

## **Alert Indian River: Frequently Asked Questions**

### **What is Alert Indian River?**

This mass notification system allows you to opt-in to receive notifications via phone calls, text messaging, e-mail and more based on locations you care about. You can choose to receive notifications about events that may affect your home, workplace, family's schools and more.

### **When will notifications be sent?**

This system will be used to notify you about imminent threats to health and safety. Administrators will send notifications regarding severe weather, flooding, gas leaks, and more.

### **Will I still get emergency notifications if I don't sign up?**

If you don't create a username and password, you will NOT receive notifications.

### **What if my phone number or email address changes?**

This notification system is only as good as the information you provide. If your contact information changes, you can always visit your profile and update your information.

### **Will my contact information be shared with others?**

No. The information that you provide will be used only for Indian River County Emergency Management for notification purposes. We will not give or sell your contact or location information to any vendor or other organization.

### **How do I add or change my method of contact?**

Alert Indian River allows you to receive notifications by email, text message, or phone call. To add or change your methods of contact:

1. Go to "My Profile" and click "Edit"
2. Under "Here's how to contact me" add or change your contact information
3. Use the up/down arrows to prioritize your method of contact

### **Why should I confirm my alerts?**

When you subscribed to **Alert Indian River**, you were given the choice of various delivery formats (e-mail, text, phone, etc.). You also had the choice of setting those delivery formats in priority order. The system will attempt to reach all formats provided until a confirmation is received. By confirming your alert you will eliminate the receipt of multiple messages. Instructions to confirm receipt of your alert will be provided with each delivery format.

### **Why is there a five digit number listed for the caller ID for cell phone text message?**

If you subscribed to receive cell phone text alerts, your alerts will be identified as coming from either of the following: **893-61** OR **878-44**. You have the ability to save that identifier in your cell phone contacts and assign it a name, i.e., **Alert Indian River**. This way, when you receive future text messages from **Alert Indian River** they will be identified as such.

### **What caller ID will display when receiving an alert message on my hard line phone?**

If you have caller ID, these messages will be identified as coming from **772-567-2129**. This is a phone line in our office that will be utilized for recorded messages during a disaster and is not manned by staff. Any questions about your alert subscription should be directed to **772-567-2154**.

### **Do I need to keep my username and password?**

Please keep your user name, password, and security answer in safe place so you can login to the system to edit your **Alert Indian River** profile.

### **Why am I not receiving more alerts?**

Thunderstorms are very common this time of year in Florida. Many of these daily storms do **not** meet the National Weather Service criteria for being severe. Although the storms may be significant, they are not thought to be life threatening.

Many severe thunderstorms affect only a small area for a short period of time, making watches impractical. Watches are issued primarily for areas where well organized or significant severe weather is possible, or the severe weather threat is expected to persist for several hours.

**Alert Indian River** will not be sending daily weather reports. We want you know that when we issue an alert it is important to your safety. Many subscribers have indicated that they do not want to be bothered by everyday thunderstorm alerts. Respecting those wishes, we will be issuing thunderstorms alerts following the National Weather Service watch and warning definitions as follows:

- **Severe Thunderstorm Watch** - This is issued by the National Weather Service when conditions are favorable for the development of severe thunderstorms in and close to the watch area. A severe thunderstorm by definition is a thunderstorm that produces one inch hail or larger in diameter and/or winds equal or exceed 58 miles an hour. The size of the watch can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They are normally issued well in advance of the actual occurrence of severe weather. During the watch, people should review severe thunderstorm safety rules and be prepared to move a place of safety if threatening weather approaches.
- **Severe Thunderstorm Warning** - This is issued when either a severe thunderstorm is indicated on radar or a spotter reports a thunderstorm producing hail one inch or larger in diameter and/or winds equal or exceed 58 miles an hour; therefore, people in the affected area should seek safe shelter immediately. Severe thunderstorms can produce tornadoes with little or no advance warning. Lightning frequency is not a criteria for issuing a severe thunderstorm warning. They are usually issued for a duration of one hour. They can be issued without a Severe Thunderstorm Watch being already in effect.