



OLDHAM COUNTY EMERGENCY MANAGEMENT

Smart911 Frequently Asked Questions

GENERAL

1. What is Smart911?

Smart911 is a county-wide mass notification system. County officials, such as Emergency Management and the Office of the Judge Executive, will send emergency alerts to users via text message, email, and phone calls. Smart911 will also send emergency alerts automatically when the National Weather Service sends severe weather warnings. You can add specific information about yourself, your family members, details about your home, and even your pets. When you call 911 from a phone number registered with Smart911, the emergency dispatcher will already have valuable information to give to first responders to help them provide better care. Information entered into Smart911 is important but should not be a substitute for answering questions from the 911 emergency dispatcher.

2. Why should I sign up for Smart911?

When an emergency occurs, you will be notified immediately. This allows you to take potentially life-saving actions right away to keep yourself and your family safe. Or, if you need help, your Smart911 profile will provide critical information to dispatchers and first responders, who will be better prepared for their arrival. Time is critical during an emergency, and Smart911 helps make those critical minutes more valuable.

3. How does it work?

When Oldham County determines that an alert needs to go out to the public, whether it's county-wide or a specific area or neighborhood, you'll receive a warning based on the option(s) you have chosen when you created your account in the "Alerts" tab whether it comes out as a text message, phone call, or email or on the Smart911 app.

4. How much does it cost?

Smart911 is provided to Oldham County citizens with no direct cost, however, messaging and data rates may apply depending on your provider and phone services.

5. Can you guarantee I will receive notifications if I register?

We cannot guarantee that you will receive notifications in all cases. Emergencies are unpredictable, and the notifications sent will depend on factors that are out of the county's control, such as your wireless carrier, email delivery system, etc. If your wireless carrier has service issues, for example, you may not be able to receive the notification. Smart911 leverages many different communication methods, technologies, and delivery options to better the likelihood of you receiving a notification.



6. I am receiving too many alerts and phone calls; how do I stop that?

Each alert that is sent by Oldham County has the option of a text message, phone call, and email. The Smart911 account owner is responsible for what alert they receive, and how they receive the alert.

7. I am receiving weather alerts late at night; how do I stop that?

While receiving severe weather alerts in multiple ways is highly encouraged, especially at night, you can opt-out by visiting your Smart911 profile, navigating to the "Alerts" tab, and unchecking the options you no longer want to receive regarding the weather. The National Weather Service sends severe weather watches, warnings, and emergencies. Our system constantly scans for these alerts and will rebroadcast the weather information automatically to our Smart911 subscribers.

8. I signed up for Smart911, but no longer wish to receive Oldham County alerts, how do I opt-out of the system?

If you no longer wish to receive emergency and/or general alerts from Oldham County, you can sign into your Smart911 account and uncheck all the Oldham County alerts. Oldham County Emergency Management does not have access to your account.

INTENTIONALLY LEFT BLANK



SIGNING UP

1. How do I sign up for Smart911?

Signing up for alerts is easy! Go to smart911.com and follow the steps to create an account. You can provide as much information as possible, or as little as that is required. Once the account is created, you can go to preferences and alerts and set custom alerts you would like to receive. You can also text “OCALERT” to 67283 to SMS opt-in. It’s recommended you make an account, that way 911 emergency dispatchers will have valuable information when you call for help.

2. Who can sign up for Smart911?

Anyone can sign up for Smart911. The address you use to sign up can be your home address, work location, or any other location within Oldham County.

3. Will I receive alerts if I do not sign up?

Oldham County residents who have a landline phone may receive phone call alerts, or those who have the “Receive Government Alerts” settings enabled on a smartphone may receive a wireless emergency alert (WEA). However, Oldham County can only use this contact method to send out alerts in very specific circumstances. These situations include extremely critical alerts that could contain potentially life-saving information. To ensure you receive all types of alerts, we recommend you sign up with Smart911.



What 9-1-1 call takers see...

The screenshot shows the Smart911 user profile interface. At the top, it says "Hi, Jane" with a "Profile Strength" bar at 78%. Below that is a "People / Household" section listing three family members: Jane A Smith (female, January 1975), Steven M Smith (male, January 1974), and Brendan R Smith (male, April 2005). Each member has a "Edit Basic Info" and "Edit Details and Medical Info" link. Below this is an "Addresses" section listing two addresses: 100 S East St Benton AR 72015 (Office / Commercial) and 55 Montclair St Benton AR 72015 (House - Single Family). Each address has a "Edit Basic Info" and "Edit Details" link.

What residents create...



The screenshot shows the Rave Mobile Safety software interface. It displays a "Smart911 Profile" for "CHRISTIE REQUESTS SMS: DEAF". The profile includes personal information: Name (Christie Smith, female, 35), Primary Language (English), PIN (1234), Advance Directive (Yes), Driver License (SO876346 (MA)), Eyes (Hazel), Gender (Female), Height (5' 5"), Weight (110 lb), and Contact Lenses (Yes). It also shows medical information: Prescription Medications (Antihistamine (regular use), Diabetes Medication (oral), Immunosuppressant, Insulin), Mental Health, Behavioral, Cognitive Conditions (Deaf), and General Medical Conditions (Allergies: Bee stings (serious)). Special Notes mention a potentially fatal allergy to bee stings. The interface includes tabs for All, People, Addresses, Vehicles, Other, Photo, and Notes.



ALERTS

1. I do not own a computer or a smart device, how do I sign up?

You can always use any public library that has a computer open to the public or have a family or friend who will help you. Another option is to call or visit the Oldham County Emergency Management office, where personnel can assist with registering for an account. For any event Emergency Management attends, keep an eye out for signing up QR codes or smart devices specifically dedicated to registering for Smart911

2. What types of alerts will I receive?

Emergency alerts are 24/7 when there is an immediate threat to life and/or property. You can customize other alerts you would like to receive, such as non-severe weather, severe weather, and general alerts for Oldham County events and other non-emergency notifications, such as boil water advisories, traffic disruptions, and other preparedness messages.

3. Can I call the alert phone number back or reply to the email?

You cannot reply directly to the alerts, however, they will all have proper follow-up information as necessary. If you need additional emergency help, call 911. If you have any general questions about the alert call Oldham County Emergency Management at 502-222-0799.

4. When will I start receiving alerts?

Once you have successfully signed up for Smart911 and confirm your contact information within the system, you will begin receiving alerts.

5. How do I update or remove my notification preferences and contact information?

Follow the steps below to edit your notification preferences:

1. Go to Smart911.com website and sign in using the username and password you set up.
2. Click on “Alert” button on the top task bar.
3. Check or uncheck the phone numbers or email address at the top to turn off or on alerts.
4. Check or uncheck your desired notification types such as weather alerts, traffic, etc.
5. Check or uncheck the delivery method (text message, phone call, email) for each specific notification.
6. Click “Save”

6. How often will I receive alerts?

The frequency will be dependent on your address and notification preferences you selected. Emergency alerts are only sent when there is an immediate threat to life/property. Additionally, traffic alerts are only sent from 6 a.m. – 10 p.m. 7 days a week. Weather notifications are handled by the National Weather Service who will send out alerts they see necessary for emergent weather events. The weather alerts you receive are sent automatically via Smart911 when the National Weather Service broadcasts the alerts.



7. How does Smart911 respond to busy signals or no-answer situations?

If your phone is busy, the system automatically retries the call several times. If the call is completed and is sent to your voicemail, a voice message is left with all pertinent information.

Opt-Out of Smart911

1. SMS (text message) Opt-in Removal:

Text “STOP” to 67283 – This is only for residents who signed up via text messaging to Smart911.

2. Smart911 Profile Removal

1. log into your [Smart911](#) profile.
2. Click “**Alerts**” on the top task bar.
3. Uncheck the box next to “**Emergency Notifications from KY-Oldham County**”



<input checked="" type="checkbox"/> Emergency Notifications from KY-Oldham County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oldham County Emergency Notifications Emergency Notifications in Oldham County include civil emergency warnings, missing people, hazardous material warnings, local area emergencies, law enforcement warnings, evacuation/shelter information, and 911 telephone outages.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Transportation Disruption Sent for impacts to transportation services. Including major and secondary street closures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oldham County Tornado Warning Only This alert includes Tornado Warning ONLY. This alert is sent by the National Weather Service automatically.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oldham County Critical Weather Alerts These alerts include weather warnings only (E.g., a severe thunderstorm warning, flash flood warning, winter storm warning, etc.) that the NWS automatically sends.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oldham County Standard Weather Alerts These alerts include weather watches, advisories, and other non-imminent weather alerts (E.g., Tornado watch, severe thunderstorm watch, flash flood watch, flood watch, etc.) that the NWS automatically sends.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oldham County ALL Weather Alerts Alerts sent for ALL weather-related incidents including tornado, severe thunderstorm, winter weather, high wind, flash flood warnings, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Special Event Information Community events that may affect travel, and business activity. Including parades, demonstrations, county fair, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRIVACY

1. Will my information be shared or disclosed?

Absolutely not! Your information is private and will not be shared or disclosed in any manner. The personnel who can see the information you share is the 911 dispatcher when you call 911 and your local emergency management director for disaster planning and evacuation operations.

You can reference the Smart911 privacy policy here:

https://www.motorolasolutions.com/en_us/about/privacy-policy.html