

Smart 911 Frequently Asked Questions

Smart 911 Emergency Safety Profile

What is Smart 911?

- Smart 911 allows citizens to provide the additional details that 9-1-1 call takers may need in order to assist them during an emergency. When you dial 9-1-1 today, the information received by the 9-1-1 call center can be limited based on the type of phone you are calling on. With Smart 911, anytime you make an emergency call from a phone registered with your Safety Profile, our 9-1-1 system recognizes your phone number and automatically displays your profile on the screen of the call taker who receives your call.

What is a Safety Profile?

- A Safety Profile is a set of information about an individual or a household that is contained within one account on Smart911.com. Information can include details about all members of the household, all phone numbers (mobile, landline or VOIP) and all addresses including home, work and even vacation homes. Users can also add details about medical conditions, medications, vehicles, pets and even emergency contacts. This information can save critical seconds and even minutes in response to the emergency.

What kind of information can I list in my safety profile?

- You can include as little or as much information in your profile as you like. Information may include address, medical and security information. This service is voluntary, so *you decide what information you want emergency responders to know about you when you call 9-1-1.*

Who should create a Safety Profile?

- Everyone should create a safety profile, especially those with medical or disability information. Wireless phone users are also encouraged, since wireless phone calls to 9-1-1 only provide a general location of the caller, not an exact address. Adding your home, school and work addresses (including apartment and room numbers) can help responders locate you more easily.

How long does it take to create a Safety Profile?

- Setting up a profile can take as little as 5-10 minutes, depending on how much information you wish to provide. You can always go back and update existing, or add additional information to your profile.

How do I sign up for Smart 911?

- Signing up for Smart 911 Alert is easy!
 - Go to <https://www.smart911.com/smart911/registration/registrationLanding.action?cdnExternalPath=> and create an emergency safety profile or download the Smart 911 App on the Apple Store or Google Play or by texting "Smart911" to 67283 and create your profile through the app.

How do I know if my Safety Profile was successfully created?

- When you complete registration, Smart 911 will automatically direct you to your Smart 911 Safety Profile and will send a message to your registered email address confirming your account. *Smart 911 will not deliver your Safety Profile to 9-1-1 answering centers unless you have verified the phone(s) listed in your profile by responding to the text message or automated call placed to that phone.*

Account is created after first page of registration

To confirm your account and insure info is available to 911, profile must be associated with a phone number

Is there a cost to sign up for Smart 911?

- There is no fee to create or maintain a Safety Profile with Smart 911.

Can I include my family members?

- You are encouraged to create a Safety Profile that includes everyone in your household. You can also create a Safety Profile on behalf of elderly parents, those with disabilities, or anyone not comfortable with computers, designating yourself as the emergency contact.

What if English is not my primary language?

- You can create a Safety Profile in multiple languages and specify your primary language. When your profile displays at the 9-1-1 center, it will be translated back into English. If an interpreter is required, the 9-1-1 Call Taker will be able to see which language you designated as your primary language.

Once I have signed up do I need to do anything else?

- The more up-to-date your information is, the better. Smart 911 prompts users to verify their information every six months. However, you should update your profile anytime there is any change to your information.

Is my information secure?

- Yes. Your privacy is important to us. Your information is made available ONLY to 9-1-1 call takers and responders ONLY in the event you call 9-1-1. Your information is stored in geo-redundant databases that restrict access to everyone- including Smart 911 Mobile Safety employees. Your Safety Profile is non-searchable and your information will only be displayed to 9-1-1 dispatchers for a limited amount of time. In some areas, you can choose to allow Smart 911 to share your profile with Emergency Managers as they prepare for and respond to emergencies. If you reside or work in one of these areas, you will be presented with this option.

Smart 911 Alert

What is Smart 911 Alert?

- Smart 911 Alert is the borough's official emergency alert and notification system used to send information to the public during emergencies. Smart 911 Alert is a free service that allows you to sign up online to receive customized alerts via text message, email, and voice message.

The borough will no longer use Code Red notifications – you must register for Smart 911 Alert even if you had previously registered for Code Red

In addition to emergency alerts, you can also choose to receive customizable community notifications. These include notifications about traffic disruptions, garbage and recycling changes, recreation updates, and more.

Why should I sign-up for Smart 911 Alert?

- When emergencies happen, be the first to know. The borough uses SMART 911 Alert to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe. By signing up for SMART 911 Alert, you are taking a large step toward improving your personal safety.

How does it work?

- When an emergency occurs that meets the criteria for sending out an alert to the public, the borough's emergency management personnel will gather the necessary information and push out an alert. Alerts can be sent out town-wide to the entire database of everyone who has registered, or just to a specific area or neighborhood for more localized events.

How much does it cost?

- This service is provided by the borough at no cost to the public; however, message and data rates may apply depending on your provider and phone services.

Can you guarantee that I will receive notification if I register?

- While Smart 911 Alert is an excellent system, we cannot guarantee that you will receive notification in all cases. Disasters and emergencies are chaotic and unpredictable, and notification is dependent on external providers, such as your wireless carrier or email delivery service outside the borough's control. Smart 911 Alert will use several means of communications to try to ensure that, should any one communication method, technology, or delivery option be unavailable to reach residents, other methods will be used to improve the likelihood that citizens will see the message.

Always check the borough website, www.newprov.org for Special Notices and the latest information.

How do I sign-up to receive Smart 911 Alerts?

- Signing up for Smart 911 Alert is easy! You must first create an Emergency Safety Profile:
 1. Go to <https://www.Smart911.com/Smart911/ref/reg.action?pa=NPAAlerts> to create an emergency safety profile. You can also select your Alert notification preferences.
 2. If you already have a Smart 911 Alert emergency safety profile, you can select or update your Smart 911 Alert preferences:
 - a. Click this link: <https://www.Smart911.com/Smart911/ref/login.action?pa=NPAAlerts> to sign in to your Smart 911 account.
 - b. Click **Alerts** at the top of the page and select from the list of New Providence alert options that you would like to receive. **Make sure you select "All Opt-In Recipients Emergency Notifications from the Borough of New Providence" to receive emergency notifications.** You may also choose to receive non-emergency notices about traffic conditions, Recreation updates, and community event information.

Who can sign-up for Smart 911 Alert?

- Smart 911 Alert is available to anyone who lives, works, travels through, or visits the Borough of New Providence. The address can be your home location, work location, or any other location you care about.

I don't own a computer – who can help me sign-up for Smart 911 Alert?

- You can ask a friend or relative to sign you up online for Smart 911 Alert, computers are available at the New Providence Memorial Library and/or the DeCorso Community Center, or you can call the borough at 908-665-1400 for assistance.

What types of alerts will I receive?

- Emergency alerts can be sent 24/7 when there is an immediate threat to life and/or property; when there are impending storm preparation updates; important DPW schedule changes; or other urgent information that needs to be shared community-wide. **In addition to emergency alerts**, you can also choose to receive customizable community notifications. These include notifications about:
 1. Road detours and transportation updates
 2. Recreation Department updates and notices
 3. Community event information
- New Providence residents and travelers can also **download the Smart 911** app to sign up for Smart 911 Alert to receive key information needed in an emergency. The Smart 911 app provides enhanced functionality by sending targeted alerts based on the user's location. Download the Smart 911 App on the Apple Store or Google Play or by texting "Smart911" to 67283.

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

- You are not able to reply to texts or emails sent by SMART 911 Alert. Voice messages provide a dial-back number to replay an alert message.

When will I start receiving alerts?

- Once you have registered online at: <https://www.Smart911.com/Smart911/ref/reg.action?pa=NPAAlerts> and confirmed your contact information within the system, you will begin receiving alerts whenever they are sent.

How do I update my notification preferences and contact information used by SMART 911 Alert?

- Follow the steps below to change your SMART 911 Alert preferences (for example, to reduce the number of messages of a certain type, or to change the contacts used for each kind of message):
- Go to the sign in page <https://www.Smart911.com/Smart911/ref/login.action?pa=NPAAlerts> for SMART 911 Alert
- Sign in using your SMART 911 Alert username and password (If you've forgotten these, follow the instructions on the page under "Forgot Username or Password?")
- Once signed in, click the 'Alerts' tab at the top
- You can choose what alerts you want to receive and the method you wish to receive them by (text, voice, email)
 - a. For example, if you wish to turn off **all** messages regarding Road Closures/Transportation, simply uncheck the box to the left of "Road Closures/Transportation"
 - b. If you wish instead **only to receive emails** for Road Closures/Transportation notifications, instead uncheck the "Text" and "Voice" choices, so that only "Email" remains checked

How often will I receive alerts?

- The frequency for which you receive alerts depends on the addresses you provide and the types of alerts you select to receive, as well as the frequency of actual emergencies. Emergency alerts will only be sent when there is an immediate threat to life and/or property. Community notifications will be sent when the criteria for sending an alert are met. This system is not intended to bombard you with information. The borough will only send you alerts about the information you select to receive. To change your alert settings, login to: <https://www.Smart911.com/Smart911/ref/login.action?pa=NPAAlerts> and edit your preferences.

How does the SMART 911 Alert system respond to busy signals or no-answer situations?

- If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

Privacy and Contact Information

Will my information be disclosed or shared?

- No, your information is private and will not be used or distributed in any manner. The information that you provide is exempt from public disclosure and will be used for emergency purposes only.

What precautions are taken to protect personal contact information stored in the SMART 911 Alert system?

- Personal information provided to SMART 911 Alert is private and only used to notify you for official borough communications and to support the borough's emergency services. Your information is not used for marketing purposes and will not be sold to telemarketers or data-mining organizations. A variety of "opt-in" mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communications modes that you choose.

SMART 911 Alert utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the Terms and Conditions you review when you sign up to receive SMART 911 Alert notifications.