CodeRED™

CodeRED FAQs

What is CodeRED and what is it used for?

CodeRED is a web-based critical communication solution that enables local public safety personnel to notify residents and businesses by telephone, text message, email, and social media of time-sensitive information, emergencies, or urgent notifications. 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 alerts, you have the ability to select the types of messages 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 are 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 is an important to tool to help 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 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 Community Notification 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.

I have a cordless phone and it will not work when the power goes out. How will I be contacted?

Make sure to have at least one working corded telephone on hand for these situations. However, when signing up for CodeRED, you may indicate both a primary and alternative phone number. Cell phones and/or work phone numbers can be entered as alternatives. Both your primary and your alternative phone numbers will be contacted in the event of a CodeRED notification.

What do I do if I receive a CodeRED message?

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 aide 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 a CodeRED 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 notifications.

What is the CodeRED Mobile Alert app?

CodeRED offers a mobile app for Android and iPhone 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 Mobile Alert app, visit Google Play or the App Store.

CodeRED™

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

Add your website here

Please direct additional questions to:

Angela Tharpe, E911 Director 478-822-9111

OnSolve™ and CodeRED Weather Warning® are trademarks of Onsolve, LLC. Copyright©. All rights reserved.

ONSOLVE™