

#### PUBLIC ALERT & NOTIFICATION SYSTEM

ALERTS DELIVERED TO YOUR PAGER, CELL PHONE AND E-MAIL FOR

PUBLIC SAFETY EMERGENCIES | ROAD CLOSURES
SEVERE WEATHER EVENTS

## **BERKS ALERT**

**Subscriber Registration Instructions** 

## What is Berks Alert?

When situations arise in Berks County that may affect you and your family, Berks Alert lets local officials notify you quickly. Be among the first to find out and stay informed during an emergency.

Get voice, text, or email alerts about emergencies and severe weather on your cell or email.

## Register / Sign In

Once you have filled out the online registration form and confirmed your email address you are registered to receive alerts. If you have already registered on this web portal and are returning to update your contact information, please sign in using the email address you used to register and the password you created during the registration process.

# Registering for Berks Alert through Swift911



Access the Berks Alert webpage at:

https://www.countyofberks.com/depar tments/emergency-services/911communications-branch/berks-alert

New users click on <u>Register Now!</u>



## New Subscriber Registration Window

In this window you will be registering your basic information on the web portal and setting up your username (which is your email address) and password in order to be able to log back in at any time to update your information. This document will provide detailed instructions on how to register and set up your account.



# New Subscriber Registration – Enter Your Information



- Name: Enter your first and last name.
- Main Phone: Enter your primary phone number.

Note: You will be able to add additional phone numbers later.

- Text/SMS: Check this box if you want to receive text/SMS alerts at the phone number you just entered.
- > Email: Enter your email address. This will be your user name.
- Password: Enter a password.
  - ✓ Minimum of six characters
  - ✓ One uppercase character
  - ✓ One lower case
  - ✓ One number or special character
- Confirm Pass: Re-enter your password.

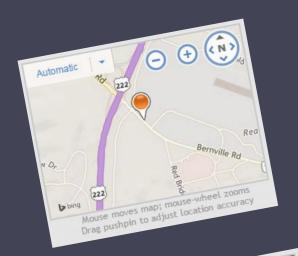
# New Subscriber Registration – Enter Your Address



- Profile Name: Enter a description for your address. i.e. home, work, daycare
- Street 1: Enter the physical address. No PO Boxes.
- Street 2: This field is optional.
- City: Enter the city.
- State: Enter the state.
- Postal Code: Enter the postal code.

# New Subscriber Registration – Enter Your Address Cont'd







- Click on <u>Validate Address.</u>
  - A pin will display on the map over the address you entered.
    - An aerial image is available by clicking the arrow and selecting <u>Aerial</u>.
    - If the pin is not in the correct location, click and drag it to the correct location.

# New Subscriber Registration – Submit Registration

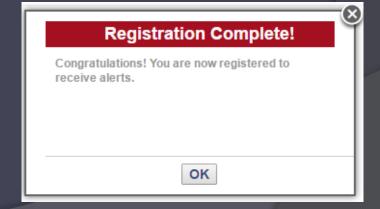
Click on <u>Submit</u>
<u>Registration</u> once
you have entered
your information.



# New Subscriber Registration – Registration Verification



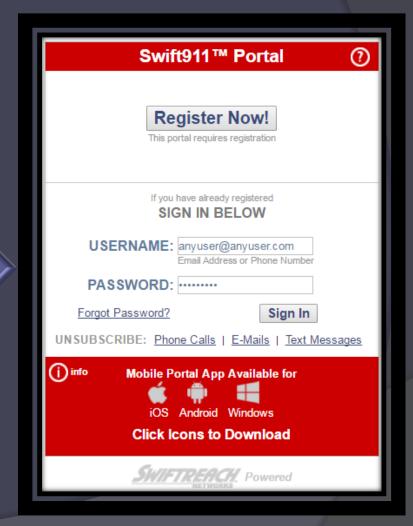
- You're almost done!
- Enter the 4-digit confirmation code that was sent to the email address you registered with.
- Click Complete Registration.



## Subscriber Sign In



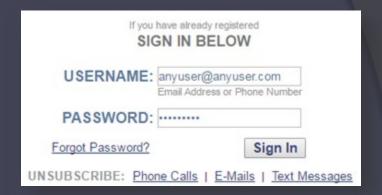
- > Enter Username
  - Email Address
  - Phone Number
- Enter Password



## Navigating the Sign In Page

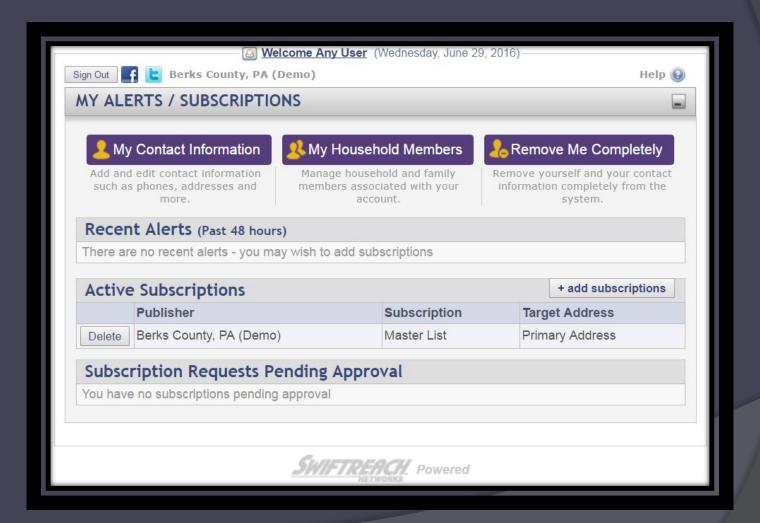
#### Forgot Password?

- Click on <u>Forgot Password?</u>
- ➤ Enter the information requested and follow the instructions.

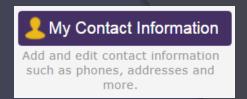




## My Alerts / Subscriptions



## My Contact Information





From this window you have access to add, modify, or remove contact information.

- Name: Edit your First and Last name.
- Your Language: Choose your preferred language from the dropdown menu.
- > Email: This is the email address you registered with.
  - > To add more email addresses put a ";" (semi-colon) between each one with no spaces before or after.
- Fax: Enter your fax number (10 digits, numbers only), if you have one.
- ➤ Pin Code: Enter a 4-digit number if you expect to receive secure messages (Berks Alert does not currently send secure messages).
- Pager: Enter your 10-digit pager number and choose your pager provider from the drop down menu.
- New Photo (button): Clicking this button will take you to the Add Your Photo page where you can add a photo of yourself.

## My Contact Information - Phones



Navigating the Phone Section

- + add phone (button): Click this button to go to the <u>Add Phone</u> page and add an additional phone number, such as Cell, Home, Work, etc.
- Del (button): Click this button to delete the phone number associated with this button.
- Edit (button): Click this button to modify the phone number associated with this button.
- Save (button): Click this button to save any changes you made to a phone entry.
- Cancel (button): Click this button if you no longer want to edit the phone entry you selected.

# My Contact Information – Add Phones





#### Add Phone

- Phone Label: Enter the title of the phone you are adding, such as: Cell, Work, Home, etc.
- Phone Number: Enter the 10-digit, numbers only, phone number.
- Extension: Enter your phone extension if applicable. (numbers only)
- TTY/TDD: Put a check in this box if this phone entry is teletype capable.
- Opt-In for TXT/SMS Messages (from code 51430): Place a check in this box if this phone is a cell phone. This box must be checked to receive Text/SMS alerts.

### My Contact Information – Addresses



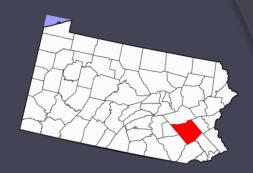
#### **Navigating Addresses**

- + add address (button): Click this button to go to the Add Address page and add another address, such as your workplace or child's school.
- ➤ Del (button): Click this button to delete the address associated with this button.
- Edit (button): Click this button to modify the address associated with this button. This will bring you to the <u>Edit Address</u> page for the selected address.

## My Contact Information – Add Address

#### Navigating the New Address Form

- Address Name: Enter the title of the address (i.e.: Home, Work, Rental, etc.).
- Street 1: Enter your street address (i.e. 1313 Mockingbird Lane).
- Street 2: Enter apartment number, suite number, etc. (Not mandatory).
- City: Enter your city name.
- State: Enter your state initials.
- Postal Code: Enter your 6-digit ZIP code.

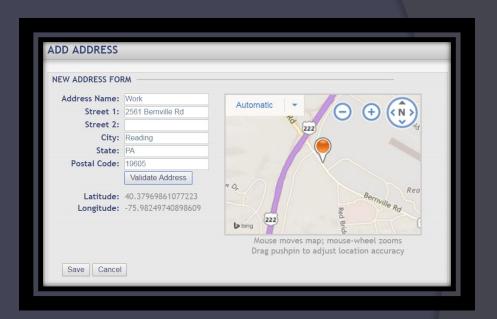




## My Contact Information – Add Address Cont'd

#### Navigating the New Address Form

- Validate Address (button): Press this button once you have your full address entered to validate and geocode your address.
- Latitude: Your latitude will automatically be generated when you validate your address.
- Longitude: Your longitude will automatically be generated when you validate your address.
- Save (button): Click this button once you have completed the form to add your address.
- Cancel (button): If you no longer wish to add an address, click this button to return to the contact information screen.



#### Map Controls

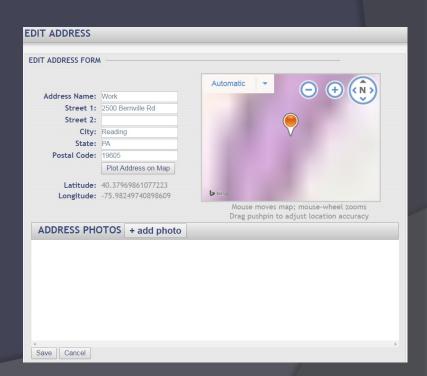
- ➤ Pin: If you feel that the orange pin is not near your address, you can move it by left mouse click and holding and dragging to the desired location, and then letting go of your mouse button.
- > button: Press this button if you would like to zoom out on the map.
- > + button: Press this button if you would like to zoom in on the map.

## My Contact Information – Edit Address

#### Navigating the Edit Address Form

From this window you can edit address information and add photos of your home and other important information.

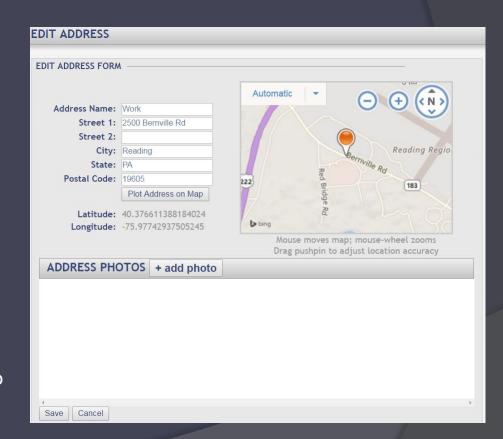
- Address Name: Enter the title of the address (i.e.: Home, Work, etc).
- Street 1: Enter your street address
- > Street 2: Enter apartment number, suite number, etc. (Not mandatory).
- City: Enter your city name.
- State: Enter your state initials. (i.e.: PA, NJ)
- > Postal Code: Enter your 6-digit ZIP code.



## My Contact Information – Edit Address Cont'd

#### Navigating the Edit Address Form Cont'd

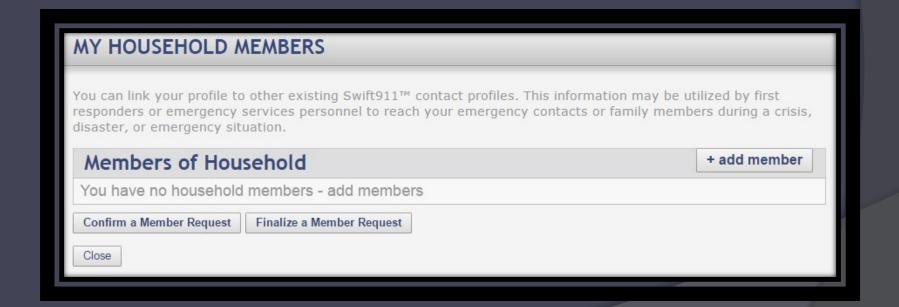
- Plot Address on Map (button): Press this button once you have your full address entered to validate and geocode it.
- Latitude: Your latitude will automatically be generated when you validate your address.
- Longitude: Your longitude will automatically be generated when you validate your address.
- Save (button): Click this button once you have completed the form to add your address.
- Cancel (button): If you no longer wish to add an address, click this button to return to the contact information screen.



## My Household Members



This area is still under construction.



### Recent Alerts

If recent alerts have been made and posted on the web portal, you will see them in this area.



Click on a message type in the <u>Details</u> column to view the message.



## Active Subscriptions

The Active Subscriptions area shows all of the subscriptions you are a part of.

- + Add Subscriptions (button): Click this button to view and add yourself to other list subscriptions.
- Delete (button): Click this button to remove yourself from the subscription associated with it.

NOTE: Do not delete yourself from a subscription or you will no longer receive alerts sent to the subscription you delete.

Important! DO NOT delete the subscription to the Berks Alert Master List or Berks County Residential List! This will cause you to miss critical emergency alerts!

| Active Subscriptions |                         | + add subscriptions     |                 |
|----------------------|-------------------------|-------------------------|-----------------|
|                      | Publisher               | Subscription            | Target Address  |
| Delete               | Berks County, PA (Demo) | Berks Alert Master List | Primary Address |
| Delete               | Berks County, PA (Demo) | CO98 Fire All Call      | Primary Address |
| Delete               | Berks County, PA (Demo) | Weather Watches         | Primary Address |
| Delete               | Berks County, PA (Demo) | Weather Warnings        | Primary Address |
| Delete               | Berks County, PA (Demo) | Test List               | Primary Address |

## Add Subscriptions



From this window you can add yourself to any active subscriptions offered by Berks Alert.

Note: Only subscribe to lists that you wish to receive alerts from.

| vail | able subscript | ions from current publisher:        |
|------|----------------|-------------------------------------|
|      |                | Subscription Title                  |
| *    |                | Fire Weather Alerts - Email         |
| 44   |                | Severe Weather Watches - Email      |
| *    |                | Severe Weather Warnings - Email     |
| 44   |                | Berks County Employee               |
| *    |                | Other Emergency Response Group      |
| 44   |                | EMS Member                          |
| *    |                | Fire Weather Alerts - SMSText       |
| *    |                | Severe Weather Warnings - SMSText   |
| *    |                | Severe Weather Watches - SMSText    |
| ä    |                | Fire Department Member              |
| Add  | Selected       |                                     |
|      |                | from publishers within 5 🔻 miles of |

## Select Subscriptions



- Subscribe: Click the check box corresponding to the lists that apply to you.
  - Berks County Employee If you are employed by the County of Berks.
  - ✓ EMS Member If you are a member of or employed by an EMS organization in Berks County.
  - Fire Department Member If you are a member of or employed by a Fire Department in Berks County.
  - Emergency Management Coordinator If you are an emergency management coordinator for a municipality or other agency.
  - Other Emergency Response Group If you are a member or employed by an emergency response agency other than a fire department or EMS organization. i.e.: hazmat team, emergency response team, etc.
  - Weather Watches & Warnings You can sign up to receive emails, SMS/Text messages, or both.
  - 222-422 Corridor Traffic Incidents Sign up to receive notifications for incidents that will have a major impact on travel throughout the 222/422 corridor in Berks County. These alerts are sent at the request of emergency responders and may not include minor incidents or delays caused by maintenance.

## Select Subscriptions – Severe Weather Warnings



#### Severe Weather Warning Alert Categories

NOTE: Warnings are notifications that the severe weather is imminent or already upon us.

- Blizzard Warning
- Dust Storm Warning
- Excessive Heat Warning
- Extreme Cold Warning
- Flash Flood Warning
- Flood Warning
- Freeze Warning
- Hard Freeze Warning

- Heavy Snow Warning
- High Wind Warning
- Ice Storm Warning
- Red Flag Warning
- Severe Thunderstorm
  - Warning
- Sleet Warning
- Storm Warning

- Tropical Storm Warning
- Tropical Storm Wind Warning
- Wind Chill Warning
  - Winter Storm Warning



# Select Subscriptions – Severe Weather Watch



#### Severe Weather Watch Alert Categories

NOTE: Watches are notifications that conditions in the area are ripe for the weather to happen but there is still time and/or some degree of uncertainty involved before it really is affecting us.

- Avalanche Watch
- Blizzard Watch
- Excessive Heat Watch
- Extreme Cold Watch
- Flash Flood Watch
- Flood Watch
- Freeze Watch

- Hard Freeze Watch
- High Wind Watch
- Hurricane Watch
- Hurricane Wind Watch
- Severe Thunderstorm Watch
- Storm Watch

- Tornado Watch
- Tropical Storm Watch
- Tropical Storm Wind Watch
- Tsunami Watch
- Wind Chill Watch
- Winter Storm Watch



# Select Subscriptions – Fire Weather Alerts



### Fire Weather Alert Categories

- Extreme Fire Danger
- Fire Weather Watch
- Red Flag Warning



## **Automatic Enrollment Alerts**

#### **Automatic Enrollment Alerts**

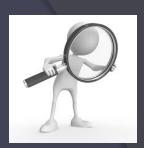
Some alerts have deemed to be so important that you will receive them simply by being enrolled in the system, and there is no need to select any enrollment group to get them. All of these categories are very rare occurrences, but when/if they happen, it is critical information to have immediately and regardless of time of day.



- Ashfall Warning
- Avalanche Warning
- Civil Danger Warning
- Civil Emergency Message
- Earthquake Warning
- Extreme Wind Warning
- Fire Warning
- Hazardous Materials Warning
- Hurricane Warning
- Hurricane Wind Warning

- Local Area Emergency
- Radiological Hazard Warning
- Shelter In Place Warning
- Tornado Warning
- Tsunami Warning
- Typhoon Warning
- Volcano Warning

# Add Subscriptions – Search for Subscriptions



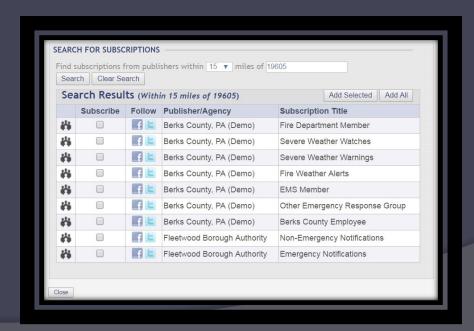
From this window you can search for subscriptions of other SwiftReach customers in your area. *NOTE:* Only subscribe to lists that you wish to receive alerts from.

- Find subscriptions from publishers within: Select the mile radius for the search fields.
- Miles of: Enter the zip code you would like to use as your search field.
   The system will search the selected mile radius around the zip code.
- Search (button): Click this button to search the mile radius around the zip code entered.
- Clear Search (button): Clicking this button will clear your search fields and any search results that may have been found.

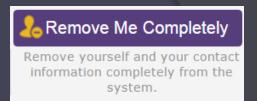


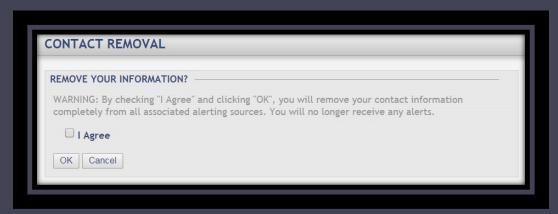
## Search for Subscriptions Cont'd

- Subscribe: Check the box next to the corresponding list(s) you wish to subscribe to.
- Add Selected (button): Clicking this button will add the selected list subscriptions to either the Active Subscriptions or Subscription Requests Pending Approval sections on the My Alerts/Subscriptions page.
- Add All (button): Click this button to add yourself to all available subscriptions in the area you selected.
- Close (button): Clicking this button will close the Add Subscriptions page and return you to the My Alerts/Subscriptions page.



## Remove Me Completely





From this window you can completely remove yourself and your registration to the web portal. Note: If you completely remove yourself you will no longer receive any Swift911 Alerts.

- I Agree: Click this checkbox if you agree that you understand that you will no longer receive alerts.
- OK (button): Click this button after you put a check in the "I Agree" check box. You are now removed and can no longer sign in to the web portal. This will log you out of the system and bring you back to the Register Now! Page.
- Cancel (button): Click this button if you would not like to remove yourself and return to the web portal main page.

## Unsubscribe

Phone Calls: Click on this link to prevent one of your phone numbers from receiving an alert from Swift911. You will be redirected to the *Unsubscribe: Phone Calls* page.

E-Mails: Click on this link to prevent one of your email addresses from receiving an alert from Swift911. You will be redirected to the *Unsubscribe: Emails* page.

Text Messages: Click on this link to prevent one of your cell phone numbers from receiving an SMS alert from Swift911. You will be redirected to the *Unsubscribe:* <u>Text/SMS Messages</u> page.

Swift911™ Portal

Register Now!

SIGN IN BELOW

USERNAME: anyuser@anyuser.com

Mobile Portal App Available for

SWIFTREACH, Powered

(i) info

②

NOTE: If you wish to unsubscribe you will receive a confirmation code to enter, in order to identify you. This is for your security so no one else can accidentally or maliciously unsubscribe your phone, email address, or cell phone for text messages.

UNSUBSCRIBE: Phone Calls | E-Mails | Text Messages