FAQs

- **I didn't get a KETS invitation email. How do I log in?**
  - First, make sure to check your spam and junk folders for an email sent from support@kdemexercises.com.
  - If the invitation email remains elusive, contact Nathan Brown at KDEM (785-646-1433) or Micah Brown (785-587-0151, micahyb@gmail.com) and they will get the necessary information to you so you are able to log in.

- **Do the exercises have to be in the system and be approved for them to count toward my EMPG eligibility?**
  - Yes. If you want an exercise to count for EMPG credit, it must be entered into KETS and all the required documentation (e.g., sign-in sheet, AAR, IP) must be uploaded.

- **Is there a limit on how far in the future we can post exercises? For example, can we add our entire 3-year exercise plan?**
  - Currently, the system is set up to accept exercises through June 2019. You can add all the exercises in your three-year plan, if you would like. A word of caution: If the 3-year plan changes or exercises are cancelled, rescheduled, the scope changes, etc., you must log into the system and make those changes appropriately. If you add a future exercise and do not correct any changes, the exercise will show up as incomplete and unapproved for your county.

- **Am I supposed to go in to the system now and enter the exercises that I already have from my TEPW?**
  - Exercises that you have completed and want to submit for EMPG exercise credits must be entered into KETS. It is strongly encouraged that you submit all exercises that are funded in whole or in part with EMPG, regardless if the exercise was identified on a TEPW calendar. There is no maximum number of exercises that you can enter into the system.

- **What if I add an exercise from my TEPW and it changes for the dates etc.? What will that do for approval?**
  - You can always edit an exercise after it's been added to the system. As the Point of Contact for an exercise, you can edit it or any of the Administrators can edit it for you.

- **How am I supposed to get the exercises into KETS from the TEPW calendar for the next 3 years if I don't know when they are going to happen or even if they are?**
  - That's OK. You can add an exercise at any time. You don't have to load all exercises on the TEPW calendar right now. However, the exercises that you want to receive credit for must be reported by the quarterly reporting deadlines. (See the KETS homepage and EMPG Sub-Grantee Guidance for reporting deadlines.)
  - We all participate and report exercises that were not on our TEPW. You can report as many exercises you want; there is no maximum. And if they're not on the TEPW, that's perfectly fine. We just have to report how many of the exercises were identified on a TEPW calendar.

- **What if I have an application package for substituting a real incident for EMPG exercise credit? According to the instructions within the packet, it states to email or fax it to KDEM. My question is should I do that or use the KETS program?**
  - **DON'T upload real-world incidents into KETS for exercise credit.**
  - The KDEM Preparedness Branch will handle the real incident applications on a case-by-case basis. KETS is not set up to accept real world incidents because those have an approval process with a committee of KDEM staff, therefore real incidents should not be entered into KETS without written prior approval from KDEM. *IF* an application is approved, an Exercise Officer will work with the applicant county one-on-one to get it entered in the system.
  - For questions regarding guidance on submitting a real-world incident for exercise credit, refer to the KDEM Exercises web site: http://www.kansastag.gov/KDEM.asp?PageID=193.

- **What if my exercise has still not been opened by an Administrator?**
  - Administrators receive a notification when an exercise has been a pending request for more than three business days. Please call or email an Administrator any time you have questions.

- **Someone else entered in an exercise that my county participated in. How does my county get credit?**
  - The Point of Contact for the exercise will be responsible for adding the counties, uploading the sign-in sheet, and adding individual participants for an exercise. As the County Exercise Coordinator (CEC), you may add participants for your county after the POC has added your county and uploaded the sign-sheet for the exercise. If you have questions, follow up with the POC to ensure that you are added to an exercise. It is your responsibility as the CEC to submit the AAR and IP for *your* county.

- **What do I do if my county is not added to an exercise that it should be and I'm not the Point of Contact?**
  - Contact the Point of Contact for the exercise (or an Administrator) to let them know your county needs to be added to the exercise. As the County Exercise Coordinator, you may add participants for your county after the POC has added your county and uploaded the sign-in sheet for the exercise.
  - Once your county is added to the exercise, you will need to accept the exercise for your county and go through the document submission process for submitting your AAR and IP.
  - **DON'T create a duplicate exercise.**

- **What do I do if I want to edit an exercise, but I am not the Point of Contact?**
  - Contact the Point of Contact for the exercise (or an Administrator) and let them know what changes should be made to the exercise.

- **How do I get credit in the system for my exercises as an individual?**
    - The sign-in sheet for the exercise must be uploaded to the system by the Point of Contact for that exercise. The Point of Contact and/or the County Exercise Coordinator for the counties assigned to the exercise can identify you as a participant to the exercise.

- **Do I need to add all of the people who took part in the exercise?**
    - All EMPG-funded personnel who participated in the exercise need to be added as participants to the exercise. This is how they receive individual credit for the exercise.
    - The total number of exercise participants (regardless if they are funded with EMPG) may be entered under the Exercise page by editing the exercise.

- **For sign in sheets, do I need to submit ALL of the sign in sheets for an exercise, or just the one that has my name on it?**
    - Submit the sign-in sheets for the exercises for which you want to receive credit. Your name ***must*** be on a sign-in sheet associated with the exercise in order to receive individual credit.

- **Can I submit the sign in sheets for our planning meetings for individual credit?**
    - Yes, you should submit as many sign-in sheets as you would like. If an individual is seeking credit as an exercise design team member, those sign-in sheets should be added under the Exercise tab for that particular exercise. Sign-in sheets and individual participants cannot be assigned to an exercise before the exercise is conducted, so the planning meeting sign-in sheets would have to be added to the system after the exercise.

- **Why would I reject an exercise for my county?**
    - You may reject an exercise for your county if you did not participate. For example, if you were scheduled to participate in the exercise but a real-world emergency kept you from attending. In such cases, you may reject the exercise for your county. Or, if a POC is adding a regional exercise before it's conducted, they may proactively add all counties in the region not knowing who is and is not attending. In such cases, you may reject the exercise for your county if you do not attend.

- **I am trying to upload files for an exercise, why is there a message that says "Do not upload AARs or IPs here!"? Where do I upload AARs and IPs?**
    - You are looking at the File Upload box for exercise-level documents located on the exercise's summary page. This includes the sign-in sheet. AARs and IPs are County-level documents and are uploaded through the submission process by the County Exercise Coordinators for each county.

- **Several counties have two exercise coordinators. Should we have two KETS accounts?**
    - No. Currently, each county only has one KETS account. It is up to each county to decide who can have access to the account. If you need the name attached to the account changed, please contact Nathan Brown at KDEM (785-646-1433, Nathan.s.brown14.nfg@mail.mil).
    - Whoever was identified as the County Exercise Coordinator with the KDEM Preparedness Branch/Exercise Program will receive the username and password. If no coordinator was identified with KDEM, the system was defaulted to the Emergency Manager.

- **What agencies are using this system? Is KDHE using it for hospital and public health exercises?**
    - Currently, only KDEM is using this system. Kansas Highway Patrol has view-only access to KETS since there are overlapping exercises between Homeland Security and KDEM.
    - We encourage emergency managers to continue doing exercises with all community partners, including public health and hospitals. However, an EMPG-funded county will have to take the lead as the Point of Contact for entering the exercise into KETS.

- **What about non-EMPG counties? Is KETS just for EMPG exercises?**
    - In the first phase of KETS, we are focusing on EMPG-funded counties only. The system was designed for EMPG, so the first priority is to build that capability and get the EMPG counties on board with using the system.
    - Exercises that are funded by other grant programs (such as HMEP, HSGP, PHEP, or HPP) may be entered into the system. However, an EMPG-funded county will have to take the lead as the Point of Contact on entering the exercise into KETS.

- **Can an exercise for your county count as both a county exercise and your individual exercise?**
    - Absolutely! In fact, we encourage you to do it that way. When accepting the exercise for your county, just make sure to accept for County and Individual Credit.

- **Do I have to write an AAR for the EOP workshop/seminar with my LEPC?**
    - If you do a seminar or workshop on the County Emergency Operations Plan (EOP) with your Local Emergency Planning Committee (LEPC) stakeholders, you may submit the meeting minutes from the LEPC meeting showing that you discussed roles and responsibilities of the EOP, potential future planning improvements or training needs, etc. When you upload the meeting minutes, select both the AAR and the IP buttons to submit it. All other exercises are required to have an AAR/IP that identifies your county.

- **What does it mean when an "Exercise was closed"?**
    - An Administrator closed the exercise so the exercise cannot be edited by anyone, except another Administrator. This preserves the integrity of past exercise information. If changes need to be made to a closed exercise, contact the Administrator who closed the exercise.

Glossary

Accepting an Exercise: County Exercise Coordinators accept exercises to begin the process of submitting the exercise documentation (e.g., AAR/IP) for county exercise credit.

Administrator: Can access and edit all users, participants, exercises, and counties. Responsible for approving requested exercises and submitted exercise documentation. Can run reports.

Approving an Exercise: After the County Exercise Coordinator submits the exercise with appropriate documentation (e.g., AAR/IP) for county credit, an Administrator reviews the documentation and approves the exercise.

Closed Exercise: An Administrator closed the exercise so that the exercise cannot be edited by anyone, except another Administrator. If changes need to be made to a closed exercise, contact the Administrator who closed the exercise.

County Exercise Coordinator (CEC): Can view the details for exercises assigned to their county. Can only edit exercises for which they are the Point of Contact. Responsible for rejecting/accepting and submitting exercise documentation (e.g., AAR/IP) in their county. Can add participants for their county to an exercise.

Opening an Exercise: Administrator opens a requested exercise to allow the Point of Contact to continue with the exercise submittal process (e.g., adding counties, sign-in sheets, and participants).

Point of Contact (POC): Responsible for adding the exercise to the system, including the date, location, type, and participants. Responsible for uploading the sign-in sheet and assigning participants. If the exercise needs to be edited or counties need to be added/removed from the exercise, this is the person to talk to.

Regional Coordinator: Can view the details of exercises for counties within their region, as well as KDEM exercises. Can only edit exercises for which they are the Point of Contact. Can run reports.

Rejecting an Exercise: County Exercise Coordinators may choose to reject an exercise. For example, if the county planned to participate in the exercise and a real-world emergency prevented them from attending.

Requesting an Exercise: The beginning step initiated by the Point of Contact for entering an exercise into the system. Requested exercises are shown in the system, but must be approved by an Administrator to continue in the exercise submittal process.

Submitting an Exercise: Once all required documents are uploaded, County Exercise Coordinators submit it for approval from an Administrator.