

# Frequently Asked Questions

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## Why sign up for Alert Hamilton County?

Alert Hamilton County enables officials to provide critical information directly to you as emergencies happen. The alerts provide information via text message, email, cell phone, or work phone.

## What types of alerts will I receive?

Alert HC will send alerts about severe weather and emergency information. Because Alert HC is completely customizable, you are able to select which notifications you wish to receive when you register!

## Can I change my alert settings and Smart911 Safety Profile after signing up?

Changing alert settings and Smart911 information is easy! Log in to your account using [www.alerthc.org](http://www.alerthc.org), where you are able to edit any information in your Smart911 Safety Profile. You can also choose which alerts you wish to receive, how you want to receive them, and what location you wish to receive them.

# Hamilton County Emergency Management and Homeland Security

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## MISSION

Provide effective coordination and collaboration to create a culture of preparedness that builds and sustains a disaster resistant and resilient community in Hamilton County.

## VALUES

Our values guide our decisions and actions through community, leadership, integrity, collaboration, professionalism, and innovation.

## CONTACT

### Website:

[www.hcready.org](http://www.hcready.org)

### Twitter:

@HCEMA

### Facebook:

@hamilton.countyema

### Phone:

513-263-8200

### Address:

2000 Radcliff Drive  
Cincinnati, OH 45204

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# Alert Hamilton County

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**Be Notified. Be Aware.  
Be Prepared.**

**[WWW.ALERTHC.ORG](http://WWW.ALERTHC.ORG)**

# What is Alert Hamilton County?

Alert Hamilton County is a state-of-the-art mass notification and warning system designed to warn residents about emergencies and other important information in Hamilton County.

Alert Hamilton County has the ability to contact residents via text message, email, home phone, cell phone, or work phone.

Alert Hamilton County is customizable and allows residents to choose what notifications they wish to receive and how they would like to receive alerts.



# To Register:

1. Log on to [www.alerthc.org](http://www.alerthc.org)
2. Register your address and contact information.
3. Select alerts you wish to receive.
4. Select how you would like to receive alerts and notifications (text, email, cell phone, home phone, work phone).
5. Create your safe and secure Smart911 Safety Profile.



# What is Smart911?

Smart911 allows users to provide key information to 9-1-1 call takers and first responders BEFORE an emergency happens.

With Smart911, users are able to create a Safety Profile that includes information such as: people living in the household, pictures, animal information, medical information, as well as access codes into their residence.

Information provided is completely private & secure. Smart911 is a nationwide system. If you are traveling in an area that subscribes to Smart911, your Safety Profile will be available to that 9-1-1 Communications Center.

## What Can My Smart911 Safety Profile Include?

