



**ALERT**  
Emergency Notification System

Franklin  
County



## Frequently Asked Questions

### **What is ALERT Franklin County?**

ALERT Franklin County is a state-of-the-art mass notification and warning system to warn residents about emergencies and other important community news in jurisdictions throughout Franklin County.

### **Why Should I sign up for alert notifications?**

ALERT Franklin County enables officials to provide critical information directly to you as emergencies happen. The alerts provide information on where to go, what to do and how to stay informed through text message, email, cell phone, home phone or work phone. Text message is the fastest way to receive notifications.

### **What types of important emergency and disaster alerts will I receive?**

Franklin County Emergency Management & Homeland Security will warn you of severe weather, dam failures, terrorism, major hazardous material incidents, major aircraft accidents, significant civil disturbance, major utility disruptions, damage producing earthquakes and other warnings issued by the FCEM&HS Director.

### **What types of community preparedness information will I receive?**

Franklin County Emergency Management & Homeland Security will notify you with information about Severe Weather Awareness Week, the annual Statewide Tornado Drill, National Preparedness Month, Flood Safety Awareness Week, Lightning Safety Awareness week, Winter Weather Safety Awareness Week and other significant preparedness information.

### **What types of community notifications will I receive?**

Local jurisdictions will use ALERT Franklin County to notify residents about crime alerts, road closures, transportation incidents, utility outages, government closings and other important community news.

## **What are some of the features of ALERT Franklin County?**

Alert Franklin County is customizable and allows you to choose what kind of community notifications you want to receive, how you want to receive them and the location you want to receive them for.

## **When will it be used?**

Emergency notifications will be issued when there are imminent threats to life, health and safety for residents in Franklin County. Non-emergency notifications will be issued by local government department/agencies having information that may affect the geographic locations you have registered for. You will only receive non-emergency notifications for the topics that you opt-in to.

## **Who sends alerts?**

Franklin County Emergency Management & Homeland Security and all jurisdictions within Franklin County are authorized to issue alerts. Alerts may go out to everyone with an account and policy makers within Franklin County.

## **Who can register for ALERT Franklin County?**

Anyone can register for ALERT Franklin County. Whether you live, work, travel through, or have family/friends in Franklin County the service is available to you. However, only addresses within Franklin County will ever receive an alert from the system. Individuals and businesses that have their information available in the white and yellow pages are already included in the system and will receive emergency notifications through landline only.

## **How do I register for an account?**

Registering is quick and easy. Residents can sign up online at [www.alertfranklincounty.org](http://www.alertfranklincounty.org), which can also be found on [www.fcemhs.org](http://www.fcemhs.org) or through your local jurisdiction's website.

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

Individuals and businesses that are in the white and yellow pages have automatically been added to the system and will receive emergency notifications through landline only. If you are currently listed in the white or yellow pages and would like to customize your notifications, you must register at [www.alertfranklincounty.org](http://www.alertfranklincounty.org). If you are an individual who is not listed in the white pages, you will not receive notifications if you don't register.

### **What if I previously provided my information to a city notification system?**

If you previously provided your information to a city notification system, you still need to register in ALERT Franklin County to ensure you receive emergency notifications and to control your locations and notification delivery methods.

### **Why should I provide an address?**

In order to take advantage of the features of the system, individuals should enter a valid address which allows us to target information specific to a geographic location. Some emergency alerts, such as crime alerts, are only sent to account holders with addresses listed near the event location. Additionally, you will have the option to select neighborhoods of interest for which you would like to receive more target information.

### **What if I do not want to enter my home address?**

A valid address in Franklin County is required. If you are not comfortable entering your home address, you may use the address of a local school, post office, public building, or any valid street address closest to your home or place of work.

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

No. The information that you provide will be used only for notification purposes. We will not sell or provide your information to any vendor or outside organization.

### **What if my phone number(s) or email address(es) change?**

The system is only as good as the information you provide. Once you have registered to receive notifications, it is important that you keep your profile current. If your contact information changes, please remember to update your information in your profile.

### **What types of devices are compatible with ALERT Franklin County?**

Text messaging (SMS network), email accounts, cellphones, and landlines are compatible with ALERT Franklin County. Standard text message charges may apply from your mobile carrier, depending on your text message plan. If you are unsure about text messaging on your cell phone, please contact your provider.

**What number will show up when you send me a text message? What address will email notifications come from?**

When you receive text messages from ALERT Franklin County, they will be sent from 893-61 or 878.44. We encourage you to add this text number into your mobile phone contacts to easily identify text messages that are alerts. In addition, email notifications will come from @everbridge.net and you are encouraged to add this to your address book or safe list to ensure it does not get marked as SPAM by your email provider.

**What web browsers are supported by the enhanced version of ALERT Franklin County?**

All web browsers are supported.

**Who do I contact if I have problems, questions, or comments?**

We encourage you to please read the FAQ's and Help & Answers in their entirety first. If you still need assistance please contact your local jurisdiction ALERT Franklin County Administrator.