

AlertSense

Fillmore County is providing this service so you can receive alert notifications for severe weather and emergency notification on your telephone or cell phone.

This registration is only for residents/businesses in Fillmore County. If you reside outside of Fillmore County, contact the county where you reside to register for their **AlertSense** notifications.

Frequently Asked Questions:

1. Am I automatically in the database to receive alerts?

No. Weather warnings are an opt-in service. You must register by either clicking on the **AlertSense** link on the county website and entering your contact information. You can call into Emergency Management at (402) 759-4932 or email help@alertsense.com and provide your information.

2. I saw an ad to register for AlertSense; do I have to register every year?

No. Once you have registered, your information remains.

3. I can't remember if I registered or what alerts I am registered for.

You can register again if you do not remember registering. The system will let you know if you are already registered and provide instructions to modify your profile.

4. Can I make a change on the notifications I am receiving?

Yes. If you want to make changes on the severe weather notifications, simply click Modify Preferences and follow the instructions. You can also email help@alertsense.com if you have problems.

5. When I registered, the map did not show my exact location.

You need to click on the map marker and drag to your address location. You can adjust the map size to make it easier to find your location.

6. Why does AlertSense call me several times?

If there is no answer and you do not have an answering machine, you will be retried three times for each notification.

7. AlertSense called but played no message.

If you answer but do not say hello, **AlertSense** will not automatically play. It is listening trying to determine if it has reached a person or an answering device. If you do not say anything, it will hang up and try again. You can press any key during and after the message to replay.

8. Why did it leave only part of a message on my answering machine?

AlertSense will leave messages on an answering device. There are many different answering devices and occasionally something about the message or the beep of the message will cause the system to believe it has reached a live person and it will begin playing the message. You can call back the callerID shown on your phone (531) 241-1515 and receive the entire message.

9. Why does my phone ring once and hang up?

If you have a ring tone, which plays a song instead of ringing, the system will interpret this as an operator intercept and hang up, only to retry the number. There are two options: remove the ring back tone or you can call your cell phone provider and request to have the ring tone bypassed.

10. Can I sign up more than one telephone or cell phone per address?

Yes. You can continue to add additional phone numbers per one address

11. I have another telephone that I would like to receive alerts for. Can this be done on the same phone?

Yes. A second residence or business location can be linked to your phone.

12. What is the cost of this service?

The service is free to the residents and businesses of Fillmore County.

13. If I do not reside in Fillmore County can I still receive this service?

You can receive automatic weather alerts for anywhere in the country. Emergency alerts will only be delivered to addresses located in Fillmore County.

14. What if I am not home to receive an alert message?

The **AlertSense** dialing system will leave the alert message on your voicemail or answering machine. If you do not have voicemail or an answering machine, the dialer will attempt your phone number three times. Consider registering your work or cell phone number as a backup.

15. If my cell phone is registered will I receive a warning where I am located at the time of the call?

No. The warning call will be for the address that you registered. If you are not at your registered address, you will receive the alert. If there is an emergency in an area you are in, but it isn't registered, you won't receive the alert. Android and iPhone users can register for Mobile Alert and you can be alerted at any location. Remember that all alerts are geo-located, so a larger area.

16. Is it permissible to have both the **AlertSense and the **AlertSense** mobile app?**

Yes. That way if you are not home, you will know if there is something happening at your home address. The Mobile Alert will track your cell phone location no matter where you are located.

17. Can businesses participate?

Yes. Businesses are encouraged to register for the alert calls.

18. Can TDD/TTY equipment receive calls?

Yes. When is an option to enter TDD/TTY equipment when you register.

19. I did not receive a call during the last storm.

When the National Weather Service puts out a storm warning it will show a polygon warning location. Your registered address will need to be located within the polygon to receive a call.

If at any time you still have questions regarding the **AlertSense** system or if you need help registering, please call 402-759-4932.