# Montgomery County Fire and Rescue Service

# Fire Chief's General Order

**NUMBER: 14-19**
**October 2, 2014**

### SUPERSEDES FCGO #11-01

**TO:**        **All MCFRS Personnel**

**FROM:**      **Fire Chief Steven E. Lohr**

**SUBJECT:**   **Montgomery County Emergency Network (MCEN)**

The **Montgomery County Emergency Network** provides automatic text messaging and email notification of events as they are processed through the Emergency Communications Center.  MCEN notification begins when a CAD command string is sent to an interface, which translates CAD information into pre-formatted text messages and emails that are sent simultaneously to registered devices.

The MCEN notification function has been enhanced, and will now enable approved and registered users to receive messages and/or emails for any unit(s) or station response area(s) they select, subject to the terms and conditions of this FCGO.  After users enroll, register, and select their desired unit(s), they will be notified of incidents where and when those selected unit(s) are dispatched.  Users may also select station response area(s), and will be notified of any incidents occurring within those selected station response area(s).

**On November 4th 2014, the MCEN system will transition to a new alerting platform hosted by Everbridge.  This system will require ALL users to re-register with the MCEN administrator to continue to receive direct CAD/Critical Event notifications.**
**NOTE:  *Users are solely responsible for any and all charges associated with receiving text messages and/or emails on any non-issued devices, consistent with their agreement with their cellular carrier.***

MCFRS's Tech Training Staff has developed an orientation document explaining MCEN and the system's procedure.  The document is available on the MCFRS IT Tech Training website.

# TO ENROLL or RE-ENROLL IN THE MCEN PROGRAM:

1.  Request an account to be created by accessing the [Quicklinks](#) page and completing the **FRS Telecommunications Service Request Form, and selecting MESSAGING as the service option.**

2.  Read and acknowledge the privacy agreement.

3.  Complete the request form using your County-issued or other Department-affiliated email address. You will receive an acknowledgement email when your request has been received.

4.  Once the MCEN Administrator has created the account, you will receive a system-generated email with an embedded link directing you to the account profile creation page.  After successfully completing the profile and your unit(s)/station response area(s) selection, you will receive your selected pages and/or emails.

You may contact the MCEN Administrator at [fire.mcen@montgomerycountymd.gov](mailto:fire.mcen@montgomerycountymd.gov) if a unit you wish to select is *not* listed; if you do not receive messages for a unit or station response area that has been selected; or if you wish to change the email address or phone number associated with your profile.

> **REMEMBER: *Messaging is subject to the availability of a cell signal; devices will receive messages ONLY if they are in a prescribed coverage area.***

For more information, please contact the MCEN Administrator at [fire.mcen@montgomerycountymd.gov](mailto:fire.mcen@montgomerycountymd.gov)