

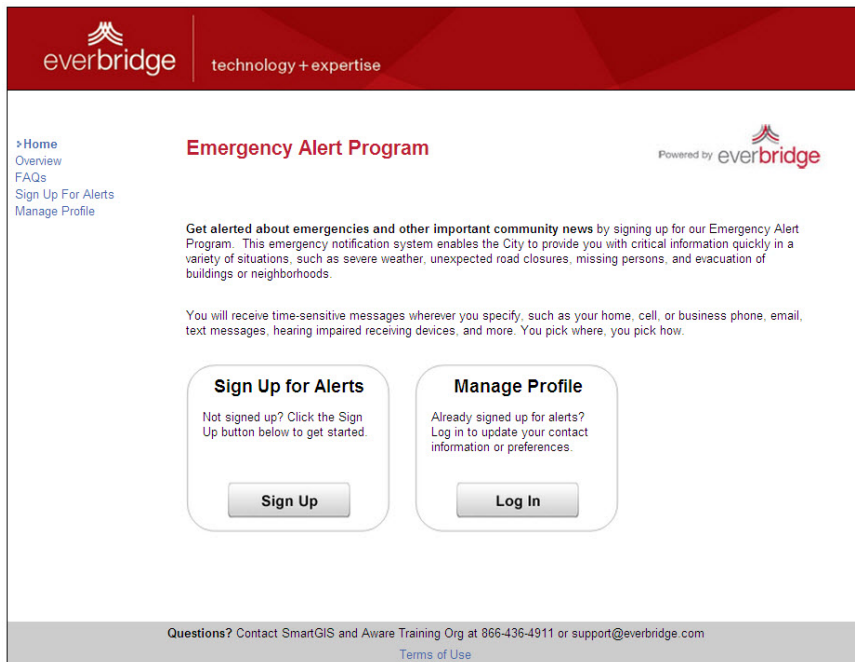
Citizen Alert Sign-Up Instructions – Opt-In

Go to www.keenepd.org.

Click on the Citizen Alert button.

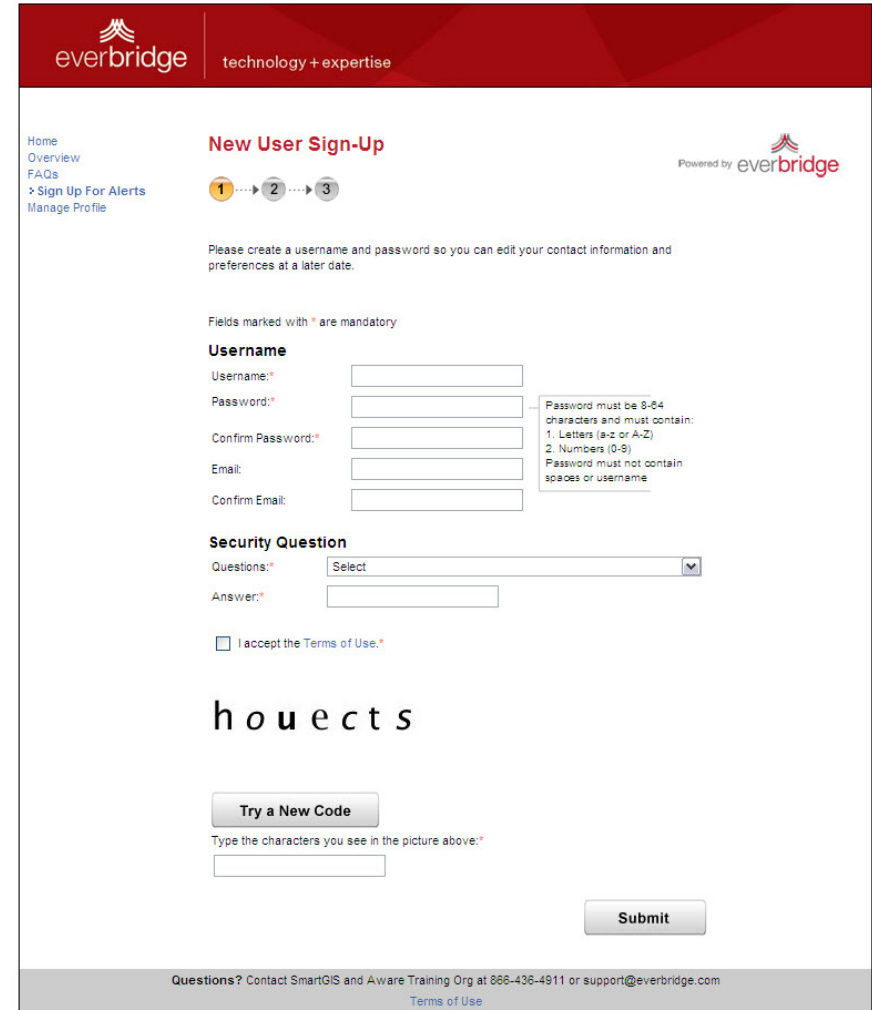


Click on “Sign Up” button to add your information to this notification system.



You will be asked to create an account.

- Create your user name and password (Password must be 8-64 characters and must contain letters (a-z or A-Z) and numbers (0-9), password must not contain spaces or username).
- Select a security question and enter its answer
- Accept the Terms of Use by checking the box.
- Complete the visual or audio CAPTCHA and click “Submit”.



Citizen Alert Sign-Up Instructions – Opt-In

everbridge technology + expertise

Home
Overview
FAQs
Log Out
> Manage Profile

New User Sign-Up

Powered by everbridge

1 → 2 → 3

Fields marked with * are mandatory

Alerts You Want to Receive

Emergency Alerts

Important Community Alerts

Crime Alerts Road Closures
 Power Outage Air Quality Alerts
 Water Outage Missing Persons

About You

I am a resident I am registering a business

First Name:* Middle: Last Name:* Suffix:

Language preference:

Special Needs: Yes No

Volunteer?: Yes No

SmartGIS and Aware Training Org Locations You Care About

Location Name:
(e.g., Home, Work, School)

Street Address:*
(e.g., 123 Main Street)

Apt/Suite/Unit:
(e.g., 2)

City:*

State/Province:*

Postal Code:*

View on Map
(you must have Microsoft Silverlight plug-in installed)

Questions? Contact SmartGIS and Aware Training Org at 866-436-4911 or support@everbridge.com
[Terms of Use](#)

By Default you will be signed up for Emergency Alerts.

Emergency Alerts are imminent or potential threats to life and/or property. Emergencies may include but are not limited to severe weather, floods, wildfires, natural gas leaks, missing person alerts, and police activity that requires you to evacuate or to take shelter.

Select the Community Alerts you will like to receive.

Community Alerts are non-emergency alerts or information bulletins. You can subscribe to an alert by clicking in the box next to the alert name. You can unsubscribe at any time.

You can register as a resident or business

Enter your name and last name and company name if registering a business.

Select your Language preference

This is the primary language spoken at home. However, notifications may not be sent in this language.

Select your Special Needs if applicable

Special needs are concerns for yourself or other members of your household that you want to share with us.

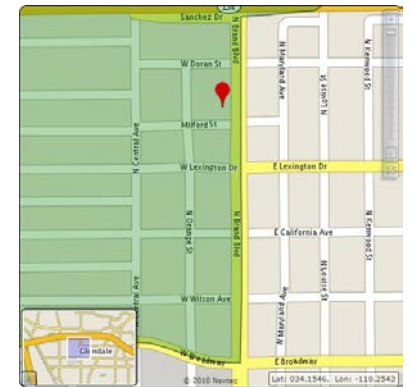
Select your Volunteer Options

Volunteer options are special skills you or others in your household may possess that may be of interest to us in the event of an alert.

Enter any Locations you care about

We send alerts based on a geographical location on a map. Insert up to 5 addresses for which you want to receive an alert if the location is affected by an incident or upcoming event.

IMPORTANT - If the address you provided is not in our database of known addresses for our jurisdiction, you will be presented with other options to add your address into this system, including: selection from a list of suggested address, enter your latitude-longitude, or dropping a pin to select your location on the map (Microsoft Silverlight plug-in is required). If you do not use one of these options, you will not be contacted until your address added has been verified.



Click on the “**Next**” button in the lower right corner to add your contact information.

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Enter the contact information and set the order of priority in which you want to be contacted in the event of an alert.

IMPORTANT - Once you provide your phone numbers and email in step #3, you MUST enter contact preferences in order to receive emergency and/or community alerts.

The screenshot shows the 'Manage Profile' page with a navigation menu on the left (Home, Overview, FAQs, Log Out, > Manage Profile) and a 'Powered by everbridge' logo. The main content area is titled 'Manage Profile' and 'How to Contact You'. It features a 'Contact preferences' section with two columns: 'Emergencies' and 'Community alerts'. Each column has five dropdown menus for priority selection. The 'Emergencies' column has values 4, N/A, 2, N/A, N/A. The 'Community alerts' column has values 4, N/A, 2, N/A, N/A. Two red arrows point to the '1' dropdown in the 'Emergencies' column and the '1' dropdown in the 'Community alerts' column. Below the preferences are 'Cancel' and 'Save' buttons. At the bottom, there is a footer with contact information for the City of Chicopee and a 'Terms of Use' link.

Verify you entered your contact information and set the priorities correctly and click **“Save”**.

Congratulations! You have successfully signed up.



The screenshot shows the 'New User Sign-Up' page with a navigation menu on the left (Home, Overview, FAQs, Log Out, > Manage Profile) and a 'Powered by everbridge' logo. The main content area is titled 'New User Sign-Up' and 'Congratulations!'. It features a 'Welcome, John (Log out)' message and a 'Please take a moment to confirm you entered your information correctly.' prompt. Below this are sections for 'My Subscriptions' (Emergency Alerts, Community alerts), 'About Me' (Resident, First Name: John, Last Name: Doe, Language preference: English (US), Special Needs: Oxygen Tank, Power Dependent, Volunteer: Proficient in Another Language), 'Locations I Care About' (Work: 505 North Brand Blvd, Glendale, CA 91203), and 'How to Contact Me' (Emergency Alerts, Community Alerts). At the bottom, there is a footer with contact information for SmartGIS and Aware Training Org and a 'Terms of Use' link.

If you no longer wish to receive alerts from the City, go to:
www.keenepd.org

Login using your account information and select **“Delete my Profile”** from the My Shortcuts menu.

My Shortcuts

- [Change my subscriptions](#)
- [Update my personal info](#)
- [Update my locations](#)
- [Update my contact info](#)
- [Change my password](#)
- [Change my email](#)
- [Change my security question](#)
- [Delete my profile](#)