



To sign up for CodeRED, click here: <https://public.coderedweb.com/cne/en-CA/BF9E9E02B4E7>

- Enter your location. Rural residents use civic address that is posted at the entrance of your property.
- Enter your contact Information. You will receive one notification per e-mail and phone number provided. If entering a cell phone, please enter your mobile provider.
- Alert Types – Everyone will automatically receive Emergency Notifications, but you can choose whether or not you want General Alerts.
- Click Continue
- If your location doesn't appear, please use the map provided to pin point your exact location.
- Click Submit
- It is recommended that you enter the phone numbers 1-866-419-5000 and 1-855-969-4636 into your contacts under CodeRED

### What is CodeRED and why is it important to me?

CodeRED is an emergency notification service that will allow the Town of Minnedosa to notify residents and businesses by telephone, cell phone, text message, email and social media of time-sensitive general and emergency notifications. This service is free to all residents located within Town boundaries.

### When will CodeRED be used?

Any message regarding the safety, property or welfare of the community will be communicated using the CodeRED system. These may include boil water advisories or disruptions, AMBER alerts or evacuation notices. Only authorized officials have access to the CodeRED system.

### Does the CodeRED system already have my telephone number, or do I need to sign up to receive CodeRED notifications?

The CodeRED database contains information received from public databases, including regional phonebooks. However, no resident should assume that their information is in the system. The Discover Minnedosa website [www.discoverminnedosa.com](http://www.discoverminnedosa.com) has a link to the CodeRED Community Notification Enrollment page where you can register online. Under the Government heading: hover over Town of Minnedosa, scroll to the bottom and click the CodeRED. If you cannot register online, you can call 204-867-2727 to complete your registration over the phone.

### I have a business located in the Town of Minnedosa. Can I arrange to have CodeRED contact my business?

Yes. Fill out the CodeRED registration form but be sure to select the "This address is business" option. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and the calls will not be delivered. Businesses should register their main number and establish a procedure for distributing the CodeRED message to their workforce.

### What if I want to register additional numbers for my address?

After you submit the initial registration form, you may start the registration process again and submit more numbers for the same address.

### Is my personal information protected?

CodeRED is a service of Emergency Communications Network which takes security and privacy concerns very seriously. They will not sell, trade, lease or loan any data citizen supplied data to third parties.

### How will I recognize a CodeRED message?

A CodeRED Emergency message will have a caller ID of 866-419-5000. A CodeRED General message will have a caller ID 855-969-4636. We suggest you program both numbers in your cell phone as a "new contact" and use "CodeRED Emergency" and "CodeRED General" as the contact name. If you need to replay the emergency notification message again, simply dial the number and you will be able to hear the message again.

### What should I do if I receive a CodeRED message?

Listen carefully to the entire message. You will have the option to repeat the message by pressing any key. Do not call 911 for further information unless directed to do so or if you need immediate aid from the police or fire department. If you miss a call entirely, you may re-dial the 800 number on your caller ID to hear a replay of the message sent.

### I have a cordless phone, and it does not work when the power goes out. How will the system be able to contact me?

Make sure you have at least one working corded telephone – and be sure to turn the ringer on. The CodeRED sign-up form allows you to indicate both a primary and alternate phone number. Cell phone and/or work phone numbers can be entered as alternate phone numbers. Both primary and alternate phone numbers will be contacted when a notification is sent.

### Will the CodeRED system leave a message on an answering machine?

Yes, the CodeRED system will leave a message on a machine or on voicemail. The CodeRED system will leave the entire message in one pass.

### What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect.

### What circumstances might prevent a message from being delivered to me?

- Your area of Town may not be affected, therefore you will not receive a call.
- If your contact information has changed and you have not registered your new information.
- If you have only cordless phones in your residence, the power is out and you did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your main phone and you did not register an alternate phone number.

The Town of Minnedosa will receive a report of undelivered calls and can instruct the CodeRED system to begin another round of calls to busy numbers. This will be done in emergency situations only. It is best to have an alternate phone number in the calling database for these situations.

### Is there an app for CodeRED?

CodeRED offers a mobile app for Android and iPhone devices. All residents are encouraged to download the free app to receive alerts based on the geo-location of your phone. As you travel through our other CodeRED communities, you can receive important alerts that include community, emergency and severe weather information. To download the **CodeRED Mobile Alert** app, visit Google Play or App Store.