Alerts Frequently Asked Questions

General

- **What is Alerts powered by Smart911 and the Town of Zionsville?**
  Alerts powered by Smart911 and the Town of Zionsville is Zionsville's official emergency alert and notification system. This system is used to send alerts to the public during emergencies. This is a free service that allows you to sign up online to receive customized alerts via text message, email and voice message.

  In addition to emergency alerts, you can also choose to receive customizable community notifications. This service is provided by the Town of Zionsville at no cost to the public, however, message and data rates may apply.

- **Why should I sign-up for Alerts?**
  When emergencies happen, be the first to know. The Town of Zionsville sends official, real-time alerts to the public. By signing up, you are taking a large step toward improving your personal safety.

- **How does it work?**
  Alerts can be sent out town-wide to everyone who has opted-in to the system or to a specific area or neighborhood for more localized events.

- **How much does it cost?**
  This service is provided by the Town of Zionsville at no cost to the public, however, message and data rates may apply depending on your provider and phone services.

- **Can you guarantee that I will receive notification if I register?**
  While Alerts is an excellent system, we cannot guarantee that you will receive notification in all cases. Disasters and emergencies are chaotic and unpredictable and notification is dependent on external providers such as your wireless carrier or email delivery service outside the Town of Zionsville's control. We will use several means of communications to try to ensure that should any one communications method, technology or delivery option be unavailable to reach residents, other methods will be used to improve the likelihood that citizens will see the message.

Signing up

- **How do I sign-up?**
  Signing up is easy. Click: https://www.smart911.com/smart911/ref/reg.action?pa=zionsville.

- **Who can sign-up?**
  Anyone who lives, works, travels through or visits Zionsville. The address can be your home location, work location or any other location you care about.

Alerts

- **What types of alerts will I receive?**
  Emergency alerts are sent 24/7 when there is an immediate threat to life and/or property. In

addition to emergency alerts, you can also choose to receive customizable community notifications. These include notifications about:
- o Severe Weather
- o Public Safety/Public Health
- o Traffic
- o Community

- **Can I call the alert phone number back or reply back to the email?**
  You are not able to reply to texts or emails sent by Alerts. Voice messages provide a dial-back number to replay an alert message.

- **When will I start receiving alerts?**
  Once you have signed up online and confirmed your contact information within the system, you will begin receiving alerts

- **How do I update or remove my notification preferences and contact information?**
  Follow the below steps to change your alert preferences (for example, to reduce the number of messages of a certain type, or to change the contacts used for each kind of message):
1. Go to the login page: https://www.smart911.com/smart911/ref/reg.action?pa=zionsville
2. Login using your Alerts powered by Smart911[or insert your alert system name] username and password (If you've forgotten these, follow the instructions on the page under "Forgot Username or Password?")
3. Once signed in, click the 'Preferences' tab at the top
4. Under 'Notification Preferences', you can make changes to both the phone numbers and email addresses on which you want to receive Alerts powered by Smart911[or insert your alert system name] messages by clicking or unclicking the checkboxes
5. You can also choose what alerts you want to receive and the method you wish to receive them by (text, voice, email)

- **How often will I receive alerts?**
  The frequency for which you receive alerts depends on the addresses you provide and the types of alerts you select to receive as well as the frequency of actual emergencies. Emergency alerts will only be sent when there is an immediate threat to life and/or property. Community notifications will be sent when the criteria for sending an alert are met.

  This system is not intended to bombard you with information. The Town will only send you alerts about the information you select to receive. To change your alert settings, login and edit your preferences.

- **How does the system respond to busy signals or no-answer situations?**
  If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

Privacy and Contact Information
- **Will my information be disclosed or shared?**
  No, your information is private and will not be used or distributed in any manner. The

information that you provide is exempt from public disclosure and will be used for emergency purposes only.

- **What precautions are taken to protect personal contact information stored in the system?**
Personal information provided is private and only used to notify you for official communications and to support Zionsville's emergency services. Your information is not used for marketing purposes and will not be sold to telemarketers or data-mining organizations. A variety of "opt-in" mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communications modes that you choose.

  Alerts utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the Terms and Conditions you review when you sign up to receive alerts.