
Sending a Page via MCEN

Creating an Account

- Run Internet Explorer and go to <https://mcen.montgomerycountymd.gov> to access the Montgomery County Emergency Network (MCEN) from within the county network.
- Click the **New User** button on the right side of the screen.
- Fill in the registration screen with the following information:
 - First Name
 - Last Name
 - E-Mail Address (Use your county e-mail address for this field)

- Select the devices and carriers from the E-Mail/BlackBerry, Cell/Smart Phone and/or Pager fields. Fill in your contact information for each as appropriate.

Note: This contact information is how you will be reached via MCEN, so do not list any numbers or e-mail addresses for which you do not want to receive pages.

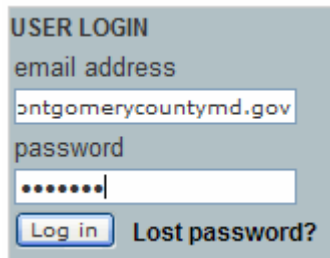
- Add an account password. There are no restrictions and you will not need to change it in the future. Confirm the password.
- Scroll down within the **Registration Groups** box and select **Fire/Rescue Service**.
- Click the **Continue** button.
- Fill in your station or worksite phone number in the **Office Direct Line** box. Dashes are required (e.g., 240-773-4702).
- Click the **Finish Registration** button.
- Send a test alert to your devices by clicking the **Go** button next to the **Send a Test Alert to all of Your Devices** graphic.
- Send e-mail (using your county Outlook account) to fire.mcen@montgomerycountymd.gov with the following information:
 - Subject: New MCEN User
 - Message: Please authorize my MCEN account.

The MCEN Administrator, after receiving your request, will enable your account to be able to page FRS personnel. You will receive e-mail confirmation when your account is ready for use.

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Sending a Page

- Log onto the MCEN at <https://mcen.montgomerycountymd.gov>. You will find input boxes for your e-mail address and password on the left side of the screen.

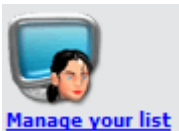


USER LOGIN
email address
ontgomerycountymd.gov
password
.....
Log in Lost password?

- Find the tabs running across the top of the screen. Ensure that you are on the **Send Alert** tab. It should be orange.



- Locate the **Send to Individual Users** section and click the **Manage Your List** link, located on the far right side of the screen.



- Find the name of the person you need to contact. If the person's name is visible in the list, click it once. If it is not, click in the **Name Search** box below the list and type the person's last name, followed by the **Enter** key. Select the name when it appears in the list. (Note: The selected name/address will be very slightly shaded.)

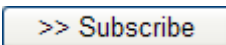


Name search

- Select multiple names, if desired, using the **Ctrl-click** function typical of most Windows-based programs.

Note: Alternatively, you may access certain groups. To do so, click the drop-down arrow in the Group Search box at the bottom-left of the screen. Select the group of your choice. The group members will appear; click to select the preferred names and proceed.

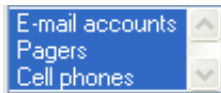
- Click the **Subscribe >>** button in the middle of the screen. The selected name(s) will move to the **Members** list on the right side of the screen.



- Click the **Send Alert** tab to continue. Your selected name(s) will appear in the **Send to Individual Users** box.
- Check the box next to each individual in the list to whom you would like to send your message.

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- Move down to the **Subject** line and replace the default text with a short subject that relates to the message. Note: Do not start a sentence in the subject line with the intent of finishing it in the body of the message.
- Click in the **Alert Content** box and type your message. Although you may type as much as you would like, the message will divide into multiple messages if over certain character limits. Please keep your messages short.
- Ensure that **E-Mail Accounts**, **Pagers** and **Cell Phones** are all selected in the **Deliver alert to** box near the bottom of the page if you want the message to go to all possible devices. (Note: If an item is highlighted in blue, it is selected.) Deselect any devices which you prefer not to receive the message. Remember, though, that not everyone adds all three types of devices to their MCEN accounts.



- Click the **Preview** button at the bottom-left of the screen if you would like to preview your message. Click the **Send** button at the bottom-right of the screen when you are ready to send the message.
- If a pop-up message appears, asking you to confirm that you want to send the message, click the **OK** button.
- Wait for the **Alert Tracker** window to appear (verifying that you have sent the message) and then log out of MCEN if desired. The **logout** link is located at the top-left of the screen. Do not walk away from the computer and leave MCEN unattended while you are still logged onto the service.