General

- **What is ALERT DeKalb?**
  ALERT DeKalb powered by RAVE-Smart911 is the DeKalb Police Department's official emergency alert and notification system. This system is used to send alerts to the public during emergencies. ALERT DeKalb 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. These include notifications about severe weather, safety, health, utility disruptions, major traffic incidents, and more. This service is provided by the DeKalb Police Department at no cost to the public; however, message and data rates may apply.

- **Why should I sign-up for ALERT DeKalb powered by RAVE-Smart911?**
  When emergencies happen, be the first to know. The DeKalb Police Department uses Alert DeKalb to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe. By signing up for ALERT DeKalb, you are taking a large step toward improving your personal safety.

- **How does it work?**
  When an emergency occurs that meets the criteria for sending out an alert to the public, the DeKalb Police Department's emergency dispatchers will gather the necessary information and push out an alert to the affected area. Alerts can be sent out city-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 DeKalb Police Department 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 ALERT DeKalb 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 DeKalb Police Department's control. ALERT DeKalb will use several means of communications to try to ensure that should any one communication 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.

Reporting Tips to the Police

o **How do I send tips or requests for service to the police?**

Residents can also send in tips to Alert DeKalb by texting "67283." The text message must begin with "Alert DeKalb." The text will specifically alert the DeKalb Police Department and a telecommunicator can respond to your text. Users have the ability to remain anonymous with this option as well. Anyone can report tips, you do not have to sign up ALERT DeKalb.

Signing up

o **How do I sign-up for ALERT DeKalb?**

Signing up for ALERT DeKalb is easy! Go to www.AlertDeKalb.com and register your contact information.

o **Who can sign-up for ALERT DeKalb?**

ALERT DeKalb is available to anyone who lives, works, travels through, or visits the City of DeKalb. The address can be your home location, work location, or any other location you care about.

o **Will I receive alerts if I don't sign-up?**

DeKalb residents who have a landline phone may receive alerts. However, there are strict rules governing when the DeKalb Police Department can use this contact information to send out an alert. Only extremely critical alerts containing potentially life-saving information will be sent. In order to ensure that you are able to get all emergency alerts we recommend that you sign-up for ALERT DeKalb online. If you do not sign-up and register your contact information, you will not receive alerts on your preferred devices, and may miss out on receiving important safety information.

- o **I don't own a computer – who can help me sign-up for ALERT DeKalb?**
  You can visit your local library to sign up online for ALERT DeKalb.

Alerts

- o **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 Safety risks
    - o Health risks
    - o Transportation disruption
    - o Special event information
    - o Test messages

- o **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 ALERT DeKalb. Voice messages provide a dial-back number to replay an alert message.

- o **When will I start receiving alerts?**
  Once you have signed up online at www.GetRave.com/login/CityofDeKalb and confirmed your contact information within the system, you will begin receiving alerts

- o **How do I update or remove my notification preferences and contact information used by ALERT DeKalb?**
  Follow the below steps to change your ALERT DeKalb 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 at www.AlertDeKalb.com
2. Login using your ALERT DeKalb 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 alert messages by clicking or unclicking the checked boxes

5. You can also choose what alerts you want to receive and the method you wish to receive them by (text, voice, email)
    a. For example, if you wish to turn off **all** messages regarding Transportation Disruptions, simply uncheck the box to the left of "Transportation Disruption"
    b. If you wish instead **only to receive emails** for Transportation Disruption notifications, instead uncheck the "Text" and / or "Voice" choices, so that only "Email" remains checked

- o **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 DeKalb Police Department will only send you alerts about the information you select to receive. To change your alert settings, login to www.AlertDeKalb.com and edit your preferences.

- o **How does the ALERT DeKalb 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.

Opt-in Alerts
- o **Can I receive special alerts for my neighborhood?**
  Yes, you can receive special alerts specific to your neighborhood. Such as, flooding, road closures and recent crime alerts.

Privacy and Contact Information
- o **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.

- o **What precautions are taken to protect personal contact information stored in the ALERT DeKalb system?**

  Personal information provided to ALERT DeKalb is private and only used to notify you for official communications and to support the DeKalb Police Department'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. ALERT DeKalb 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 ALERT DeKalb notifications.

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