

***I haven't received the alerts on my email.
What should I do?***

It could be due to one of the following reasons:

The user account was deactivated:

If you have not changed/confirmed your password for 60 days, your account is deactivated. In this case, go to "How To Activate My Account?" menu and follow the instructions.

Wrong e-mail address was entered:

Please log in to NotifyChicago and check if your registered email address is correct.

SPAM filters blocked the emails from NotifyChicago system:

Internet Service Providers (ISPs) utilize various methods to prevent unsolicited commercial e-mail (junk mail or spam) from being delivered to users' mailboxes. Some of these methods may mistakenly classify NotifyChicago alerts as such and not deliver the alert to the recipient.

***How Do I Prevent SPAM Filters
From Blocking My Alerts?***

To assure these alerts get delivered directly to the users' mailboxes. Typically the sender's domain name must be added to an address book or "safe list." To assure you receive Notify Chicago alert e-mail please add cityofchicago.org to your address book or safe list. If you still have trouble, please contact us at notifychicago@cityofchicago.org.

Will I be charged?

Signing up for NotifyChicago is free. However, you may be charged for incoming calls, messages and data on your devices, depending on your service plan. Please contact your mobile service provider to find out the cost.



NOTIFY·CHICAGO

Your Direct Link to Emergency Information.



Your Direct Link to:

Traffic Disruptions

Severe Weather

Health

Major Incidents

**TO SIGN UP FOR NOTIFYCHICAGO OR FOR
MORE INFORMATION ON PREPARING YOURSELF
AND YOUR FAMILY FOR AN EMERGENCY, VISIT
WWW.ALERTCHICAGO.COM.**

**IN AN EMERGENCY CALL 911; FOR NON-EMERGENCIES
AND CITY SERVICES CALL 311.**

**CHICAGO TRAFFIC PHONE LINE - 746-TRAF (8723)
OFFERS A DAILY RECORDING OF TRAFFIC IMPACTS IN THE
CENTRAL BUSINESS DISTRICT.**

**FOR MORE INFORMATION ON PREPAREDNESS,
VISIT WWW.ALERTCHICAGO.COM**



What is NOTIFYCHICAGO?

Welcome to NotifyChicago, the City's latest tool for providing residents with emergency information. NotifyChicago is a new city service that provides residents with recorded telephone messages, text messages and/or e-mail alerts on everything from traffic to weather emergencies to hazardous materials situations.

While our current Emergency Notification System gives us the ability to contact anyone in the Master Street Address Guide during emergencies, this new software enables residents to sign up cell phones, PDA, Blackberries and more. Federal Communications Commission (FCC) regulations prohibit mass notifications to wireless users, so registration is required.

NotifyChicago is the next phase of AlertChicago – a positive and proactive initiative for educating and informing communities on how to protect themselves and their families from harm.

Fact:

In June 1997, 27.2% of 911 callers were wireless.

In June 2007, 58.6% of our callers were wireless.



SIGNING UP FOR NOTIFYCHICAGO

Online Registration

To sign up to receive NotifyChicago alert messages, residents need to log onto www.alertchicago.org to create a personal account.

You can add three telephone numbers, including home, work and cell phone numbers, and one email address to your personal account, and select the types of notifications you would like to receive. Alert types may include life safety, fire, weather, accidents involving utilities or roadways, or disaster notification such as a terrorist attack.

Once you submit your information, the system will automatically send you an email to activate your account.

Activate My Account

After registration you should have received a system-generated email with a link. Click or copy and paste the link (URL) to your browser to activate your account.

Cancel My Account

To cancel your NotifyChicago account, log into the NotifyChicago with your user name and password, and click "Unregister Me" link.

Password Policy

In order to maintain up-to-date records, residents will be required to change or confirm their password every 60 days. If you exceed 60 days, your account will be deactivated. At that time, you will receive reactivation instructions via e-mail that will provide you with steps to logging back into the system and letting you change your password. To change or confirm your password, select "Update My Profile" menu after login, enter your new password and click "Save" button.



FREQUENTLY ASKED QUESTIONS

How Does NotifyChicago Work?

In the event of an emergency, the city's designated personnel will send recorded telephone messages, text messages and/or e-mail alerts directly to the registered phones, emails, pagers, and/or fax, using NotifyChicago system.

When the system tries to deliver the alerts to your phone number, and the line is busy or there's no answer, it will try again after a defined time.

Check the messages promptly when you received the alerts and follow the instructions. Additional instructions may follow throughout the emergency situation so keep your phone near you.

What Types Of Notifications/Alerts Will Be Sent?

A few examples of messages that can be sent include:

- Traffic Disruptions;
- Severe Weather Warnings;
- Health Warnings;
- and Major Incidents

How Many Devices/E-mail Addresses Can I Add To My Account?

You can add three telephone numbers, including home, work and cell phone numbers, and one email address.

I haven't received the voice/text messages on my phone. What should I do?

If your account has not been deactivated, please log onto www.notifychicago.org and go to "Update My Profile" menu. Then check if your registered phone numbers are correct. After changing or confirming your profile, click the "Save" button to keep your profile up to date. If you still have trouble, please contact us at notifychicago@cityofchicago.org.

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