

**Department of  
Veterans Affairs**

# Memorandum

Date: October 2, 2020

From: Secretary (00)

Subj: Department of Veterans Affairs Emergency Alerting and Accountability System (VIEWS 2672411)

To: Under Secretaries, Assistant Secretaries and Other Key Officials

1. The Department of Veterans Affairs (VA) maintains an enterprise notification capability through the Emergency Alerting and Accountability System (EAAS) to ensure that our employees, contractors and affiliates are informed, safe and secure during a pending or existing emergency response. All VA organizations must use EAAS as their primary method for emergency alerting notifications.
2. The Office of Human Resources and Administration/Operations, Security and Preparedness has worked with the Office of Information and Technology to ensure that the information provided by employees is protected in accordance with Federal law, executive orders and VA policy. All VA organizations are to ensure employees, contractors and affiliates update their emergency contact information in accordance with VA Directive 0325, *Personnel Accountability*. Our goal is to confirm that all of our employees are accounted for in this important notification system. This essential information is invaluable to ensure a positive outcome when dealing with untimely and uncertain emergency operations.
3. All employees are directed to sign in and update their contact information at <https://alerts7.athoc.com/selfservice/vaeaas>. The attached flyer demonstrates the steps for signing up in the system and provides other information for educational and training purposes. Additionally, all VA organizations will appoint an EAAS administrator to monitor and maintain the system, as required. EAAS administrator training (on-site or virtual) is available upon request.
4. The ability to provide this world-class safety operational asset depends on the information provided by our teams. For this reason, I encourage all organizations to host an EAAS emergency notification system Stand Down for Safety Day during October. Should you have questions on these requirements, please contact the Director of Human Capital Systems, Mr. Shannon Jones at [Shannon.Jones1@va.gov](mailto:Shannon.Jones1@va.gov).

Thank you for your participation.



Robert L. Wilkie

Attachment

# VA Emergency Alerting and Accountability System (EAAS)

*Informed, Safe and Ready to Serve!*

**EAAS is the primary method to send critical information in times of an emergency or safety event. EAAS provides VA the ability to:**

- Send alerts to VA employees, contractors and affiliates for events such as hurricanes, earthquakes, fires and local emergencies;
- Reduce the risk of injury and loss of life by providing wider coverage and faster alerts; and
- Capture the safety status of employees using multiple devices (i.e., phones, cell phones, mobile apps, SMS texts and emails).

## **How to access Self Service**

1. Go to <https://alerts7.athoc.com/SelfService/vaeaas>;
2. Use the PIV credentials to login;
3. Select **My Profile** from the upper toolbar, then click "Edit";
4. **Basic Information:** Update the **Organization Hierarchy** by clicking "Select", choose the appropriate organization to which you are assigned, then click "Apply";
5. **Contact Information Updates:** Provide your contact information (i.e., phone and text numbers, email and physical addresses) to ensure you receive critical safety messages while you are at work or away from your place of work; and
6. Click "Save".

## **Find Out More**

If you have a specific question or need assistance, contact the VA Enterprise Service Desk at:

**1-855-NSD-HELP/1-855-673-4357** or <https://yourit.va.gov>.

For program related questions, please email the VA EAAS Program Office at:

[VAEAASProgramOffice@va.gov](mailto:VAEAASProgramOffice@va.gov).

# VA Emergency Alerting and Accountability System (EAAS)

*Informed, Safe and Ready to Serve!*

24/7  
Crisis  
Protection  
in the  
Palm of  
Your Hand

STEP  
1

## Install the App:

From the VA Mobile App catalog, Apple App Store or Google Play Store, search for and install the Blackberry AtHoc App.



STEP  
2

## Register:

Open the App, type in your VA email address to register to use the App.



STEP  
3

## Verify:

From your VA email inbox, open the email from Blackberry AtHoc and verify your email.

STEP  
4

## Organization Code:

From the App, enter the Organization Code **VAEAAS**.



You are now registered to receive notifications through the VA EAAS Mobile App!  
Thank you for registering and taking the additional step of ensuring your safety.