

CLATSOP COUNTY USER GUIDE

Clatsop Alerts: HOW TO SIGN UP

(Powered By “Everbridge ”)



Revised: 08/17/20

OVERVIEW/ INSTRUCTIONS



OVERVIEW-INTRODUCTION

Clatsop Alerts is an “all hazards” emergency notification system. You will be notified of emergency hazards or specific actions you should take from local public safety officials directly to landline (residential/business numbers) or to the opt-in profile information you create in Clatsop Alerts.

Community members, visitors and businesses can **choose up to 3 ways** to receive emergency notifications and community information:

- 1) Residential and business landline number, automatically included, **no action required.**
- 2) Opt-in Profile: Sign-up each per son in your household to receive alerts to their mobile phone, mobile text, mobile-app, e-mail, fax – **action required – follow steps in this guide.**
- 3) **Community Text Information:** Sign up to receive community information via text from City, Tribal, and County officials by texting a KEYWORD to ‘888777’ – You can access the *Community Information Text Messages Sign Up Guide* by visiting www.co.Clatsop.or.us/em/page/clatsopalerts

OVERVIEW-INTRODUCTION

- **Who should sign up?:** Each person in your household who has a mobile phone with their own account. This will allow each household member to receive notifications independent of one another.
- **Did you add an email?** Email is how we will send you specific information related to an on-going event, i.e., shelter locations, damage assessment guidelines, evacuation route maps, photos of persons of interest or missing persons, etc.
- **Contact Method Prioritization:** You can prioritize which devices you want to be contacted by first, i.e., cell phone text, cell phone call, email etc. – you decide what order in your profile.
- **Business Profiles:** Business can also create opt in profiles so they can receive messages directly to their business location or to those persons who are responsible for facilities.
- **City Groups:** You can opt-in to receive alerts specific to the 5 cities in Clatsop County and can further specify if you want traffic, Water Emergencies and Events & Information.

OPT-IN INSTRUCTIONS:



OPT-IN INSTRUCTIONS

Go to Clatsop Alerts sign-up page

- Follow steps to create user name/password
 - Remember username and password
- Follow next steps to build your opt-in profile
- Considering downloading the mobile app to receive notifications and reply back to City, County Emergency Operations Center

SIGNING UP – WHERE TO GO

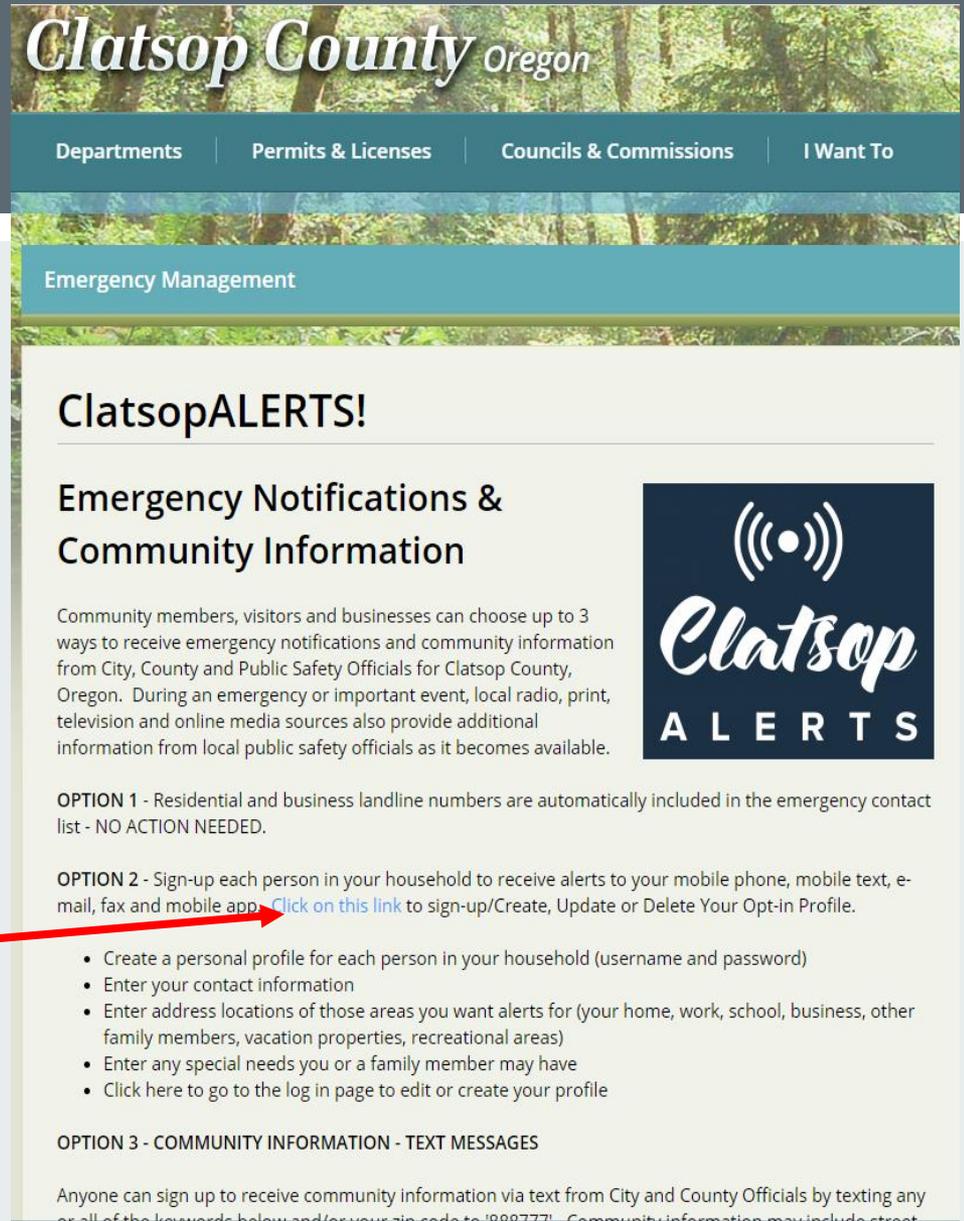
Clatsop Alerts info page is at:

www.co.Clatsop.or.us/em/page/clatsopalerts

The sign up page is at:

<https://member.everbridge.net/1772417038942600/login>

READY TO OPT-IN Click on is link



Clatsop County Oregon

Departments | Permits & Licenses | Councils & Commissions | I Want To

Emergency Management

ClatsopALERTS!

Emergency Notifications & Community Information

Community members, visitors and businesses can choose up to 3 ways to receive emergency notifications and community information from City, County and Public Safety Officials for Clatsop County, Oregon. During an emergency or important event, local radio, print, television and online media sources also provide additional information from local public safety officials as it becomes available.



OPTION 1 - Residential and business landline numbers are automatically included in the emergency contact list - NO ACTION NEEDED.

OPTION 2 - Sign-up each person in your household to receive alerts to your mobile phone, mobile text, e-mail, fax and mobile app. [Click on this link](#) to sign-up/Create, Update or Delete Your Opt-in Profile.

- Create a personal profile for each person in your household (username and password)
- Enter your contact information
- Enter address locations of those areas you want alerts for (your home, work, school, business, other family members, vacation properties, recreational areas)
- Enter any special needs you or a family member may have
- Click here to go to the log in page to edit or create your profile

OPTION 3 - COMMUNITY INFORMATION - TEXT MESSAGES

Anyone can sign up to receive community information via text from City and County Officials by texting any one of the keywords below and/or your zip code to 990777. Community information may include street

SIGNING UP – CREATING YOUR ACCOUNT

Sign in to your account

 Username
Please enter your username

 Password

[Sign In](#)

[Forgot Username](#) or [Forgot Password](#)

Don't have an account? [Sign Up](#)

Click on the...“Don’t have an account?” button.



SIGNING UP – CREATING YOUR ACCOUNT

To create an account, fill in the required fields.

Be sure to remember your username and password so you can update your information in the future.

Click the “Create your account” button to move to the next step.

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 at symbol (@). No other characters or symbols are permitted at this time.

* First Name

* Last Name

* Password
Password must be at least 8 characters long and contain at least one letter and one number. Special characters are limited to: ! @ # \$ % ^ & * ()

* Confirm Password

* Security Question

* Answer

Registration Email

I accept the [Terms of Use](#)

SIGNING UP – MY PROFILE

After initial registration, you will be prompted to put in your contact methods.

Fill in all contact methods you want to receive notifications on.

Be sure to include your email address so Emergency Management can send you important information (i.e. shelter locations, or evacuation routes during response events etc.).

Profile > Locations > Subscriptions > Information > Review

My Profile

* First Name

* Last Name

Registration Email

Time Zone

Here's how to contact me. (Complete at least 1)

Move up or down to change the order.

- 1) Work Text
- 2) Work Phone
- 3) Work Email
- 4) Personal Text
- 5) Personal Phone
- 6) Personal Email

Everbridge App **Not logged in**

Download the Everbridge Mobile Safety App from Google Play  or the iTunes App Store 

[Save & Continue >](#)

SIGNING UP - CONTACT METHODS

You can use the arrows on the left to arrange your contact methods to the order in which you would prefer to receive notifications.

Emergency Management recommends moving text to the top for easy notification.

Click "Save & Continue" to go to the next page.

Here's how to contact me. (Complete at least 1)

Move up or down to change the order.

- 1) Work Text
- 2) Work Phone
- 3) Work Email
- 4) Personal Text
- 5) Personal Phone
- 6) Personal Email

Everbridge App

United States

United States

Imorales@co.clatsop.or.us

United States

United States

email@email.com

Not logged in

Download the Everbridge Mobile Safety App from Google Play or the

Save & Continue >

SIGNING UP – MY LOCATIONS

You need to put in your locations (addresses), such as home, work, school or even other family members you take care of.

Locations are used when public safety needs to notify a specific area of a hazard or threat; without address information in your profile public safety is unable to identify that your contact information is associated for that area.

The screenshot shows a user interface for adding a location. At the top, there is a navigation bar with five tabs: Profile, Locations (which is highlighted), Subscriptions, Information, and Review. Below the navigation bar, the heading 'My Locations' is displayed in blue. A sub-heading reads: 'We will use the location information you provide to inform you about events taking place in your area.' The main section is titled 'Add a Location' and contains a form with the following fields:

- * Location Name**: A text input field.
- ***: A dropdown menu currently showing 'United States'.
- * Address**: A text input field.
- Apt/Suite/Unit**: A text input field.
- City**: A text input field.
- State/Province**: A text input field.
- Postal Code**: A text input field.

At the bottom of the form is a blue button labeled 'Verify This Address'.

SIGNING UP – MY LOCATIONS

You will be required to verify your location(s) by selecting the suggested address using the mapping tool.

Verify Your Location

[? Help & Answers](#)

Home

You entered: 800 Exchange St, Suite 408, Astoria, Oregon, 97103, United States

We found a few possible matches, does any of these look right?

- A - 800 Exchange St, Astoria, OR 97103 United States
- None of these looks right

Map Satellite

This Is My Location

You can describe your address locations, like work or school.

Profile Locations Subscriptions Information Review

My Locations

We will use the location information you provide to inform you about events taking place in your area.

Location Name	Address	
Home	800 Exchange St, Suite 408	Edit Delete View on Map
Work	91372 Rilea Pacific Rd, Bldg 7404 ISBPP	Edit Delete View on Map

[+ Add Another Location](#)

[Save & Continue >](#)

SIGNING UP – ALERT SUBSCRIPTIONS

Clatsop County Emergency Management has provided additional alert subscriptions. By selecting the arrow you can choose to refine your subscriptions so you only receive notices for your city.

Select your area for more specific alert options.

Profile > Locations > Subscriptions

My Subscriptions

Choose what you want to be informed about.

Alert Subscriptions

- Clatsop County & Cities Notifications

- Clatsop County & Cities Notifications
 - Clatsop County (10)
 - City of Astoria (3)
 - Astoria Traffic Alerts
 - Astoria Water Emergencies
 - Astoria Events & Information
 - City of Cannon Beach (3)
 - City of Gearhart (3)
 - City of Seaside (3)
 - City of Warrenton (3)

SIGNING UP – SPECIAL NEEDS

There is an option to select any special needs you or persons in your household may have.

Public safety officials use this information when developing plans for neighborhood evacuations.

Options include:

- Hearing impaired
- Visually impaired
- Speech impaired
- Mentally impaired
- Dialysis
- Wheelchair/mobility
- Oxygen tank
- Refrigerator meds

Please complete all registration pages to receive accurate notifications.

Profile

Locations

Subscriptions

Information

Review

My Information

My Information

Hearing impaired

Vision impaired

Speech impaired

Mentally impaired

Dialysis

Wheelchair/Mobility

Oxygen Tank

Refrigerated Meds

Save & Continue >

SIGNING UP – FINAL CHECK

The final step is to review your information for any possible errors. You can select “edit” to make corrections in any of the sections.

Once complete, select “finish”

Review the information you entered

You will be able to edit it any time.

My Profile [Edit](#)

Username: pookasameta

First Name: Laura

Last Name: Sample

Registration Email: lmorales@co.clatsop.or.us

Work Phone: (503) 325-8645

Work Email: lmorales@co.clatsop.or.us

I'm not a robot  reCAPTCHA
Privacy - Terms

[Send Test Notification](#)

My Locations [Edit](#)

Home: 800 Exchange St. Suite 408

Work: 91372 Rilea Pacific Rd, Bldg 7404 ISBPP

My Information [Edit](#)

My Subscriptions [Edit](#)

Alert Subscriptions

Clatsop County & Cities Notifications > City of Astoria

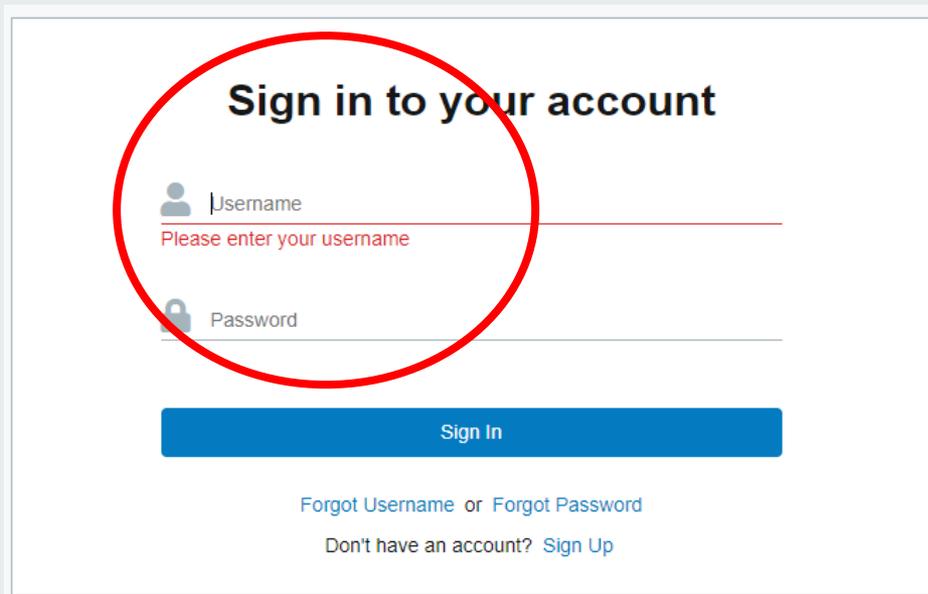
- Astoria Traffic Alerts
- Astoria Water Emergencies
- Astoria Events & Information

[Finish](#)

ACCESSING YOUR PROFILE INFORMATION

Profile Information Updates:

- You can go back to your profile at any time and review your information and/or make updates. Consider updating your information twice a year, when you check the batteries in your smoke detectors.
- Go to the LOGIN TO YOUR ACCOUNT page and enter your username and password at <https://member.everbridge.net/1772417038942600/login>



Sign in to your account

Username
Please enter your username

Password

Sign In

[Forgot Username](#) or [Forgot Password](#)

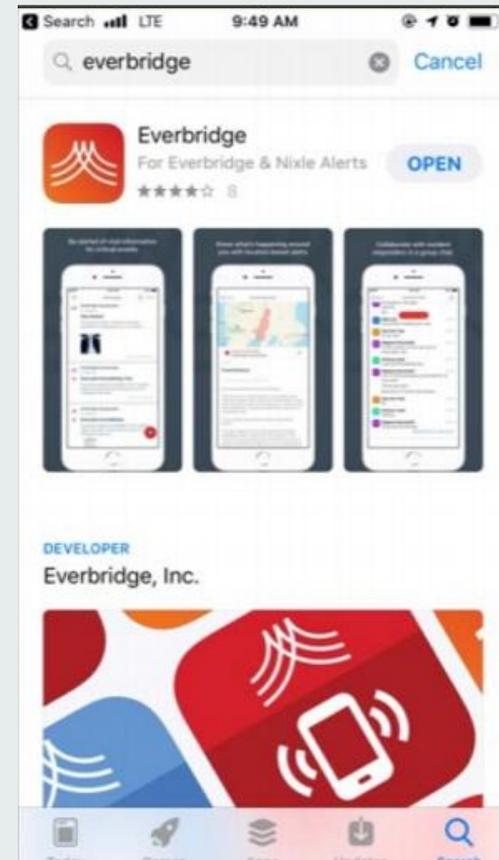
Don't have an account? [Sign Up](#)

CLATSOP ALERTS MOBILE APP

Now that you have a Clatsop Alerts profile you can download the Clatsop Alerts mobile app (powered by Everbridge) by searching for “Everbridge” in the google play or the app store.

If you need help, we have created a user guides specifically for downloading and using the mobile app.

Instructions are located on our website at <https://www.co.clatsop.or.us/em/page/clatsopalerts>



QUESTIONS OR ASSISTANCE

Clatsop County Emergency Management

- Tiffany Brown, tbrown@co.Clatsop.or.us, 503-338-3774
- Pooka Morales, lmorales@co.Clatsop.or.us , 503-325-8645

