

ALERTS REGISTRATION FAQs

Q: Why do I need a valid email to register?

A: A valid email is required to make sure that someone does not maliciously register large numbers of phone numbers. If you have a valid email, great, just use it. If not, contact the New Maryland Village Office for additional information. (Phone, Address)

Q: What happens if I do not have an email address? Can I still receive phone alerts?

A: If you do not have a valid email and do not intend to acquire one, contact the New Maryland Village office for information on registration.

Q: Can I register more than one person with the same email?

A: Yes. Start by registering yourself then follow the service instructions for adding additional addresses and contact numbers.

Q. Can I register my home and my business?

A: Yes. You can register up to 5 individual locations. Alerts affecting these locations can all be sent to the same phone numbers or you can choose which numbers get notified when an alert is sent to each location.

Q: Why do I need to select a position?

A: When an incident affects a particular area, Village office staff might want to send alerts solely to those affected or to those registered in that particular area. Village staff can select the area affected on a map and send alerts only to those registered in that particular area.

Q: Why didn't I receive my confirmation email to activate my account?

A: When you first register, a confirmation email is sent to you. Make sure that you have received the email and have clicked on the link to activate the account. If you can't find the email, make sure that you are looking in the same email account you gave during registration or check in your "Junk" mail folder to make sure that it has not been filtered out of your mail box.

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Q: What will happen if I don't activate my account through the email confirmation?

A: You have 7 days to confirm your registration. Note that you will not receive any alerts if your account has not been confirmed through email. If the account has not been confirmed after 7 days, the registration will be erased and you will need to start over.

Q: Will I be notified every time there is an alert in the Village of New Maryland?

A: Not necessarily. If an alert is only affecting a particular area, you will only receive a notification if your personal location(s) falls within the target area. If you want to receive notifications for several areas, for instance your home and your business, you may add up to 5 locations when you register.

Q: What should I do if I think I should have received an alert, but didn't?

A: If an alert was issued and you think you should have been notified, make sure that your address AND your positions are accurate. You can do so by logging on and looking at your position on the map. If your information is correct and you still did not receive any alerts, contact the Village Office.

Q: My phone numbers and/or email have changed since I registered, will I still get notices?

A: No. You are responsible for keeping your information accurate and valid so you can receive timely and important public safety alerts from your municipality. If you move, you can easily update your information by logging onto the Village alerting site. It only takes a minute and could mean the difference in an emergency situation.

Q: Will I have to pay a fee?

A: No. The service is offered free of charge by the Village of New Maryland.

Q: When will I receive the warnings?

A: The warnings can be sent at any time of day or night. You will receive a phone call, email or text message shortly after sending the notice.

VILLAGE OF NEW MARYLAND



**REGISTER NOW
FOR
NEW MARYLAND
EMERGENCY
ALERTS**

To self-register online for the New Maryland Emergency Alerts, please complete the following steps:

1. Go to the Village Website at www.vonm.ca. On the right hand side of the homepage, please click on this icon.



2. Then under the words "Sentinel: Are you in?" click on the link "Register here for Sentinel Emergency Alerts!"
3. Scroll down to the bottom of the Registration page and click on "sign up"
4. Read through the "Conditions of Usage" information and click "I Accept" if you wish to proceed with registration.
5. Complete ALL of the fields indicated on the form. Your postal code is very important so please be sure to include it. Once you type in your postal code, a red pin will appear on the map. Be sure that the red pin is in the exact spot of the address that you registered. (example: if you are registering your home address, be sure the pin is in the exact location of your home address). If the pin is not in the right location, please manoeuver the map until the pin hovers over location of your home address.
6. Once all of the information is filled out on the form, scroll down to the bottom of the form and click "Next".

7. On the last page of the form, if you have registered correctly it will show your email address and state that you have been registered to receive alerts. From this point, you can either click "Done" and leave the website, or you can register other members of your household.
8. To register others in your household, (for example your spouse who may have their own email and their own cell phone number), click on "Add another contact". This will take you back to the Registration form where you can register each of the other household members who have different phone numbers and contact information than you. Then click "Next" when done.
9. This will again take you to the last page and will show the additional email and cell phone information that has been added. You may continue to add other emails and cell phone numbers for your household, (example: if you have children who have their own cell phones, you may want to repeat the process and add their cell phone information). Also, if you have a cottage in the summer that has its own phone number (landline) and you want to be sure that alerts that may affect your home here in New Maryland are being sent to your cottage as well, repeat the registration process and include that number as well.
10. Once you have completed registration for all of your contact information, you will receive a **confirmation email** from Sentinel that will give you your **Username** (which is your email address) and your **Password** so that may sign into Sentinel to change any of your contact information in the future when required. You will need to

click on the link in the email in order to activate your account - this is very important because you will not receive emergency alerts until your account is activated.

Changing the contact information in your profile:

11. If you contact information changes, be sure to update your profile right away. To do this, please follow Steps 1 and 2, and when you get to the Registration Page, on the right hand side is a box that says you can login to update your contact information. Enter your username and password there. You can edit the information for any of the profiles that you registered, or you can add a new profile. You can also change your password to something that will be easier for you to remember. Be sure to SAVE your changes and be sure to always keep your contact information up-to-date.
12. If you do not have a computer or access to the internet and you cannot register online, you can drop by the office and pick up a paper copy of the Sentinel registration form which you can fill out and leave with us, and we can input the information for you.

If you have any questions or need help with registration, you can call the Village office (451-8508), Monday to Friday, 8:30 am to 4:30 pm (with the exception of holidays).

*Karen Duncan
Assistant Clerk, Village of New Maryland*