

# Montgomery County Emergency Network



Roam Secure Alert Network Paging  
Guide for LFRD Administrators

---

---

## MCEN Paging Documentation (for LFRD Administrators)

---

---

Background.....	1
Logging into MCEN (Private Side).....	1
Creating a User.....	2
Adding a Device for a New User.....	3
Returning Alpha Pagers.....	4
Editing a User.....	4
Deleting a User.....	4
Logging into Alert Montgomery (MCEN Public Side).....	5
Changing Memberships in Alert Montgomery (MCEN Public Side).....	7
Getting Help.....	7

---

## MCEN Paging Documentation (for LFRD Administrators)

---

### *Background*

MCEN is the Montgomery County Emergency Network, a paging system that enables you to register LFRD members to receive text pages from CAD to various mobile devices. MCFRS is eliminating the use of alpha pagers and this is an opportunity for each of your members to continue receiving broadcast announcements for full assignments. (Note: These pages are for notification only, not to be regarded as official dispatches from ECC. All personnel are advised to wait for radio alerts or CAD dispatches before acting.)

Each LFRD has one administrator who will create and maintain user accounts. This document provides step-by-step instructions for these administrators to use the new paging system.

There are two sides to MCEN: The private side (where you will maintain membership to incident-related pages) and the public side (where your members may opt to receive non-FRS messages from the county, such as weather bulletins).

Members who opt to receive text pages do so at their own expense. Neither Montgomery County Government (MCG) nor Montgomery County Fire and Rescue Service (MCFRS) is responsible for any billing charges related to MCEN-related pages. In an average month, it is not uncommon for 200 full assignments to broadcast and this does not include announcements from other county groups.

For security purposes, you must be on a county network computer to access the MCEN Private Side.

### *Logging into MCEN (Private Side)*

- Open a web browser and go to **mcen.montgomerycountymd.gov**. (You may want to bookmark this site, as you will likely return for new accounts from time to time.)

November 4, 2009

**MONTGOMERY COUNTY** MARYLAND  
montgomerycountymd.gov

Home | Help | Site Map

**USER LOGIN**  
email address  
  
password  
  
 [Lost password?](#)

Home  
New User  
Learn More  
FAQ  
Support

### Welcome to the Montgomery County Emergency Network

This system is administered by the Montgomery County Office of Emergency Management and Homeland Security Department

The Emergency Network (MCEN) is used by Montgomery County Departments to deliver emergency and priority information and updates to all of your registered devices:

- e-mail (work, home, other)
- cell phone
- text pager
- BlackBerry device
- wireless PDA

In the event of an emergency this network will be used to provide employees with important information, updates and/or instructions.

Please log in to manage your account, or click New User to set up your account.

- Log into the site (on the left-side of the page) using the account that has been created for you as the administrator. Your username is your MCFRS e-mail address and your password is **frsmcdc**.
- Click the **Log In** button. When you would like to log out, find and click the **Logout** link at the top-left side of the window.

---

## MCEN Paging Documentation (for LFRD Administrators)

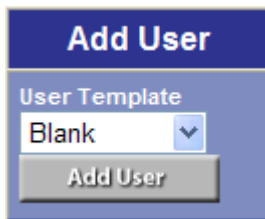
---

### Creating a User

- Click the **Users** tab.



- Find the **Add User** section on the right side of the screen. Ensure that Blank is selected in the drop-down list and then click the **Add User** button.



- Note that the **Add/Edit** User screen opens in a separate window. Fill in the field as indicated below for the new user, remembering that each field marked with an asterisk is required. Fields that are not listed below should be left blank.
  - Contact E-Mail – You must use a valid e-mail format ([user@domain.com](mailto:user@domain.com)).
  - First Name – Type the user's first name (30 character limit).
  - Last Name – Type the user's last name (30 character limit).
  - Password – Use a minimum of six characters, although no other restrictions apply. You are advised (but not required) to use the member's Fire ID. The member will not need to know this password.
  - Invalid Login Attempts – leave this field set to zero (0).
  - Priority – Leave this field set to **Normal**.
  - Easy Register – Leave this field set to **No**.
  - Position/Title – Type the member's department rank/title.
  - Work Location Address – Type your LFRD's name without *VFD* (e.g., *Bethesda Chevy Chase, Kensington, Silver Spring*, etc).
  - CPR Certified – Select yes or no, based upon the user's skill set.
  - Jurisdiction – Type **Career** (if DFRS), **Volunteer** or **Administrative**, whichever one accurately reflects the individual's status with the department.
  - Area of Expertise – Pick an appropriate option.
  - Office Direct Line – Type in your LFRD's phone number.
  - Nextel Direct Connect Number – Type in the user's cell phone number whether or not it really is a Nextel.
  - Group Name – Check the box in the area that intersects the *DFRS* row with the *Membership* column.

---

## MCEN Paging Documentation (for LFRD Administrators)

---

- Click the **Add User** button. If there are any errors, the program will display them in red for you to correct. From there, you will be taken to the **Add/Edit Device** screen.

Device Owner		Registered Devices		
First name	TEST	Alert Destination Identifier	Carrier	Status
Last name	ACCOUNT	<a href="#">newuser@a.com</a>	E-mail account	Enabled
Contact email	<a href="#">newuser@a.com</a>			

Add/Edit Device	
Alert Destination Identifier	<input type="text"/> <a href="#">Click here to find out more about device identifiers</a>
Carrier	<div style="display: flex; align-items: flex-start;"><div style="border: 1px solid gray; padding: 2px;"><ul style="list-style-type: none"><li>Alltel</li><li>AT&amp;T (Cingular)</li><li>BlackBerry Internet Service</li><li>Boost Mobile</li><li>Cingular RIM 950/957</li></ul></div><div style="margin-left: 10px;">NOTE: Choose 'E-mail account' to enter a standard e-mail address.</div></div>
Device Status	<div style="display: flex; align-items: flex-start;"><div style="border: 1px solid gray; padding: 2px;"><input type="text" value="Enabled"/></div><div style="margin-left: 10px; font-size: small;">If this is an alias of an existing device or email account, please select the aliased device or email account from the list. <a href="#">What are aliases?</a></div></div>
<input type="button" value="Add Device"/> <input type="button" value="Close Window"/> <input type="button" value="Send Test Alert"/>	

### *Adding a Device for a New User*

- Verify that the account is for the user you just created, as shown in the **Device Owner** section at the top-left side of the screen. You should also see the user's e-mail address (the same one you input to create the account) in the **Registered Devices** section at the top-right corner of the screen.
- Click in the **Alert Destination Identifier** field and type the phone number for the mobile device. Use only numbers (no dashes or parentheses).
- Select the appropriate carrier from the list.
- Ensure that the **Device Status** is set to **Enabled**.
- Click the **Add Device** button.
- Verify that the device is listed in the **Registered Devices** section (at top-right of the screen, as noted earlier).
- Click the **Send Test Alert** button (while user/device is present).
- Verify that test worked correctly and the page was received.
- Repeat the process within this screen to add more devices. For an e-mail account, choose **E-Mail Account** from the list instead of a carrier.
- Click the **Close Window** button when you have finished.

---

## MCEN Paging Documentation (for LFRD Administrators)

---

### *Returning Alpha Pagers*

If the member is replacing a county-owned alpha pager with this new service, please return the pager via inter-office mail to **Michael Strausbough** at **PSCC**. Include a note with the following information for the member who was using the pager:

- First and last name
- LFRD
- Phone number of the pager

### *Editing a User*

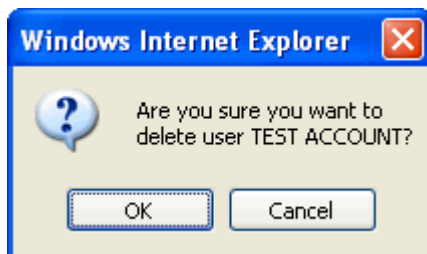
- Click the **Users** tab.
- Fill in First Name and Last Name fields with the user's information and then click the **Search** button.
- Find the user at bottom of screen in the **Managed Users** section.

Managed users - 7 user(s)									
Custom Group	User	Devices	Last Name	First Name	E-mail	User Type	Sign-up Date	Last Login	
<input type="checkbox"/>	<a href="#">Edit</a>	<a href="#">Edit</a>	ACCOUNT	TEST	newuser@a.com	User	2009-11-04		

- Click the **Edit** link for either the user or the devices column, depending upon which set of information you prefer to edit.

### *Deleting a User*

- Search for the user using the same process as you would to edit a user.
- Click the **Edit** link in the **User** column. The Add/Edit User screen will load in a separate screen.
- Scroll to the bottom of the window.
- Click the **Delete User** button.
- Click the **OK** button in the pop-up acknowledgement window.



- Verify that the user was correctly deleted by running a search for the user. (S)he should not appear in the list.

---

## MCEN Paging Documentation (for LFRD Administrators)

---

### Logging into Alert Montgomery (MCEN Public Side)

Before logging into Alert Montgomery as the member for the first time, you will need to create an account for him/her.

- Open a web browser and go to [alert.montgomerycountymd.gov](http://alert.montgomerycountymd.gov). (You may want to bookmark this site, as you will likely return for new accounts from time to time.)

The screenshot shows the Alert Montgomery website interface. On the left is a gray sidebar with a 'USER LOGIN' section containing fields for 'email address' and 'password', a 'Log in' button, and a 'Lost password?' link. Below the login section are links for 'Home', 'New User', 'Learn More', 'FAQ', and 'Support'. At the bottom of the sidebar is a 'Regional Alerting Map' showing a map of Montgomery County with various alerting zones. The main content area has a red heading 'Welcome to Alert Montgomery' followed by a paragraph stating the system is administered by the Montgomery County Office of Emergency Management and Homeland Security. It encourages users to click on 'New User' to begin registration. Below this is a paragraph explaining that the system can use the Roam Secure Alert Network to contact users during major crises. A bulleted list follows, detailing supported devices and services: e-mail account (work, home, other), cell phone, text pager, BlackBerry, wireless PDA, XM Radio Channel 214, Twitter (add 'Montgomery County MD'), and Facebook (add 'Montgomery County MD'). At the bottom of the main content area, a paragraph states that authorized senders can notify users using Alert Montgomery for updates and instructions during incidents.

- Click the **New User** link in the gray panel on the left side of the screen.
- Fill in the name and e-mail address fields for a new account.

Alert Montgomery Registration	
Name	First <b>First name required</b> <input type="text"/> Last <input type="text"/>
E-mail address (use this address to log in)	Type your e-mail: <input type="text"/> Confirm your e-mail: <input type="text"/> If you do not have an e-mail address, click <a href="#">here</a> and you will be assigned a substitute username. Please remember this username.

---

## MCEN Paging Documentation (for LFRD Administrators)

---

- Type in contact information for any device(s) on which the user would like to receive broadcast announcements. Select a device type for each item that you type contact information. To receive a text page on a Verizon cell phone, for example, click the drop-down arrow in the **Cell & Smart Phones** section and select **Verizon**. Thereafter, type the phone number in the input box to the right of your selection.

Cell & Smart phones  
(via SMS/text message)

Help Add More

Verizon

To register a cell phone, please type the 10 digits for your cell phone number without any dashes or spaces.

301 555 1212 [Click here if unsure of your carrier](#)

- Scroll down to the **Account Password** section of the form, just below the area to input devices.
- Type an account password and verify it in the appropriate boxes. You are advised to use the same password as you did for the user on the MCEN private side.
- Click to select any of the broadcast announcements that the user would like to receive. Hold down the Ctrl key on your keyboard to select more than one at a time within a given list.
- Click the **Continue** button.
- Fill in part two of the registration information and click the **Continue** button when finished.

Please complete additional information below to finish registration

Questions about privacy? Please read our [privacy statement](#).  
*All entries below are optional*

Please enter address 1: (e.g. home)  
355 Rockville Pike, Rockville, MD

Please enter address 2: (e.g. work)

Please enter address 3: (e.g. school/other)

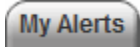
Continue

- Note the list of alerts that loads. This list shows what alerts the user is currently receiving and you may edit the list as needed by clicking the appropriate buttons:
  - Add to Group – The user is not subscribed but would like to receive messages.
  - Group Member – The user receives messages and does not wish to continue doing so.
- Log out when you have finished by clicking the **Logout** link at the top-left of the window



### *Changing Memberships in Alert Montgomery (MCEN Public Side)*

- Log onto Alert Montgomery.
- Find and click the **My Alerts** tab.



- Note the list of alerts that loads. This list shows what alerts the user is currently receiving and you may edit the list as needed by clicking the appropriate buttons:
  - Add to Group – The user is not subscribed but would like to receive messages.
  - Group Member – The user receives messages and does not wish to continue doing so.
- Log out when you have finished by clicking the **Logout** link at the top-left of the window.

### *Getting Help*

If you need assistance creating or editing an account, please contact Michael Strausbough by e-mail (michael.strausbough@montgomerycountymd.gov).