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.
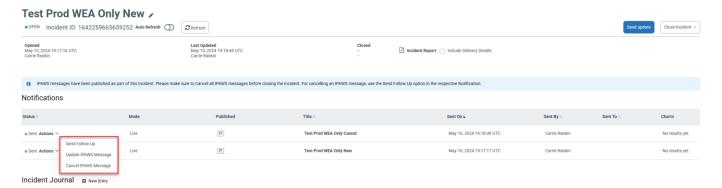
Incident Details Actions

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.
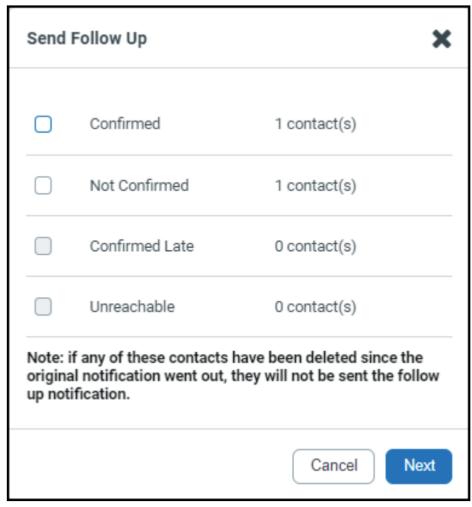

Aside from the Message Type, the **Update IPAWS Message** action uses the same IPAWS message defined in the **Update** phase of the template, while the **Cancel IPAWS Message** action will use the IPAWS message defined in the **Close** phase of the template.

Contacts specified in the original Notification will also be included in the **Update** or **Cancel IPAWS Message** pages.
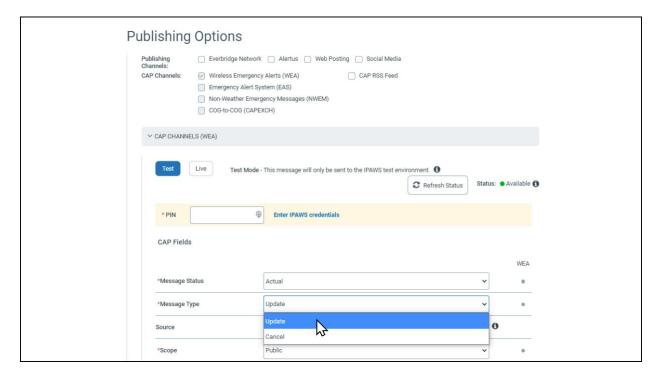
Updating Existing Messages from Notifications

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

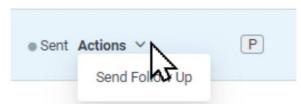3. Under the **CAP Channels** section of the Notification form, select **Update** in the **Message Type** field.

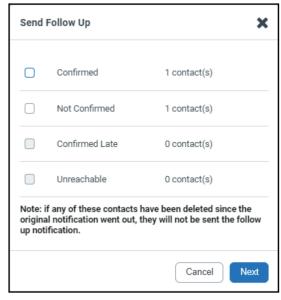4. Fill out the remainder of the form as needed and **Send** the message.

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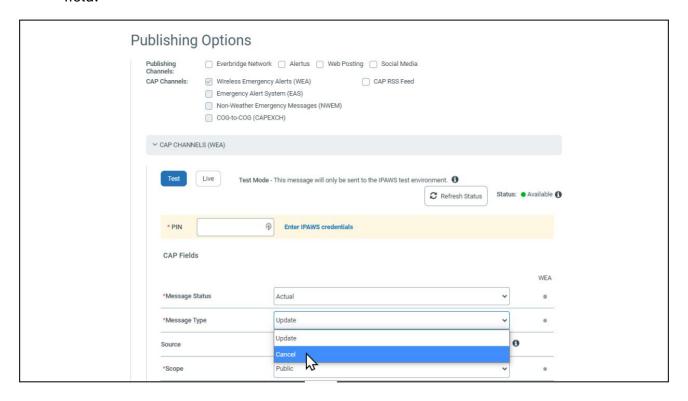
1. Select the **Send Follow Up** option on the **Active/History** tab for the Notification.

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

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

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