



ONSOLVE[®]
C O D E R E D

Frequently Asked Questions

Part 1

For Hill County, Montana

you asked

What is CodeRed and what is it used for?



CodeRED is web-based critical communication solution that enables local public safety personnel to notify residents and businesses by telephone, text message and email of time sensitive and address specific information pertaining to emergencies or urgent notifications. The system can reach hundreds of thousands of individuals in minutes.

we answer

you asked

Is there a cost to register for CodeRED?



No, registering for CodeRED phone calls, text messages, and email is free. Simply sign up on our enrollment website and select your preferred means of communication.

we answer

you asked

Does CodeRED already have my
telephone number?



No, residents should not assume that their information is in the system. Please visit [this website](#) for the CodeRED Enrollment page to register online.

we answer

you asked

Should I create and account for CodeRED?



Yes, when you create an account you are able to customize how messages are delivered. Additionally, with an account, you can easily log in and update or change your information as needed. We recommend you **DO NOT** sign-up as a guest.

we answer

you asked

How will I know when CodeRED is calling?



When CodeRED is calling, expect to see the following numbers:

Emergency Notification= 866-419-5000

Non-Emergency Notification= 855-969-4636

We suggest that you program these numbers into your cell phone as a “new contact” and use “CodeRED” as the contact name. If you need to replay the message received, you can dial this number and listen to the message again in its entirety.

we answer

you asked

Why did I only get a call on one of the devices I registered?



During an emergency we are attempting to reach as many residents as possible. The emergency itself, such as a wildfire, may overload cell towers with phone calls as well as the landline network (lines are busy), the text may be the only message that is able to get through which is why including the text option is very important. The system will attempt to contact the resident **three times** before it times out.

we answer

you asked

I don't live in Hill County, but I visit often. Can I sign-up for CodeRED?



Yes, just make sure you are using an address in Hill County to receive address-specific alerts.

we answer

you asked

Do I ever need to renew my registration?



Renewals are not necessary as long as your contact information has not changed. If you move, however, you must update your information to ensure you will continue receiving these valuable alerts.

we answer

you asked

What if I do not have the Internet?



Hill County, Montana encourage residents to talk to their family, friends and neighbors for help using the Internet to sign up. Visit the [Havre/Hill County Library](#). Dispatchers and other emergency response personnel cannot register users over the phone.

we answer

you asked

How is my personal information protected?



CodeRED, and Hill County, take privacy concerns very seriously. They will not sell, trade, lease or loan any data citizens supply.

we answer

you asked

How is this system being funded?



Hill County 911 Committee pays for the system.

we answer

you asked

I didn't get the alert, my neighbor did. Why?



Emergency alerts are usually for geographical area and address specific based on the information you put in. The responding entity (law enforcement, fire, etc.) will provide the area that needs to be alerted. The Hill County 911 Committee will create that mapped area in the system. If your residence is outside of the mapped area, you will not receive an alert.

we answer

you asked

Why is CodeRED important to me?



CodeRED helps keep you informed and prepared for any emergencies that may occur in our area. Officials will send messages to alert you of emergency details, instructions or precautions that you need in order to make well-informed decisions and remain safe. This system is precise enough to geotarget residents within an exact area of impact, so that only those people who are affected by an emergency situation are notified.

we answer

you asked

Can I register more than one phone number or email for my address?



Yes, you can register more than one phone number and/or email address for your location when you register for CodeRED. Please note that it is highly recommended you register at least one phone number and one email address to ensure that you will receive CodeRED alerts in the event of a power outage or an incident that may occur late at night when you are generally asleep.

we answer

you asked

I no longer want to receive CodeRED notification. How so I opt-out?



To opt-out of CodeRED notifications complete the [online form](#) or call 1-866-939-0911

we answer

you asked

What do I do if I receive a CodeRED alert?



If you receive a CodeRED phone call, listen carefully to the entire message. You can repeat the message by pressing any key. Do not call 911 for further information unless directed to do so, or you need immediate aid from the police or fire department. If you receive a CodeRED email or text message, please be sure to read the entire message carefully and follow all instructions

we answer

you asked

What if I miss a CodeRED phone call?



The CodeRED system will leave a message on your answering machine or voicemail if you miss the phone call. If you do not have an answering machine, the system will consider the call as “incomplete” and will attempt to call again after several minutes have passed. If your phone line is busy, CodeRED will try two more times to connect. At any point, you may re-dial the 800 number on your caller ID to hear a replay of the message sent.

we answer