



EMERGENCY MANAGEMENT

Frequently Asked Questions

How often will I receive alerts?

CodeRED, as an emergency notification, will be issued upon confirmation of an ongoing significant emergency or dangerous situation that poses an imminent threat to the health and safety of our community. This could include natural disasters, severe weather, hazardous material spills, or other human-caused emergencies.

How will I identify incoming messages are from CodeRED?

Phone calls will come from the phone number 866-419-5000 for emergencies and 855-969-4634 for non-emergencies. We recommend users list these numbers in their contacts as "CodeRED" to help more easily identify them. Additionally, if you have the capability to assign a specific ringtone or notification sound on your mobile device, this could help raise awareness you are receiving an emergency notification.

Does it matter who my mobile phone provider is?

Yes, you will be asked to select your mobile phone provider during account registration

What if I change my mobile phone number or carrier?

Users who change their mobile number or carrier should visit the CodeRED portal to update their information: <https://public.coderedweb.com/CNE/BF60B17DFB06>

Will my contact information be shared with third party vendors?

Your email address(es) and phone number(s) are only provided to our vendor, CodeRED, who protect the data.

If I am a registered user, what is the advantage of also downloading the CodeRED Mobile Alert App to my mobile device?

If you download the app you will also be able to receive emergency and community notifications anywhere in the country that utilizes CodeRED to power their notifications. For example, if you are in Sedgwick County (who also utilizes CodeRED) you would receive notifications without having to be registered in their system.

Can non-residents of Greenwood County receive emergency notifications while visiting?

Yes! By downloading the free CodeRED Mobile Alert app on their device they can receive emergency notifications that might be sent out during their visit. This could be very useful information for event planners to share with participants during events such as the County Fair, Madison Days, car shows, sporting events, campers at Fall River Lake, etc.

How do I unsubscribe from CodeRED?

Registered users may visit the CodeRED portal and remove their landline, mobile phone, or email information to stop alerts on any or all of those methods.

Or, contact Greenwood County Emergency Management to assist you in unsubscribing from the system.

Who do I contact for assistance regarding CodeRED?

Contact Greenwood County Emergency Management at (620) 583-5045, or via email at emergencymanagement@greenwoodcounty.org, for assistance with your account.