



General

○ What is Granville Alert?

Granville Alert is Granville County's official emergency alert and notification system. This system is used to send alerts to the public during emergencies. Granville Alert is a free service that allows you to sign up online to receive customized alerts via text message, email, and voice message.

This service is provided by Granville County Emergency Management at no cost to the public; however, message and data rates may apply.

○ Why should I sign-up for Granville Alert?

When emergencies happen, be the first to know. Granville County Emergency Management uses Granville Alert to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe. By signing up for Granville Alert, you are taking a large step toward improving your personal safety.

○ How does it work?

When an emergency occurs that meets the criteria for sending out an alert to the public, Granville County Emergency Management will gather the necessary information and push out an alert to the affected area. Alerts can be sent out county-wide to everyone who has opted-in to the system, or to a specific area or neighborhood for more localized events.

○ How much does it cost?

This service is provided by Granville County Emergency Management at no cost to the public; however, message and data rates may apply depending on your provider and phone services.

○ Can you guarantee that I will receive notification if I register?

While Granville Alert is an excellent system, we cannot guarantee that you will receive notification in all cases. Disasters and emergencies are chaotic and unpredictable, and notification is dependent on external providers such as your wireless carrier or email delivery service outside Granville County's control. Granville Alert will use several means of communications to try to ensure that should any one communications method, technology, or delivery option be unavailable to reach residents, other methods will be used to improve the likelihood that citizens will see the message.



Signing up

- **How do I sign-up for Granville Alert?**

Signing up for Granville Alert is easy! Go to www.granvillealert.com and register your contact information.

To update your existing Granville Alert preferences, [visit this link](#).

- **Who can sign-up for Granville Alert?**

Granville Alert is available to anyone who lives, works, travels through, or visits Granville County. The address can be your home location, work location, or any other location you care about within Granville County.

- **I don't own a computer – who can help me sign-up for Granville Alert?**

Those who do not have computer access are also welcome to contact Granville County Emergency Management for assistance at 919-603-1310, M-F 8:30am- 5:00pm

Alerts

- **What types of alerts will I receive?**

Emergency alerts are sent 24/7 when there is an immediate threat to life and/or property. These include notifications about:

- Missing Persons
- Public Health Crisis
- Criminal Activity
- Severe Weather Alerts (opt-in)

- **Can I call the alert phone number back or reply back to the email?**

You are not able to reply to texts or emails sent by Granville Alert. Please check your voicemail for the alert message.

- **When will I start receiving alerts?**

Once you have signed up online at www.granvillealert.com and confirmed your contact information within the system, you will begin receiving alerts.

- **How do I update or remove my notification preferences and contact information used by Granville Alert?**

Follow the below steps to change your Granville Alert preferences (for example, to



reduce the number of messages of a certain type, or to change the contacts used for each kind of message):

1. [Go to the login page.](#)
2. Login using your Granville Alert username and password (If you've forgotten these, follow the instructions on the page under "Forgot Username or Password?")
3. Once signed in, click the 'Preferences' tab at the top.
4. Under 'Notification Preferences', you can make changes to both the phone numbers and email addresses on which you want to receive Granville Alert messages by clicking or unclicking the checkboxes.
5. You can also choose what alerts you want to receive and the method you wish to receive them by (text, voice, email)
 - a. For example, if you wish to turn off all messages simply uncheck the boxes.
 - b. For another example, If you wish instead **only to receive emails or voice messages**, for Transportation Disruption notifications, instead uncheck the "Text" box and leave the other boxes checked.

○ **How often will I receive alerts?**

The frequency for which you receive alerts depends on the addresses you provide and the types of alerts you select to receive as well as the frequency of actual emergencies. Emergency alerts will only be sent when there is an immediate threat to life and/or property.

This system is not intended to bombard you with information. Granville County will only send you alerts about the information you select to receive. To change your alert settings, [login here](#) and edit your preferences.

○ **How does the Granville Alert system respond to busy signals or no-answer situations?**

If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

Privacy and Contact Information

○ **Will my information be disclosed or shared?**

No, your information is private and will not be used or distributed in any manner. The information that you provide is exempt from public disclosure and will be used for emergency purposes only.



GRANVILLE[📶]**ALERT**

- **What precautions are taken to protect personal contact information stored in the Granville Alert system?**

Personal information provided to Granville Alert is private and only used to notify you for official Granville County communications.

Your information is not used for marketing purposes and will not be sold to telemarketers or data-mining organizations. A variety of “opt-in” mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communications modes that you choose.

Granville Alert utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the Terms and Conditions you review when you sign up to receive Granville Alert notifications.