

## Emergency Notification System (ENS)

### 1. What is it?

The Emergency Notification System (ENS) provides NASA with the capability to notify and account for employees in the event of an emergency.

### 2. How does it work?

The ENS will contact you based upon the contact information that you have entered in either id.nasa.gov (for Contractors) or Employee Express (for Civil Servants). In the event of an emergency, the Center will send important information directly to you by means of email and/or telephone (including text).

### 3. What do I need to do?

- Watch for e-mails.

E-mails will come from **Emergency.NASA@dccnotify.com**. Some letters or characters in the e-mail may look puzzling, but an e-mail from this address is not spam.

Read the e-mail carefully and follow the directions given. NASA will send e-mails to your work account as well as other personal e-mail accounts if you have provided them in your contact information.

- Listen for and respond to phone calls.

**ENS uses phone numbers that you have listed in your contact information. ENS will ring multiple phone numbers (e.g. work phone, home phone and cellular phones) in an attempt to contact you in an emergency. These calls will have a 615 area code (Tennessee).**

**Upon hearing someone answer the phone, ENS will typically state, "This is an emergency message from NASA. Please press a numeric key to receive an important message." When you hear this, press a numeric key and continue to listen to the entire message. Follow all instructions to successfully account for your safety and status.**

### 4. Do I always need to respond to all notifications?

If the notification requests a response, and one is not given, ENS is designed to continue to call you until a response is entered. Some messages will be informative only, and others may request a response which is why it is very important to listen to the entire message.