

## **Albany County Sheriff's Office Mass Notification System**

The Albany County Sheriff's Mass Notification system is the premier community notification tool designed to enhance emergency preparedness and facilitate urgent and necessary notifications to citizens during emergent events.

With the ability to send a recorded message to Albany County homes on local phone lines within minutes, we have had constant success with our notification system since we first went online in 2006. Our Cassidian Geocastweb has been relied on for neighborhood emergencies and community events where health and safety is a concern such as fires, flood warnings, evacuation notices, missing person notifications and much more.

Because of increasing popularity and usage of cell phones, we have found it necessary to include wireless device numbers in our database, to reach more people than ever. If you are interested in voluntarily registering your wireless device with us, follow the link to our Self Registration Portal below:

<https://albanycountysheriff.onthealert.com/>

Frequently Asked Questions:  
(Self -Registration Portal) SRP FAQs

### **What is the emergency notification system used for?**

The emergency notification system employed by the Albany County Sheriff's Office E9-1-1 Program may be used to advise you of any situation that threatens harm to life and/or property or is deemed dangerous by Albany County public safety officials. This may include, but is certainly not limited to: inclement weather, man-made disasters, crime, pandemics, hazardous materials incidents, and missing persons.

### **Can I specify which notifications I want to receive?**

Albany County Sheriff's Office E9-1-1 Program will determine which notifications are mandatory and which are elective. If applicable, you will be able to "opt out" of certain ones, reducing the overall numbers of system-generated communications you receive.

### **What, if any, contact information do you already have in the emergency notification system for me?**

The emergency notification system used by Albany County Sheriff's Office E9-1-1 Program utilizes information obtained from 9-1-1 databases or commercial sources, both of which typically include published home (landline) phone numbers only.

### **What if my home telephone number is unlisted?**

If your home (landline) number is unlisted, there is a possibility it does not exist in our emergency notification system. To be cautious, please enter it when filling out the Self-Registration Portal form. Should the number already exist in the system's database, you will not be contacted twice on your home phone number.

### **What information am I expected to provide through the Self-Registration Portal?**

Albany County Sheriff's Office E9-1-1 Program is requesting your name, address, city, ZIP, township, primary telephone number, and e-mail address.

### **What are the browser requirements for registration?**

In order to register, JavaScript and cookies must be enabled within your browser.

**How do I know the information I provide through the Self-Registration Portal will remain confidential?**

Rest assured, your contact information will remain confidential. It will never be sold or released for commercial purposes.

**How will I know I am registered in the system before notifications are issued?**

Once you complete and submit the registration form, you will receive a verification e-mail. You must respond to the verification e-mail to complete the registration process.

**What if I don't receive the verification e-mail?**

When using a personal e-mail account (e.g., Yahoo, Hotmail, etc.), your provider may consider the verification e-mail as spam. Check the "Spam" folder in your e-mail account. If you find the message, simply right-click on it to set preferences for the "Sender" and indicate as "Not Spam." Your personal e-mail address is fully enabled to receive notifications from the Reverse 911 system.

"Work" e-mail addresses may not accept the verification e-mail if your organization has specific screening processes in place. Therefore, please contact your organization's I.T. department and ask them to accept e-mails from [Geocast@albanycounty.com](mailto:Geocast@albanycounty.com) in order to receive notifications.

**What if my e-mail address or phone number changes?**

Because your primary e-mail address is your unique identifier and username, if it changes, you will need to delete your current profile in the Self-Registration Portal and create a new one. Should any other part of your contact information change, such as your cell phone number, please log into the Self-Registration Portal and update. There is no limit to the number of times you can change your information, and in fact, we urge you to do so as often as necessary.

**What is the purpose of the map on the right-hand side of the Self-Registration Portal screen?**

After you enter your address, a pushpin will reflect your exact location on the map.

**What if my address does not reflect accurately on the map? Can I fix this?**

First, be sure you entered your address correctly. If accurate, you may adjust your location by simply moving the pushpin found on the map. This is accomplished by right-clicking on the pin and moving your mouse to reflect your proper position.

**What if I forget my password?**

Like all websites, the Self-Registration Portal includes a "Forgot my password" option to assist those who cannot recall their login.

**I plan to re-locate. How do I remove myself from the emergency notification system's database?**

Simply log into the Self-Registration Portal and find the "Opt Out By" field. You can then enter the date you no longer wish to receive system-generated alerts. If you want to stop communications immediately, delete your

profile by logging in and clicking the “Delete Your Account.” Please note that it may take one or more days for your account to be removed from the database used by the notification system.

**Who do I contact if I have other questions?**

For more information, please e-mail [Geocast@albanycounty.com](mailto:Geocast@albanycounty.com) or call 518-765-2351.