



## CodeRED FAQs

### **What is CodeRED and what is it used for?**

CodeRED® is an emergency notification system that enables local public safety personnel to notify residents and businesses by telephone, text message, email, social media and more of time-sensitive information, emergencies or urgent alerts. The system can reach hundreds of thousands of individuals in minutes to ensure information such as evacuation notices, missing persons, inclement weather advisories and more are quickly shared. Only authorized officials have access to send alerts using the CodeRED system.

### **When will CodeRED be used?**

Any message regarding the safety of our residents and community will be disseminated using CodeRED. We will send out alerts via phone, text, email, and social media in a variety of situations including boil water notices, gas leaks, evacuation notices, police activity, fire emergencies, missing persons and more. This is a community alert system to ensure you remain informed of important information. Please keep in mind that as you register to receive CodeRED, you have the ability to select the types of alerts you wish to receive and your preferred means of communication.

### **Is there a cost to register for CodeRED?**

No, registering for CodeRED phone calls, text messages, and email is free. Simply sign up on our enrollment website and select your preferred means of communication.

### **How will I know when CodeRED is calling?**

A CodeRED message will have the caller ID # 866-419-5000 for emergencies and caller ID # 855-969-4636 for non-emergencies. We suggest that you program these numbers into your cell phone as a "new contact" and use "CodeRED" as the contact name. If you need to replay the message received, you can dial this number and listen to the message again in its entirety.

### **Why is CodeRED important to me?**

CodeRED helps keep you informed and prepared for any emergencies that may occur in our area. Officials will send messages to alert you of emergency details, instructions or precautions that you need in order to make well-informed decisions and remain safe. This system is precise enough to geotarget residents within an exact area of impact, so that only those people who are affected by an emergency situation are notified.

### **How do I sign up?**

Visit our website and enter the required information online (address, name, phone number(s), and email). This is the quickest way to sign up because the information you supply is immediately registered in the system. If you do not have internet at home, please consider visiting a library or asking a friend or family member for assistance.

### **Does CodeRED already have my telephone number?**

No resident should assume that their information is in the system. Please visit our website and look for the link for the CodeRED Enrollment page to register online.

### **Can I register more than one phone number or email for my address?**

Yes, you can register more than one phone number and/or email address for your location when you register for CodeRED. Please note that it is highly recommended you register at least one phone number and one email address to ensure that you will receive CodeRED alerts in the event of a power outage or an incident that may occur late at night when you are generally asleep.

### **What do I do if I receive a CodeRED alert?**

If you receive a CodeRED phone call, listen carefully to the entire message. You can repeat the message by pressing any key. Do not call 911 for further information unless directed to do so, or you need immediate aid from the police or fire department. If you receive a CodeRED email or text message, please be sure to read the entire message carefully and follow all instructions

### **What if I miss a CodeRED phone call?**

The CodeRED system will leave a message on your answering machine or voicemail if you miss the phone call. If you do not have an answering machine, the system will consider the call as "incomplete" and will attempt to call again after several minutes have passed. If your phone line is busy, CodeRED will try two more times to connect. At any point, you may re-dial the 800 number on your caller ID to hear a replay of the message sent.

### **Do I ever need to renew my registration?**

Renewals are not necessary as long as your contact information has not changed. If you move, however, you must update your information to ensure you will continue receiving these valuable alerts.

### **What is the CodeRED Mobile Alert app?**

CodeRED offers a mobile app for Apple and Android devices. All residents and business owners are encouraged to download the free app to receive alerts based on the geo-location of your phone. As you travel throughout other CodeRED communities, you can receive important alerts that include community, emergency and severe weather information.

**To download the CodeRED app, visit the App Store or Google Play.**



**To sign up for CodeRED visit the Community Notification Enrollment website:**

**Add your website here**



# CodeRED Weather Warning

## Automated Weather Warning

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When severe weather strikes, seconds can make a difference in how people prepare and respond. Protect residents with automatic notifications delivered by CodeRED Weather Warning®.

### Automation alerts the public quickly

CodeRED Weather Warnings are launched just moments after a bulletin has been issued by the National Weather Service (NWS) with no staff action required. This sophisticated feature of the CodeRED® system takes pressure off of internal resources while continually ensuring citizens and staff that may be threatened by local severe weather are notified and informed throughout a disruptive time.



### National Weather Service Polygon Methodology

Using information provided by NWS to define a storm's direction and speed, CodeRED Weather Warning geographically targets notifications to reach only those in the projected path of the storm, increasing relevance and reducing false alarms.

Types of warnings issued are varied, and each is available to areas prone to specific weather conditions, including:

- Severe thunderstorms
- Tornadoes
- Tsunamis
- Flash floods
- Winter storms



We had a tornado go through our city and CodeRED Weather Warning helped our citizens with early notification. Fortunately we didn't have any fatalities, but 300 homes were completely destroyed. CodeRED Weather Warning gave residents early warning with extra time to prepare.

*Fire Chief Thomas Griffith, City of Lancaster, TX*

### OnSolve:

**Always On. Solving Problems.**

OnSolve is the market leader in real-time, mass notification and collaboration solutions used by the world's largest organizations. The OnSolve suite of critical communication tools is a key component of effective business continuity, emergency response, IT alerting, and security programs around the globe.



# How to Register for CodeRED Alerts Online

## Select Managed Account Preference

Creating a managed account will allow you access to modify your existing notification settings and contact information. Below is a list of your options:

### 1. SINGLE SIGN-ON ACCOUNT

To create a single sign-on account, click the button next to "Yes" and click the corresponding logo to the credentials you would like to use, either Google, Facebook or Twitter. You will be prompted to log into your account to permit access.

### 2. MANAGED ACCOUNT

To create a managed account, click the button next to "Yes" and create a username and password. Please be sure to record this information for later use. (username: 6 characters or more, password: 8)

### 3. NON-MANAGED ACCOUNT

You will not have another option to create an account later in the form, or have the ability to log back in and update your contact information at a later date.

## Contact Information

## Contact Address and Communication Methods

Fill out your information and identify whether it is a business or home address. You will have the option further down to add more locations.

## It's simple and quick to enroll!

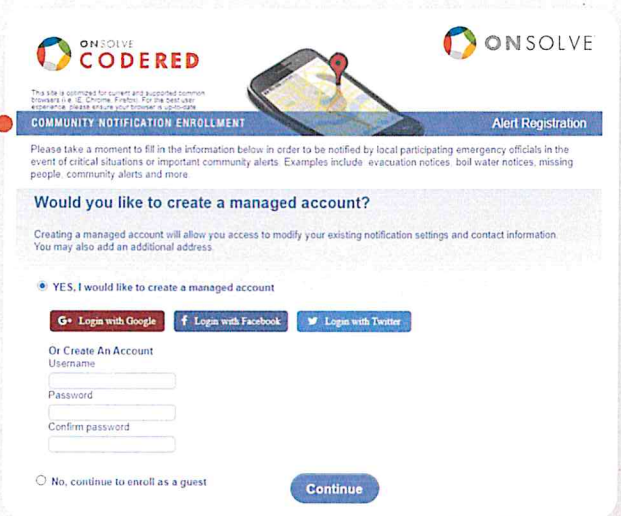
Just visit the url below and follow the steps.

<https://public.coderedweb.com/CNE/BF7B7E55F6F7>

## You can also text

### BSLALERTS

to 99411 to receive a direct link to the enrollment form on your mobile device.



**ONSOLVE CODERED** **Alert Registration**

This site is optimized for current and supported common browsers: IE 10, Chrome, Firefox. For the best user experience, please ensure your browser is up-to-date.

**COMMUNITY NOTIFICATION ENROLLMENT**

Please take a moment to fill in the information below in order to be notified by local participating emergency officials in the event of critical situations or important community alerts. Examples include: evacuation notices, boil water notices, missing people, community alerts and more.

**Would you like to create a managed account?**

Creating a managed account will allow you access to modify your existing notification settings and contact information. You may also add an additional address.

YES, I would like to create a managed account

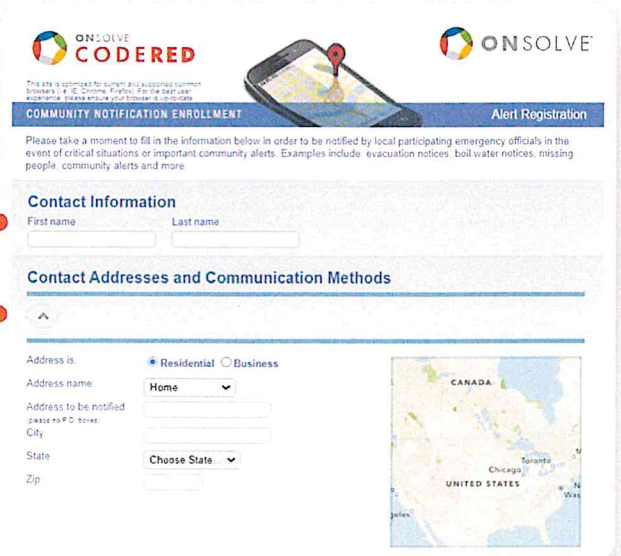
No, continue to enroll as a guest

Or Create An Account

Username

Password

Confirm password



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Please take a moment to fill in the information below in order to be notified by local participating emergency officials in the event of critical situations or important community alerts. Examples include: evacuation notices, boil water notices, missing people, community alerts and more.

**Contact Information**

First name  Last name

**Contact Addresses and Communication Methods**

Address is:  Residential  Business


Address name:  Home

Address to be notified (please no P.O. boxes):

City:

State:  Choose State

Zip:



## Phones

Be sure to include area code and full telephone number. To receive text messages, you must click the "Send text messages" box below and select your mobile provider.

Via dropdown, select your provider. If your provider is not listed, select "Other."

- Check the box for "General Notifications" if you wish to receive community alerts. **Please note: Emergency Notifications cannot be opted out—your public safety agency will determine what constitutes an emergency and issue notifications accordingly.**
- Check the box(es) to receive optional weather notifications (Please note this component is not available on every account, if you do not see it skip this step).
- You may register more than one phone number by clicking "+Add phone".

**Phones**

Phone number:   TDD/TTY device - Tone delivery, for hearing impaired

Send text messages - 1 message per alerting event. Message and data rates may apply.  
[SMS Terms & Conditions and Privacy Policy](#)

Reply STOP to 31578 or 76127 or 76593 to stop receiving messages from that number

Mobile Provider:

**Alert Types**

Emergency Notifications

General Notifications

[- Remove phone](#) [+ Add phone](#)

## Emails (Optional)

To receive emails, click "+ Add email" and enter your email address. You will be asked to select the types of alerts and optional weather warnings you wish to receive via email.

**Emails**

Email address:

Confirm email address:

**Alert Types**

Emergency Notifications

General Notifications

[- Remove email](#) [+ Add email](#)

## Terms and Conditions

You must check the box to continue.

**Terms and Conditions**

By adding your phone number you agree to receive telephone calls that deliver messages from your local municipality or employer that are pre-recorded and sent by OnSolve™

I have read, understand and agree to the [terms and conditions](#)

[Verify information](#)

## Data Privacy

You must check the box if you would like to keep your information private.

**Data Privacy**

By electing to keep your information private, OnSolve™ will not release your information to any third parties unless compelled to do so by a competent court of law, and OnSolve™ will allow your information to be made available to your local provider only for use in one of OnSolve™'s services. If the box is left unchecked, you are electing to make your information public, meaning OnSolve™ may release the information to your local provider, and it may become subject to local public information rules and requests.

Keep my information private

## Verify Information

Press button to verify your information.

## Confirmation Screen

Once completed, you will receive a confirmation email (only if you created a managed account). It contains your account details, along with information regarding the CodeRED Mobile Alert app.

- **Caller ID** - Add the numbers listed to your phone's contact list.
- **CodeRED Mobile Alert app** - Download the FREE app to receive safety notifications as you travel to stay informed.

**Congratulations**

Your contact information has been successfully added and you will now receive notifications through CodeRED.

**Caller ID**

You will recognize the CodeRED call when your caller ID displays the following numbers. Please be sure to add these telephone numbers into your telephone's contacts, when applicable.

866-419-5000 or Emergency Alert for Emergency Notifications  
855-969-4636 or Community Alert for General Notifications

If you would like to hear the last message delivered to your phone, simply dial the number back.



**Download Now!**  
[onsolve.com/crmobile](https://onsolve.com/crmobile)

