



CodeRED Frequently Asked Questions

1. What is CodeRED?

CodeRED is an emergency notification platform which will be used by Canton Township to notify residents, businesses and those traveling through the community via telephone, text message, email, and social media about emergency situations and other time-sensitive information. The system is capable of sending messages only to specific neighborhoods or the entire community. Only authorized Canton Township officials will have access to send alerts using the CodeRED system.

2. How will Canton Township Utilize CodeRED?

Effective September 1, 2022, CodeRED will replace our existing Nixle mass notification platform. CodeRED will be used to send the following types of messages:

- Public Safety messages
- Missing persons
- Hazardous material incidents
- Boil Water advisories
- Road closures
- Severe weather
- Snow emergencies
- Community alerts & information
- and more

The CodeRED mass notification system is designed to ensure you remain informed of important alerts and information. Please keep in mind that as you register to receive CodeRED alerts, you have the ability to select the types of messages you wish to receive and your preferred means of communication.

3. When will Canton Township begin using CodeRED?

CodeRED will become the only emergency alert and mass notification system utilized by Canton Township beginning September 1, 2022. Registration is available now. The only way to be sure you will receive these notifications is to register with CodeRED.

4. **Is there a cost to register for CodeRED?**

The is no cost to register for CodeRED. Registering to receive phone calls, text messages, and email is free. Simply sign up on our enrollment website and select your preferred means of communication.

5. **How do I register for CodeRED?**

There are multiple ways to sign up for CodeRED:

- Visit CantonPublicSafety.org and enter the required information online to create a managed account
- Text “**Canton**” to 99411
- Call (866) 939-0911 and enter 2 when prompted

6. **What are the benefits of CodeRED?**

CodeRED offers Canton residents, business owners and those visiting or travelling within Canton Township expanded functionality—allowing residents to opt-in to receive alerts through device(s) of their choice, whether that be by text, email, or automated phone call. Many residents in the past have requested the ability to receive these alerts by phone, and this new system offers that expanded benefit.

7. **If I don’t have a cell phone; can I still receive notifications?**

Yes! CodeRED users can elect to receive emergency alert notifications via an automated phone call to a landline telephone.

8. **If I choose to receive alerts by phone, how will I know it is CodeRED is calling me?**

A CodeRED message will have the caller ID (866) 419-5000 for emergencies, caller ID (855) 969-4636 for non-emergencies, and caller ID (800) 566-9780 for weather. We suggest that you create a new contact, CodeRED, on your cell phone and enter these numbers. As an added feature, if you need to replay a voice notification message you received, you can dial this number and listen to the message again in its entirety.

9. **Do I have to have a computer to register or receive messages?**

No – You can register using a mobile phone by texting “Canton” to 99411 and visiting the provided link that comes in a response message or you may contact (866) 939-0911 (enter 2 when prompted) to register.

10. **Will this replace the existing Nixle mass notification system?**

Yes—the existing Nixle mass notification system will no longer be operational as of September 1, 2022. Current Nixle subscribers will need to register with CodeRED in order to continue receiving notifications.

11. **Does CodeRED already have my telephone number?**
Residents should not assume that their information is in the Canton CodeRED mass notification system. Please use one of the registration methods identified above to sign up to receive notifications.
12. **Can I register more than one phone number and/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.
13. **I have a cordless telephone and it will not work if the power goes out. How will this system contact me in this case?**
Make sure to have at least one working corded telephone on hand for these situations. When signing up for CodeRED, you may indicate both a primary and alternative phone number. Cell phones and/or work phone numbers can be entered as alternatives. Both your primary and your alternative phone numbers will be contacted in the event of a CodeRED notification.
14. **Will my registration ever expire?**
Your registration with CodeRED will not expire. Renewals are not necessary as long as your contact information has not changed. If you move however; you must update your registration information to ensure you will continue receiving these valuable notifications. You always have an option to opt out of receiving further notifications.
15. **Who has access to the contact information I share?**
Contact information provided through this system is housed by OnSolve, the parent company of CodeRED. OnSolve will never use or sell your information for any reason unrelated to alerts sent by Canton Township.