

## 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 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 aid 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.



To sign up for CodeRED visit the [Community Notification Enrollment website](#):

**Add your website here**

Please direct additional questions to:

**Add your contact information here**



\*REQUIRED FIELDS

\*NAME FIRST AND LAST:

### Location Details

\*ADDRESS TO BE NOTIFIED *no P.O. boxes:*

APT/SUITE/UNIT:

\*CITY:

\*STATE:

\*ZIP CODE:

\*THIS ADDRESS IS  Residential  Business

IS THIS ADDRESS A  Mobile or  Manufactured home?

### Additional Location Please fill out this section if you would like to register multiple addresses under your name.

\*ADDRESS TO BE NOTIFIED *no P.O. boxes:*

APT/SUITE/UNIT:

\*CITY:

\*STATE:

\*ZIP CODE:

\*THIS ADDRESS IS  Residential  Business

IS THIS ADDRESS A  Mobile or  Manufactured home?

### Contact Information

\*PHONE 1:

- MOBILE *Mobile provider:*  
 TDD/TTY DEVICE *Tone delivery, for hearing impaired*

PHONE 2:

- MOBILE *Mobile provider:*  
 TDD/TTY DEVICE *Tone delivery, for hearing impaired*

EMAIL ADDRESS:

TEXT MESSAGE *Mobile phone number and phone provider:*

### Alert Types Select any additional alert types you would like to receive.

- Emergency Notifications  General Notifications  Weather Warnings *If applicable*

### Data Privacy

By electing to keep your information private, OnSolve™ will not release your information to any third parties unless compelled to do so by a competent court of law, and OnSolve will allow your information to be made available to your local provider only for use in one of OnSolve's services. If the box is left unchecked, you are electing to make your information public, meaning OnSolve may release the information to your local provider, and it may become subject to local public information rules and requests.

Keep my information private



## TERMS & CONDITIONS

OnSolve welcomes you, as a "Subscriber" to its CodeRED® and CodeRED Weather Warning® Services (the "Services"). By completing this community notification enrollment form, you agree to be subject to OnSolve's Terms of Use ("Terms") and Privacy Policy ("Privacy Policy") located here: [www.onsolve.com/privacy-statement/](http://www.onsolve.com/privacy-statement/), which may be updated from time to time. By completing this form, you agree that you have read the Terms and Privacy Policy, and agree to them in full.

**Your Information:** The information we collect on this form is designed to assist OnSolve in serving you based upon your request for emergency or general interest notifications from OnSolve or your local provider.

You agree to provide true, accurate and complete information on this form, and to maintain the accuracy of such information at all times. You warrant and represent that the provision of such information does not invade on the privacy of any other person. You agree not to impersonate any person or entity, or misrepresent themselves as such person or entity when filling out this form.

The data you are providing on this form is being collected by your local provider. Accordingly, OnSolve will have no control over the disclosure of your information by your local provider and in certain instances, your information may be subject to public records requests and transferred without OnSolve's knowledge. **OnSolve SHALL HAVE NO LIABILITY TO YOU AS A RESULT OF YOUR LOCAL PROVIDER'S TRANSFER OF YOUR INFORMATION.** Any information which your local provider sends to OnSolve is kept confidential by OnSolve and OnSolve will take reasonable and appropriate steps to protect this information from unauthorized access or disclosure. **OnSolve does not sell, rent or lease information to third parties, provided however, that the information on this form will be shared with your local provider.**

We do not intentionally collect personal information from anyone we know to be under eighteen (18) years of age. By signing up, you represent and warrant that you (i) are eighteen (18) years of age or older; or, (ii) if you are registering information for a child under eighteen (18) years of age, you are the parent or legal guardian of such child; you are over eighteen (18) years of age; and that you are legally authorized to provide information for such child to be contacted through OnSolve's Services.

OnSolve welcomes your comments regarding this form or the Services OnSolve provides. If you have any questions, please contact OnSolve by telephone, e-mail, or postal mail.

**OnSolve Privacy**  
**OnSolve, LLC**  
**780 W. Granada Boulevard, Ormond Beach, Florida 32174**  
**386-676-0294**

## PRIVACY POLICY

**Registration:** As a Subscriber, you understand and agree that OnSolve may send you communications, announcements, newsletters, service announcements and other administrative messages. These messages are separate from any messages sent by your local provider.

You authorize OnSolve to maintain a database of information about you based upon what is included on this form. You understand and agree that your local provider and OnSolve have the ability to modify and/or remove your information from the Services. Such removal is at the sole discretion of the local provider and OnSolve. You acknowledge and agree that, by registering with any of the Services, you consent to be contacted, using an automated dialer and a pre-recorded message, by OnSolve and OnSolve's clients.

You understand and agree that you may request to stop receiving messages through the Services by contacting the phone number listed in any message, by contacting your local provider or by contacting OnSolve at 386-676-0294. You understand and agree that removing your information through your local provider may not remove you from OnSolve's databases if your information is available through a commercially available database, or later re-entered into the Services.

**Limitations:** YOU UNDERSTAND AND AGREE THAT ONSOLVE, ALONG WITH ITS OFFICERS, MEMBERS, EMPLOYEES, AGENTS, AFFILIATES, PARENTS, SUCCESSORS AND ASSIGNS (THE "RELEASEES") DISCLAIM ANY AND ALL LIABILITY, WHATSOEVER, WHETHER RAISED BY A THIRD PARTY OR OTHERWISE, FOR ANY AND ALL REASONS, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DEATH OR LOSS, INFRINGEMENT, INVASION OF PRIVACY, PROPERTY DAMAGE, AND INTERRUPTION TO BUSINESS, TO YOU AND YOUR HEIRS AND ASSIGNS, WHICH MAY RESULT FROM THE USE OR ANY ERRORS OR OMISSIONS OF THE SERVICES, OR FROM THE FAILURE OF OnSolve TO UPDATE OR PROVIDE ANY INFORMATION THROUGH THE SERVICES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL ANY RELEASEE BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF PRIVACY, LOSS OF CONFIDENTIAL INFORMATION, OR BUSINESS INTERRUPTION) FROM OR DUE TO THE USE, MISUSE OR INABILITY TO USE THE SERVICES, EVEN IF THE RELEASEES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU EXPRESSLY AGREE THAT THE USE OF THE SERVICES IS AT YOUR SOLE RISK AND THAT THE SERVICES ARE PROVIDED SOLELY ON AN "AS IS," "AS AVAILABLE," AND "WITH ALL FAULTS" BASIS. OnSolve AND OnSolve's CLIENTS SHALL NOT BE LIABLE TO YOU FOR ANY DAMAGES WHETHER BASED IN CONTRACT, TORT OR ANY OTHER LEGAL THEORY BEYOND A REFUND ANY FEES PAID (IF ANY).

YOU ACKNOWLEDGE THAT YOUR LOCAL PROVIDER IS PROVIDING THE SERVICES AS A PUBLIC SERVICE AND FOR NO COMPENSATION FROM YOU. YOU ACKNOWLEDGE THAT YOUR LOCAL PROVIDER MAY, IN ITS SOLE DISCRETION, TERMINATE THE SERVICES AT ANY TIME. YOU ALSO ACKNOWLEDGE THAT TECHNICAL PROBLEMS OR HUMAN ERROR MAY RESULT IN A FAILURE OF THE SERVICES AT ANY TIME. YOUR ACCESS TO NOTIFICATIONS SENT THROUGH OnSolve's SERVICES MAY BE TERMINATED AT ANY TIME, FOR ANY REASON. IN CONSIDERATION OF THESE FACTORS, YOU HEREBY WAIVE, RELEASE, AND HOLD HARMLESS YOUR LOCAL PROVIDER, OnSolve, AND THEIR RESPECTIVE PARENTS AND SUBSIDIARIES, FROM ANY CLAIM ARISING FROM A FAILURE, FOR ANY REASON, TO PROVIDE THE SERVICES.

You understand and agree that OnSolve does not have control over telephone service, cellular service and internet service providers which may be necessary for sending messages through the Services. Accordingly, not all calls, texts and other notifications may come through, and such failure shall not be deemed to be the responsibility of OnSolve or your local provider. You understand and agree that the receipt of messages through the Services may cause you to incur phone, text, and data charges, and that OnSolve is in no way responsible for such charges.

You acknowledge that the Services are intended to be used as part of a comprehensive general and emergency notification strategy, which as well as the use of common sense. You understand and agree that the Services are simply a tool to provide you with information, and that you cannot rely on emergency notifications nor treat any of the Services as a life-saving or property-saving device. In the event of an emergency, you must place a phone call to 9-1-1 or your local emergency provider.