So Cal Tribal Emergency Managers Group One-Call-Now Procedures

Title	One-Call-Now
Subject	SOP
Author	Morongo Band of Mission Indians
Department	Emergency Services
Time Duration	Send Notification at the Earliest Opportunity
Overview	This is to guide Tribes on the process of utilizing the One-Call-Now Emergency Notification System during a localized event on the Tribe's Reservation or surrounding jurisdiction.
Objective	The overall goal of this system is to notify the Southern California Tribal Emergency Managers Group of an individual Tribes active event, to order resources based on situational need, and to provide updates including when the event has ended.
Materials	One-Call-Now phone number, internet site log-in, phone application, and PIN #
Activities and Procedures	**First Time Users:** In order to access the One-Call-Now website, https://secure.onecallnow.com/login/login.aspx or mobile app, you will need the six-digit Group ID (Morongo ID 162412) and four-digit PIN provided to you (last four digits of cell phone #).

1. In the **Group ID** textbox, type your Group ID.
2. In the **Password** textbox, type your PIN.
3. Click **Login**.
4. When prompted, create a new, more secure password for access to web functions. After creating your password, use your six-digit Group ID and the new Password to log in to the One-Call-Now website.

Keep Your Four-Digit PIN

To send a message via the One-Call-Now message phone line 877-698-3261 use the assigned PIN or create your own.

Making a Phone Call:

Dial 1.877.698.3261 - Listen to all instructions
Press #162412 (Group ID) ****(PIN)
Press 1 (to send a message)
Press # (no response required)
Record message - Press # to end (press 1 to accept, press 2 to rerecord, press 3 to cancel).
Select Group 14
Press 1 to accept group
Press # to indicate finished
Press # to send message

Using the Mobile App:

Follow the link below:
https://help.onecallnow.com/app/answers/detail/a_id/450

Initial Phone Call to Group During Event:

First Call:
When making the initial call, identify yourself and the Tribe with the emergency.

Second Call:
Make resource request, and the group will establish communication between each other to coordinate the requested resources, and the tribe providing the initial resource request will take lead to stay in direct contact with the affected tribe.

Third Call:
To provide an update on the event and/or request additional resources.

Final Call:
To notify the group when the event has ended