

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 Prod WEA Only New

OPEN Incident ID: 1642259665659252 Auto Refresh Refresh

Send update Close Incident

Opened May 10, 2024 19:17:16 UTC Carrie Rankin

Last Updated May 10, 2024 19:18:49 UTC Carrie 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
Send Follow Up	Live	P	Test Prod WEA Only Cancel	May 10, 2024 19:18:49 UTC	Carrie Rankin		No results yet
Update IPAWS Message	Live	P	Test Prod WEA Only New	May 10, 2024 19:17:17 UTC	Carrie Rankin		No results yet
Cancel IPAWS Message							

Incident Journal New Entry

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

☐

Confirmed

1 contact(s)

☐

Not Confirmed

1 contact(s)

☐

Confirmed Late

0 contact(s)

☐

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

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

Publishing Options

Publishing Channels:
CAP Channels:

☐ Everbridge Network ☐ Alertus ☐ Web Posting ☐ Social Media
☒ 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

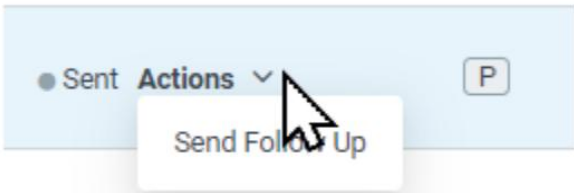
*Message Status	Actual	WEA
*Message Type	Update	
Source	Update	ⓘ
*Scope	Public	

4. 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.

Send Follow Up

<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)

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 **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

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

Cancel

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