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Procedure Contains NMM ECH eB REFLIB Forms: YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Procedure Revision Type: New <input type="checkbox"/> NON-Editorial <input checked="" type="checkbox"/> Editorial <input type="checkbox"/> TC <input type="checkbox"/> Cancellation <input type="checkbox"/>

HQN Effective Date 9/12/2016	Procedure Owner: Title: Site:	Dean Burnett Director, Emergency Programs HQN	Governance Owner: Title: Site:	Mary Ann Wilson Director, Emergency Programs HQN
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Site	Site Procedure Champion	Title
ANO	Robert Carey	Manager, EP
BRP	N/A	N/A
CNS	N/A	N/A
GGNS	Jeff Seiter	Manager, EP
IPEC	Lori Glander	Manager, EP
JAF	James Jones	Manager, EP
PLP	Dan Malone	Manager, EP
PNPS	Donna Calabrese	Manager, EP
RBS	Tim Schenk	Manager, EP
VY	NA	NA
W3	John Signorelli	Manager, EP
HQN	David Townsend	Project Manager, EP

For site implementation dates see ECH eB REFLIB using site tree view (Navigation panel)

Site and NMM Procedures Canceled or Superseded By This Revision

Process Applicability Exclusion: All Sites: ☐

Specific Sites: ANO ☐ BRP ☐ CNS ☐ GGNS ☐ IPEC ☒ JAF ☐ PLP ☒ PNPS ☒ RBS ☒ VY ☒ W3 ☒

Change Statement

Revision 5:

- This is a major revision to the procedure to address transitioning from EverBridge Aware software to EverBridge Mass Notification software for ERO notification. Revision bars are not used.

Associated PRHQN #: CR-PRHQN-2016-00148

Procedure Writer: David K. Townsend

Contains Proprietary Information: YES ☐ NO ☒



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1.0 PURPOSE


This procedure provides guidance to maintain the ERO notification system in a state of readiness for notification of the ERO.

2.0 REFERENCES

None

3.0 DEFINITIONS

- [1] Application Programming Interface (API) - Interfaces, via the ERON computer program, with the EverBridge system to activate the notification process for the ERO.
- [2] Access Code & Pass Code – unique codes required by the ERON Program to activate the ERO Notification system. The Access code and Pass Code ensure the notification is sent to the proper group at the proper Plant (i.e. ANO, GGNS, PNP, etc.). The Access code and Pass Code also ensure the system activates the proper Event (Emergency, Drill, or Test) and identifies which emergency response facility (Control Room, EOF, TSC, etc.) initiated the notification.
- [3] Contact – a person listed in the EverBridge database that can be sent a notification and assigned to a group(s).
- [4] Database - A list of information maintained on the EverBridge server containing Entergy employees' profile.
- [5] Data Manager—a user assigned this role can only manage contact records (add, edit, and remove). Data Managers can access functionality at the Organization level to the following EverBridge Suite tabs: Contacts and Reports.
- [6] ERO – Emergency Response Organization.
- [7] ERON - Emergency Response Organization Notification
- [8] EverBridge – Is a computer system (both hardware and software) that notifies the ERO personnel of an emergency, drill and test at Entergy Nuclear Sites via a variety of methods.
- [9] Group - Set of defined personnel to be notified.
- [10] Group Manager – a user assigned this role can manage and send notifications to predefined sets of contacts. They can access functionality at the Organization level to the following EverBridge Suite tabs: Dashboard, Universe, Notifications, Contacts, and Reports. They can also perform actions within their own groups. A Group Manager cannot edit the organization settings.


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3.0 cont.

- [11] Launch Notification by Phone (LBP) - is used to activate the EverBridge notification system via telephone by an Organization Admin or Mass Notification Operator. The LBP is intended to be a backup to the ERON Program in the event it is not operable.
- [12] Mass Notification Operator— a user assigned this role can send predefined notification templates and can manage active notifications. They can access functionality at the Organization level to the following EverBridge Suite tabs: Notifications. The primary purpose of this role is to send notification with the Launch Notification by Phone.
- [13] Profile – may contain the employee ID, employee name, ERO position, telephone numbers, pager number, work department, work site, team color and other pertinent information.
- [14] Organization Administrator – a user assigned this role is responsible for the EverBridge Suite organization, can access all functionality available to the organization, and can perform actions within their own organizations. They can add groups in their individual organizations.
- [15] Polling Notification – A polling notification is used to send out information, and ask the recipient to respond to the broadcast by choosing from a list of polling options. In this way the notification not only offers information, but also gathers information.
- [16] Site EverBridge Rep – An Emergency Planner at each site who is responsible for the ERO Notification system at their respective site.
- [17] Username – a contact will use this to login to the EverBridge system. Usernames are case-sensitive and must be a minimum of four acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, dash (-), and underscore (_). No other characters or symbols are permitted at this time.

4.0 RESPONSIBILITIES

- [1] Manager, Emergency Planning (EPM) is responsible for implementing this procedure and assigning an Emergency Planner as the Site EverBridge Rep for their site.
- [2] Site EverBridge Rep is responsible for ensuring that computers used to initiate notification to the ERO via the ERON Program have Internet Explorer 7.0 or higher installed (i.e. Control Room, Simulator, EOF, and TSC).
- [3] Site EverBridge Rep for each site will maintain all groups used by the EverBridge system and the ERON Program for their respective site.
- [4] Director, Emergency Planning is responsible for assigning two Organization Administrators from the EP Projects Group.

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4.0 *cont.*

- [5] Organization Administrators are responsible for overall administration of ERON and EverBridge Mass Notification. They are responsible for creating Roles in EverBridge Mass Notification and assigning Users to the appropriate roles.
- [6] Employees are responsible for initial set up of their profile, performing a quarterly verification of their profile and updating their profile when changes occur to personal contact information.


5.0 DETAILS

5.1 PRECAUTIONS AND LIMITATIONS

- [1] Operations personnel should be notified each time the EverBridge system becomes unavailable. Site specified backup notification method should be initiated if needed.
- [2] Human Performance tools (e.g. Self checking, Peer checking) should be used when modifying the database. Incorrect database changes could affect the performance of this system such that the process would not perform an ERO notification as expected.
- [3] The use of abbreviations/acronyms should be avoided within the system messages. If this is not possible, use letters with the appropriate spacing (one space between each letter). Abbreviations will be pronounced as a word, by the text to speech converter, if not input correctly.
- [4] Use the EverBridge menu items and tools to navigate within the website rather than the browser tool bar.
- [5] Use caution when making changes on any of the EverBridge screens. Some of the screens do not ask for confirmation before changes are made. Use Human Performance tools when adding or deleting information.
- [6] Computers used to activate the EverBridge System, via the ERON Program, must have Internet Explorer 7.0 as a minimum.

5.2 GROUP DEVELOPMENT

- [1] An emergency, drill, training and test group must be established for each site. These groups will be used by the ERON Program to determine who receives notification. The group must be labeled as <Facility Name Abbreviation>-<mode> (i.e. IPEC-Emergency, GGNS-Drill, etc.). Labeling the groups in this manner will ensure the ERON Program selects the proper group for notification.
- [2] The personnel in the Emergency group will be notified when the system is activated in the Emergency mode.

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5.2 *cont.*

- [3] The personnel in the Drill group will be notified when the system is activated in the Drill mode.
- [4] The personnel in the Training group will be notified when the system is activated in the Training mode.
- [5] The personnel in the Test group will be notified when the system is activated in the Testing mode.

5.3 ERON ACCESS CODE AND PASS CODE

NOTE

Control of ERON access codes and pass codes for individual facilities and events ensures that the ERO Notification System is not inadvertently activated and does not send unintended or incorrect event notifications.

- [1] The ERON access code and pass code allows an authorized system operator (such as the Control Room, TSC or EOF staff) to send a notification to the ERO.
- [2] A unique access code and pass code, entered into the ERON Program at the time of activation, is associated with the plant, category of notification (Test, Drill or Emergency), originating facility (Control Room, TSC or EOF) and Group (individuals to whom notifications will be sent).
- [3] The Site EverBridge Rep will maintain the ERON access codes and pass codes for the respective site in accordance with Attachment 9.3. It is recommended that ERON access code and/or pass code associated with Emergencies and Drills be changed, for security reasons, if it has been used or compromised.
- [4] The ERON Access code and pass code for events (Emergency, Drill, Test, Training) configures the system into the proper mode, adds the proper header to the message (i.e. This is a DRILL, This is a Test) and sends the notification to the proper Group for the specific facility associated with that ERON access code and pass code.
- [5] ERON Access codes and pass codes can be copied so that more than one ERON access code and pass code can be used to activate the same event. This will allow the old ERON access code and pass code to continue to function and be available for system activation until the new ERON access code and pass code can be distributed. When distribution of the new ERON access code and pass code is complete, the old ERON access code and pass code should be deleted.

5.3 cont.


- [6] Access codes and pass codes may exist for each of the following events for each site as applicable:

Location	Event	Group Name
Control Room	Emergency	"FACILITY NAME ABBREVIATION"-Emergency
TSC	Emergency	"FACILITY NAME ABBREVIATION"-Emergency
EOF	Emergency	"FACILITY NAME ABBREVIATION"-Emergency
Simulator/CR	Drill	"FACILITY NAME ABBREVIATION"-Drill
TSC	Drill	"FACILITY NAME ABBREVIATION"-Drill
EOF	Drill	"FACILITY NAME ABBREVIATION"-Drill
ERO Test	ERO Test (Polling)	"FACILITY NAME ABBREVIATION"-Test
EP Test	Test	"FACILITY NAME ABBREVIATION"-Test
EP Maint.	Test	"FACILITY NAME ABBREVIATION"-EP Maint
Simulator/CR	Training	"FACILITY NAME ABBREVIATION"-Training

5.4 MESSAGES USING THE ERON PROGRAM

- [1] Each message will contain three segments based on the access code and pass code used by system operator's selections.
- [2] First segment of message:

Access code and pass code	Message Segment
Access code and pass code for Emergency	This is an emergency message from (Plant name and emergency facility sending the message).
Access code and pass code for Drill	This is a drill message from (Plant name and emergency facility sending the message).
Access code and pass code for Testing	This is a test message from (Plant name and emergency facility sending the message).
Access code and pass code for Training	This is a TRAINING Message from (Plant name and emergency facility sending the message).

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5.4 cont.

[3] Second Segment of message:


Selection	Message Segment
Unusual Event	An UNUSUAL EVENT has been declared.
Alert	An ALERT has been declared.
Site Area Emergency	A SITE AREA EMERGNCY has been declared.
General Emergency	A GENERAL EMERGENCY has been declared.
Termination	The current event has been terminated. No Further action is required.

[4] Third segment of message:

Selection	Message Segment
Activate all ERFs	Report to your assigned emergency response facility. FFD requirements apply.
Activate TSC/OSC only	If you are assigned to the TSC or OSC, report to your assigned emergency response facility. FFD requirements apply.
Alternate Reporting Location	If you are onsite, respond in accordance to the PA announcement. If you are offsite, report to your alternate assigned emergency response facility. FFD requirements apply.
No Action/Information only	No additional actions are required at this time.
Was the declaration due to a Security event? If <u>YES</u> .	There is a Security Event at the plant. If you are onsite, respond in accordance to the PA announcement. If you are offsite, report to your offsite facility. DO NOT REPORT TO THE SITE. FFD requirements apply.

[5] The message developed above will be sent to all ERO members, both those on-call and those not on-call, at the activating site who are members of the associated notification group.

[6] The ERO will be required to provide a response back to the system when the system is activated in the ERO Test mode. During emergencies, drills, or EP Test, ERO members will only be requested to acknowledge receipt of the message and report as directed.

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5.5 NOTIFICATIONS USING THE ALTERNATE ERO NOTIFICATION METHOD LAUNCH NOTIFICATION BY PHONE

- [1] In order to send a notification using the Alternate ERO Notification method the following setup must be complete.
- (a) Build notification templates under the Notification Tab → Notification Template for all possible messages to be launched by telephone. Messages should be developed for Emergency, Drill, Test and Training modes. Each message is assigned a unique Template ID.
 - (b) Create a role, in accordance with section 5.16, with the first name of "Plant Name" and "Event" (i.e. GGNS Emergency, IPEC Drill, etc.)
 - (c) A User must be created for each plant for the Emergency, Drill, Test and Training event types and assigned a corresponding role (i.e. User - GGNS Emergency should be assigned the GGNS Emergency Role, etc.).
 - (d) The email address for the User created above will be the Site EverBridge Rep's email address.
 - (e) Once the Users have been created, send the registration email to the Site EverBridge Reps by clicking on the envelope under the "Registered" tab in User's list.

NOTE

Since the email address for the User created above was sent to the Site EverBridge Rep email address, he/she will receive the registration notice for the member.

- (f) Follow the instructions in the registration email to register the User.
- (g) Record the User Name and password and the Launch Notification by Phone User ID and Password for your records.
- (h) These will be the User ID and password that are used for Attachment 9.2 Alternate ERO Notification System Activation Instructions.
- (i) Passwords for these User IDs can be changed by logging in as the User, clicking on the User's name in upper right hand corner of the screen and then clicking on the Change Password link and the password for Launch Notification by Phone can be changed by clicking on Launch Notification by Phone tab and then clicking on the Change Password.

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5.6 BACKUP NOTIFICATION SYSTEM

- [1] While it is expected that the ERO Notification System will provide a very reliable notification method for the ERO, a backup notification method should be available from each site. Sites may use group page, call tree, etc. as a backup notification method or some other pre-established backup notification method.
- [2] If a site is unsuccessful in activating the EverBridge ERO notification system via the Primary or Alternate activation instructions, proceed to the site specified backup notification method.


5.7 SYSTEM TESTING

- [1] System testing should be done in accordance with the table below.

Test	Responsible to Activate	Response to ERO Required?	Teams /Facilities Included	Frequency	Notes
1. Team Notification	EP Staff	No	All Teams / All Facilities	Weekly	This test should be an announced test.
2. Quarterly Off-hours Unannounced	EP Staff	Yes	All Teams / All Facilities	Quarterly	This test should be an unannounced test. As possible rotate to get all 4 teams over a 1 year period.
3. Site Drill / Exercises	Designated shift staff	Yes	All Teams / All Facilities	Quarterly	This test should be an announced test and conducted in conjunction with a quarterly drill. As possible rotate to get all 4 teams over a 1 year period.
4. Off hours Unannounced Drill. ERO members Report to Emergency Response Facilities	Designated shift staff	Yes	All Teams / All Facilities	In accordance with EN-EP-306	This test should be an unannounced test without drill window provided and conducted in conjunction with an Off hours Unannounced drill.

- [2] The weekly Team Notification test may consist of (a) or (b):

- (a) An EverBridge message via email to serve as a reminder to the ERO of which team is on call for the current or next week on call period, their responsibilities for being on-call, etc. that does not require receipt of the message.

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5.7 *cont.*

- (b) A normal test via the ERON system that requires receipt of the message confirmation.
- [3] The Quarterly Off-hours Unannounced test may be conducted during a quarterly drill provided the drill is an off-hours unannounced drill.
- [4] At least one Quarterly Off-hours Unannounced test annually should be conducted on a scheduled day off.
- [5] The Quarterly Off-hours Unannounced test consists of activating the system using the ERO Test access code and pass code in ERON and sending the following message to all ERO members at the facility conducting the test:

This is a test of the E R O Notification system. This is only a test. No additional action is required beyond responding to the question. Please enter your response time by selecting one of the following responses. I can respond to my assigned emergency response facility within:

1. 30 minutes	4. 75 minutes	7. Greater than 120 minutes
2. 45 minutes	5. 90 minutes	8. I am unable to respond
3. 60 minutes	6. 120 minutes	
- [6] Sites may develop a different method of testing via EverBridge, from that described above, provided that site staffing augmentation requirements can be determined and a report can be produced to document the results.
- [7] The Site EverBridge Rep or designee should review the test results and perform an analysis of staffing augmentation requirements to determine if they were met during the test. Results of the test can be reviewed by logging in the EverBridge Mass Notification system, using the Site EverBridge Rep's User ID and password, and reviewing the Notification report.
- [8] The test should be documented in accordance with Section 7.0. Test documentation should include a report from the system that shows the test was conducted and the results of the test at a minimum.

5.7 cont.

- [9] Listed below is the ERO Notification system re-test criteria when activation is in association with the test listed in section 5.7 [1] item 3, "Site Drill / Exercises" test. If system activation results in an Objective failure, as specified in EN-EP-308 Attachment 9.3 program Objective E.2.1, then use the chart below to determine the action required.


Note
Re-test demonstration may be done using access/pass codes that do not result in the entire ERO being notified (e.g. training codes)

Activation Failure Condition	Failed to meet Activation Objective Criteria Actions
Equipment Failure	Critique, Issue Condition Report on Objective and Equipment failure and re-test following equipment repair
Process Failure	Critique, Issue Condition Report on Objective and Process failure and re-test with walk through or drill opportunity
Personnel Errors	Critique, Issue Condition Report on Objective and Personnel Error, personnel remediation and re-test as individual performance measure as part of remediation

- [10] If the system is not activated as described in step 5.7[8], ensure compensatory actions (i.e. remedial training, designate backup notification method as primary, etc) are put in place to notify the ERO of a declared event.

5.8 EMPLOYEE PROFILE

- [1] Employee Profiles will be initially uploaded to the system. Employees' Entergy email address will be required in this upload.
- [2] Once the EverBridge database is established or a Contact is added to the system, the contact should register their account in order for them to be able to login to the system. In order to register their account, an Organization Leader (Site EverBridge Rep) must send the Contact an email using the EverBridge system which contains the instructions on how to register in the system. This email will be sent in accordance with section 5.15. At the time of registration, each employee will create their own username and password and update their profile with the pertinent personal information.
- [3] Employees should update their profile during the registration. ERO members must provide the following:
- Office telephone number (If individually assigned. Shops numbers, control room numbers, shared numbers, etc. do not have to be listed)
 - ERO Notification device (Pager number, Cell phone numbers, etc.)
 - Company email address
 - Home telephone or cellular telephone number
 - Employees with an Alpha pager must enter the pager number as an email address (*Pager Number@Pager Service.net or .com*) (e.g. 8005551212@usamobility.net or 8005551212@pageme.criticalalert.com)

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5.8 *cont.*


- [4] A notification should be sent on a quarterly basis to remind employees to review and update their profile information. This message will be sent using the EverBridge System in accordance with Attachment 9.4.
- [5] The Entergy Employee ID number may be used as the unique identifier (External ID) for each member Entergy Employee in the system. Non-Entergy personnel added to the system will be assigned a unique identifier (minimum 6 digit numeric number).

5.9 UPDATING INDIVIDUAL CONTACTS INFORMATION

- [1] Login to the EverBridge Mass Notification on an Entergy computer by opening Internet Explorer and from the Entergy Portal site, select Favorites → Entergy → Nuclear → Headquarters. This will access the Nuclear Portal, from there select Echelon → Applications → EverBridge Mass Notification. The system can also be accessed directly using an internet browser and typing "https://manager.everbridge.net/login".
- [2] **ENTER** your username and password and press Enter key or Click "Sign-in" to access the system.
- [3] **SELECT** "Contacts".
- [4] **SEARCH** for the individual by entering individual's first name in the first search box and/or the last name in second search box.
- [5] **SELECT** search by clicking on the magnifying glass icon.
- [6] **CHOOSE** the individual requiring contact information update and click on the pencil icon next to their name.
- [7] **MAKE** updates to profile information as appropriate.
- [8] **SELECT** "Save".

5.10 ADDING INDIVIDUAL MEMBERS INTO THE EVERBRIDGE SYSTEM

- [1] **ENSURE** you are in the Organization Admin role
- [2] **SELECT** "Contacts".
- [3] **SELECT** "Add Contacts".
- [4] **Enter** individual's Name in "first name" and "last name" field.
- [5] **Enter** individual's Employee ID in the "External ID" field.
- [6] **Enter** record type and country from the drop down menus.

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- [7] **Enter** as much known information in the Delivery Methods section.
- [8] **Enter** as much known information in the Additional Information section. At a minimum the Site Additional Information field must be completed for each member.
- [9] **SELECT** "Save".

5.11 REMOVING INDIVIDUAL MEMBERS FROM THE EVERBRIDGE SYSTEM


- [1] **SELECT** "Contacts".
- [2] **SEARCH** for the individual by entering individual's first name in the first search box and/or the last name in second search box.
- [3] **SELECT** search by clicking on the magnifying glass icon.
- [4] **SELECT** the "check box" that corresponds with the member you wish to delete.
- [5] **SELECT** "Delete button".
- [6] **SELECT** "Yes" when asked the confirmation question.

5.12 ADDING GROUPS

- [1] **SELECT** "Contacts".
- [2] **SELECT** the "Groups" tab
- [3] **SELECT** "All Contact Groups".
- [4] **SELECT** "+ Group" button
- [5] **ENTER** "Group name" hit Enter Key.

5.13 ADDING CONTACTS TO GROUP

- [1] **SELECT** "Contacts".
- [2] **SELECT** the "Groups" tab
- [3] **SELECT** the Group in which the contact is to be added.
- [4] **SELECT** the "Add Contact" tab

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- [5] **SELECT** “Add existing contacts to this Group” Or “Add a new contact to this Group” as appropriate.
- [6] **SEARCH** for the individual by entering individual's first name in the first search box and/or the last name in second search box.
- [7] **SELECT** search by clicking on the magnifying glass icon.
- [8] **SELECT** the contact you wish to add to the group by checking the box beside the contacts name.
- [9] **SELECT** “Add to Group” tab

5.14 DELETING GROUP MEMBERS

- [1] **SELECT** “Contacts”.
- [2] **SELECT** the “Groups” tab
- [3] **SELECT** the Group you want to delete a contact from.
- [4] **SEARCH** for the individual by entering individual's first name in the first search box and/or the last name in second search box.
- [5] **SELECT** search by clicking on the magnifying glass icon.
- [6] **SELECT** the contact you wish to delete from the group by checking the box beside the contacts name.
- [7] **SELECT** “Remove” tab
- [8] **SELECT** “from this Group”.
- [9] **SELECT** “Yes” tab when asked “Are you sure you want to remove these contacts from this Group? (They will not be deleted)” to confirm removal.
- [10] **REPEAT** steps 4 to 9 for each contact that needs to be deleted from the group as a member.

5.15 EMAILING REGISTRATION REQUEST TO CONTACTS

- [1] Login to the EverBridge Mass Notification system
- [2] **SELECT** “Contacts” tab.

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5.15 *cont.*


- [3] **SELECT** the Contacts you want to email a registration request by clicking the box next to their name or clicking the box in the title bar to select all Contacts display.
- [4] **Click** on the “Send Registration Email” box or the envelop icon next to the Contacts name.
- [5] **Click** “Yes” to confirm that you want an email sent.

5.16 CREATING ROLES IN MASS NOTIFICATION

- [1] Roles can only be added, edited and deleted by personnel assigned the Organization Admin role.
- [2] Under the Access tab select the Roles tab
- [3] Click on the “+Add Role” button
- [4] Select the Role Type by clicking on the drop button under the Role type.
- [5] Enter the Role Name in the Role Name box
- [6] Select the Groups, Dynamic groups, and Notification templates the Role is allowed to use/access, as applicable.
- [7] Click “Save”.

5.17 CREATING USERS IN MASS NOTIFICATION

- [1] Users can only be added, edited and deleted by personnel assigned the Organization Admin role.
- [2] Under the Access tab select the Users tab
- [3] Click on the “+Add User” button
- [4] Enter the user’s First name, Last name, and email address.
- [5] Link the user to a contact by clicking the link provided and selecting the appropriate contact.
- [6] Select the Role by clicking on the drop button under the Role information and scrolling to the appropriate role.
- [7] Once the appropriate role is selected click the “+Add Role”
- [8] Click “Save”.

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6.0 INTERFACES

- [1] EN-EP-308, Emergency Planning Critiques
- [2] EN-EP-306, Drills and Exercises

7.0 RECORDS


- [1] Maintain test records in the Electronic Document Retention System for a period of 3 years.

8.0 SITE SPECIFIC COMMITMENTS

Step	Site	Document	Commitment Number or Reference
N/A			

9.0 ATTACHMENTS

- 9.1 ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS
- 9.2 ALTERNATE ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS
- 9.3 ACCESS CODE AND PASS CODE MAINTENANCE INSTRUCTIONS
- 9.4 QUARTERLY MEMBER PROFILE UPDATE

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ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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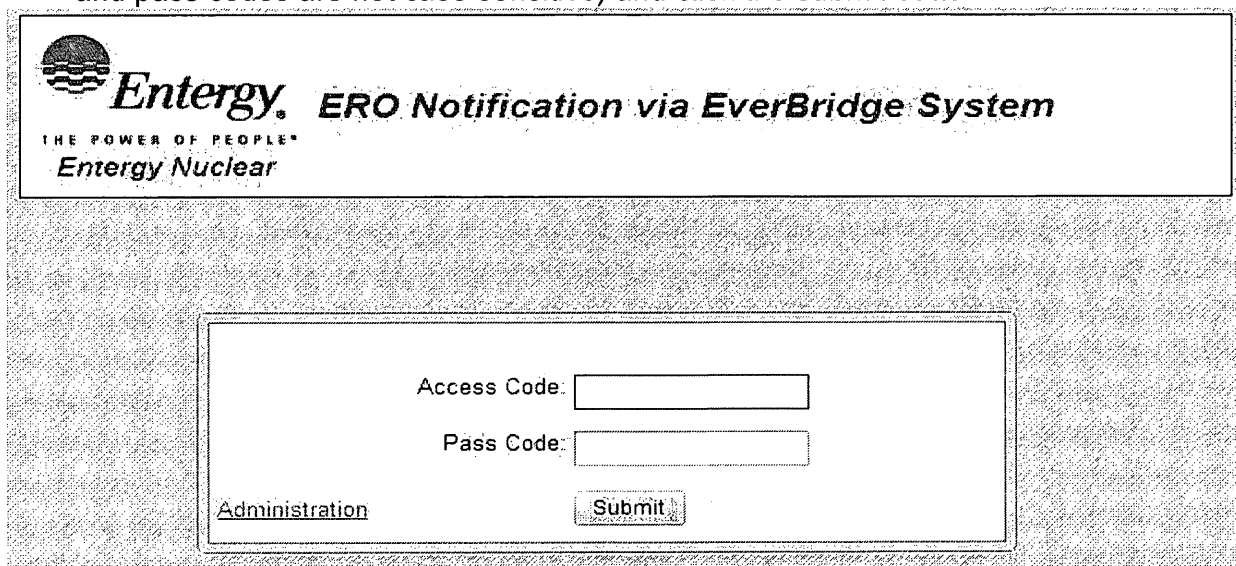
NOTE:

The ERO Notification system should be initiated within 10 minutes of declaring an event and confirmation that the system initiated should be verified within 15 minutes of declaring the event.

1. Open ERO Notification System by clicking on the following.

Start → All Programs → Nuclear Corporate Applications (ESM) → Nuclear Emergency Response (ESM) → ERON

2. Enter Access code (XXXXX) and pass code (XXXXX) when requested (Access Codes and pass codes are not case sensitive) and click the submit button.



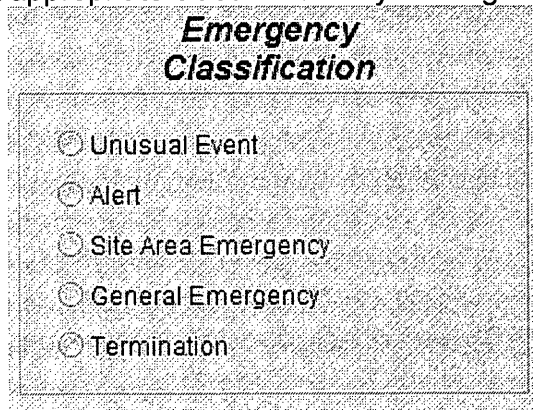
Entergy *ERO Notification via EverBridge System*
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Entergy Nuclear

Access Code:

Pass Code:

[Administration](#)

3. Select appropriate classification by clicking on it.



**Emergency
Classification**


☐ Unusual Event

☐ Alert

☐ Site Area Emergency

☐ General Emergency

☐ Termination

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ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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4. Answer "Yes" or "No" to Security EAL question, "Was the event declared on a Security EAL?" This question will appear if an Alert, Site Area Emergency, or General Emergency classification is selected.


Was this Emergency Declared based on a Security EAL?

5. Select proper response action by clicking on it. (Some actions may not be available based on classification selected or answer to Security EAL question.)

Action

- ☐ Activate ALL ERF's
- ☐ Activate TSC/OSC
- ☐ Alternate Reporting Location
- ☐ No Action/Information Only
- ☐ Security Event

6. Review the message that was generated in the User Message box at the bottom of the screen. Ensure the message contains the information to communicate to the ERO. If it does not, edit the message by clicking in the User Message box and typing. If abbreviations are used, include a space between each letter (i.e. ERO should be E R O).
7. Once satisfied with the message content, click send notification button.

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ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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8. Answer "Yes" to send verification question, "Are you CERTAIN you want to send this message?"

Are you CERTAIN that you want to send this message?

9. If message was successfully sent, you will see a dialog box like the one below. (Note: The Confirmation broadcast ID number will be different.)

*Message was **SUCCESSFULLY** Sent - [Confirmation
Broadcast ID: 8228841]*

10. If message was **not** successfully sent, proceed to ALTERNATE ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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ATTACHMENT 9.2

ALTERNATE ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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A method to launch Notifications by phone can be used to provide notification to the ERO. The EverBridge system is utilized to accomplish this notification. Instructions for accomplishing this are as follows:

1. Determine the 4 digit Template ID for the message you want to send.
 - a) The first digit of the code is:
 - 1 – for Emergency
 - 2 – for Drill
 - 3 – for Test
 - 4 – for Training
 - b) The second digit of the code is:
 - 1 – for ANO
 - 2 – for GGNS
 - 3 – for IPEC
 - 4 – for JAF
 - 5 – for Palisades
 - 6 – for Pilgrim
 - 7 – for RBS
 - 8 – for WF3
 - c) The third and fourth digit of the code are determined from the flowchart below:

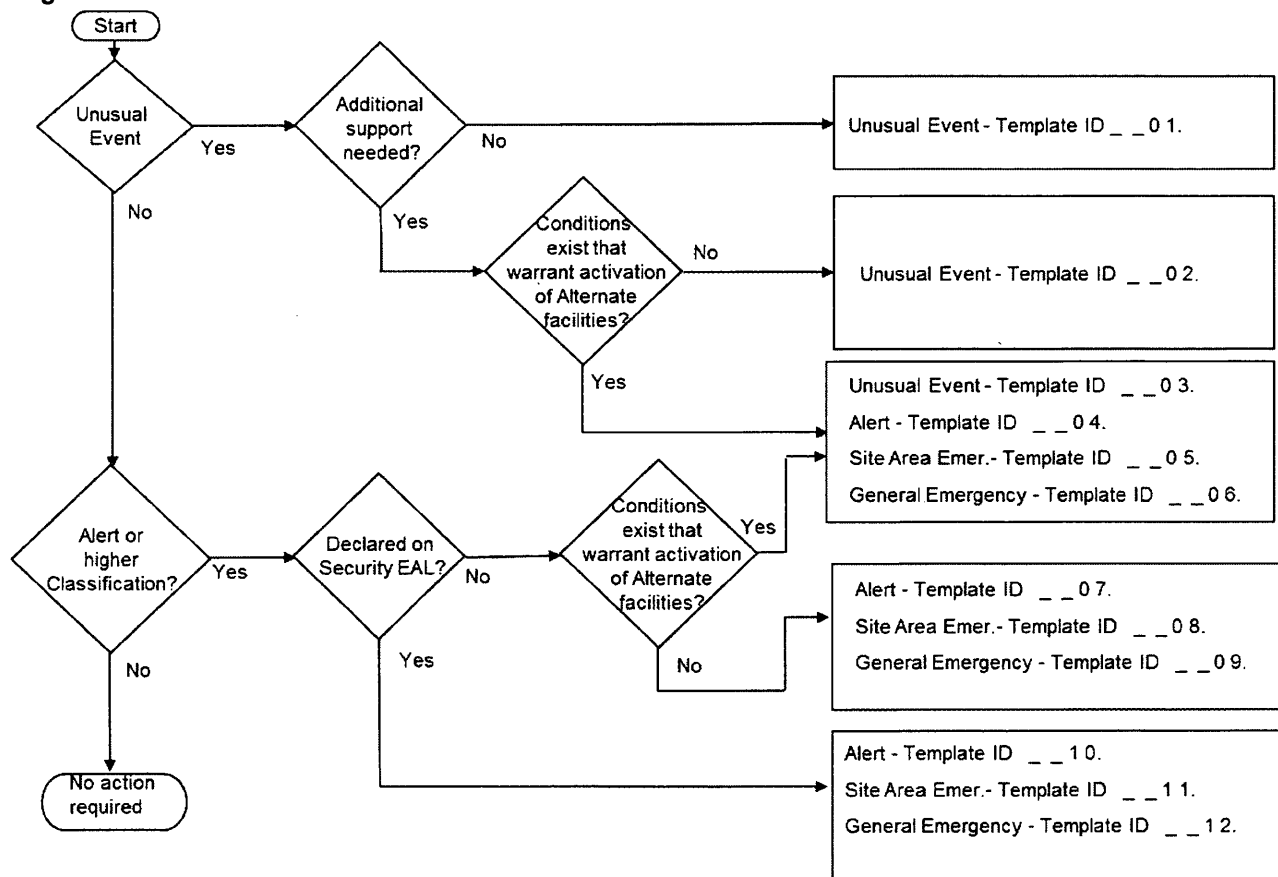


Emergency Response Organization Notification System


ATTACHMENT 9.2

ALTERNATE ERO NOTIFICATION SYSTEM ACTIVATION INSTRUCTIONS

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2. Record the 4 digit Template ID for the message you want to send in step 7.a.
3. Dial 800-971-5015 (Use the proper prefix codes for a long distance call (i.e. "9-1" or "8-1" or "1")).
4. You will hear, "Welcome to the message center powered by EverBridge."
5. The system will prompt you for the following information;
 - a. Enter your User ID followed by the # sign.
Enter XXXXXXXX #
 - b. Enter your password followed by the # sign;
Enter XXXXXX #
6. Wait while the system accesses the message templates. DO NOT HANG UP.
THIS MAY TAKE UP TO 30-45 seconds.

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7. You will hear, "To select a template, enter the template ID followed by the # sign".
 - a. Enter the 4 digit template ID number recorded below and press # sign.

_ _ _ _ #
 - b. The system will state, "You have selected Notification Template (Number you entered in step 7.a.) and the title of the Message to be sent.
 - c. Press 1 to send message now.
 - d. Hang up when instructed.
8. If unsuccessful in activating the EverBridge ERO notification system via the Primary or Alternate activation instructions, proceed to the site specified backup notification method.

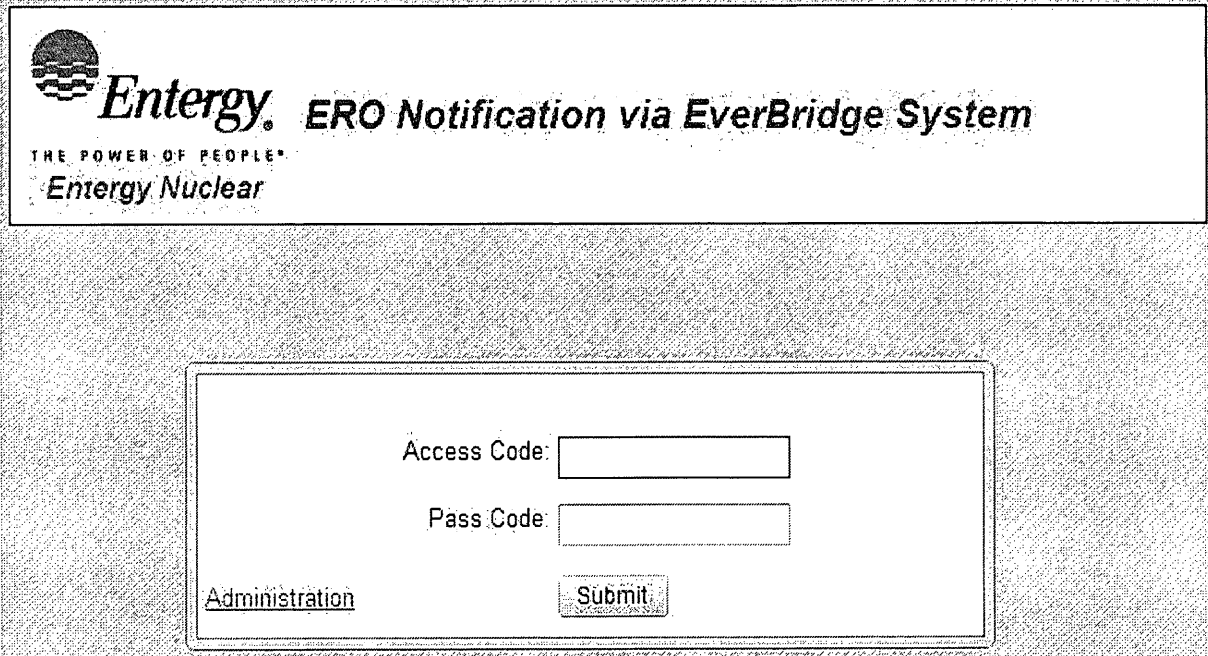
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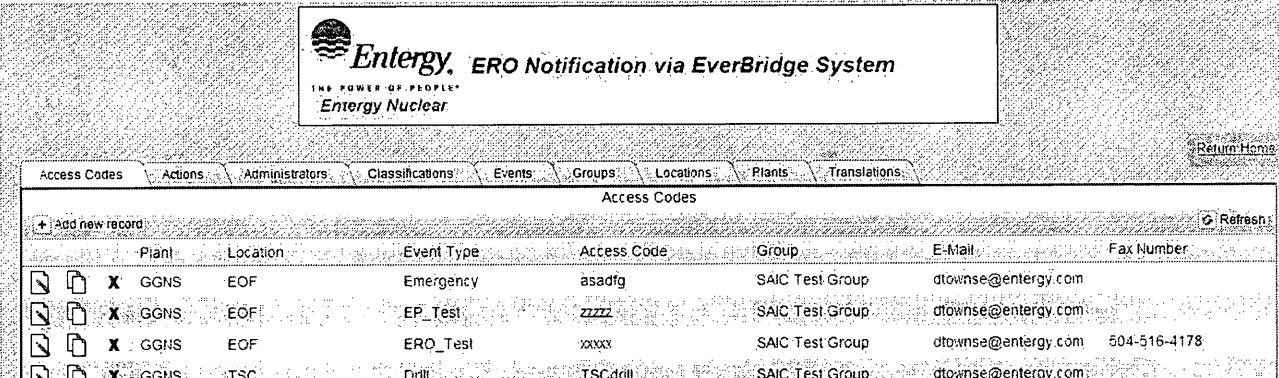
ACCESS CODE AND PASS CODE MAINTENANCE INSTRUCTIONS

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[1] The access code and pass code can be accessed via the following link:
<http://ERON.Entergy.com> or clicking **Start** ⇒ **All Programs** ⇒ **Nuclear Corporate Applications (ESM)** ⇒ **Nuclear Emergency Response (ESM)** ⇒ **ERON** from any computer that you have used your Entergy login credentials to log on the computer. The following screen will be displayed:



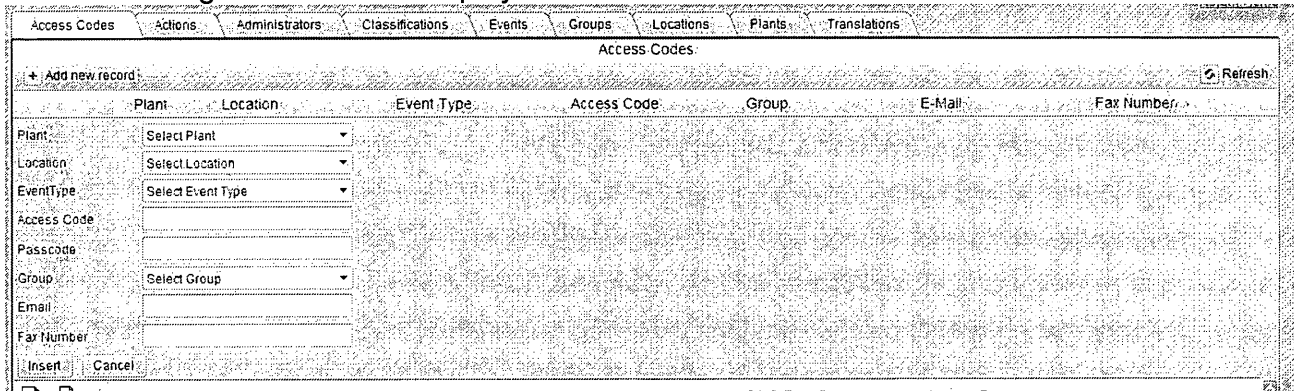
[2] Click on the Administration link in the lower left and the following screen will be displayed: (Note – Only the information for the plant that the Site EverBridge Rep is associated with will be displayed. The Plant Site EverBridge Rep is set by the Upper Administrator)



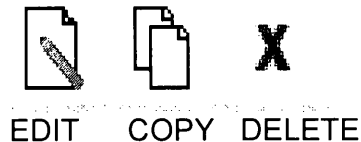
Plant	Location	Event Type	Access Code	Group	E-Mail	Fax Number
GGNS	EOF	Emergency	asadtg	SAIC Test Group	dtownse@entergy.com	
GGNS	EOF	EP_Test	zzzz	SAIC Test Group	dtownse@entergy.com	
GGNS	EOF	ERO_Test	xxxx	SAIC Test Group	dtownse@entergy.com	504-516-4178
GGNS	TSC	Drill	TSCdrill	SAIC Test Group	dtownse@entergy.com	

ATTACHMENT 9.3
ACCESS CODE AND PASS CODE MAINTENANCE INSTRUCTIONS
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- [3] To add a record, click on the “Add a record button” in the upper left hand corner and the following screen will be displayed:




- [4] Enter the required information (Plant, Location, Event Type, Access Code, Passcode, Group, and Email) and click on the “Insert” button. If the required information is not entered, an error message will be displayed.
- [5] To Edit, Copy or Delete a record, click on the appropriate button next to the record you want to edit, copy or delete. The Edit, Copy and Delete buttons are shown below:


NOTE

1. The access code and pass code program will **not** accept an access code and pass code that is already in use and will caution the user of that condition.
2. There may be more than one access code and pass code for a particular type of event but the system will not permit duplicate access code and pass codes to exist.

- [6] Changes occur and take effect immediately.


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- [1] Login to the EverBridge Mass Notification on an Entergy computer by opening Internet Explorer and from the Entergy Portal site, select Favorites > Entergy > Nuclear > Headquarters. This will access the Nuclear Portal, from there select Echelon> Applications > EverBridge Mass Notification. The system can also be accessed directly using an internet browser and typing <https://manager.everbridge.net/login>
- [2] ENTER your Username and Password to access the system.
- [3] SELECT "Notifications" on the top banner.
- [4] SELECT "+ New Notification" on the upper left side of the page
- [5] CLICK the "High priority message" box.
- [6] ENTER "Quarterly Member Profile Update/Review" for the Message Title.
- [7] ENTER the following message in the "Type Your Message" Box:

"This is a reminder that it is time for you to perform the required quarterly review/update of your user profile in the Entergy notification system.

Please go to <https://member.everbridge.net/index/453003085613414#/login> and Login to the system with your Username and password. Update any incorrect information contained in your profile. Once complete, select save and log out of the system.

Your cooperation and support are greatly appreciated. If you have any questions or need assistance, please contact "Your Name".
- [8] Ensure "Text-to-speech" is selected under Speech.
- [9] Ensure "Standard" is selected under Message type.
- [10] Click on "Rules" under Select Contacts and **SELECT** ☐ All <Facility Name> personnel". Click "OK" at the bottom.
- [11] Click on "Edit" under Settings and ensure that Work Email is the only path selected under Delivery Methods. User can click on the different methods to select and/or un-select them.
- [12] Set the following parameters as follows:
 - a. Apply voice delivery throttling rules: "No" (box not checked)
 - b. Broadcast duration: "1 hr(s)"

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QUARTERLY MEMBER PROFILE UPDATE

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- c. Contact cycles: "1"
- d. Interval between cycles: "0"
- e. Interval between delivery methods: "0"
- f. Voice mail preference: "Message Only"
- g. Confirm: "No" (box not checked)
- h. Language: "English"

[13] Ensure "Now" is selected under Send & Save

[14] **SELECT** "Send".

Procedure/Document Number: EN-EP-310

Revision: 5

Equipment/Facility/Other: Grand Gulf Nuclear Station

Title: Emergency Response Organization Notification System

Part I. Description of Activity Being Reviewed (event or action, or series of actions that have the potential to affect the emergency plan or have the potential to affect the implementation of the emergency plan):

Revise procedure to address transitioning from EverBridge Aware software to EverBridge Mass Notification software for ERO notification.

Part II. Emergency Plan Sections Reviewed (List all emergency plan sections that were reviewed for this activity by number and title. IF THE ACTIVITY IN ITS ENTIRETY IS AN EMERGENCY PLAN CHANGE OR EAL OR EAL BASIS CHANGE, ENTER THE SCREENING PROCESS. NO 10 CFR 50.54(q)(2) DOCUMENTATION IS REQUIRED.

The following GGNS Emergency Plan sections were reviewed:

- Section 6.2 *Activation of the Emergency Organization*
- Section 7.53 *Emergency Communication Equipment*.

Part III. Ability to Maintain the Emergency Plan (Answer the following questions related to impact on the ability to maintain the emergency plan):

1. Do any elements of the activity change information contained in the emergency plan (procedure section 3.0[6])?
YES ☐ NO ☒ IF YES, enter screening process for that element
2. Do any elements of the activity change an emergency classification Initiating Condition, Emergency Action Level (EAL), associated EAL note or associated EAL basis information or their underlying calculations or assumptions?
YES ☐ NO ☒ IF YES, enter screening process for that element
3. Do any elements of the activity change the process or capability for alerting and notifying the public as described in the FEMA-approved Alert and Notification System design report?
YES ☐ NO ☒ IF YES, enter screening process for that element
4. Do any elements of the activity change the Evacuation Time Estimate results or documentation?
YES ☐ NO ☒ IF YES, enter screening process for that element
5. Do any elements of the activity change the Onshift Staffing Analysis results or documentation?
YES ☐ NO ☒ IF YES, enter screening process for that element

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Title: Emergency Response Organization Notification System	

Part IV. Maintaining the Emergency Plan Conclusion The questions in Part II do not represent the sum total of all conditions that may cause a change to or impact the ability to maintain the emergency plan. Originator and reviewer signatures in Part IV document that a review of all elements of the proposed change have been considered for their impact on the ability to maintain the emergency plan and their potential to change the emergency plan.

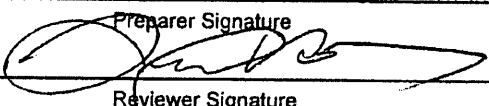
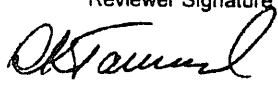

1. Provide a brief conclusion that describes how the conditions as described in the emergency plan are maintained with this activity.
 2. Check the box below when the 10 CFR 50.54(q)(2) review completes all actions for all elements of the activity – no 10 CFR 50.54(q)(3) screening or evaluation is required for any element. Otherwise, leave the checkbox blank.
- ☒ I have completed a review of this activity in accordance with 10 CFR 50.54(q)(2) and determined that the effectiveness of the emergency plan is maintained. This activity does not make any changes to the emergency plan. No further actions are required to screen or evaluate this activity under 10 CFR 50.54(q)(3).

Entergy upgraded the ERO Notification System from EverBridge Aware to EverBridge Mass Notification. As with Aware, Mass Notification has a true active-active infrastructure with real time data replication, maintains a 99.99% availability, and integrated redundancy at every layer resulting in no single point failure.

The Emergency Response Organization Notification (ERON) application program interface (API) used to activate the system remains the same as does the responsibility to activate the ERO notification system. No changes were made that affect when the system would be activated and Mass Notification system will be activated at the same emergency classification levels as the Aware system. ERO members will receive notifications from Mass Notification system through various methods/paths including telephones, pagers, SMS text messages, and email as with the Aware system.

The ability to maintain the GGNS Emergency Plan is not affected by this change.

Part V. Signatures:

Preparer Name (Print) Richard Van Den Akker	Preparer Signature 	Date: July 12, 2016
(Optional) Reviewer Name (Print)	Reviewer Signature	Date:
Reviewer Name (Print) David Townsend Nuclear EP Project Manager	Reviewer Signature 	Date: 7/12/16
Reviewer Name (Print) Jeff Seiter Manager, Emergency Planning or designee	Reviewer Signature 	Date: 7/13/16