

Mission Policy & Procedures

U.S. Embassy Jerusalem



MP IM 19

January 5, 2021

SAFE Emergency Notification System

All employees, all agencies, are required to install and participate in the SAFE system for accounting for staff during emergencies.

When an emergency occurs, one of the top priorities of the Chief of Mission (COM) is determining the welfare of mission personnel, family members, and other individuals affiliated with the mission. With the implementation of the Safety and Accountability for Everyone (SAFE), the department's enterprise solution for emergency notification and accountability overseas, post will dramatically reduce the time required to account for mission community members during an emergency.

What is SAFE?

SAFE is a cloud-based emergency notification system that empowers every person in our mission to report events and operational status using SMS, email, phone, and IM (via a mobile app) – from the field. SAFE combines the traditional accountability processes into one easy-to-use platform that allows for:

- Two-way communications through SAFE-enabled smartphones, iPads, tablets, PCs, etc.
- Automated notifications using email, SMS, phone, and a dedicated app.
- Real-time accountability and reporting

Post will collect and maintain contact information for personnel through the SAFE portal, where individuals input their own information over any internet connection. Post can send notifications to all personnel simultaneously and receive and automatically update post accountability.

Who can use SAFE?

All personnel under COM authority are required to participate in SAFE. This includes all U.S. Direct Hire (USDH) employees, whether assigned to Jerusalem or on TDY, their eligible family members, and Locally Employed Staff. Other personnel living/working on mission property including Members of Household (MOH) are expected to participate; if they do not, the responsible COM employee must respond on their behalf as a condition of their presence in our mission (See 2 FAH-2 H-116).

Employee Responsibilities

- Verify that your contact details are correct in the SAFE Self Service portal. Review the SAFE User Portal Sign-in and instructions on how to update your password below.
- Install and activate the SAFE mobile application on all government-issued phones. The application delivers alerts directly to your phone. Review the section titled Mandatory Mobile App Instructions for Government-Issued Phones below.
- USDH employees must register their EFMs and MOHs using the Dependents section of the USDH employee's SAFE profile. Review the instructions on SAFE for Eligible Family Members, Members of Household or other Visitors below.

Safe Managers/Accountability Officers Roles and Responsibilities

- During a drill or emergency, the SAFE Manager can see the real-time SAFE system responses from all the people in their accountability group. If an employee does not respond, the SAFE Manager must determine their whereabouts and respond on their behalf.
- Each a section chief is responsible for designating SAFE Managers and is required to ensure that all their assigned personnel have current profiles in the SAFE platform.
- A SAFE Manager maintains the accurate, updated employee roster of their section in the SAFE platform – no one is missing and nobody appears who is not in the section.
- The SAFE Manager is often but not always a section head; every section needs one and an alternate. It is best if the accountability group under a SAFE Manager is not more than @ 30 people.

SAFE Managers use a designated access site allowing them to track responses from their section. Please email JerusalemSAFE@state.gov for details.

An Overview Video

This link takes you to a very helpful 3-minute video on getting set up in SAFE: <https://vimeo.com/266723391>. The sections below provide the step-by-step details.

Managing and Updating your Own Account

To sign into Self Service from a URL link, complete the following steps (OpenNet or Internet):

1. For users with OpenNet access, Single Sign-On is available at <https://state.okta.com>. Just click your SAFE user icon to log on without a password. Must be registered for okta.
2. For persons without OpenNet access, use this URL:
<https://alerts8.athoc.com/SelfService/SAFEalert>

3. On the login screen that appears, enter your **username** and **password**. (Username is your email address)
4. Click the **Log In** button and follow the steps.

If you do not have a state.gov email, or are having problems signing on, put in a MyServices request or contact the IRM helpdesk for assistance.

Recovering Your Forgotten Username

If you forget your username, you can recover it at any time by completing the following steps:

1. On the login screen, click the “**Forgot Username?**” link under the username field.
2. On the screen that pops up, enter your email address.
3. Click **Submit**.
 - a. Your username is then sent to your email address.
4. Log in to Self Service using the username that appears in the email.

Reset Your Forgotten Password

If you forget your password, you can reset it at any time by completing the following steps:

1. On the login screen, click the “**Forgot Password?**” link under the password field.
2. On the Reset Password screen that pops up, enter your email address.
3. Click **Submit**.
 - a. An email containing a reset password link is then sent to your email address.
4. Open the email, then click the link embedded within the body of the message. The SAFE **Reset Password** screen appears.
5. Enter your new password, then re-enter the password to confirm it.
6. Click **Next**.
 - a. If your password meets the length and complexity requirements, a confirmation screen appears.
7. Click the **Go to Login** button and follow the steps to log in.

My Profile Screen

The My Profile screen displays all the information related to your profile in the system and allows you to perform the actions described in this section.

View Your Profile

To view your profile in Self Service, click the **My Profile** button in the top navigation bar.

The My Profile screen then appears, displaying all your profile information divided into the following sections:

- 1 **Basic Info** - Displays your Username, Mapping ID, First name, Last name, Display name, Created on date, Organizational hierarchy, and User ID.
- 1 **Telephone and SMS** - Displays your home and mobile phone numbers.
- 1 **Email** - Displays your personal and work email addresses.
- 1 **Password** - Displays the date and time the password was last changed. Also displays an edit link that can be clicked to change the password.

Edit Your Profile

To edit your profile in Self Service, complete the following steps:

1. Click the **My Profile** button in the top navigation bar.
The My Profile screen then appears, displaying all your profile information.
2. Click **Edit**.
The screen refreshes and the following fields become editable:
 - **Basic Info** - First Name, Mapping ID, Last Name, Display Name
 - **Telephone and SMS** - Phone - Mobile and Phone - Home
 - **Email** - Personal and Work Email
 - **Password** – You can change your password
 - **Work Information** – Post Type is “Embassy”, and the Assigned Duty Post is “Jerusalem”
3. Make changes to any of the editable fields.
4. Click **Save**. Update Your Password

Update your login password

1. Click the **My Profile** button in the top navigation bar.
The My Profile screen then appears, displaying all your profile information.
2. In the **Password** section, click the **Edit** link.
3. On the password screen that pops up, enter your current password in the first field, enter your new password in the second field, and then re-enter it in the third field to confirm it.

Note: Password rules will appear on the screen under the **Confirm New Password** field. If you fail to follow the rules, an error message will appear, and your password will not be accepted.

4. Click **Update** to change your password in the system.

SAFE for Eligible Family Members, Members of Household or Other Visitors

Adding a dependent account is the U.S. Direct Hire’s responsibility. This ensures the dependent also receives the same alerts, is aware of any hazards in the country, and that post can be assured that they are okay in emergencies.

Access the SAFE Self Service Portal from a URL Link

The USDH completes the following steps (OpenNet or Internet):

5. Click the URL: <https://alerts8.athoc.com/SelfService/SAFEalert>
6. On the Login screen that appears, enter your **username** and **password**.
7. Click the **Log In** button and follow the steps.

Add or Edit Your EFM & MOH Information

To add your dependents profile in Self Service, complete the following steps:

1. Click the **Dependent** button in the top navigation bar.
The Dependent screen then appears, displaying any currently registered dependents.
2. Click **Add**.
The screen refreshes and the following fields become editable:

- **Basic Info** - User Name (last name + first, middle initial), First Name, Mapping ID, Last Name, Display Name (first name last name)
 - **Telephone and SMS** - Mobile and Phone - Home
 - **Email** - Personal and Email - Work
3. Make changes to any of the editable fields.
 4. Click **Save**.

Mandatory Mobile App Instructions for Government-Issued Devices

In addition to putting your phone and email contact information in the SAFE Portal, Embassy Jerusalem requires all employees – USDH and Locally Employed Staff - to install the BlackBerry AtHoc app on your U.S. government-issued mobile device. All employees, EFMs, and MOHs are also encouraged to install the app on their personally owned mobile devices. This gives the maximum chance of alerting you in a real emergency.

Please note that although the app is named BlackBerry AtHoc, it runs on Apple and Android devices.

How to install the app

1. Access your phone or tablet’s respective mobile app store (Apple Store, Android Store/Google Play, Blackberry World Store).
2. Search for AtHoc and download the Blackberry AtHoc app from AtHoc, Inc. NOTE: In the Blackberry World app store, download the app called “AtHoc Notifier”.
3. Once downloaded, open the app. Accept any of the following messages that come up:
 - a) “AtHoc would like to access and use shared files.”
 - b) “Allow this app to access your pictures, music, documents, and other files stored on your device, at a remote storage provider, on a media card, or in the cloud.” (Blackberry users)
 - c) “Allow “AtHoc” to access your location while you use the app?” (Apple iOS users)
4. When the app is opened, a dialog box will appear titled **Register for Alerts**. Select X to move past this dialog box.
5. On the Registration screen, enter your registered email address and select **Send**. This is the same email you used to register in the SAFE Self Service portal.
6. You’ll see a message instructing you to complete your registration by following the instructions in your confirmation email. There will also be an option to **use another email address** or **send another confirmation**.
7. The email confirmation will arrive in your registered email inbox from AtHoc-Confirmation@athoc.com.
8. Click **Verify Now** on the link in the email. A browser will open up the link to a page that says **verified** at the top.

9. Next, open the AtHoc app again. Within about 30 seconds after clicking **Verify Now**, the app should say **Connecting to Organization** and then a screen that says **Add Organization** will appear.
10. In the Organization code field, type “**SAFEAlert**” and click **Send**. Another **Connecting to Organization** message will appear to indicate the app is processing the organization. The app will take you to the AtHoc inbox, where alerts will eventually appear – nothing should be there yet. There will be a grey box indicating you are connected to your organization. You’re all set.

For any questions or assistance, please email JerusalemSAFE@state.gov.

To	All Embassy Jerusalem Staff		
Reference	2 FAH-2 H-110, 12 FAH-1 H-735, 3 FAM 4181, and 12 FAM 275. 18 STATE 230		
Replaces	--		
Approved	James Dayringer	MGT	ok
Drafted	Eddie Clarington	IMS	ok
Cleared	Jamie Moore	MGT	info
	Matt Spivak	MGT	ok
	James May	IMO	ok
	Steven Ackerman	IMO	ok
	James Guanci	A/DRSO	ok
	Rob Castro	DRSO	ok