

## **Frequently Asked Questions:**

### **Why Should I register?**

While Humboldt County uses a number of emergency notification methods to notify you of an emergency, using the Humboldt County Alert Message system could save you critical time depending upon your location.

### **Can I register through Humboldt County Alert to receive just an e-mail?**

No, in the Humboldt County Alert system, you must register a telephone number to register an e-mail address. You cannot register an e-mail address alone.

### **Is there a charge for registering to receive messages through Humboldt County Alert?**

This is a free service. However, your cell phone provider may charge you for receiving text or phone messages. If you are concerned about being charged for an alert, check your service agreement from your wireless carrier for details. Service costs from your cellular provider are your responsibility.

### **Why are you sending text messages?**

Attempting to call everyone could take hours. This is an important factor, especially during a time sensitive emergency. Humboldt County Alert messages will be short and meant to make registrants aware that there is an emergency and direct them to take appropriate action.

### **Under what circumstances will I receive Humboldt County Alert message?**

Humboldt County Alert messages are used during emergencies that threaten life safety and/or may severely impact the citizens of Humboldt County. These alerts may include severe weather alerts, Homeland Security alerts, evacuation alerts and other alerts that could affect you or your family.

### **Will Humboldt County Alert periodically test this system?**

Yes we will periodically test the system to verify your subscription to this system and to ensure the system is working properly.

### **Will the Humboldt County Alert message system work if there is a power failure?**

All systems, including e-mail and text message systems are subject to failure due to emergencies and disasters. While Humboldt County Alert is a valuable addition to our existing emergency notification systems, we cannot guarantee that it will work in all emergencies. This is why we try to have redundant systems of emergency communication distribution.

**I do not want to receive Humboldt County Alert messages anymore. How do I unsubscribe?**

At any time, you can simply return to the Humboldt County Alert website and click the unsubscribe button to stop receiving messages. Enter the contact information you used to register and then select the unsubscribe box at the bottom of the page.

**How do I update my information if my email address, cell phone number or other information has changed?**

If your contact information has changed, follow the instructions above to unsubscribe the information that has changed. You must then register again with your new contact information.

**How do I acquire additional information about Humboldt County Alert or report a problem with the system?**

Please email any additional questions or report problems to [pcolwell@humboldtcountyia.org](mailto:pcolwell@humboldtcountyia.org) or call 515-332-4809.

Please note that no communication distribution method is infallible. For that reason, redundant systems of emergency notification, including telephone, email, text messages, outdoor sirens, weather radio and EAS alerts on commercial radio and TV station are used to send out alerts as soon as possible.