



# FREQUENTLY ASKED QUESTIONS

## DELTA COUNTY ALERTS

### What is Delta County Alerts?

Delta County Alerts utilizes the [Genasys Emergency Management \(GEM\) system](#), which is a multi-channel (i.e. SMS, voice, email, etc.) emergency notification system that provides lifesaving emergency information to users. Delta County along with the other counties in the West Region (Montrose, Gunnison, Ouray, San Miguel and Hinsdale Counties) have a contract with Genasys to provide emergency notification services. Delta County chose to brand our system as Delta County Alerts.

### What types of notifications/messages will I receive from Delta County Alerts?

Delta County Alerts will be utilized to alert registered residents, businesses and/or visitors to the county about community safety issues such as evacuation notices, floods, severe weather, wildfires, power outages, and other emergency or other situations that impact the community such as major road closures.

### Who can register?

Anyone who lives, works, or owns property in Delta County or within the [Delta County 911 dispatch area](#) which includes the Maher area of Montrose County out to the Black Canyon and the Somerset/Hwy 133 McClure Pass, Kebler Pass and CR 265 Muddy Creek areas in Gunnison County. Visitors or people with family in in the notification area may also register.

### I don't have internet or need assistance registering how can I get assistance?

If you need assistance with registration, call the Delta County Sheriff's Office at 970-874-2000 or email [dcalerts@deltacountyco.gov](mailto:dcalerts@deltacountyco.gov). If you don't have internet, you can register on your cell phone (must have internet access) by texting "deltacounty" to 65513 or you can call 970-874-2000 and the Sheriff's Office and/or Emergency Management will assist you in registering.

### How do I register online?

Visit the [Delta County Alerts page](#) to sign up for notifications and designate how you would like to be contacted. To receive text alerts, you must add your SMS (text message) phone number(s).

### Why do I get the pop-up message "Email is already registered" or "Number is already registered"?

During setup of our system, it is possible that someone has already added contact data. If you receive one of these messages, simply return to the login screen and click on "Forgot your Password?". Then use the email or number to receive a temporary password. The number must be able to receive text messages.

### My contact information has changed, how do I update it?

Login to the system portal and go to the page that needs to be updated such as your account or email tab, and update your information. Remember to click the "Update" button when done to save changes.

### How will I know if a phone call, email, or text (SMS) is coming from Delta County Alerts?

- Email messages will come from Delta County Alerts ([noreply@genasys.com](mailto:noreply@genasys.com)),
- Phone calls will display Caller ID as **970-874-5905**, and



# FREQUENTLY ASKED QUESTIONS

## DELTA COUNTY ALERTS

- Text messages will use the sender ID **65513**.

[We recommend you create a contact in your phone called Delta County Alerts with this information!](#)

### Do I need to provide an address or location?

Providing a home or work location is not required; however, not having a location in the system will prevent you from receiving emergency alerts that are geo-targeted and critical weather alerts. If you work in Delta County or your kids attend school in Delta County, we recommend you register those addresses also so you can get alerts for public safety concerns happening nearby.

The registration page will prompt all users to provide the following information to assist us in sending emergency notifications:

- Home Zip Code
- Select the Fire Protection District you live in.
- Select the area of your residence from the list of geographical areas in the 911 service area

*Example* – You live on Hanson Mesa in Hotchkiss, you would select zip code 81419, that you live in the Hotchkiss Fire Protection District and select the area of your residence as: Hotchkiss – Hanson Mesa.

### Will my contact information be shared with others?

No, the information you provide will only be used by local system administrators to send you alerts. Your contact information will never be sold to an outside entity.

### What would cause me to NOT receive a Delta County Alert?

- You haven't registered with our new system.
- Your contact information is not up to date.
- You did not enable the SMS checkbox to receive text messages on your cell phone.
- Your phone is powered off or busy for an extended period of time.
- Your cell phone is out of the service area or doesn't have a WIFI connection – you must have cell and/or Wi-Fi service to receive alerts.
- Your email provider may have placed the email in the spam/junk folder. Please add Delta County Alerts (noreply@genasys.com) to your trusted mail list.

### How do I remove my information from the system?

You can unsubscribe directly from the registration portal. Login to [Delta County Alerts](#), go to the unsubscribe button on the left side of your account and follow the prompts. This will delete all contact data from the system. If you need assistance please contact Delta County Emergency Management at 970-874-2004 or email [dcalerts@deltacountyco.gov](mailto:dcalerts@deltacountyco.gov)



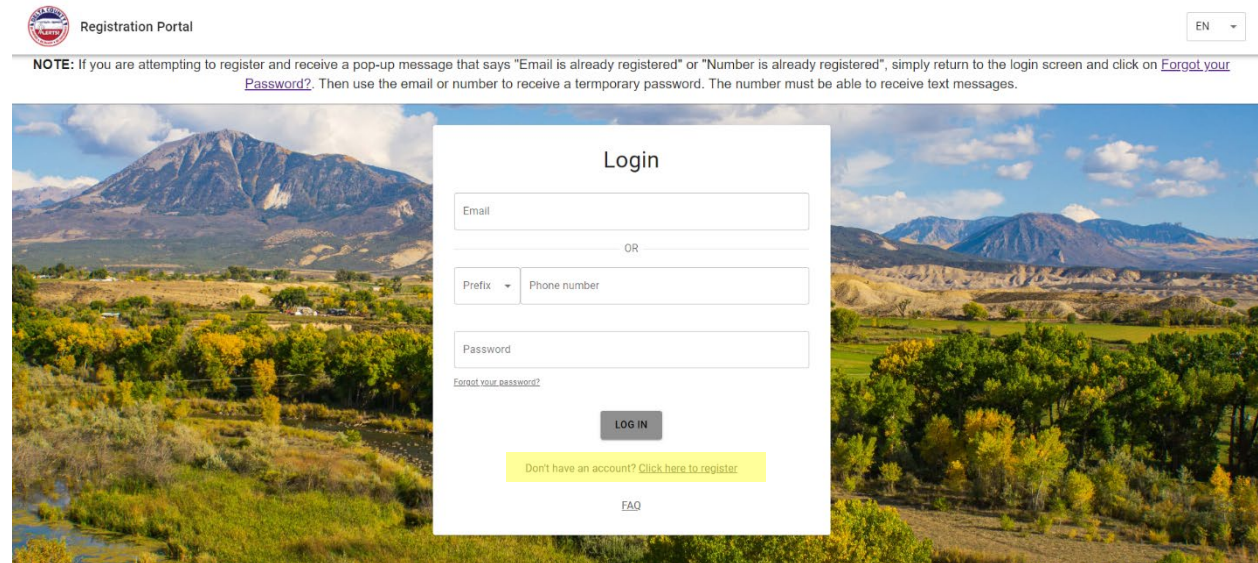
# FREQUENTLY ASKED QUESTIONS

## DELTA COUNTY ALERTS

### How to Register for Delta County Alerts:

Visit [DeltaCountyCO.gov/Alerts](http://DeltaCountyCO.gov/Alerts) – Click on the [Register for Emergency Alerts link](#). This link will take you to the Delta County Alerts Registration Portal (pictured below).

First time user(s), select the "Click here to register" link (highlighted in yellow below)



**Enter an email (or phone number that can receive text messages) and a password. Then select "Register"**

### Register

Email

OR

Prefix  Phone number

Receive text messages on this phone

Password

Confirm password

**REGISTER**

Already Registered? [Click here to log in](#)



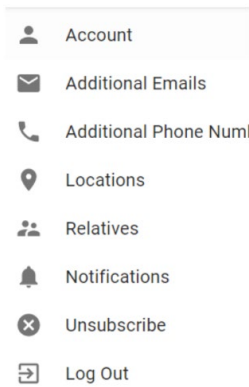
# FREQUENTLY ASKED QUESTIONS

## DELTA COUNTY ALERTS

**After the Account information has been completed, use the menu icons on the left to add additional information as appropriate:**

- Additional emails
- Additional phone numbers
- Locations – add your work and home addresses (see next page)

**The below icons are on the left side of your registration screen after sign in.**





# FREQUENTLY ASKED QUESTIONS

## DELTA COUNTY ALERTS


**When adding locations, you will want to give the location a name (ex: Work or Home)**

**Line 1 = the street address**

**Line 2 = suite or apt #**

**Once Line 1, City, and State fields are completed, press the geolocate button. Confirm the red triangle is in the correct location, then select "Create"**


**Geolocate Button**



**Create new location**

Work

Name Work	Longitude -84.4165241	Latitude 33.5581603
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Line 1 7200 Church Street			
Line 2			
City Riverdale			Postcode 30274
State Georgia			Country United States

CANCEL CREATE

***Make sure this triangle is over your house/place of work.***

**After you enter your address and update all fields, you are registered for Delta County Alerts! You will only receive notifications from Delta County in the event of an emergency or for an annual test of the system.**