



ALERT SOLANO FREQUENTLY ASKED QUESTIONS

- What is Alert Solano
 - Alert Solano is an emergency notification system that may be used to deliver alerts when there is a threat to the health or safety of residents. In the event of an emergency, public safety agencies such as the Sheriff's Office, police or fire will be able to provide emergency information directly to you. These notifications and updates can be configured to be sent to your cell phones, mobile devices, home, work and/or e-mail account. Residents may also sign up to receive community alerts.

- What is a Alert Solano Account?
 - The Alert Solano Account allows you to provide customized information to allow the most efficient delivery of emergency information. This is available to anyone that lives, works or would like to receive information for a specific location in Solano County. You can add multiple devices (cell phone, smartphones, tablets and email address) to your Alert Solano account. Alerts can be sent to all devices listed in your Alert Solano account.

- How does Alert Solano work?
 - In an emergency situation an alert may be sent by emergency response agencies by text, email or voice recording to your mobile device, home or business phone. Alert Solano contacts thousands of resident instantly by phone, text, email, fax and instant messaging. Recipients may receive instructions for safety precautions or evacuations. If the recipient does not confirm receipt of the message, the system may continue trying to contact you until it receives a confirmation.

 - It is important for residents not to rely on Alert Solano as their only means of emergency information. The system may be used in conjunction with information provided to the media, directions given by emergency responders, and information posted on official county, city and other government websites.

- What is the intended use of the system?
 - Emergency Alerts = Evacuation notices, hazardous materials incidents, community policing (Amber Alerts, Silver Alerts, endangered missing adults, investigative canvassing, prisoner escapes, search for outstanding suspects), public health alerts (boil water alerts, biting animal alerts, infectious disease outbreaks, heat and cold advisories to vulnerable populations), severe weather, and any other threats to the health or safety of residents.



- Community Alerts = Non-emergency law enforcement and fire information, community event information, utility notifications, public meetings, and public works projects/road closures.
- Who sends out the alerts?
 - Alert Solano is managed by the Solano County Sheriff's Office/Office of Emergency Services. The service is free to register and is available to all cities, and special districts within Solano County. Alerts can also be sent by local police, fire and emergency managers from other cities in Solano County.
- Why am I being asked to use the Self Registration Portal (SRP)?
 - Many people no longer use landlines and/or rely on their cellular phones or VoIP phones. If you live, work or go to school in Solano County and are over 18 years old, you may now register your cellular phone number (to receive calls and/or texts), email addresses, or VoIP (Voice over Internet Protocol) phone number on our secure portal to be contacted in an emergency affecting your Solano County geographic location.
- Where do the telephone numbers in the dataset come from?
 - Alert Solano utilizes commercially available phone data as a core source of contact information. This includes all listed landline telephone numbers and some cellular telephone numbers and some VoIP (Voice over Internet Protocol) telephone numbers.
 - Alert Solano also receives all unlisted phone numbers in Solano County. The use of the unlisted phone numbers is restricted to emergency notifications only per Public Utility Commission regulations.
- Can I register more than one address?
 - Yes, you may register up to five addresses
 - It is recommended that each individual sign up for an account
 - If you listed a primary email address and a secondary email address on one location, you may use the secondary email address as your primary email address for a new location.
- What if my address is not reflected accurately on the map? Can I fix this?
 - First, be sure you entered your address correctly. If accurate, you may adjust your location by simply moving the pushpin found on the map. This is accomplished by clicking on the pin and moving your mouse to reflect your proper position.
- How do I know the information I provide through the Self-Registration Portal (SRP) is on a secure website and will remain confidential?



- Be sure you see the VeriSign® lock symbol next to the URL for the Self-Registration Portal. Solano County respects your privacy. Your contact information will remain confidential. It will never be sold or released for commercial purposes. Emergency notifications will only be issued to specific geographic areas (depending on need).
- Which cities are participating?
 - The Cities of Vallejo, Fairfield, Vacaville, Suisun City, Dixon and Rio Vista and the unincorporated areas of Solano County.
 - The City of Benicia has their own notification system that uses the same platform. They have integrated additional notification systems including sirens and broadcast radio. If you live in Benicia, you can sign up at AlertBenicia.com
- What if my information changes?
 - You can update your information online by visiting www.alertsolano.com
- Will residents get charged for alerts to their cellular phones?
 - Call and text messaging charges may apply when you receive alerts, depending on your cellular provider and calling plan. The County of Solano is not responsible for any charges that may be incurred as a result of receiving these alerts
- If you have any questions you can email us at AlertSolano@SolanoCounty.com