



ONSOLVE[®]

C O D E R E D

What is West Stockbridge Alert?

West Stockbridge Alert is an emergency notification system that enables West Stockbridge personnel to notify **residents and businesses by telephone (voice), text message (SMS), and email of time-sensitive information, emergencies or urgent alerts. This system can reach hundreds of thousands of individuals in minutes to ensure information such as evacuation notices, missing persons, inclement weather advisories, water main breaks, and more are quickly shared. Only authorized officials have access to send alerts using the West Stockbridge Alert System.**

When will an alert be used?

Any message regarding the safety of our residents and community will be disseminated using West Stockbridge Alert. We will send out alerts via phone (voice), text (SMS) and email 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 West Stockbridge alerts, you have the ability to select your preferred means of communication, as well as deciding to receive Community events and other information.

Why is West Stockbridge Alert

Important to me?

West Stockbridge Alert 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 may 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 can I register for West Stockbridge Alert?

Please use one of the following to register:

Enrollment portal online:

<https://accountportal.onsolve.net/weststockbridgeema>

Text (SMS) the letters WSALERTS to #24639

After you text WSALERTS, you will receive a link to a portal to register. You will need to scroll down the page to “New Registration” to begin to register.

NOTES:

-When registering please scroll to the bottom of the page and hit save or your registration will not be complete.

-If you want to receive messages by phone and text at the same number you will need to check both boxes SMS and Voice and then enter the same number twice, once for each form of communication.

Can I register more than one phone number or email?

Yes, you can register more than one phone number and/or email address for your location when you register for West Stockbridge Alert. Please note that it is highly recommended you register at least one phone number and one email address to ensure that you will receive West Stockbridge Alert 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 west Stockbridge alert phone call?

If you receive a West Stockbridge Alert phone call, listen carefully to the entire message. You can repeat the message by pressing O. Do not call 911 for further information unless directed to do so, or unless you need immediate aid from the Police or Fire Department. If you receive a West

Stockbridge Alert email or text (SMS) message, please be sure to read the entire message carefully and follow all instructions.

What if I miss a phone call from West Stockbridge Alert?

The West Stockbridge Alert 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, West Stockbridge Alert will try two more times to connect. At any point, you may redial 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 never necessary as long as your contact information has not changed. If you move, however, you must update your information to ensure you continue to receive these alerts.

Is there a mobile App?

West Stockbridge Alert is built on a CodeRED platform. 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.

Is there a cost to sign up?

No, registering for West Stockbridge Alert phone calls (voice), text (SMS) messages and email is free. Simply sign up on our enrollment website and select your preferred means of communication.

How will I know that West Stockbridge Alert is calling?

A West Stockbridge Alert message will have a caller ID # of **(206) 536-3695**. We suggest that you program these numbers into your cell phone as a “new contact” and use “West Stockbridge Alert” 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.

How will I know if West Stockbridge Alert is texting (SMS) or emailing me?

A West Stockbridge Alert text (SMS) message will have the identifier of **24639**. Again, save this number as a contact of West Stockbridge Alert.

An email from West Stockbridge Alert will be from **weststockbridgema-alerts@notify.onsolve.net**.

Does West Stockbridge Alert have my phone number?

No, residents should not assume that their information is in the system. Please use one of the following to register:

Enrollment portal online:

<https://accountportal.onsolve.net/weststockbridgema>

Text (SMS) the letters WSALETS to #24639

When registering please scroll to the bottom of the page and hit save or your registration will not be complete.

What methods does West Stockbridge Alert use to reach me?

The West Stockbridge Alert system can attempt to reach you in any of the methods listed below that you provide information for:

- Text message (SMS)
- Emails
- Phone (voice) calls

Do I have to have a cell phone to sign up?

No, only an email address is required for West Stockbridge Alert. All other methods of communication are optional.