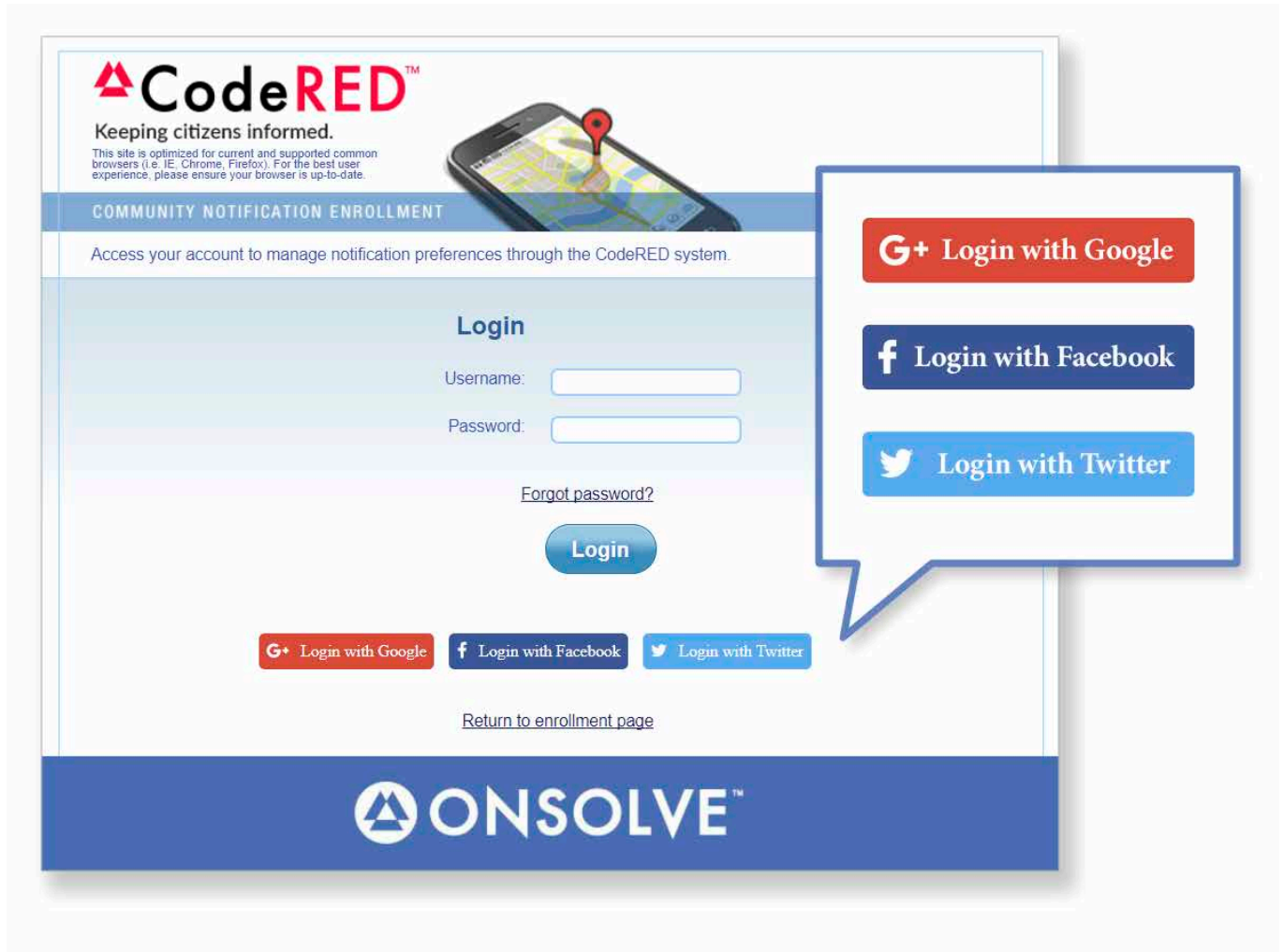


Introducing CodeRED's new Single Sign-On Feature.



Residents will now have the ability to create an account within the CodeRED system using one of the following credentials:



This will securely streamline and simplify the account creation portion for residents while allowing them to log back in and edit changes to their information. Please review the list below for possible questions you will receive from residents. You will also find a list of potential social media posts you can release with your Community Notification Enrollment (CNE) link attached.

FAQ

1. Will I have to re-register with CodeRED?

No, this will only affect new CodeRED registrations. All current accounts will remain the same

2. Will this impact my current registration?

No, existing accounts will not be affected by this new feature, only new registrations.

3. Does using my Gmail, Facebook or Twitter account credentials impact the security of my account?

No, these trusted partners will maintain a higher level of security for your information. CodeRED will not have access to your information through these additional platforms. Our support team will not be able to access account details once an account is created through a Gmail, Facebook or Twitter credential. Important note: If you forget your password, CodeRED will not be able to recover it for you.

4. Can I re-register under my Gmail, Facebook or Twitter account?

Yes, however you will need to contact the CodeRED client support team to delete your existing account. They can be reached Monday – Friday 8am to 5pm at (866) 939-0911.

5. Will CodeRED have access to any of my personal information in these accounts?

No, your information will be kept secure and CodeRED will not have access into your Gmail, Twitter or Facebook account details.

6. What if I forget my password?

If you forget or misplace your password you will need to go to the platform you selected—Gmail, Facebook or Twitter—and reset your password. Once you do so, you will be able to access your CodeRED registration with the new password you create. This is an important detail to tell residents because once they register with Gmail, Facebook or Twitter, we will not be able to reset their password or access it for them.

7. Once created, how do I edit my contact information for the CodeRED service?

If you register with Gmail, Facebook or Twitter, you will be able to edit your own information by logging into the system with one of these three trusted partners.

Social Media Posts

Here is a list of possible Social Media posts to release to your residents, make sure to tag us at @OnSolve!

FACEBOOK

[City/County] residents! A new feature for CodeRED registrations allows you to create an account using your Gmail, Facebook or Twitter credentials! Are you NOT a CodeRED user? Click the link below to be taken to the enrollment page to sign-up. It's a free emergency notification system that sends alerts straight to your phone, email or text regarding important information.

Are you registered for CodeRED emergency alerts? This critical feature allows city officials to send you important information, whether you prefer phone calls, text messages or emails regarding boil water notices, criminal activities, severe weather warnings, missing children and more. You can now register using your Gmail, Facebook or Twitter credentials by clicking the link below!

TWITTER

New #CodeRED sign-up feature allows Twitter, Gmail & Facebook credentials to register for important alerts, sign up:

Sign up for (city/county) #emergency alerts with your Gmail, Facebook or Twitter accounts – click here:

Are you registered for (city/county) emergency notifications? Sign up here with Twitter, Gmail or Facebook:

For more briefs, white papers and other helpful resources, visit: onsolve.com.

About OnSolve:

OnSolve is the market leader in real-time, mass notification and collaboration solutions used by the world's largest organizations. The OnSolve suite of critical communication tools is a key component of effective business continuity, emergency response, IT alerting, and security programs around the globe.