CISA
CYBER+INFRASTRUCTURE

DEFEND TODAY, SECURE TOMORROW

PTS DIALER APP FOR GETS AND WPS

Available on App Store and Google Play

The Cybersecurity and Infrastructure Security Agency (CISA) Priority Telecommunications Services (PTS) mobile application makes use of the Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) simpler. GETS – Provides priority calling when landline networks are congested. WPS – Provides priority calling when cellular networks are congested. The "PTS Dialer" app provides a streamlined way of making priority calls.

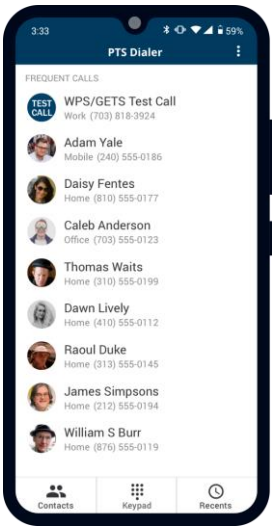
INSTALLATION INSTRUCTIONS

1. Visit the Apple App Store or Google Play Store and search for "PTS Dialer."
2. Download the app and install.
3. Open the app.
4. If you are a GETS user:
    a. Tap the menu (3 dots in the upper right) and choose Settings.
    b. Enter your GETS PIN in the field and tap outside the box to save.
    c. You will be prompted to make a test call to verify your GETS PIN.
5. To verify your WPS service, place a WPS call using the app.
    a. If the call fails, please contact 24-hour User Assistance at 800-818-4387.
6. For additional information, visit https://gets-wps.csgov.com/apps.

WPS subscribers should check their phone settings to ensure that LTE voice (also known as HD voice or Advanced Calling) is enabled, and if necessary, check with their carriers. In the case of government- or organization-issued phones, this may require your IT department/account rep to authorize the change.

Key Features:

- User interface optimized for one-hand operation
- GETS Personal Identification Number (PIN) is stored on the phone to increase security
- Destination number can be entered from Contacts, Recents, Frequent Calls, or Keypad
- Recents provides a log of latest calls made from within the app
- Frequent Calls displays most-often called numbers using the app
- GETS/WPS Test Call is conveniently located at the top of the Frequent Calls



Benefits:

- Easy to use in emergency conditions
- Significantly reduces user dialing errors
- Speeds up calling process
- Offers choice of call type: GETS, WPS, or WPS+GETS

For questions or problems related to the app, contact 24-hour User Assistance:

Call: 800-818-4387 Email: support@priority-info.com

*** Please contact your IT department if there are organizational restrictions on installing apps ***

ADDITIONAL INFORMATION

For more information on the PTS program, visit www.cisa.gov/gets, www.cisa.gov/wps, or www.cisa.gov/tsp. To download the PTS Dialer App, visit https://gets-wps.csgov.com/apps.