

-- Instructions for August 11, 2021 WEA Test Participants --

Thank you for participating in the first-of-its-kind Wireless Emergency Alerts (WEA) live test survey. We appreciate your feedback about how WEA performs in your area, and every piece of information you provide will help our effort. WEA messages provide life-saving information to the public during emergencies, and it is important to know if they are reaching their intended audience. These instructions guide you through the test survey process.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to: FCC504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice).

Step 1 – Prior to the August 11 WEA Test

Before August 11, please make sure your cell phone is enabled to receive WEA test messages. You **must opt in** to receive the nationwide WEA test. Instructions on how to enable WEA test messages on both Android operating system phones (such as Samsung) and iPhone operating system phones (Apple iOS) are provided at this link:

https://www.fcc.gov/sites/default/files/weatest_opt-in_instructions.pdf

Step 2 – After the August 11 WEA Test Message Is Issued

The test message is scheduled to be sent on August 11, 2021 at 2:20 pm, East coast time (aka Eastern Daylight Time or EDT). Once you have received the WEA test message, please complete the test survey available here:

<https://www.fcc.gov/WEAsurveyvolunteer>

Please complete the survey as soon as possible after you receive the alert. If you have multiple devices, please complete an individual survey for each device.

If you haven't received the WEA test alert by the 5:00 PM Eastern time on August 11, 2021 please complete the survey anyway.

Please submit your survey results no later than 11:59 Eastern time on August 12, 2021. Surveys submitted after this time may be disregarded.

The following guide can familiarize you with the online survey in advance of the WEA test and help you complete the survey after the test occurs.

Again, we appreciate your volunteering for this important WEA assessment effort.

Guide for Completing the Online Survey

The questions or information requests you will see in the online survey appear in **bold** below.

Generally, please answer each question to the best of your ability. Questions marked with * must be filled in order to submit the survey.

#	Question	Instruction
1	<p>Control Group ID Number</p> <p>If you have a control group ID number [#####], please enter it here. Otherwise, leave this field blank.</p>	<p>Please enter your 5-digit control group number here from the list below based on the organization that requested your participation in the test. If you are unsure, leave this field blank.</p> <ul style="list-style-type: none"> • Federal Emergency Management Agency – 01021 • National Weather Service – 02021 • Alabama Emergency Management Agency – 03021 • Harris County Office of Homeland Security & Emergency Management – 04021 • City of Los Angeles Emergency Management Department – 05021 • New York City Emergency Management – 06021 • Mendocino County Office of Emergency Services – 07021 • Ohio Emergency Management Agency – 08021 • Oklahoma Department of Emergency Management and Homeland Security – 09021 • City of Philadelphia Office of Emergency Management – 10021 • Utah Department of Public Safety – 11021 • Navajo Nation Department of Emergency Management - 12021
2	<p>Did you receive the WEA test alert?</p>	<p>From the drop-down menu, select Yes or No based on whether your device displayed the WEA test message. (If you received the alert, it will say “THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed,” or the equivalent message in Spanish.)</p> <p>If you are not sure if you received the alert, select Not Sure.</p> <p>If you select No or Not Sure the survey may not display questions 3, 4, and 5.</p>
3	<p>Please enter the date and time that you receive the alert. Use format: yyyy-MM-dd HH:mm:ss.</p>	<p>Manually enter the date and time that you received the alert in the text field. Use the requested format yyyy-MM-dd HH:mm:ss.</p> <p>For the time, please use a 24-hour clock or “military time.” For every hour after 12 pm, add one hour (1 p.m. is 13:00, 2 p.m. is 14:00, and so on). For example, 2:21 pm would be entered as “14:21.00.”</p> <p>OR</p> <p>Click the “calendar” icon next to this field and select the day you received the alert.</p> <p>If using the calendar, the time will automatically populate (in Eastern time) to the time you are completing the survey. Please change this time to the (military) time the test was received, and select your time zone below.</p>

4	Time Zone	From the drop-down menu, select the time zone where you were located when the test message was received. You may find your time zone at www.time.gov .
5	Did the alert contain the following message? “THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed”	From the drop-down menu, select Yes, No, or Not Sure.
6	Did you receive the alert more than once? If you did not receive the alert, leave this field blank.	From the drop-down menu, select Yes, No, or Not Sure with respect to the alert as received on a particular mobile device.
7	What is the make and model of your mobile device (e.g., “Samsung Galaxy S10,” “Apple iPhone X.”)? If you do not know, leave this field blank.	<p>Enter as much information as you have for the make and model of your device.</p> <p><i>Make</i> refers to the manufacturer such as Apple or Samsung.</p> <p>For Apple devices, you can determine your <i>model</i> by:</p> <p>Tap <i>Settings>General>About>Model Name</i></p> <p>For Android devices, you can determine your <i>model</i> by:</p> <p><i>Android 10</i> Tap <i>Settings > About phone</i></p> <p><i>Android 8.0 or 9.0</i> Tap <i>Settings > System > About phone</i></p> <p><i>Android 7.x or lower</i> Tap <i>Settings > About phone/tablet</i></p> <p>If you do not know the make or the model, then leave the field blank.</p>
8	What is your mobile device’s operating system?	<p>From the drop-down menu, select iOS, Android or Other/Not Sure based on your device.</p> <p>Apple devices use the iOS operating system.</p> <p>Samsung and LG devices utilize the Android operating system.</p>

9	<p>Who is your wireless provider?</p>	<p>From the drop-down menu, select AT&T, Verizon, T-Mobile, Other or Not Sure based on your device’s subscription.</p> <p>If you picked Other as your wireless provider, type in the name of your provider in the text field provided.</p> <p>You can determine your wireless provider using your device, typically in the Settings. For example:</p> <p>Android:</p> <ul style="list-style-type: none"> • <i>Tap Settings>About Device>Status>Network>SIM Card Status</i> <p>For Apples devices:</p> <ul style="list-style-type: none"> • <i>Tap Settings>General>About >Carrier</i>
10	<p>Where were you located at approximately 2:20 pm EDT on August 11, 2021 (the time that FEMA sent the WEA test alert)? Please provide a street address or other detailed description. If you did not receive the alert, leave this field blank.</p>	<p>For each field (Street Address or Intersection, City, State/Territory, Zip Code, Indoors or Outdoors) input the appropriate information or select from the drop-down menu.</p> <p>If you cannot provide a street address and must provide “Other Detailed Description of Location,” please provide your approximate location based on coordinates, landmarks, or surrounding topography (mountains, forest, desert, coastline, etc.)</p>
11	<p>Did your mobile device have cellular service on your service provider’s network when the alert was sent at approximately 2:20 pm EDT on August 11, 2021?</p>	<p>From the drop-down menu, select the best option to tell us whether you were connected to your wireless provider’s cellular network, roaming on another network, connected to WiFi only, or not connected at all.</p> <p>If your phone is connected to cellular service, your device will show a bar indicator  at the top of your screen. If any of these bars are filled in, then the phone is connected to a wireless network.</p> <p>If your phone was roaming on a different provider’s cellular network, an Android phone should show a capital “R” at the top of the screen, and an iPhone should show a different wireless provider’s name at the top of the screen.</p> <p>If your device is only showing arced lines , then your device is connected to WiFi only and is not connected to a cellular service.</p> <p>If your device shows both the bar indicator and the arced lines, it is connected to both cellular service and Wi-Fi. Select the option that indicates you had cellular service from your provider.</p>

12	What type of cellular service did your mobile device have?	<p>From the drop-down menu, enter whether your phone was on 5G, 4G, 3G, or 2G when the alert was received.</p> <p>Your device will indicate one of the following signaling indicators. 2G – 1x, G, E, GPRS 3G – 3G, H, H+ 4G – 4G, LTE, LTE+, 5GE 5G – 5G, 5G+/ 5Gw</p> <p>To find your signal indicator:</p> <p>For Apple, first look at the top of your iPhone in the status bar. If the indicator is not there:</p> <ul style="list-style-type: none"> • iPhone X and later, swipe down from the top right corner of your screen where the battery indicator is located to open the Control Center. If WiFi is on, turn it off. Your signal indicator should be at the top left of this display. • iPhone 8 and earlier, swipe up from the bottom of your screen to open the Control Center. Turn off your WiFi, and return to you home screen. Your signal indicator should be at the top left of the home screen. <p>For Android, the signal indicator is displayed in the top right corner of your screen.</p>
13	Was your device in use when the alert was sent (for example, were you on a call, surfing the web, using an app or sending a text)?	<p>From the drop-down menu, select Yes, No, or Not Sure.</p> <p>“In use” in this context means active use of the phone like using an open app, texting or making a voice call rather than merely powered on and running apps in the background, for example.</p>
14	Other Comments: Please provide any optional comments about the WEA test below.	<p>Provide any additional information that you would like to share about the test in the Description field that follows this question. This is optional.</p>
15	Check box	<p>Check the box indicating you have reviewed your responses for accuracy.</p>
16	Submit	<p>Click Submit at the bottom of the screen, and get confirmation of submission.</p> <p>If you’ve completed the survey correctly, once you click submit you will be taken to a screen that says, “You have completed the survey.”</p> <p>If you click submit and nothing happens, the survey has not been submitted because there was an error in something you entered or a mandatory field was not completed. Scroll up; a red banner should indicate how many errors need revision before submission. Fields with errors will flash twice.</p> <p>Once corrected, scroll down to the submit button and click it again.</p>