

Montrose County Alerts



1. What is GEM?

The Genasys Emergency Management (GEM) system is a multi-channel (i.e. SMS, voice, email, etc.) communication solution that provides lifesaving emergency information.

2. What types of notifications/messages will I receive from GEM?

The GEM notification system may be used to alert residents and subscribers about issues impacting safety, such as tornados, floods, gas leaks, power outages, and other emergency notifications.

3. Who can register?

Anyone who lives, works, or owns property in a notification area where GEM is being used can sign up. Visitors or people with family in the notification area may also register.

4. How do I register?

Visit the registration portal to sign up for notifications and designate how you would like to be contacted. To receive text alerts, you must add your SMS (text message) phone number(s).

5. Why do I get the pop-up message "Email is already registered" or "Number is already registered"?

During setup of our system, it is possible that someone has already added contact data. If you receive one of these messages, simply return to the login screen and click on "Forgot your Password?". Then use the email or number to receive a temporary password. The number must be able to receive text messages.

6. My contact information has changed, how do I update it?

Login to the system portal and go to the page that needs to be updated. For instance, account or emails, and update your information. Remember to click the "Update" button when done.

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7. How will I know if a phone call, email, or text (SMS) is coming from our Alerting System?

Email messages will come from (noreply@genasys.com) and have your Alerting System name or identity, phone calls will display Caller ID with a local area code and prefix, and text/SMS messages will use the sender ID **65513**. We recommend you create a contact in your phone with this information.

8. Do I need to provide an address or location?

Providing a home or work location is not required; however, not having a location in the system will prevent you from receiving critical weather alerts, such as tornadoes, and other alerts that are geo-targeted (i.e., location based).

9. Will my contact information be shared with others?

No, the information you provide will only be used by our system and local admins to send you alerts. Your contact information will never be sold to an outside entity.

10. What are some reasons alerts from this alerting system may not be delivered to me?

- Your contact information is not up to date
- You did not enable the SMS checkbox
- Your phone is off or busy for an extended period of time
- Your email provider may have placed the email in the spam/junk folder. Please add (noreply@genasys.com) to your trusted mail list.
- Our alerting staff will be able to see the call/email/text results of an alert. It is recommended you have more than one contact method registered.

11. How do I remove my information from the system?

You can unsubscribe directly from the registration portal Login to the system portal (shown below) and go to the unsubscribe button, then follow the prompts. This will delete your contact data from the system.

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First time user(s), select the "Click here to register" link

Login

Email

OR

Prefix Phone number

Password

[Forgot your password?](#)

LOG IN

Don't have an account? [Click here to register](#)

Enter an email (or phone number that can receive text messages) and a password. Then select "Register"

Then

Register

Email

OR

Prefix Phone number

Receive text messages on this phone

Password

Confirm password

REGISTER

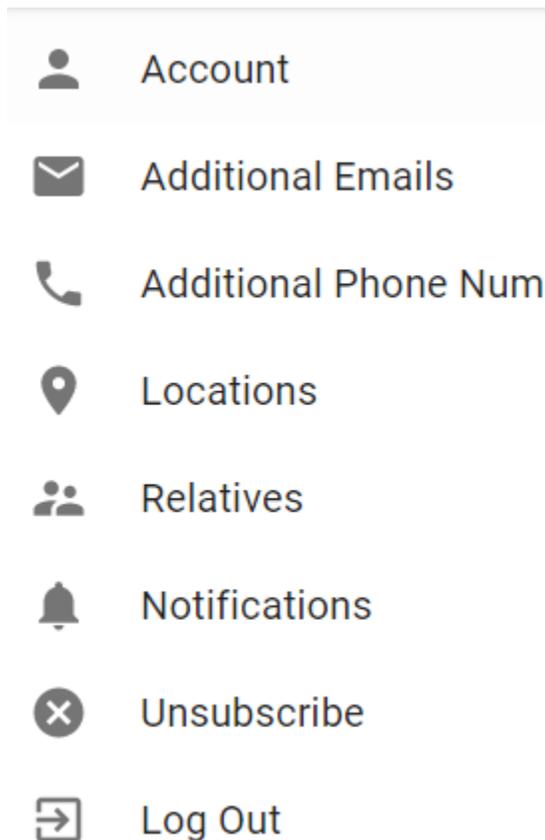
Already Registered? [Click here to log in](#)

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After the Account information has been completed, use the menu icons on the left to add additional information as appropriate:

- Additional emails – home or personal email
- Additional phone numbers – add any additional numbers (alt cell, landline, office) that you want notification sent to
- Locations – add your work and home addresses (see next page)



** These icons or on the left side of your registration screen after sign in.*

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When adding locations, you will want to give the location a name (ex: Work or Home).

Line 1 = the street address

Line 2 = suite or apt #

Once Line 1, City, and State fields are completed, press the geolocate button. Confirm the red triangle is in the correct location, then select "Create"

Create new location

Work

Name Work	Longitude -84.4165241	Latitude 33.5581603	
Line 1 7200 Church Street			
Line 2			
City Riverdale			Postcode 30274
State Georgia			Country United States
CANCEL CREATE			