

When Every Second Counts: Be fully informed so you can act.

OnSolve CodeRED is an emergency notification service that allows public safety officials to alert residents and businesses regarding emergency situations by:

Telephone   Cell Phone   Text Message   Email

## How to Register

1

Use your camera to scan the QR Code below or  
Go to <https://accountportal.onsolve.net/ferndalealerts>



Click "Register"

2

**Fill out as many of the form fields as you'd like.** It's important to include multiple points of contact to ensure you can be reached during an emergency.

3

**Make sure you keep this information up to date,** especially if you move.

\*If you need assistance signing up or have any questions, please call City Hall at (707)786-4224.

# Frequently Asked Questions

## **What is CodeRED and what is it used for?**

CodeRED is a emergency notification service provided by OnSolve and developed specifically for local public safety personnel. It's used to alert residents and businesses through a variety of channels of time-sensitive information, emergencies, or urgent notifications. The system can reach millions of individuals in minutes to ensure information such as evacuation notices, missing persons alerts, inclement weather advisories and more are quickly shared.

## **Why should I register?**

CodeRED is an important tool to help keep you informed and prepare for any emergencies that may occur in your area. Officials will send messages to alert you of emergency details, instructions, or precautions that you need to make well-informed decisions and remain safe. This system is precise enough to geotarget residents within an exact area of impact, so only those who are affected by the situation are notified.

## **Does CodeRED already have my phone number?**

No resident should assume that their information is in the system or that it is up to date. Please visit our website and look for the link for the CodeRED Community Notification Enrollment page to register online.

## **What do I do if I receive a 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 missed a CodeRED phone call?**

The CodeRED system will leave a message on your answering machine or voicemail if you miss a 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.

## **How will I know when a message is from CodeRED?**

A CodeRED message will have the caller ID # **866-419-5000** for emergencies and caller ID # **855-969-4636** for non-emergencies. Your city/county also has the option of customizing their phone number to be local and will inform you what it is so you can save it as a contact in your phone. If you need to replay the message received, you can dial this number and listen to the message again in its entirety.