

Send Cancel or Update for IPAWS Message

From **Incidents**, **send updates** or **cancel** an existing IPAWS message using the **Update IPAWS Message** or **Cancel IPAWS Message** actions, or via **Send Follow-Up**.

From **Notifications**, **send updates** or **cancel** an IPAWS message by using **Send Follow-Up**.

IMPORTANT: For the **Send Follow-Up** method, remember to set valid polygon shape(s) for your WEA message, as needed. The polygon(s) from the original IPAWS message will **not** be automatically applied. Sending without a valid shape(s) will result in a wide-area IPAWS alert (for example: county-wide or state-wide).

When using the **Update IPAWS Message** or **Cancel IPAWS Message** option on the **Incident Details** page to update or cancel an IPAWS message, the polygon(s) from the original IPAWS message will be automatically applied.

Incident Details Actions

Incidents that launched a Notification will have two additional options to choose from in the Actions dropdown menu on the Incident Details page:

1. **Update IPAWS Message**
2. **Cancel IPAWS Message**

Clicking these will route you to the **Update IPAWS Message** page or **Cancel IPAWS Message** page, and either **Update** or **Cancel** will be prepended in the **Message Type** field depending on your choice. Follow the remaining steps in the processes outlined below.

Test QA1 WEA EAS Live Alert Message 01:21 PM

OPEN Incident ID: 771961852538318 Auto Refresh Refresh Send update Close Incident

Opened Jun 06, 2023 13:21:25 EDT Carie Rankin Last Updated Jun 06, 2023 13:21:25 EDT Carie Rankin Closed Incident Report Include Delivery Details

IPAWS messages have been published as part of this incident. Please make sure to Cancel all IPAWS messages before closing the incident. For cancelling an IPAWS message, use the Send Follow Up option in the respective Notification.

Notifications

Status	Mode	Published	Title	Sent On	Sent By	Sent To	Charts
Active			Test QA1 WEA EAS Live Alert Message 01:21 PM	Jun 06, 2023 13:21:25 EDT	Carie Rankin	1	

Send Follow Up
Update IPAWS Message
Cancel IPAWS Message

Incident

You don't have any journal entries yet.

Aside from the Message Type, the **Update IPAWS Message** action uses the same IPAWS message defined in the **Update** phase of the template, while the **Cancel IPAWS Message** action will use the IPAWS message defined in the **Close** phase of the template.

Contacts specified in the original Notification will also be included in the **Update** or **Cancel IPAWS Message** pages.

Updating Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also **update** an existing IPAWS message by following the steps below:

1. Select the **Send Follow Up** option on the **Active/History** tab, from the **Notification Details** page for the Notification, or from the IPAWS widget for a specific message.
2. To only **update** your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the **update**.

Send Follow Up ✕

<input type="checkbox"/>	Confirmed	1 contact(s)
<hr/>		
<input type="checkbox"/>	Not Confirmed	1 contact(s)
<hr/>		
<input type="checkbox"/>	Confirmed Late	0 contact(s)
<hr/>		
<input type="checkbox"/>	Unreachable	0 contact(s)

Note: if any of these contacts have been deleted since the original notification went out, they will not be sent the follow up notification.

Cancel
Next

- Under the **CAP Channels** section of the Notification form, select **Update** in the **Message Type** field.

Publishing Options

Publishing Channels: Everbridge Network Alertus Web Posting Social Media

CAP Channels: Wireless Emergency Alerts (WEA) CAP RSS Feed
 Emergency Alert System (EAS)
 Non-Weather Emergency Messages (NWEM)
 COG-to-COG (CAPEXCH)

▼ CAP CHANNELS (WEA)

Test
Live
Test Mode - This message will only be sent to the IPAWS test environment. ⓘ
Refresh Status
Status: ● Available ⓘ

* PIN Enter IPAWS credentials

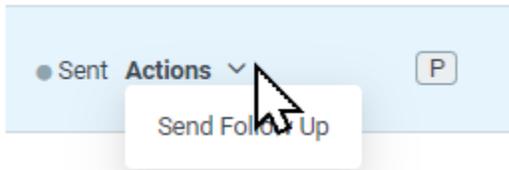
CAP Fields	WEA
*Message Status	Actual ●
*Message Type	Update ●
Source	Update ●
*Scope	Public ●

- Fill out the remainder of the form as needed and **Send** the message.

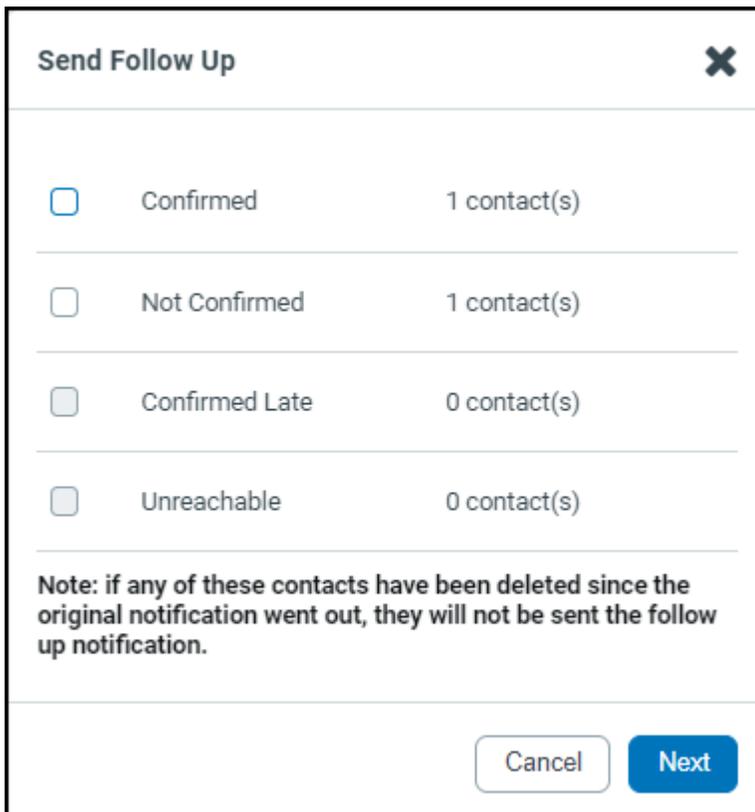
Canceling Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also **cancel** an existing IPAWS message by following the steps below:

1. Select the **Send Follow Up** option on the **Active/History** tab for the Notification.



2. To only **cancel** your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the **update**.

A screenshot of a dialog box titled 'Send Follow Up' with a close button (X) in the top right corner. The dialog box contains a list of four categories, each with a checkbox and a count of contacts:

<input type="checkbox"/>	Confirmed	1 contact(s)
<input type="checkbox"/>	Not Confirmed	1 contact(s)
<input type="checkbox"/>	Confirmed Late	0 contact(s)
<input type="checkbox"/>	Unreachable	0 contact(s)

Below the list is a note: 'Note: if any of these contacts have been deleted since the original notification went out, they will not be sent the follow up notification.' At the bottom right of the dialog box are two buttons: 'Cancel' and 'Next'.

3. Under the **CAP Channels** section of the Notification form, select **Cancel** in the Message Type field.

Publishing Options

Publishing Channels: Everbridge Network Alertus Web Posting Social Media

CAP Channels: Wireless Emergency Alerts (WEA) CAP RSS Feed
 Emergency Alert System (EAS)
 Non-Weather Emergency Messages (NWEM)
 COG-to-COG (CAPEXCH)

▼ CAP CHANNELS (WEA)

Test **Live** **Test Mode** - This message will only be sent to the IPAWS test environment. ⓘ

Refresh Status **Status:** ● Available ⓘ

* PIN ⓘ [Enter IPAWS credentials](#)

CAP Fields

		WEA
*Message Status	Actual	●
*Message Type	Update	●
Source	Update	● ⓘ
*Scope	Public	●

Note: The 'Source' dropdown menu is open, showing options: Update, Cancel, and Public. A mouse cursor is pointing at the 'Cancel' option.

4. Fill out the remainder of the form as needed and **Send** the message.