



# Frequently Asked Questions



**Find Out First!**



## What is ReadyNotifyPA?

**ReadyNotifyPA** is a system that helps local officials in Southeastern Pennsylvania send emergency alerts and other notifications to you quickly. **ReadyNotifyPA** can send these to your cell phone, pager, BlackBerry, PDA and/or E-mail account. **ReadyNotifyPA** is a Ready Region service provided by the Southeastern Pennsylvania Regional Task Force and the emergency management coordinators of Bucks, Chester, Delaware, Montgomery and Philadelphia counties.



## How do I sign up?

Sign up at [www.ReadyNotifyPA.org](http://www.ReadyNotifyPA.org). Or text your county code to **411911**

**Sign up today, so you can find out first!**

County	County Code
Bucks	BUCKS
Chester	CHESCO
Delaware	DELCO
Montgomery	MONTCO
Philadelphia	PHILA



## What types of alerts will be sent?

You will receive emergency alerts. You may also choose to get other alert options available in your county, such as weather, transportation delays, and crime information.



## What is a ReadyNotifyPA account?

Your ReadyNotifyPA account is a record of your contact information, such as your name, cell phone numbers and E-mail addresses where you would like to receive emergency alerts or other messages. You control this information and can change it at any time. Anyone can sign up for a **ReadyNotifyPA** account. You should sign up if you live, work or spend time in Bucks, Chester, Delaware, Montgomery and Philadelphia counties.



## How many devices and E-mail addresses can I sign up?

You can add as many devices and E-mail addresses to your **ReadyNotifyPA** account as you need to. Alerts can be sent to all devices listed in your account.



## How does ReadyNotifyPA work?

When you set up your account, you choose the way you want to get alerts. In an emergency, **ReadyNotifyPA** will send you an E-mail message or text message to your cell phone, BlackBerry or pager. Read these messages right away and follow the instructions.

More instructions may be sent during the emergency, so keep your devices near you.



## Who sends the alerts?

Local officials in Bucks, Chester, Delaware, Montgomery and Philadelphia counties will send the alerts. Alerts may be sent to everyone or groups of individuals, depending on the alert type.



## Will my cell phone work?

**ReadyNotifyPA** uses the text messaging feature of your cell phone to deliver alerts. The alerts come across like a page on a pager. **ALL** cell phone carriers and paging companies offer text messaging. Nearly all phones purchased within the past few years can get text alerts. If you are not sure about your phone, contact your carrier to ask about getting text messages.



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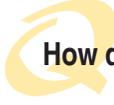


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## What is text messaging and how do I sign up for it?

Text messages are short messages sent to your cell phone. Each message contains between 100 and 160 characters, or about 10 words, depending on your carrier. Many carriers turn on the service automatically. Contact your carrier to make sure your text messaging is turned on.



## How do I prevent SPAM filters from blocking my alerts?

Internet Service Providers (ISPs) use different methods to stop unwanted E-mail (junk mail or spam) from being delivered to users' mailboxes. Sometimes, **ReadyNotifyPA** alerts may not be received if they are flagged as spam. Each ISP has different steps you should take to make sure that alerts get delivered to your mailbox. If you think that your provider may have spam filters in place, make sure you add **ReadyNotifyPA.org** to your address book or safe list so that alerts will reach you.



## What should I do if I forget my password?

If you forget your password, please visit **www.ReadyNotifyPA.org**, and click on your county. On the left side of the web page you will find a "Send Password" link. Click "Send Password" and the system will ask you to enter your E-mail address so it can send your password to you. **Contact the Help Desk in your county if you need further assistance. (See below for Help Desk contact information.)**



## Will this service cost me anything?

It is free to sign up for **ReadyNotifyPA**, and you can choose the types of alerts you want to get. **Your wireless carrier may charge you a fee to get messages on your cell phone or wireless device.** Contact your carrier to find out how much these messages may cost you with your current plan. You can choose to stop getting messages at any time.



## What times of day will alerts be sent?

Emergencies can happen at any time and it is our goal to send you critical information as quickly as possible 24 hours a day, seven days a week.



## I'm still having trouble. Who can I contact?

If you are still having trouble, please contact the Help Desk in your county:

County	E-mail	Phone
Bucks	rsansupport@co.bucks.pa.us	
Chester	rsanhelp@chesco.org	
Delaware	rsanhelp@icdc.com	610-565-8700
Montgomery	eocwatchdesk@montcopa.org	
Philadelphia	warning@phila.gov	1-877-READY-11



## How can I prepare for emergencies?

For more information about what to do during an emergency, visit **www.ReadyRegion.org**.