

# Sign Up Process

Residents can sign up for online through an online portal. Go to the webpage, County EMA webpage, or to Smart911.com to sign up or download the Smart911 App.

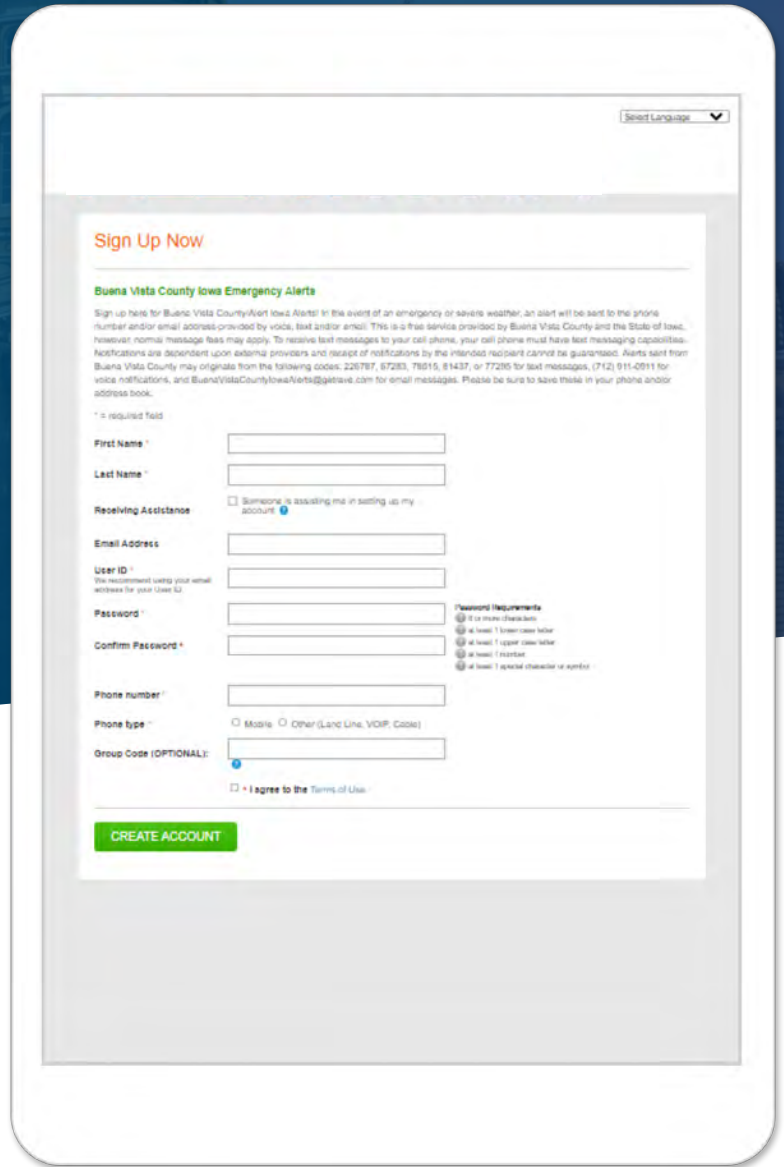
Once you are at the sign up page you will be asked to create an account.

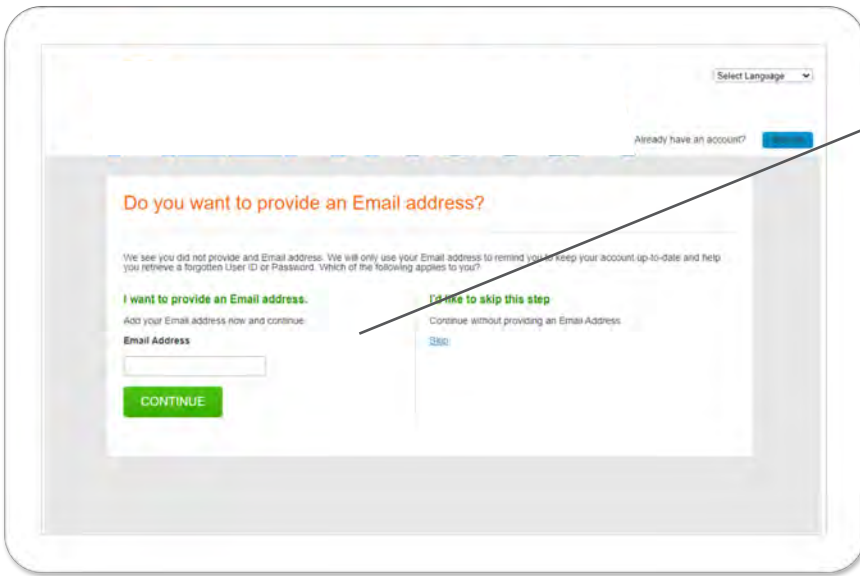
**You must provide:**

- Your name
- Phone Number
- And create a username and password

Your e-mail address is optional.

The system also allows you to designate some who will provide assistance in setting you up and managing your account. If you choose this option the person assisting will get reminders to update your information on an annual basis.





## Adding an Email

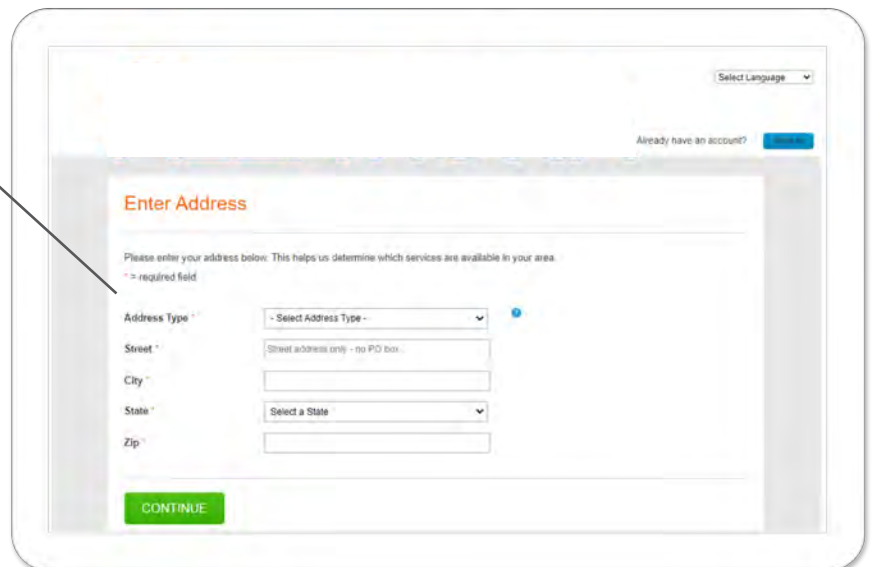
Once you create your account the next few pages will review your personal information.

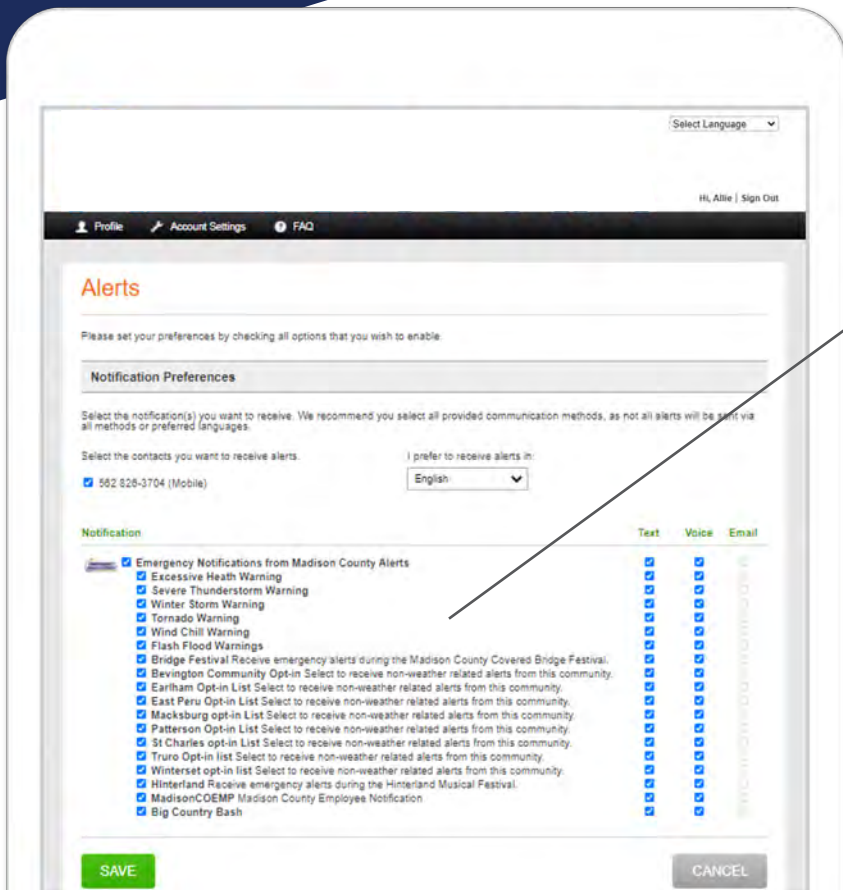
If you choose to not include an email you will be asked to verify, and if you entered in a mobile number you will be asked to verify the carrier by a call.

## Adding an Address

You will then be asked to enter in an address. This is needed to confirm what alerts you will be offered.

**Note:** You can add multiple address in different counties in your profile in a later step.





## Alerts

Once you verify your address, the next screen will display the alerts available in your county.

**Note:** The system automatically subscribes you to all alerts. To opt out, you can click on the blue check box next to the alert you do not want.

## Selecting Your Language

You can also choose the language of your choice for alerts. If your county translates their messages to that language, you will receive it in your preferred language. If they do not, the message will still be delivered in English.



## Refining Your Alerts

You can also uncheck the box next to the first alert category and it will deselect all at once, and you can select the alerts and modes you prefer.

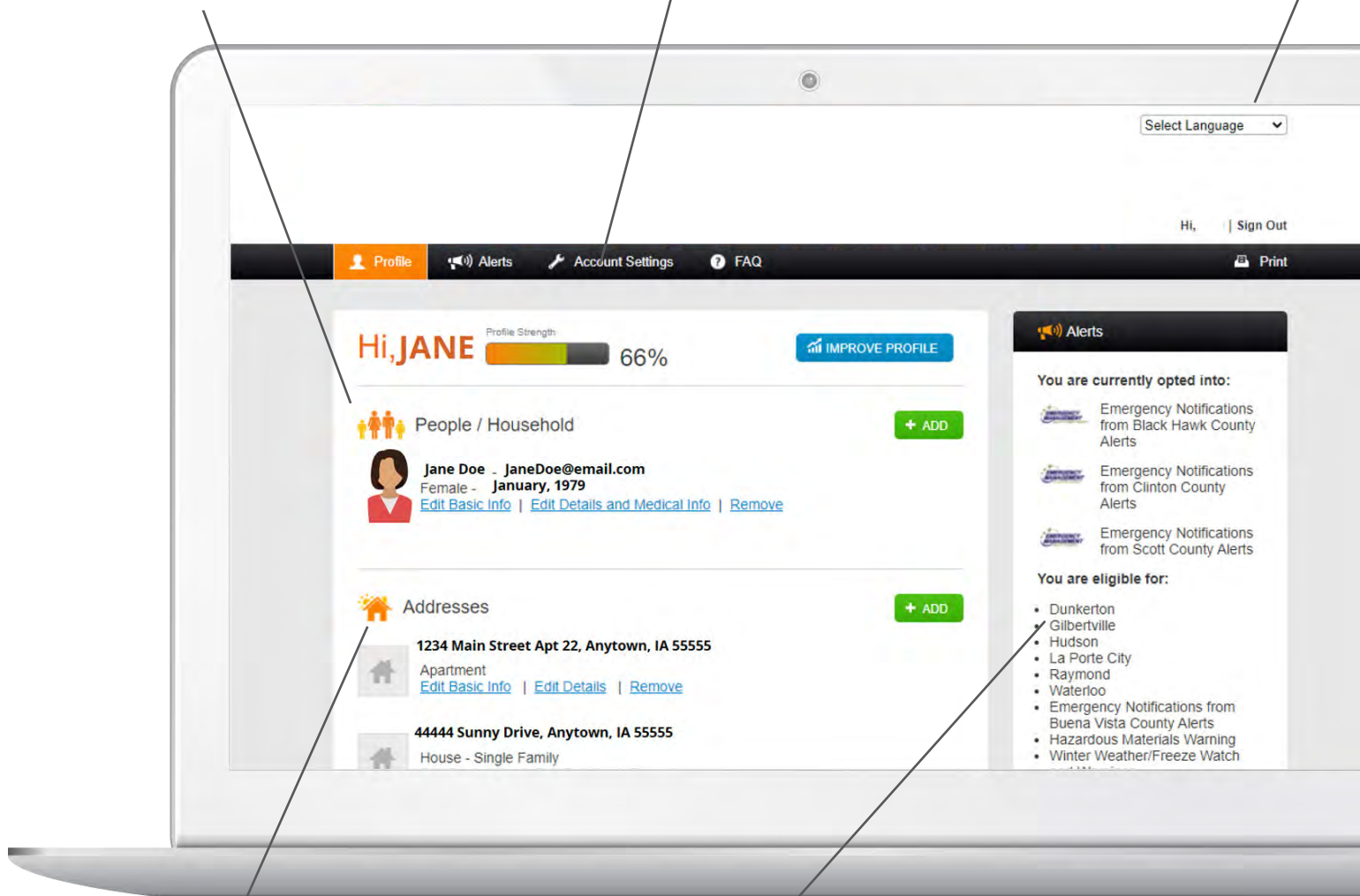
## People & Medical Information

You can add multiple people under one account, making this a great way to sign up a whole household. If you opt-in to provide your personal information, such as personal medical and access and functional needs information. Your emergency management agency can use this information to send preemptive messaging to groups who may need extra time to evacuate, or rely on generators.

## Account Settings

You can update your password, profile update reminders, and account assistant information in the Account Settings tab.

## Select Your Preferred Language



## Addresses

The system allows for multiple addresses that can span across counties. The address will activate which alerts you have the ability to opt into.

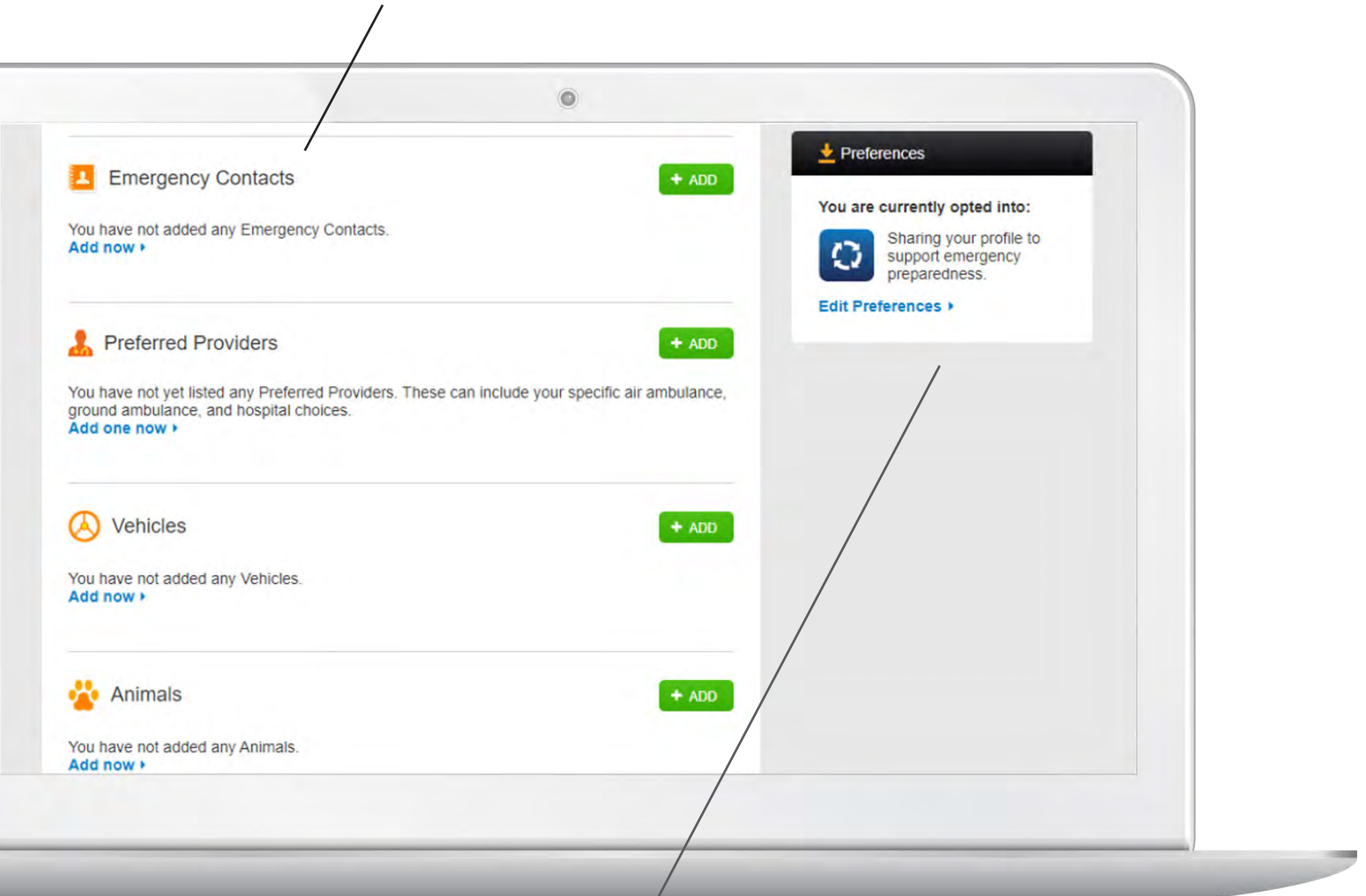
## Alerts

Your main page also tells you what alerts you are currently subscribed to and what alerts you are eligible to subscribe to. Residents can update their preferences at any time through the Alerts Tab in toolbar located at the top of the screen. You can also opt-in to provide personal information to assist in disaster response and first responders under preferences.

## Other Account Information

You can populate information about emergency contacts, preferred providers, vehicles and animals in your household. Some counties use this for response and recovery efforts across the state, and a few counties can pull this information into their 911 dispatch centers when you place a call.

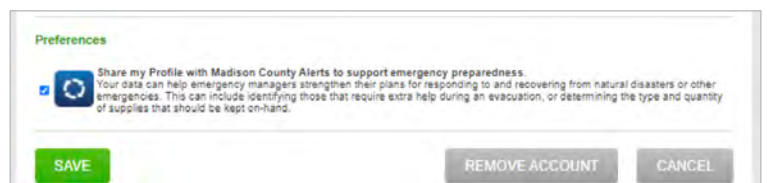
**Note: Participation across the State of Iowa is determined on a county basis.**



## Preferences

You can manage the option to provide personal information to your local emergency management agency to assist them in response, evacuation and recovery efforts under "Preferences".

**Note: Not all Counties may participate in this feature.**



## Additional Information

You can add additional addresses and phone numbers to your profile.

This screenshot shows the 'Add Address Details' form. At the top right, there is a 'Select Language' dropdown menu. Below it, the user's name 'Hi, Alice' and a 'Sign Out' link are visible. A navigation bar contains 'Profile', 'Alerts', 'Account Settings', and 'FAQ'. The main heading is 'Add Address Details'. Below the heading, there is a text prompt: 'Please enter your address below. This helps us determine which services are available in your area.' followed by '\* = required field'. The form fields are: 'Address Type' (dropdown menu with '- Select Address Type -'), 'Street' (text input with placeholder 'Street address only - no PO box.'), 'City' (text input), 'State' (dropdown menu with 'Select a State'), and 'Zip' (text input). At the bottom, there are two buttons: a green 'CONTINUE' button and a grey 'CANCEL' button.

This screenshot shows the 'Add Your Phone' form. At the top right, there is a 'Select Language' dropdown menu. Below it, the user's name 'Hi, Alice' and a 'Sign Out' link are visible. A navigation bar contains 'Profile', 'Alerts', 'Account Settings', and 'FAQ'. The main heading is 'Add Your Phone'. Below the heading, there is a text prompt: '\* = required field'. The form is divided into two sections: 'Phone Details' and 'Associate This Phone'. The 'Phone Details' section includes: 'Phone number' (text input), 'Phone type' (radio buttons for 'Mobile' and 'Other (Land Line, VOIP, Cable)'), 'Receive notifications on this phone?' (radio buttons for 'Yes' and 'No'), and 'Receive profile update reminders on this phone?' (radio buttons for 'Yes' and 'No'). The 'Associate This Phone' section includes: 'This phone is usually at:' (dropdown menu) and 'This number is normally used by:' (checkbox for 'James Doe'). At the bottom, there are two buttons: a green 'SAVE AND CONTINUE' button and a grey 'CANCEL' button.