



## Lincoln County CodeRED Emergency Notification System Frequently Asked Questions

### What is Lincoln County CodeRED ?

CodeRED is a web-based notification system to send alerts and updates during emergency events. The alerts are sent by local public safety personnel to subscribed residents and businesses by telephone, text message and/or email – depending on how residents request their alerts.

### When will CodeRED be used?

CodeRED Emergency Alerts will be sent for incidents impacting the life and safety of residents and community. CodeRED General or Community Alerts will be sent to keep residents informed of incidents or events impacting their local communities. The goal is instant notification of residents from an official source. To request a community alert, local Emergency Management or public safety officials must contact Lincoln County Emergency Management or Sheriff's Department officials who are the only ones authorized to send an alert.

### What are examples of CodeRED Emergency Alerts?

- Hazardous Materials incidents that impact air quality, personal safety and/or travel;
- Evacuation notices;
- Missing persons;
- Shelter in place orders because of a potential threat to life safety;
- Boil water notices; and
- Road closures that cannot be safely crossed, e.g., live power wires or flooding.

### What are examples of CodeRED General, or Community, Alerts?

- Neighborhood crime alerts;
- Planned power outages or road closures because of repair work;
- Sexual predator alerts;
- Special event instructions;
- Fire or police activity that is obstructing roadways; and
- Other local traffic advisories.

### Do I have to have a smartphone to receive CodeRED notifications?

No, messages can be sent audibly to a telephone landline or a cell phone, by text to a smartphone or by email.

### How do I sign up for CodeRED?

- By going to the Lincoln County Emergency Management website from your computer (<https://www.lincolncountyema.net/>), clicking on the CodeRed Logo and following the instructions;
- By texting 99411 from your cellphone and typing "LincolnCounty" (with no spaces) in the message box that comes up; or
- If you have questions or would like assistance in signing up, you may contact Roger Higgins or Gaye Wagner, Emergency Management officials for Westport Island, at [wagnerhiggins11@gmail.com](mailto:wagnerhiggins11@gmail.com) or by calling Gaye at 380-4476.

When you register to receive CodeRED alerts, you will have the ability to select whether you prefer a telephone call, a text message or an email.

## **Is there a cost to register for Lincoln County CodeRED?**

No, Lincoln County is paying for this service for Lincoln County residents.

## **How will I know I am receiving a telephone call from CodeRED?**

- A CodeRED Emergency Alert will come from the phone #866-419-5000;
- A CodeRED General, or Community, Alert will come from the phone #855-969-4636

After registering with CodeRED, add these two “contacts” to your cellphone or landline contacts so that you know when a call is an official CodeRED alert. If you need to replay the message received, you can dial the number you received the message from and listen to the message again in its entirety.

## **Why is CodeRED important to me?**

CodeRED is an important 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 situations are notified.

## **Can I register more than one phone number or email for my address?**

Yes. It is 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 when you are asleep.

## **What do I do if I receive a CodeRED message?**

If you receive a CodeRED phone call, listen to the entire message. You can repeat the message by pressing any key. Do not call 911 for more information unless told to do so, or if you need immediate aid from the police or fire department.

## **What if I miss a CodeRED phone call?**

The CodeRED system will leave a message on your answering machine or voicemail. If you do not have an answering machine, the system will consider the call “incomplete” and will attempt to call again. If your line is busy, CodeRED will try two more times. 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.

## **Will the CodeRED alert override the silent setting if I am in a place that I need to silence my phone?**

No, it will leave you a message. If the phone is turned off, you will get the message when the phone is turned back on.

## **What is the CodeRED Mobile Alert app?**

CodeRED offers a mobile app for Android and iPhone devices available through Google Play or the App Store to allow CodeRED to follow you when you travel. With the app, you will receive alerts in jurisdictions you travel through when you are on the road. It is not necessary to download the app unless you want it for this purpose.

*For further questions: Westport Island Emergency Management, [wagnerhiggins11@gmail.com](mailto:wagnerhiggins11@gmail.com)*