not work, copy the text from the link starting with the "m" in mobile and ending with the "e" in true. Open Internet Explorer and type https:// followed by the copied text.

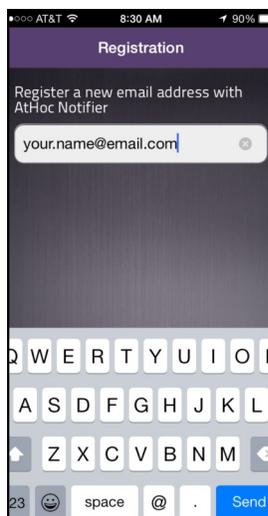
STEP 4. Return to the application on your mobile device and add the **VMC** MWN organization code (**usa-vicenza**) as prompted. You have completed the installation.

STEP 1



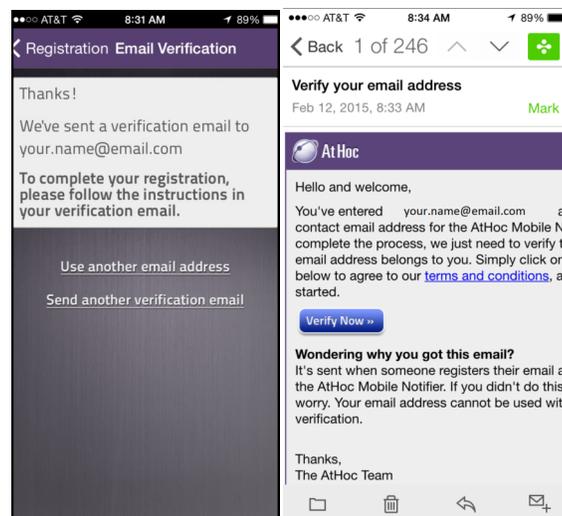
DOWNLOAD

STEP 2



ENTER EMAIL

STEP 3



VERIFY EMAIL

STEP 4



ENTER ORG CODE

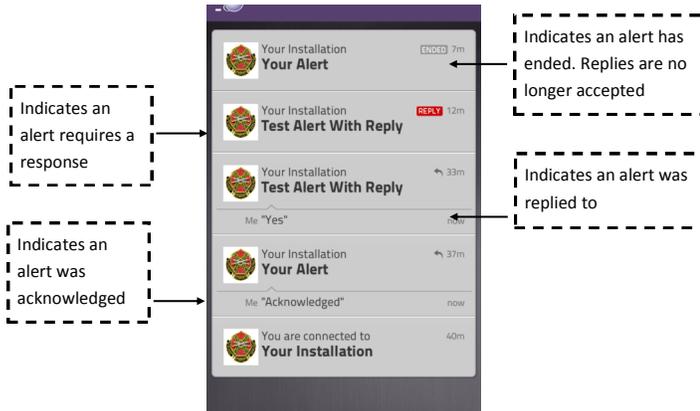
USAG ITALY—VMC

MASS WARNING AND NOTIFICATION SYSTEM

Smartphone Application Setup & Use

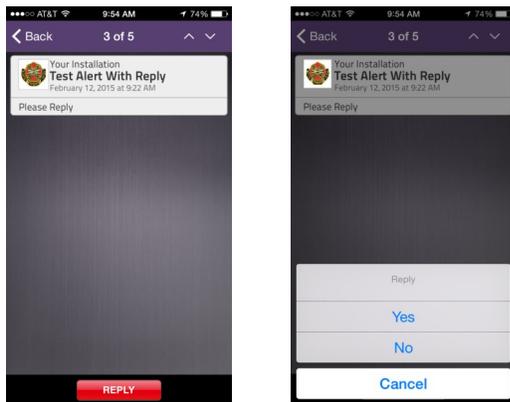
READ & RECEIVE ALERTS

Use the Home Screen to view messages and alerts. The colors and icons identify the status of each alert:



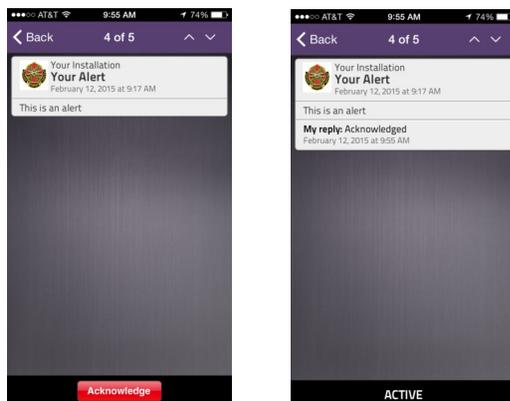
READ & REPLY TO ALERTS

Tap an alert to open it and read the contents. Some alerts provide multiple response options. Tap **Reply** to respond, and then tap the appropriate response option.



READ & ACKNOWLEDGE ALERTS

For alerts that do not provide response options, tap **Acknowledge** to reply to the alert.



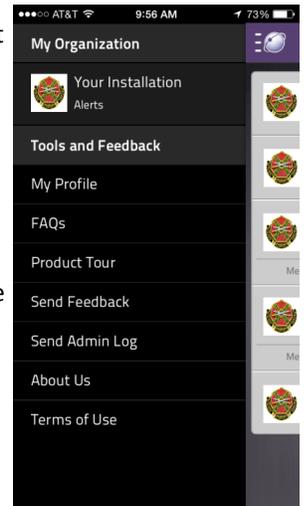
SETTINGS

You can modify the application settings from the Menu screen.

SET UP YOUR PROFILE

You can add information about yourself in your profile settings.

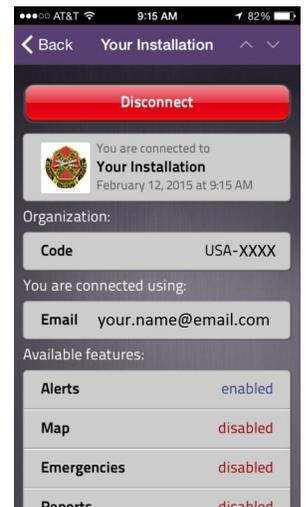
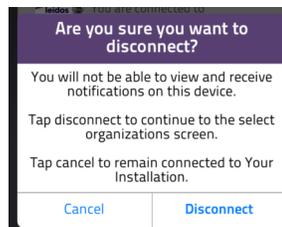
1. Tap  to open the menu. From here you can access **My Profile**.
2. You can add a photo, update your first and last name, and view your registered email address.
3. Tap < Back to return to the Home screen.



UNSUBSCRIBE

You can unsubscribe from receiving alerts from the Menu Screen

1. Tap  to open the menu. From here you can select **Your Installation**.
2. Tap **Disconnect ...** to disconnect.
3. Tap **Disconnect** to confirm.



4. You will no longer receive alerts for the **VMC MWN** system and you may remove the application from your device.

NOTE: Under "Available Features," only "Alerts" will be enabled. This is the system default, and no changes are required.