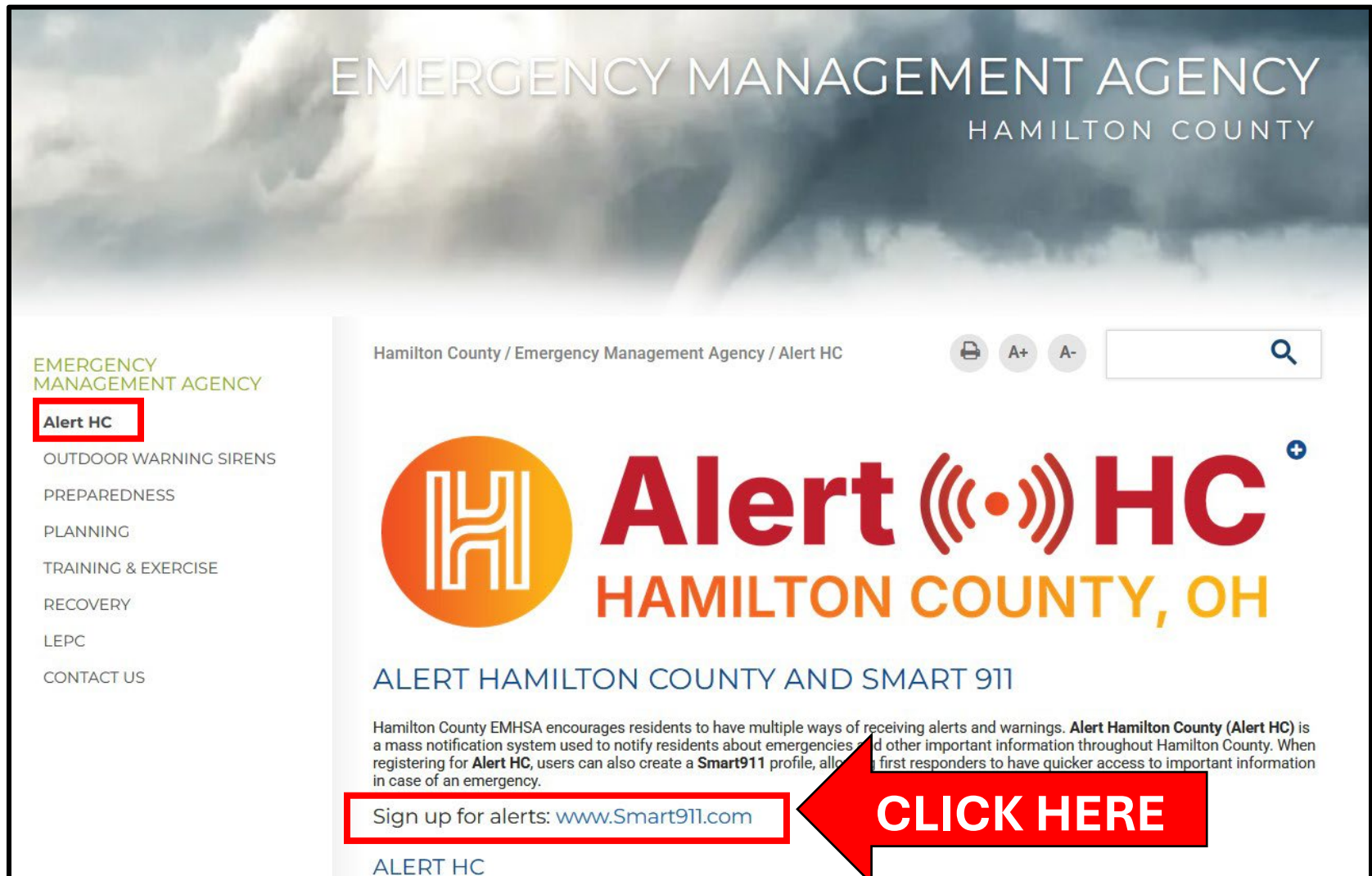


1. Go to [www.alerthc.org](http://www.alerthc.org)
2. Click Alert HC on the left hand side.
3. Scroll down on the Alert HC page and click “Sign Up for alert: [www.Smart911.com](http://www.Smart911.com)”.
  - a) Clicking on this link will take you to the sign-up page to enter your information.



You will be taken to a new page which is the main page to sign up for Alert HC. See image. You can also provide information for Smart 911 if desired.

The following fields need to be filled out:

- First Name
- Last Name
- User ID (Email Address)
- Password
- Phone Number
- Phone Type
- Agree to Terms of Use

### Passwords Must Have:

- 8 or more characters,
- at least 1 upper case letter,
- at least 1 lower case letter,
- at least 1 number, and
- at least 1 special character or symbol.

**Sign Up Now**

**Complete all fields with an \***

**Plan Ahead For Any Emergency**

Once you've signed up for Smart911, first responders will be aware of important information you have provided that will help Police, Fire, and EMS locate and help you in an emergency.

\* = required field

**Preferred Language \***

**First Name \***

**Last Name \***

**Receiving Assistance** ☐ Someone is assisting me in setting up my account

**Email Address**

**User ID \***  
We recommend using your email address for your User ID.

**Password \***

**Confirm Password \***

**Phone number \***

**Phone type \*** ☐ Mobile ☐ Other (Land Line, VOIP, Cable)

**Password Requirements**

- 8 or more characters
- at least 1 lower case letter
- at least 1 upper case letter
- at least 1 number
- at least 1 special character or symbol

**You will be taken to a new page which is the “Enter Address” page. See image.**

**Enter your home address or other applicable address.**

- An address is required because alerts are filtered and sent based on the location of your address. This helps you only receive alerts that impact you.
- If you are not comfortable entering your home address, you can use the address of a local school, post office, public building, or any valid street address closest to your home or place of work.

**Click Continue.**

- **A confirmation screen of the address will appear after inputting the address – if correct, hit “Confirm this address”**

**Enter an address where you would like to receive alerts. This address is used to filter which alerts you will receive.**

The screenshot shows a web form titled "Enter Address" in orange text. Below the title is a horizontal line, followed by the instruction "Please enter your address below. This helps us determine which services are available in your area." and a legend "\* = required field". The form contains five fields, each with an asterisk indicating it is required: "Address Type" (a dropdown menu with the placeholder "- Select Address Type -" and a blue question mark icon to its right), "Street" (a text input field with the placeholder "Street address only - no PO box."), "City" (a text input field), "State" (a dropdown menu with the placeholder "Select a State"), and "Zip" (a text input field). At the bottom of the form, a green button with the text "CONTINUE" in white is highlighted with a red rectangular border. A large red arrow points from the text block on the left towards this "CONTINUE" button.

## You will then be asked to confirm your phone number.

- There are two options to confirm your phone number: confirm via phone call or schedule a phone call for later to confirm the phone number provided. Either option is acceptable. Hit continue to confirm your option and confirm the number.

### Confirm by Phone Call

---

**A call has been placed to**

If you confirmed by pressing "1", it may take up to 5 minutes to display. You may now continue.

If you ran into an issue you may need to disable any call blocking feature that may be active on your phone.

---

CONTINUE

RESEND

[Having trouble?](#)

By continuing, I am acknowledging that I agree to receive recurring text messages from Rave and partner organizations about public safety events.

Text messages are periodically sent on an as-needed basis. Message frequency may vary. Text STOP to 22911 or 226787 to cancel messages. Cancelling messages will prevent operators from communicating with you via text message, and will cease reminder messages.

Message and data rates may apply. We do not charge for this service, however your mobile phone company may charge for text messages. Please refer to your mobile phone's service plan for more information. This service is provided per the Privacy Policy and Terms of Use.

You may access technical support by texting INFO or HELP to 22911 or 226787 at any time.

You will then be taken to the “Alerts” page with a list of all alerts available to sign up for.

- You can select whichever alerts you would like to receive and how you would like to receive them (Text, Email, Voice).
- You can also select the contact methods for how you will receive alerts and the preferred language.
- The system automatically selects **ALL** Alert Hamilton County alerts. Be sure to uncheck the boxes of alerts you **do not want** to receive.

**Alerts**

Please set your preferences by checking all options that you wish to enable.

**Notification Preferences**

Select the notification(s) you want to receive. We recommend you select all provided options. Not all alerts will be sent via all methods or preferred languages.

Select the contacts you want to receive alerts.

Preferred Language: English

**Notification**

|                                                                                                                                                                                                                                                                                                                          | Text                     | Voice                               | Email                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> <b>Emergency Notifications from OH - Hamilton County.</b> All Emergency Notifications from Hamilton County. Alerts available via phone, text, or email.                                                                                                                              | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> <b>Municipal Alerts - Text, Email, Voice</b> Emergency Notifications and general alerts from your local jurisdiction (general alerts include road work and road closures, community relevant news, trash collection updates, etc.) Alerts available via text, email, and voice call. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> <b>Shelter In Place Warning - Text, Email, Voice</b> This is a precaution aimed to keep you safe while remaining indoors. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking                                                                | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

**After confirming the alerts that you would like to receive, it will take you to your profile's home page where you can edit, add, or delete information to your profile.**

- You can add more personal information to your Smart911, if you would like.
- You can change your alert permission by selecting the Alert button on the top of the home screen.

The screenshot shows the Smart911 profile home page for a user named Grace. The top navigation bar is dark with four items: 'Profile' (orange icon), 'Alerts' (megaphone icon, highlighted with a red box), 'Account Settings' (wrench icon), and 'FAQ' (question mark icon). A 'Print' button is in the top right corner.

The main content area is divided into several sections:

- Welcome, Grace.** A blue box with a close button (X) in the top right corner. It contains the question: "Would you like to receive urgent notifications from City of Cincinnati - CincyAlert?" and two buttons: "YES" (orange) and "NO" (gray).
- Improve Your Profile** A white box on the right side with a blue button that says "Get Alerts from City of Cincinnati - CincyAlert". Below this button are three links: "Confirm 513-485-9806", "Provide Emergency Contacts", and "Add Another Phone".
- Hi, Grace** A section with a "Profile Strength" bar showing 54% (yellow and orange segments). Below this is a section for "People / Household" with a green "+ ADD" button. It lists "Grace Crost - comms@hamiltoncountyoh..." with a profile picture icon and links for "Edit Basic Info", "Edit Details and Medical Info", and "Remove".
- Addresses** A section with a green "+ ADD" button. It lists "2000 Radcliff Drive Cincinnati OH 45204".
- Alerts** A dark box on the right side with a megaphone icon and the word "Alerts". It contains two sections: "You are currently opted into:" with a logo for "ALERT HC" and text "All Emergency Notifications from Hamilton County. Alerts available via phone, text, or email." and "You are eligible for:" with a list of bullet points: "Municipal Alerts", "Emergency Notifications from City of Cincinnati - CincyAlert System", and "Monthly Test". At the bottom of this section is a blue link "Opt-in now ▶".

**Privacy Statement:**

Individuals have the option to sign up for Smart911 after entering the information above. This includes additional household information (people you want associated with your account), multiple addresses, additional phone numbers, emergency contacts, preferred providers, vehicle information, or information on any pet or service animals you have in your home. This step is NOT NECESSARY. By entering these additional details, you are providing information to first responders and dispatchers that they will be able to see if you call 911 and need assistance. This information is only seen by dispatchers when you call 911 – it cannot be seen by anyone else, nor will it be available to the dispatchers until you call 911. For Alert HC, THIS INFORMATION IS NOT NEEDED. The additional information you provide is entirely optional and not needed for you to receive alerts from Alert HC. The information that you provide in your Safety Profile is secure and private. Your information will not be shared with anyone and will only be used only for notification purposes. We will not sell or provide your information to any vendor or outside organization.