

Quick Reference Guide for TXWARN

How To Get Started

- Direct your internet browser to www.txwarn.org
- Upon arriving at the homepage click “**member login**” at the bottom of the menu on the left-hand side of the screen
- Enter the **e-mail address used when signing up for the service** along with your chosen password. Click the “**Login**” button.
 - If you have forgotten your password, click the “**Forgot Password**” link below the “**Login**” button. Enter the e-mail address you would like your password sent to.

How To Update Your Utility Profile

- Click on the “**My Profile**” link either in the center of the member home page or in the menu on the left-hand side of the screen
- To edit data on your System Profile, System Details, Electrical Power Information, or Communications Capabilities:
 - Click on the “**Edit Utility**” link at the top of the Utility Profile page.
 - Input your information in the appropriate areas
 - Click on the “**Update Utility**” button at the bottom right-hand side of the screen
- To add a phone number:
 - Click the “**Add Number**” link next to the Phone Numbers section
 - Input your information in the appropriate areas
 - Click on the “**Update Phone**” button below the information you entered
- To add an address:
 - Click the “**Add Address**” link next to the Addresses section
 - Input your information in the appropriate areas
 - Click on the “**Update Address**” button below the information you entered
- To update information on **multiple utilities**:
 - Download the “**Utility Excel Template**” by clicking the “**Utility Excel Template**” link under the **Utility/Utility Representative Import** section
 - Save the template to your computer

- On your own computer, open up the **Utility Excel Template (utility_template.xls)** and enter the appropriate information for all utilities
- On the TxWARN website (on the **Utility Profile** page, under the **Utility/Utility Representative Import** section) click the “**Browse**” button
- Select the appropriate file (**utility_template.xls**) on your computer
- Click the “**Bulk Upload**” button at the bottom of the screen
- Utility Imports must be approved by the administrator before being added to the system
- If you are attempting to update information on **multiple representatives**:
 - Download the “**Representative Excel Template**” by clicking the “**Representative Excel Template**” link under the **Utility/Utility Representative Import** section
 - Save the template to your computer
 - On your own computer, open up the **Representative Excel Template (member_template.xls)** and enter the appropriate information for all representatives
 - On the TxWARN website (on the **Utility Profile** page, under the **Utility/Utility Representative Import** section) click the “**Browse**” button
 - Select the appropriate file (**member_template.xls**) on your computer
 - Click the “**Bulk Upload**” button at the bottom of the screen
 - Representative Imports should update instantly

How To Report an Incident/Request Assistance

- If you are aware of an extreme situation -- weather or man-made -- that has or may possibly result in significant disruption of operations of your utility or of other utilities in your area:
 - Click on the “**Incidents**” link from the menu on the left hand side of the screen; then click on the “**Request Assistance**” button near the top of the screen on the “**Current Incidents**” page **OR**
 - Alternatively, you may click on the “**Messaging System**” link from the menu on the left hand side of the screen **OR**
 - Alternatively, on the “**TxWARN Member Site**” homepage you may click on the “**Send Email**” link in the center of the screen

- Once on the “**Messaging System/Request Assistance**” page
 - Ensure your correct Utility is featured in the “**From Utility:**” drop-down box
 - Ensure that “**Request Assistance**” is featured in the “**Topic:**” drop-down box
 - Select the entities that you would like your request to reach:
 - To send the request to an individual entity, ensure that the “**Utility**” option is selected next to “Send e-mail by:” Select the entity you would like to reach from the list next to “**To Utilities:**” To select multiple entities, hold down the “**Control**” button down as you scroll through the list of entities and click the ones you want to reach.
 - To send the request to all the TXWARN members in a certain TCEQ Region, ensure that the “**Region**” option is selected next to “Send e-mail by:” Select the regions you would like the request to reach from the list next to “**To Regions:**” Make sure to hold the “**Control**” button down on your keyboard when selecting multiple regions
 - To send the request to all TXWARN members or to all regions in the list next to “**To Utilities:**” or “**To Regions:**” click the “**Select All**” box is checked next to “Send e-mail by:”
 - Fill out the message form with all pertinent information regarding the incident
 - Click the “**Send**” button at the bottom of the page

How To Respond to an Incident/Render Aid

- Click on the “**Incidents**” link from the menu on the left hand side of the screen; then click on the incident you wish to respond to
- Click on the “**Event Alert**” you wish to respond to
- On the individual event alert page
 - To post a need: click on “**Post Need**” either on the “**Overview**” tab or the “**I Need**” tab
 - To post a resource: click on “**Post Resource**” either on the “**Overview**” tab or the “**I Have**” tab

- To post pertinent information: click on “**Post Information**” on the “**Event Communication**” tab
- If you have already made resources available through previous postings, you may click on the “**Pending Requests**” link in the middle of the “**TxWARN Member Site**” homepage to see requests for those resources

How To Access/Use the Resource Database

- Click on the “**Resource Database**” link from the menu on the left hand side of the screen **OR**
- Alternatively, on the “**TxWARN Member Site**” homepage you may click on the “**My Resources**” link in the center of the screen
- On the “**Resource Database**” page, click on the “**Add Resource**” button to add a resource, then select the appropriate item from the “**Select Category:**” drop down box and fill in the requisite information
- To view already offered resources, click the appropriate item link from the list on the “**Resource Database**”
- If you have already made resources available through previous postings, you may click on the “**Pending Requests**” link in the middle of the “**TxWARN Member Site**” homepage to see requests for those resources

How To Contact TxWARN

- Email: info@txwarn.org
- Call: (512) 251-8101