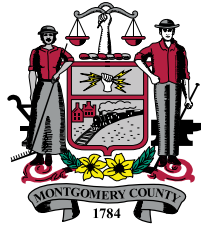**MONTGOMERY COUNTY**
BOARD OF COMMISSIONERS

JOSH SHAPIRO, Chair
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Dear Neighbor:

The Montgomery County Commissioners and the Montgomery County Board of Prison Inspectors, in conjunction with the Department of Public Safety, are pleased to offer you the opportunity to receive alerts in the unlikely event of a prison escape or emergency at the correctional facility.

We encourage you to sign up for this free emergency alert system – called **ReadyMontco** – that will send alerts to you by your choice of text message, email, voice call, or by a mobile app that you can download to your smartphone. Residents and business owners in the vicinity of the Eagleville section of Lower Providence Township are encouraged to sign up for this service at: http://readymontco.org/. Instructions and more information are on the following pages.

In the event of an escape or other type of emergency at the Montgomery County Correctional Facility, any **ReadyMontco** subscriber who lives within a one-mile radius of the prison will automatically be sent notifications about the emergency.

In addition to **ReadyMontco**, an additional "community emergency information service" is also available. Lower Providence residents may call a Montgomery County Correctional Facility Community Emergency Information telephone number at 610-635-7106 at which residents will hear a recorded message explaining the type of emergency. The message will be updated as the status of the emergency changes.

Residents may access the voice mail system requesting further information. Return telephone calls responding to questions will be answered as soon as operationally possible.

Telephone Number 610-635-7106

Overview

Welcome to ReadyMontco!

ReadyMontco (formerly known as ReadyNotify) is your official source for notifications about emergencies, severe weather, crime alerts and disasters in Montgomery County, Pennsylvania.

How It Works

When there is a potential safety hazard or concern in your area, you will receive a notification. Notifications come in many forms, including text messages, emails, voice calls, and mobile app alerts. The devices we will contact you on and the order in which we will do so is completely customizable. You might want a text message first, and then a follow up email. Alternatively, you might prefer an email first, with a voice call if you don't respond. You have to enter at least two contact paths, and can provide up to 11.

There may be situations in which public safety personnel will need to know if you have received a message. **ReadyMontco** enables us to do so. If you confirm that you have received the alert, you will not be contacted by any subsequent methods regarding that particular notification. If you do not confirm, the system will continue to attempt to reach you at all of the contact paths that you have registered.

Text Message

sms

Email

Voice Call

TTY/TTD

Sign up for Notifications

Are you READY to begin? If so, go online and type **ReadyMontco.org** into your browser (see diagram on next page.) Click on the Sign Up tab at the top of the page. You will be prompted to enter basic contact information, including your name, addresses (home, office, school, home of a loved one, etc), and paths through which we can contact you, such as email, text messaging, voice calling, and/or TTY/TTD. If you have a smart phone, be sure to download Everbridge Mobile Member from the App Store on your iPhone or Android.

everbridge

ReadyMontco only sends alerts specific to Montgomery County. **Therefore, the address you provide must be located within Montgomery County.** If you believe that your address of interest is located within Montgomery County and still have difficulty with registration, please send us an email toeverbridgesupport@montcopa.org.

The registration process also contains a My Information tab. If you, a family member, or someone you live with have an Access or Functional Need and will need assistance during an emergency, this page is especially important! (See diagram on page 4.) It is up to each municipality to determine how they wish to utilize this information, and while it is not a promise of specialized service, it is our goal to use the information you provide to plan for your safety during a disaster or emergency.

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All personal information that you provide is used for emergency planning and is strictly confidential.

Editing your Profile

You can edit your profile at any time in the **ReadyMontco** portal. Click Edit next to any section to add, update, or remove locations, alert subscriptions, or contact paths. If you would like to unsubscribe from the system completely, please send an email to everbridgesupport@montcopa.org

My Information tab

ReadyMontco: Frequently Asked Questions

What is ReadyMontco?

ReadyMontco is a mass notification system that allows you to receive emergency and community notifications via your preferred delivery method for locations you are interested in. These locations can include your home, work place, school, or those same locations for family members or loved ones.

How does ReadyMontco work?

When you set up your account, you choose the way you want to get notifications. In an emergency, **ReadyMontco** will send a notification to the devices and emails attached to your account in the order you have chosen. Read these messages right away and follow the instructions. More instructions may be sent during the emergency, so keep your devices near you.

What is a ReadyMontco account?

Your **ReadyMontco** account is a record that is comprised of your profile, locations, additional information and alert subscriptions. The account contains contact information, such as your name, locations, phone number(s), and email addresses where you like to receive emergency and community notifications. You control this information and can change it any time. You should sign up for a **ReadyMontco** account if you live, work, or spend time in Montgomery County, or if you have a family member or loved one that does.

How do I sign up?

Go to http://ReadyMontco.org and click on the "Sign Up" tab in the upper right corner.

When will it be used?

This system will be used to notify you about imminent threats to health and safety as well as to send informational notifications that affect locations of your choosing. Administrators will send notifications regarding events such as severe weather, flooding, gas leaks, and police activity.

Will this service cost me anything?

It is free to sign up for **ReadyMontco** and you can choose the types of notifications you want to receive and how you want to receive them. Your wireless carrier may charge you a fee to receive text 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 receiving notifications via your cell phone or wireless device at any time.

What if my phone number or email changes?

The system is only as good as the information you provide. If your contact information changes, please visit your profile and update your information as soon as possible.

How many devices and email addresses can I sign up?

You can sign up a combination of eleven devices and email addresses. Notifications will be sent to your devices and email addresses in the order that you choose, and will be sent to ALL of your devices until you confirm receipt of the notification. For example, if you sign up the same phone number as a Mobile device, a TEXT device, and a Phone device, you will be contacted at that number three times - twice via phone call and once via text. Choose your devices and the order you wish to be contacted on them thoughtfully.

Will my contact information be shared with others?

No. The information that you provide will be used only for this Organization for notification purposes. We will not give or sell your contact or location information to any vendor or other organization.

Who sends the notifications?

Local officials in Montgomery County will send the notifications. Notifications may be sent to everyone who has a **ReadyMontco** account or to groups of individuals, depending on the type of notification.

What is the Additional Information tab and what is it used for?

The additional information tab gives you an opportunity to provide more information to your municipality emergency management, which may be useful during an emergency or disaster in your area. This tab also serves as a way to store information previously contained in the Special Needs Registry, which has been absorbed by **ReadyMontco**. Provision of this information in no way guarantees specialized service during an emergency or disaster in your area, but helps municipality emergency management in planning and preparing for, and responding to emergencies and disasters in your community.

What times of day will notifications be sent?

Emergencies can happen at any time and it is our goal to send you critical information as quickly as possible.

How do I prevent SPAM from blocking my notifications?

Internet Service Providers (ISPs) use different methods to stop unwanted email (junk or spam) from being delivered to users' mailboxes. Sometimes, **ReadyMontco** notifications may not be received if they are flagged as spam. Notifications will be delivered from the domain everbridge.net. Please check your spam folder to ensure that you are receiving your notifications.

How do I confirm that I received the notification?

If the notification you receive requires confirmation, you will be prompted for that confirmation on each device you have registered. A notification sent to your email will prompt you to click on a link to confirm receipt. A notification sent to your phone, will prompt you to press number 1 to confirm. A notification sent to your cell phone via text will prompt you to reply yes via text to confirm. Once you confirm receipt of the notification, you will not be contacted with the same notification on other devices

What should I do if I forget my username or password?

The login page at ReadyMontco.org has a Forgot username and a Forgot password link. The links will direct you to another page that will request your registration email and an answer to your security questions. Please note that your answer is case sensitive. Once you provide the requested information, you will receive an email at your registered email address to reset your username and/or password.

I still can't log in. What should I do now?

Which browser are you using? **ReadyMontco** is most compatible with Mozilla Firefox and Google Chrome. It is currently not very compatible with IE and Safari.

I have questions or concerns that are not addressed in the FAQ. Whom can I contact?

For further issues or concerns, send an email to everbridgesupport@montcopa.org. Please specify in your email that **ReadyMontco** is the system you are having issues with or concerns about.

Be READY MONTCO   *Find Out First!*

http://readymontco.org

**Montgomery County Correctional Facility
Community Emergency Information:**

610-635-7106