



CHARMECK ALERTS: AN OVERVIEW

Presented by: Stacie Neal

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WHAT IS CHARMECK ALERTS?

- ▶ An up-to-the-minute alert notification system for individuals who live in, work in, have family in, or travel through Mecklenburg County.
- ▶ Relays accurate and timely notifications of information you choose and want to know.
- ▶ This is an opt-in system that allows you to choose the notifications you want to receive and where you want to receive them.



WHAT TYPES OF ALERTS CAN I RECEIVE?

- ▶ You can choose as few or as many alerts as you would like to receive:
 - ▶ Emergency alerts from your local fire or police department
 - ▶ Severe weather and health alerts
 - ▶ Amber and silver alerts to help find missing people who might be in danger
 - ▶ Community alerts including special events and traffic within your city or town
 - ▶ Alerts specific to your jurisdiction/neighborhood
 - ▶ Prescribed burns
 - ▶ Training fires
 - ▶ Garbage or recycling schedule changes
 - ▶ Road conditions during inclement weather

WHEN ARE NOTIFICATIONS SENT OUT?

- ▶ System will be used when there are imminent threats to:
 - ▶ Life
 - ▶ Health
 - ▶ Safety
- ▶ Local government officials will also notify you of information that may affect the location(s) of your choice (non-emergency)

Please note: upon registering you are automatically enrolled to receive emergency notifications even if you do not choose any non-emergency opt-in subscriptions.

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 1) Visit www.charmeckalerts.org.
- 2) Click the “Register for CharMeck Alerts” graphic at the top of the page.



The screenshot shows the CharMeck Alerts website. At the top is the logo "CHARMECK ALERTS NOTIFICATION SYSTEM" with icons for a cell tower, smartphone, and tablet. Below the logo is a map of Mecklenburg County with logos for various municipalities: Davidson, Huntersville, Charlotte, Pineville, and Matthews. On the left, a "REGISTER" button is circled in red. On the right, an "UPDATE PROFILE" button is visible. Below the map, the text "DOES CHARMECK ALERT YOU?" is followed by a paragraph explaining the system. Underneath, the section "You Control Your Alerts" lists notification preferences, and "Get Your Alerts, Every Time" explains the system's redundancy. At the bottom, there is a "Can't Log In? Questions?" link.

DOES CHARMECK ALERT YOU?

The CharMeck Alerts Notification System relays accurate and timely notifications of the information you want and need to know—straight from your local leaders. With CharMeck Alerts you control how you're contacted—whether it's on your cell, work or home phone, via text, email or voice message. You can receive up-to-the-minute notifications about events and emergencies that may affect your home, workplace, or other points of interest—anywhere in Mecklenburg County.

You Control Your Alerts

You choose which CharMeck Alerts to receive:

- Emergency alerts from your local fire or police department
- Severe weather and health alerts that impact you and your family
- Amber and Silver alerts to help find missing people who may be in danger
- Community alerts including special events and traffic within your city or town

You can even choose to receive alerts about specific neighborhoods in your town.

You have complete control—and can select how you like to be notified, whether via text, email or even a phone call. It's totally up to you!

Get Your Alerts, Every Time

Once a message is sent by the system, if you do not confirm receipt of the message on your primary device the system will try your additional contact methods.

Can't Log In? Questions?

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 3) Create a username, password, security question/answer, and provide your first and last name.

CHARMECK ALERTS
NOTIFICATION SYSTEM

Login Sign up Overview FAQs

? Help & Answers

Sign up

Creating a profile takes just a few minutes. Remember your username and password so you can log in and change your information at any time.

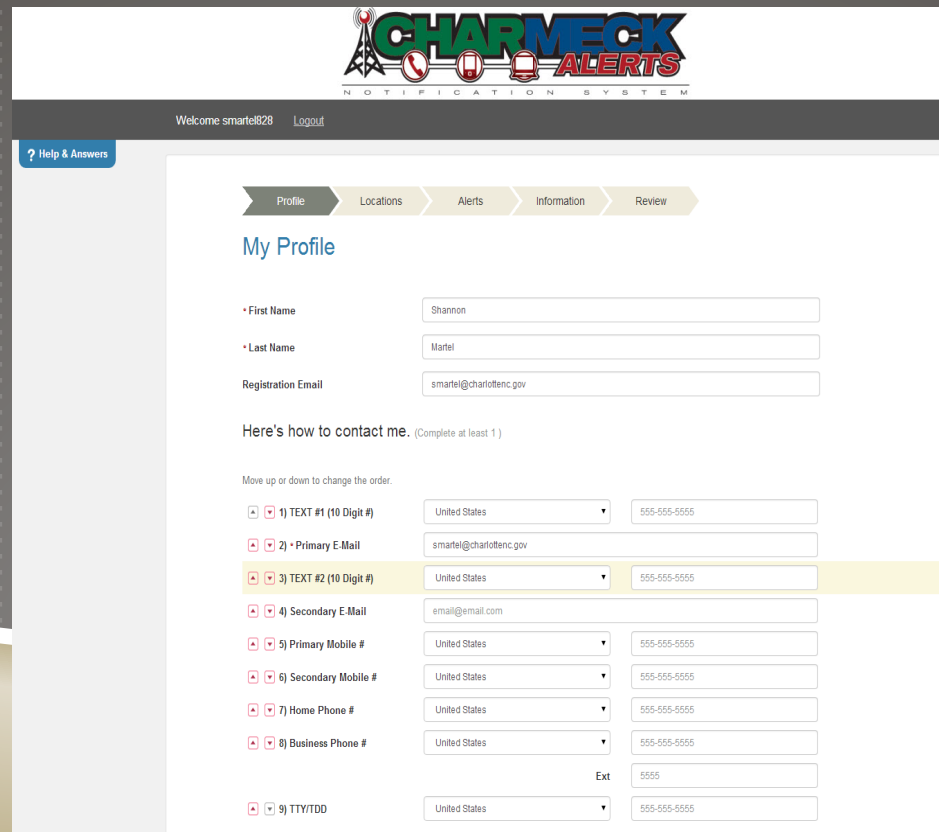
- **Username**
User Name
Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (_), and at symbol (@). No other characters or symbols are permitted at this time.
- **First Name**
- **Last Name**
- **Password**
Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&'*().
- **Confirm Password**
- **Security Question**
What is your maternal grandmother's maiden name?
- **Answer**
- **Registration Email**

I accept the [Terms of Use](#)

Create Your Account >

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 4) Provide us with your preferred methods of contact (email address, cell/home/work phone number, text, mobile app). You can provide as many or as few contact methods as you would like, up to 10.



The screenshot shows the CHARMECK ALERTS NOTIFICATION SYSTEM user interface. At the top, there is a logo for CHARMECK ALERTS with the text NOTIFICATION SYSTEM below it. Below the logo, there is a navigation bar with the text "Welcome smartel828" and a "Logout" link. On the left side, there is a "Help & Answers" button. The main content area has a breadcrumb trail: Profile > Locations > Alerts > Information > Review. The "My Profile" section is active. It contains the following fields:

- First Name: Shannon
- Last Name: Martel
- Registration Email: smartel@charlottenc.gov

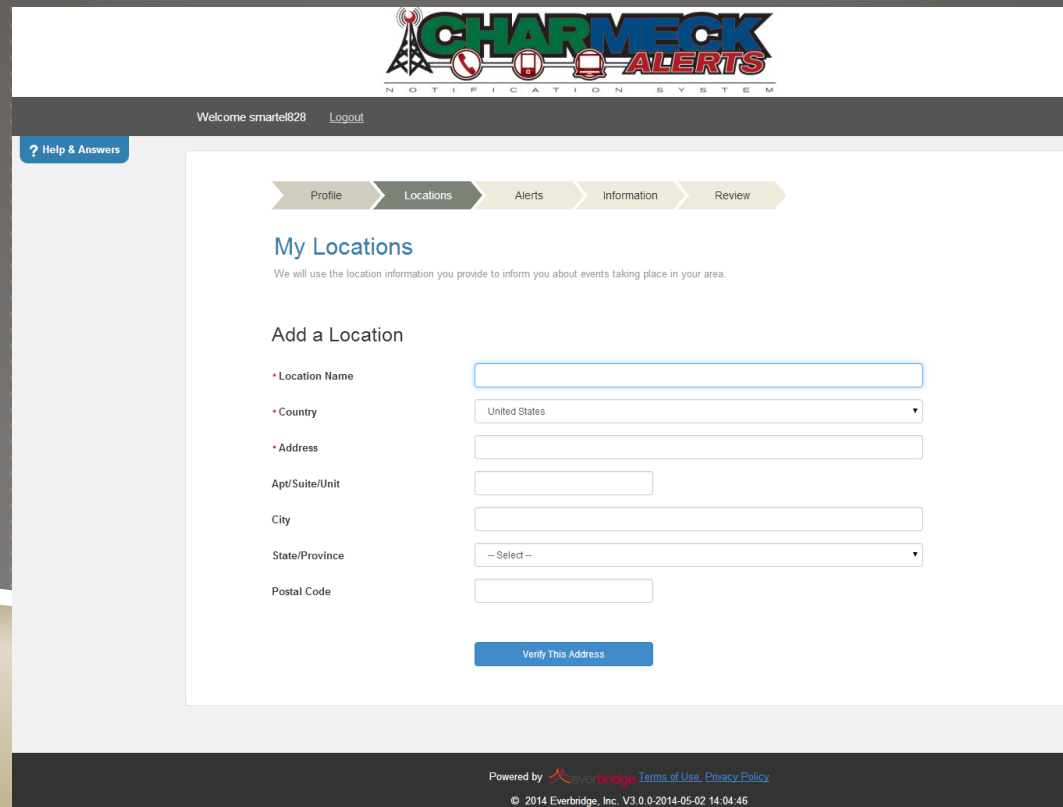
Below these fields, there is a section titled "Here's how to contact me. (Complete at least 1)". It includes a note: "Move up or down to change the order." and a list of contact methods:

- 1) TEXT #1 (10 Digit #): United States, 555-555-5555
- 2) Primary E-Mail: smartel@charlottenc.gov
- 3) TEXT #2 (10 Digit #): United States, 555-555-5555
- 4) Secondary E-Mail: email@email.com
- 5) Primary Mobile #: United States, 555-555-5555
- 6) Secondary Mobile #: United States, 555-555-5555
- 7) Home Phone #: United States, 555-555-5555
- 8) Business Phone #: United States, 555-555-5555
- 9) TTY/TDD: United States, 555-555-5555

There is also an "Ext" field with the value "5555".

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 5) Enter the locations within Mecklenburg County for which you want to receive alerts (you can select up to 5). This can be a home address, work address, or the address of family members who live within Mecklenburg County.



The screenshot displays the CHARMECK ALERTS NOTIFICATION SYSTEM interface. At the top, the logo features a radio tower and various communication icons. Below the logo, a navigation bar includes a welcome message for user 'smarte828' and a 'Logout' link. A secondary navigation bar contains a 'Help & Answers' button and a breadcrumb trail: Profile > Locations > Alerts > Information > Review. The main content area is titled 'My Locations' and includes a sub-header 'Add a Location'. Below this, there is a form with the following fields: 'Location Name' (text input), 'Country' (dropdown menu showing 'United States'), 'Address' (text input), 'Apt/Suite/Unit' (text input), 'City' (text input), 'State/Province' (dropdown menu showing '-- Select --'), and 'Postal Code' (text input). A blue button labeled 'Verify This Address' is positioned at the bottom of the form. The footer of the page indicates it is powered by Everbridge and includes links for 'Terms of Use' and 'Privacy Policy', along with the copyright notice '© 2014 Everbridge, Inc. V3 0.0-2014-05-02 14:04:46'.

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 6) Choose the types of non-emergency alerts you want to receive. You can choose as many, or as few, alerts as you would like.

The screenshot shows a web interface for configuring alerts. At the top, there is a navigation bar with 'Welcome smarte828' and a 'Logout' link. Below this is a 'Help & Answers' button. The main content area has a breadcrumb trail: Profile > Locations > Alerts > Information > Review. The 'Alerts' section is titled 'My Alerts' and includes the instruction 'Choose what you want to be informed about.' There are five main categories, each with a sub-header and a list of items:

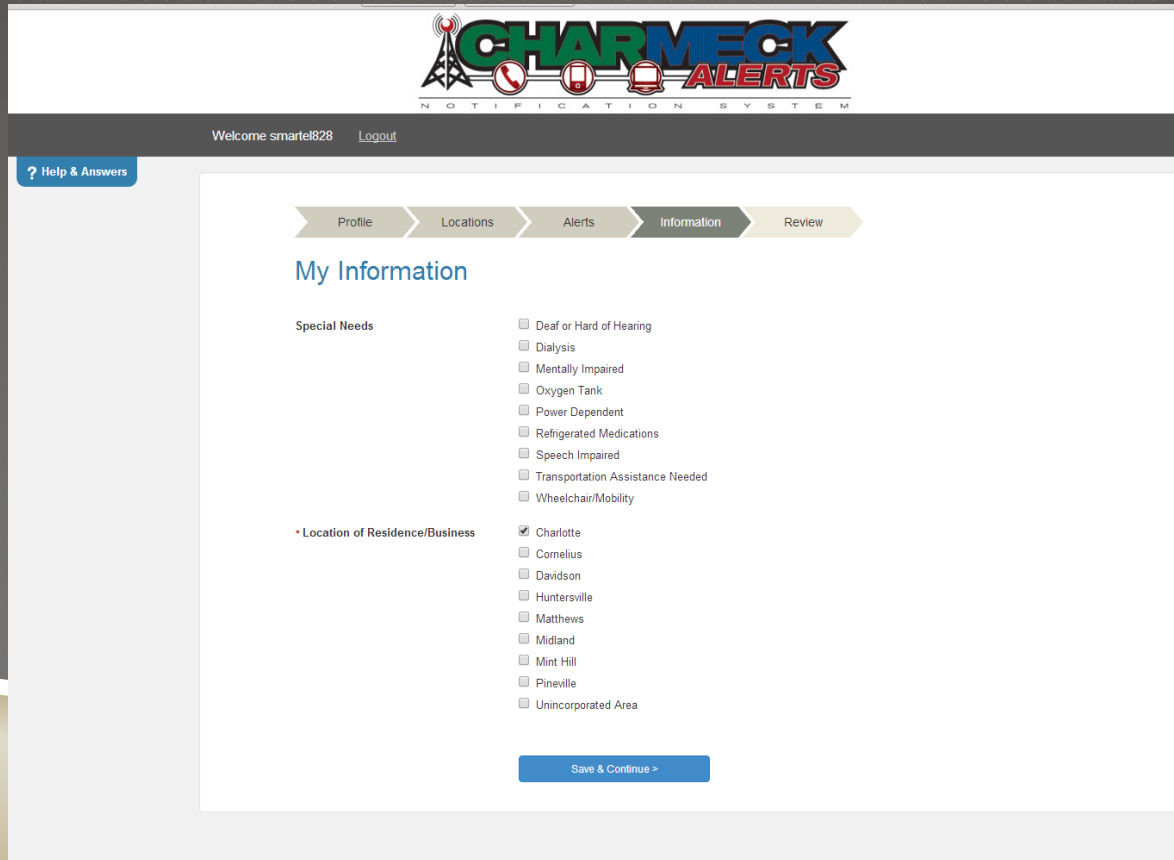
- Important Community Alerts**
 - Amber Alerts
 - Silver Alerts
 - Important City of Charlotte Alerts
 - Prescribed Burn Notices
 - Charlotte Fire Department Alerts
 - Important Mecklenburg County Alerts
- Severe Weather Alerts**
 - Severe Weather Alerts
- Transportation Alerts**
 - Charlotte DOT (1)
- Towns**
 - Town of Huntersville (4)
 - Town of Cornelius (5)
 - Town of Davidson (4)
 - Town of Matthews (4)
 - Town of Mint Hill (4)
 - Town of Pineville (4)
- Solid Waste Services**
 - Collection Services (1)

At the bottom of the form, there are two buttons: 'Save & Continue >' and 'Skip this'.

javascript:void(0)

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 7) Provide us with information regarding any special needs that you might have and select the location of your residence/business.



The screenshot displays the CHARMECK ALERTS NOTIFICATION SYSTEM user interface. At the top, the logo features a radio tower and a smartphone, with the text "CHARMECK ALERTS" and "NOTIFICATION SYSTEM" below it. The user is logged in as "smarte828" and can click "Logout". A navigation bar includes a "Help & Answers" link and a progress indicator with steps: Profile, Locations, Alerts, Information (current), and Review. The "My Information" section contains two groups of checkboxes:

- Special Needs**
 - Deaf or Hard of Hearing
 - Dialysis
 - Mentally Impaired
 - Oxygen Tank
 - Power Dependent
 - Refrigerated Medications
 - Speech Impaired
 - Transportation Assistance Needed
 - Wheelchair/Mobility
- * Location of Residence/Business**
 - Charlotte
 - Cornelius
 - Davidson
 - Huntersville
 - Matthews
 - Midland
 - Mint Hill
 - Pineville
 - Unincorporated Area

A "Save & Continue >" button is located at the bottom of the form.

HOW DO I SIGN UP TO RECEIVE CHARMECK ALERTS?

- 8) Review the information you provided and click finish. This completes the CharMeck Alerts registration process.

Welcome smartel828 [Logout](#)

[? Help & Answers](#)

Profile > Locations > Alerts > Information > Review

Review the information you entered

You will be able to edit it any time.

My Profile [Edit](#)

Username: smartel828

First Name: Shannon

Last Name: Martel

Registration Email: smartel@charlottenc.gov

TEXT #1 (10 Digit #): 7046211361

Primary E-Mail: smartel@charlottenc.gov

My Alerts [Edit](#)

Important Community Alerts
Important City of Charlotte Alerts
Charlotte Fire Department Alerts

Severe Weather Alerts
Severe Weather Alerts

My Locations [Edit](#)

Work: 228 E 9th St

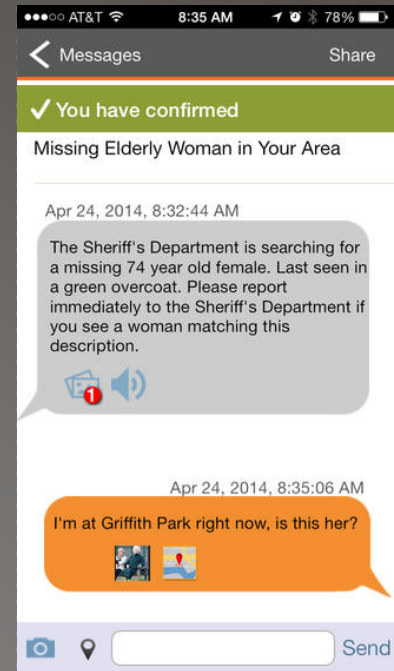
My Information [Edit](#)

Location of Residence/Business: Charlotte

[Finish](#)

MOBILE APP

- ▶ After you have registered a username and password you can download the mobile app from the App Store or Google Play.
- ▶ Search for “Everbridge Mobile Member”.
- ▶ Sign in using your registered username and password.
- ▶ From the app you can:
 - ▶ Add an account.
 - ▶ Manage your existing account.
 - ▶ Confirm alert notifications.
 - ▶ Respond to alerts.



IMPORTANT REGISTRATION INFORMATION

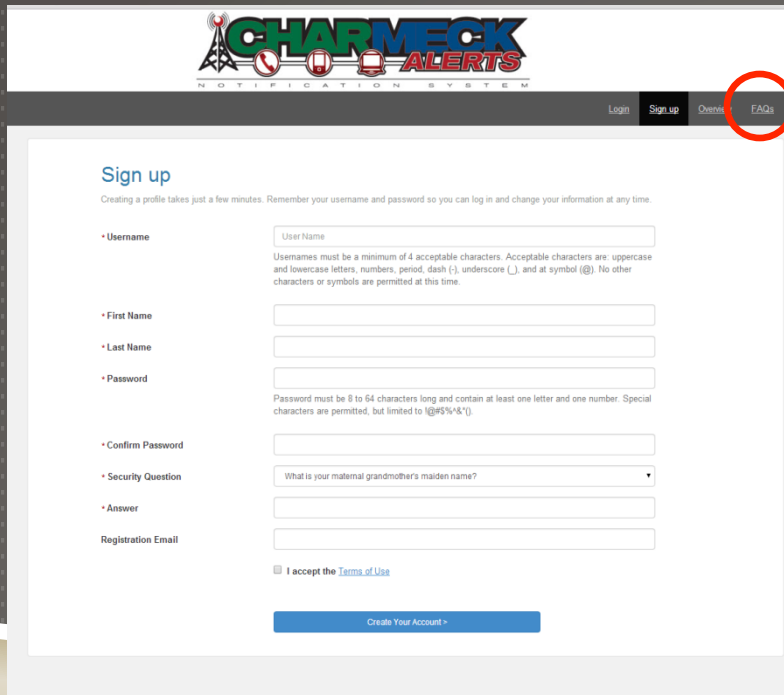
- ▶ If your home address or business is listed in the white or yellow pages of the phone book, you are already registered in our system (under your home phone/business landline) to receive emergency alerts only! You must register separately to receive opt-in, non-emergency notifications, or to receive any notifications via your cell phone, email address, or on the mobile app.
- ▶ CharMeck Alerts only distributes alerts for Mecklenburg County. If you register an address outside of Mecklenburg County you will not receive emergency notifications based on that address. Those must come from the county in which the address is located. Check with your county for a similar program.

IMPORTANT REGISTRATION INFORMATION

- ▶ If you ever move or change your phone number please be sure to update your information in CharMeck Alerts. **KEEP YOUR LOGIN INFO**. Call 311 to unsubscribe.
- ▶ The information that you provide will be used for CharMeck Alerts notification purposes only. We will not give or sell your contact or location information to any vendor or other organization.
- ▶ CharMeck Alerts is TTY/TTD ready. It is also setup to be used with screen readers for the visually impaired.
- ▶ If you or someone you know does not have access to a computer, or do not have an email address, you may call 3-1-1. They will take your name, address, and phone number and provide it to the CharMeck Alerts Support Team who will return your call and manually enter your information into the system.

IMPORTANT REGISTRATION INFORMATION

- 1) Visit www.charmeckalerts.org to access the FAQs
- 2) From the Register or Update Page, click at the top right “FAQs”



CHARMECK ALERTS
NOTIFICATION SYSTEM

Login Sign up **FAQs**

Sign up

Creating a profile takes just a few minutes. Remember your username and password so you can log in and change your information at any time.

*** Username**
Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (_), and symbol (@). No other characters or symbols are permitted at this time.

*** First Name**

*** Last Name**

*** Password**
Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&'*~.

*** Confirm Password**

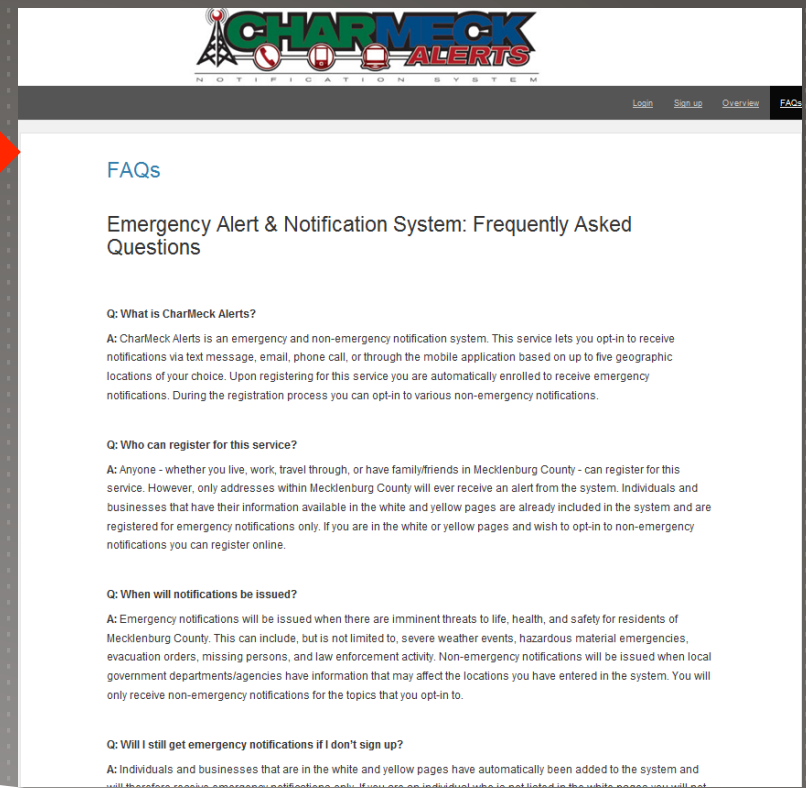
*** Security Question**

*** Answer**

Registration Email

I accept the [Terms of Use](#)

[Create Your Account >](#)



CHARMECK ALERTS
NOTIFICATION SYSTEM

Login Sign up Overview **FAQs**

FAQs

Emergency Alert & Notification System: Frequently Asked Questions

Q: What is CharMeck Alerts?

A: CharMeck Alerts is an emergency and non-emergency notification system. This service lets you opt-in to receive notifications via text message, email, phone call, or through the mobile application based on up to five geographic locations of your choice. Upon registering for this service you are automatically enrolled to receive emergency notifications. During the registration process you can opt-in to various non-emergency notifications.

Q: Who can register for this service?

A: Anyone - whether you live, work, travel through, or have family/friends in Mecklenburg County - can register for this service. However, only addresses within Mecklenburg County will ever receive an alert from the system. Individuals and businesses that have their information available in the white and yellow pages are already included in the system and are registered for emergency notifications only. If you are in the white or yellow pages and wish to opt-in to non-emergency notifications you can register online.

Q: When will notifications be issued?

A: Emergency notifications will be issued when there are imminent threats to life, health, and safety for residents of Mecklenburg County. This can include, but is not limited to, severe weather events, hazardous material emergencies, evacuation orders, missing persons, and law enforcement activity. Non-emergency notifications will be issued when local government departments/agencies have information that may affect the locations you have entered in the system. You will only receive non-emergency notifications for the topics that you opt-in to.

Q: Will I still get emergency notifications if I don't sign up?

A: Individuals and businesses that are in the white and yellow pages have automatically been added to the system and will therefore receive emergency notifications only. If you are an individual who is not listed in the white pages, you will not

SPECIAL NEEDS REGISTRATION PORTAL

- ▶ If you or someone you know have a special need (deaf/hard of hearing, visually impaired, you are on dialysis, require an oxygen tank, etc.) please take the time to fill out our Special Needs Form so we are able to better assist you in the event of an emergency.
 - 1) Visit www.charmeckem.net.
 - 2) Scroll over “Citizens” in the top menu bar and navigate to “Disability Registry Portal”
 - 3) Click the link in the middle of the page to complete the Special Needs Form. Here you will provide personal information, medical information, caretaker contact information, and even information about pets that live in the home.

QUESTIONS?



<http://www.charmeckalerts.org>

Stacie Neal
Emergency Management Planner
Charlotte-Mecklenburg Emergency Management
Charlotte Fire Department