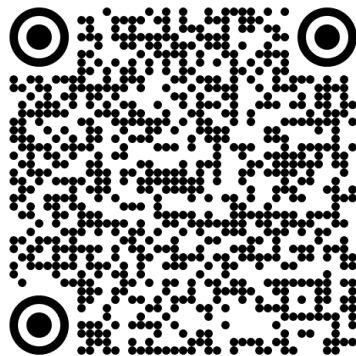




Frequently Asked Questions

1. How do I enroll into **ALERTCentre**?

- The public can enroll into **ALERTCentre** in two different ways
 - i. You can go to this link
<https://www.smart911.com/smart911/ref/reg.action?pa=centrecountypa>
 - ii. Snap the QR code on your mobile phone.



2. Why does enrollment prompt me to register for Smart911?

- Smart911 is the method which the public can manage their data and add it to the **ALERTCentre**. This data is securely stored within their system for use with **ALERTCentre**. This allows the public to keep their own data updated as well as remove their account if they need to. By completing the entire profile, it will allow Centre County to direct messages to the general public and targeted groups based upon the incident type. This includes by medical condition, age, or pets if a user provides that level of detail.

3. Is my data secure?

- Smart911/ **ALERTCentre** utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information held in Smart911 is kept secure, and only made available to 9-1-1 and emergency responders who are responding to or planning for emergencies. It's our business to protect your information and ensure it gets to the people that need it, when

they need it. Smart911 is accredited by the Better Business Bureau and secured and powered by Norton and Verisign.

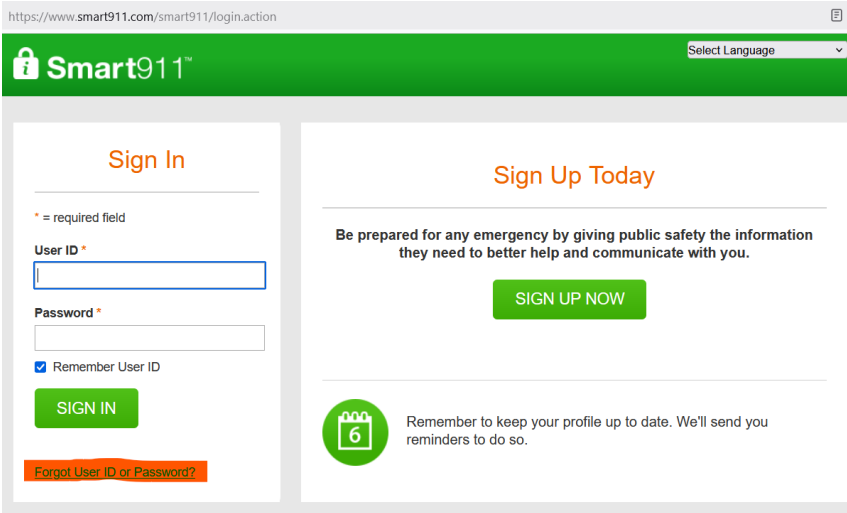
[BBB Accredited Business Norton Secured](#)

4. Will Smart911/**ALERT**Centre sell my information or spam me?

- No. Smart911 will not sell your email address to any person or company. Smart911 will only use your email address to keep you informed of important information related to the Smart911/ **ALERT**Centre service and your Safety Profile. Smart911/ **ALERT**Centre respects your privacy and wants to ensure your trust in our service. We do not sell or share any information from your Safety Profile to third parties or marketing organizations.
- The only messages, calls & emails you will receive will be emergency or urgent messages that are determined to be in the best interest of public safety. The method in which you receive these will be solely determined by the method in which you enroll.

5. What do I do if I forgot my Smart911/**ALERT**Centre User ID or password?

- Users can go to www.smart911.com and click on “Forgot User ID or Password”



The screenshot shows the Smart911 website interface. At the top, there is a green header with the Smart911 logo and a "Select Language" dropdown menu. Below the header, the page is divided into two main sections: "Sign In" on the left and "Sign Up Today" on the right. The "Sign In" section includes a "User ID" field, a "Password" field, a "Remember User ID" checkbox, and a "SIGN IN" button. Below the "SIGN IN" button is a link for "Forgot User ID or Password?". The "Sign Up Today" section features a message: "Be prepared for any emergency by giving public safety the information they need to better help and communicate with you." followed by a "SIGN UP NOW" button. At the bottom of the "Sign Up Today" section, there is a circular icon with the number 6 and a reminder: "Remember to keep your profile up to date. We'll send you reminders to do so."

- Follow the prompts to recover your user name or reset your password.

6. Smart911/**ALERT**Centre is asking me a lot of questions I do not feel comfortable answering. This includes what color is my house or car. Why is it doing so and do I need to answer?

- Smart911 is a part of a much larger system. This provides the public an easy way to create an account and keep their information updated for emergency notification purposes. The minimum **ALERT**Centre needs is a phone number, email and physical address in order to function to receive all message types. By providing your address, emergency messages can be sent to you based upon your location. An example of this would be if you live in Centre Hall. If a message

was sent to only Milesburg Borough due to flooding, you would not receive this. If it was sent to the whole county, you would receive it. You could also receive it if you were to add an address in Milesburg to your profile.

- The additional information Smart911 is asking for is related to advanced queries the system is capable of. If you require special assistance, have a service animal, or other need, the system is able to securely provide this information to Centre County to assist in emergency response in the event your location is impacted. It is not required to supply this additional information, but it is highly encouraged.

7. How can I add other members of my household to my account?

- In your Smart911/ **ALERT**Centre profile, click on the +ADD button in the People/Household area of your profile. Fill out the form and add as many people as you need.

8. How can I make an account for someone else?

- With permission, you can go to enroll for them by using one of the two methods in FAQ 1. During the enrollment process, please check the appropriate boxes depending on your situation.

Sign Up Now

Welcome to Centre County PA Alerts!

Please opt in to receive alert notifications.

* = required field

Preferred Language * ?

First Name *

Last Name *

Receiving Assistance

- Someone is assisting me in setting up my account ?
- Assistant will not be available to help me in the future
- Assistant would like to be contacted occasionally to help me keep my profile up to date

9. I have moved or I need to update my information.

- Login in to your Smart911 profile to update any information you need to revise. This includes address(es), phone number(s), health information, or number of people living with you. If you forgot your login info, see FAQ #5.

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10. I live in one municipality but work in another in Centre County. How can I receive alerts for more than one location?

- In your Smart911/ **ALERTCentre** profile, click on the +ADD button in the addresses area of your profile. Fill out the form and verify your address. You can add as many addresses as you wish. By adding multiple addresses, you can receive any alerts associated with that location. If you are an avid participant of the Grange Fair or have a camper there during football season, you could add the address (169 Homan Ln, Centre Hall, PA 16828) to ensure you receive any emergency alerts for that area. The same process applies to adding a school, family member's residence, or a frequented location. This could include The Grange Fairgrounds, Beaver Stadium, or other location.
- You can also download the Smart911 App from your app store on your smart phone. Sign in with your account credentials (if you need to recover them, see FAQ #5). The app will allow you to receive alerts based on your location. In order to for the app to work, you have to allow it to have permissions to your location. If you do not, you run the risk of missing a notification sent based on location.

Apple Smart 911 App



Android Smart 911 App

