

***Do I have to sign up for every type of alert from my city?*** No, only sign up for the alert categories you are interested in.

***Can I sign up for alerts from multiple cities?*** Yes, you can sign up for as many or as few alerts as you want.

***Can I change my choices later?*** Yes, follow the link in your registration email, or return to the original signup page and click the button to “Modify or Unsubscribe.”

***What if my city is not listed?*** We can only offer alerts from cities who agree to be part of this project. If your city is not participating, you will need to contact your City Hall. You can sign up for other cities, or if you leave the box checked for Sedgwick County Alerts, you will get the notifications that are not tied to a specific city.

***What if I live in rural Sedgwick County?*** Leave the Default Group for Sedgwick County checked and, if you want, also sign up for alerts from the closest city.

***If I’m signed up for notifications from my home city, but happen to be in another town when it issues an alert, will this system still notify me?*** No, this service does not have the ability to track cell phones by GPS. If the situation is severe enough, Emergency Management will send a Wireless Emergency Alert to all the cell phones in a targeted area.

***How do geo-targeted alerts work in this system?*** If we want to issue a notification for just a neighborhood or small portion of a city, and not alert those who would be unaffected, the sender will draw a polygon on a map for the target area. Everyone who entered an address that falls within that polygon will get the alert, but those elsewhere in the city will not. In addition, the system will access published phone records and call any landline (home or business) that is listed for an address within the polygon.

***Can I enter more than one location for geo-targeting?*** No, only one location per profile.

***Who decides if the message will be sent via email, text, or voice?*** There are guidelines that every sender will follow, but ultimately the decision rests with the message author, and will be based on the severity of the situation, and the urgency of the need for notification. Non-urgent messages will almost always go out via email-only. Something a little more serious could go out via email and text, while true emergencies might go out simultaneously via email, text, and recorded phone call.

***How long will it take to issue urgent or emergency alerts?*** It is hard to say since it will always depend on the situation, the time of day, and the availability of information. The only alerts that will come through automatically are weather watches and warnings from the NWS. The Public Safety alerts will require a human to write and send the message every time, so there will always be some delay. We will always try to get the messages out as quickly as possible, but there is no guarantee you will receive an alert before you are impacted.