

## Ocean County Alert FAQ

*\*What is the difference between Rave Alert and Smart 911?* Both are products Ocean County has teamed up with to give the community the best opportunity to receive informational alerts. The community has the choice of which notification process works for them.

1. **Rave Alert** is a notification alert system built into two components:

a. A simple text opt-in feature that allows anyone to receive the alerts the county distributes; simply text the keyword OCEANCOUNTY to 67283.

OR

b. A user account can be built to *provide more information* and receive the same alerts. A basic user id, phone number and address is all that are needed.

2. **Smart 911** is an app on Apple App Store and Google Play Store. The end user decides whether they would like to use the app, which is used nationwide for any school or government entity that is using RAVE software. The app will show alerts from the county and will be an additional notification on top of the text or email alert options. Again, the user chooses how to receive the alerts.

*\*Do I have to enter a Group Code?* No, to receive Ocean County alert notifications, you do not need to enter a code to participate.

*\*Why does the password require extra security?* The requirements ensure those adding additional privacy information is shared only with emergency services personnel.

*\*Why do I need to submit an email?* It is recommended but not required. The email is used to reset passwords, but a user may also request a reset by text to the phone number as well. You may be prompted, but you may skip that step.

*\*Why must I confirm my address?* The confirmation ensures the address is located in the Ocean County geographical area so alerts may be sent out properly.

*\*Why must my phone be verified?* This verification process ensures the community alerts you choose to receive are linked properly.

*\*Must I add more information to my profile?* No, it is your choice on how much information you would like to share after signing up for the basic community notification system.

*\*Do I have to sign up for the Smart911 app to use the county alert system?* No, but the app on a smartphone allows the user to gain access to other alerts from organizations using the alert system within the State of NJ.

*\*Will I receive advertisements or text messaging Spam?* No, never. We respect your privacy and will never receive anything besides official Ocean County domain communications.

*\*How will I identify incoming messages from Ocean County?* You will be sent message from what are known as short codes. They are 5 digits numbers that will have Ocean Co Alert: in the message.

*\*How do I stop getting messages?* If you decide to opt out of text messaging option of Rave Alert, simply text "STOP" to 67283. If you need to change your options of a user account on RAVE, simply sign in and change which alerts you do not want or receive, or the manner of how they are being sent (text, voice, or email).

*\*How much does it cost?*

This service is provided by the Ocean County Sheriff's Office at no cost to the public; however, message and data rates may apply depending on your provider and phone services. Please refer to your mobile phone's service plan for more information.

Visit <https://www.smart911.com/smart911/registration/registrationLanding.action?cdnExternalPath=> to create your free safety profile.