

1. What is the Henry County Emergency Notification System?

The Henry County Notification System is primarily a second layer of emergency notification in the event of a Tornado Warning. The siren system provides a broad outdoor, primary method of notification, but there are times, conditions, or locations where people may not always be able to hear the outdoor siren system. The system allows people to register phone numbers and e-mail addresses to receive voice calls, text messages, or e-mails in the event of a Tornado Warning impacting Henry County.

In addition to the tornado warning notification service, the system has many potential beneficial uses. For example, the system provides the County with the capability to automatically send a recorded voice message to each phone number in Henry County's 911 database or to targeted areas of the County identified through electronic maps. The system can also be used for other special messages for which residents "opt in" or request notification on certain topics or events.

Please note that no communication distribution method is infallible. For that reason, redundant systems of emergency notification, including the outdoor siren system, telephone, e-mail, text messages, and external systems on commercial radio and TV stations or weather radios may be used to send out alerts as soon as possible.

2. How do I sign up or register for the Henry County Emergency Notification System?

Clicking on "Register" from this web page http://entry.inspironlogistics.com/henrycounty_oh/wens.cfm or from the County's Home page at www.henrycountyohio.com will take you to a registration page of the third-party vendor that provides the technology service. Simply fill in the requested information. You can all text HCALERT to 69310.

3. How many phone numbers and e-mail addresses can I register?

As many as you need. The system is set up to limit each address to five phone number and two e-mail address registrations, but it is possible to register the address more than once. So, if you have six members in your family and each has a cell phone number, you will have to register your address twice to enter all of the numbers into the system. Please note that the City reserves the right to restrict the number of registrations at an individual property.

4. How do I acquire additional information about the Henry County Emergency Notification System, report a problem with the system, or get help with my registration?

Please e-mail any additional questions or report problems to ema@henrycountyohio.com or call 419-599-6432.

5. I registered, but I don't seem to be receiving any notifications. What should I do?

Call Tracy Busch or Nick Nye at 419-592-4876. We can help investigate what issues might be occurring and resolve the problem. The most likely problem is that the electronic mapping system is not recognizing the address as it was registered.

6. Is there a charge for registering to receive messages through the Henry County Emergency Notification System?

NO, this is a free service provided by Henry County.

Your cell phone provider may charge you for receiving text or phone messages, however, if that is part of your plan with your provider. If you are concerned about being charged for a voice or text notification, check your service agreement with your wireless carrier for details. Service costs from your cellular provider are your responsibility.

7. What type of notifications will I receive?

Everyone in the Henry County, whether they register in the system or not, can receive notification of significant public health and safety events or hazards to their home phone number provided it is in the 911 database.

All other notifications require registration. Special notification and any messages to cell phones or e-mail accounts, require registration. So, except for significant emergencies where the City decides to use numbers from the 911 database, you will only receive notifications for which you have volunteered (registered).

8. Under what circumstances will I receive notifications?

There are four circumstances under which a person could receive a notification, but most of the options require you to register before you will receive any notifications.

9. Tornado Warning Notifications, that person would receive the notification if the specific location of a Tornado Warning issued by the National Weather Service includes the address location associated with the phone number.

10. If there is a significant public health or safety event placing residents or areas of Henry County at risk, a notification can be sent to the affected geographic area using the numbers in the 911 database. This is only done in the event of significant emergencies, and the County has established internal protocols to avoid unnecessary notifications. You do not need to register to receive such notifications.

11. The registration page offers certain "groups" that an individual can register for if they want to receive special notifications related to this specific topic. The County refers to these as "opt-in" groups. Registration for these groups is completely voluntary.

12. It is possible that there may be the VERY RARE need to run a system test that might require sending a message out to subscribers. Such test messages would only occur between 8:00 a.m. and 4:00 p.m. if they occurred.

13. What are the special "Opt-in" groups?

You must voluntarily register to receive notification of voluntary, "opt-in," notification groups. Each is discussed briefly below.

You may sign up to receive "**EMERGENCY ROAD CLOSURES.**" This category will allow the County Sheriff Department to provide you notification of a road closure due to an emergency that may impact one of your neighborhood roads or nearby arterials. This is a convenience that will help individuals be informed about what is happening in their local area. These notices will only be sent for emergency road closures and not for scheduled repairs.

You may sign up to receive additional weather notification from the National Weather Service. These messages are sent out when issued by the National Weather Service.

14. I do not have Internet access, how can I sign up to get Henry County Emergency Notifications' voice messages to my phones?

You may call 419-599-6432, and we can help you register. The Libraries also offer Internet access as one of their services.

15. Does the County sell the phone numbers? Will registering for this system cause me to get more marketing calls or spam e-mails?

ABSOLUTELY NOT. Your registration information is private and will not be shared. Neither the County nor the third party provider will sell or provide the registered phone numbers or e-mail addresses to any other vendor or service.

16. How do I unsubscribe? I do not want to receive notification messages anymore.

At any time, you can simply return to the registration page via the County website to unsubscribe. Click "Unsubscribe" at the bottom of the page. The system will then ask you for a phone number or e-mail address to unsubscribe. Enter the phone number or e-mail address you wish to unsubscribe and hit "unsubscribe".

17. How do I update my information if my e-mail 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.

18. How do I switch a phone number from receiving a text message to receiving a voice call or vice versa?

This is the same as changing contact information. You must follow the instructions above to unsubscribe the phone number and then you must re-register the number requesting the alternate notification method.

19. How do I switch a phone number from being part of an "opt-in" group for which I previously registered?

This is the same as changing contact information. You must follow the instructions above to unsubscribe the phone number and then you must re-register the number selecting the groups in which you want to remain.

20. Exactly what phones will be able to receive these voice notification calls?

All voluntarily registered cellular phones, including private numbers.

All registered landline phones and landline phones in the 911 database, including unlisted numbers.

All voluntarily registered VOIP phones, including unlisted numbers.

21. What phone number will show up on my caller ID?

The call will be shown as coming from 419-111-1111. The County recommends saving this number in your cell phone and assigning it the name "HCALERT". By doing so you won't disregard a call because you don't recognize the number. This is just a phone system number, however, so you will not get a person if you call the number back.

22. Can the County use the 911 database to have the Notification System call me on unimportant matters?

NO. Regulations exist that limit our ability to send calls to numbers in this database unless it is a public health and safety issue, as determined by the County.

23. Will the Notification System work if there is a power failure?

Generally Yes. The Tornado Warning system, for example, is automated and occurs between the National Weather Service and the third party provider, Inspiron Logistics. Inspiron Logistics maintains multiple call centers across the nation so if one goes down, the service is still maintained. As such, the Tornado Warning notification is very dependable.

All other notifications are partially dependent upon computer systems functioning at the Henry County Sheriff and the Emergency Management Agency. The County does maintain generators and backup power supplies that help reduce the potential for the system to be inaccessible. Also, it is possible for our Internet provider to have system issues that could prohibit the County's access to the Notification System, but even in this event the County can contact the company directly and have notifications sent. Similarly, each resident's phone, e-mail, and text message systems are subject to failure due to emergencies and disasters. Therefore, it is possible for the system to be unavailable at times, but backup systems are in place that make the system **very** dependable overall.

24. Will all cellular phone carriers deliver Henry County Emergency Notification messages?

Yes, our County service provider works with all major cellular phone providers and is simply placing a call to your cell phone as would any other person. As with all cell phone calls, signal strength and other issues with your carrier could impact delivery of the message to your phone. Text messages, if selected as an option, will be sent to your carrier for delivery to your phone. Each carrier establishes its own protocols for delivery of text messages, so it is possible for text messages to be delayed.

25. Will I receive ads or Spam on my phone?

No. Inspiron Logistics, the company behind the Wireless Emergency Notification System (WENS) does not tolerate spam text or e-mail messages. Inspiron Logistics maintains an anti-spam policy as part of the compliance to operate with Tier 1 provisioning with all of the major North American carriers. Tier 1 provisioning is only granted to top emergency officials and the WENS system (Inspiron Logistics product name). This means that when the mobile networks are completely congested, the only messages allowed to go through are those with Tier 1 provisioning as a matter of priority.

26. I don't use text messages. Can I receive Henry County Emergency Notifications by e-mail?

Yes. When you sign up online, fill in your e-mail address in the proper field. You will be sent your emergency notification through the e-mail address that you registered.

27. Can I register to receive just an e-mail?

Yes, but this is not recommended. You do not need to register a telephone number or address to receive e-mail notifications in the "opt-in" categories or groups, however, if the County uses the mapping feature to send out the message to only a portion of the County, you will not get the message without a property address linked to the e-mail address. **AN ADDRESS MUST BE ENTERED.**

28. Can I register a phone number outside of Henry County?

Yes. For example, a business owner in County may list their business address but list a home phone number outside of Henry County, if they wish to be notified of a significant event that puts their business location at risk. Registration works the same when you list a phone number outside of Henry County.

29. Can I register an address outside of Henry County?

The system is not intended to include addresses outside of Henry County. The mapping technology that reads addresses focuses on Henry County addresses. Service is not intended nor guaranteed for addresses outside of Henry County.

30. Why does the Henry County Emergency Notification System send text messages?

Text messages are simply an option in today's society. Many people prefer to receive text messages as compared to voice messages. The system does limit text messages to fewer characters, so the notification provided may be briefer or more limited than a voice message. Each person is encouraged to sign up for the method or methods that will most likely ensure they receive the message. Note that you can enter the same cell number in twice and have it receive both a voice and text message.

31. After I received a voice message notification the system asked me to "Press 1 to acknowledge receipt". Do I have to press 1?

No, but we hope you do! Acknowledging receipt of the message doesn't impact your service or mean you will receive more calls later. It simply allows the County to track the use and effectiveness of the system. Acknowledging the call enables the County to see how many calls are going through and if the calls are being listened to. The information we get from evaluating the system may enable us to improve the system.

32. How can the system call everyone in Henry County at once?

It doesn't call everyone at once because the individual local phone carriers can't handle that many calls at once. The system is set up to place around 300 calls at a time. This number will be evaluated over time as we monitor the capacity of the phone companies.

33. Will Henry County periodically test this system?

Yes, tests are possible. The County will monitor the results of each notification issued and determine if there is a need to test the system to verify subscriptions to this system and to ensure the system is working properly. The County will avoid unnecessary tests, but will perform tests if determined that it is necessary for the integrity of the system. Such test messages would only occur between 8:00 a.m. and 4:00 p.m. if they occurred.

31. Can I unregister from receiving notifications of significant public safety hazards or events that are issued using the 911 database?

Yes, the County does allow an individual to be removed from the system entirely but strongly discourages any individual from taking this option. Such notifications are very rare but can be vital to ensuring your safety. For example, notifications cover events such as a need to boil your water due to a problem with the water system, a need to evacuate due to a chemical spill or other event, Emergency Declarations, or prisoner escapes. Such events almost never occur, but preparation and NOTIFICATION is the key to avoiding significant loss or tragedy. The County, therefore, strongly encourages individuals NOT to remove their name from the Notification Systems copy of the 911 database.