

Overview

In April 2014, Isle of Wight County launched a new and enhanced IWAAlert system hosted by Everbridge, Inc, that allows us to alert you in an emergency. The new IWAAlert system provides a number of enhancements such as the ability to identify a variety of contact methods and select the order in which you would like IWAAlert to use them to reach you; choose to receive notifications about locations of interest to you; receive a variety of special weather notices directly from the National Weather Service, and more. With IWAAlert you can sign up, enter your contact information, and select notifications you care about based on your location. The information you provide is protected and will not be used for any other purpose.

The IWAAlert System will allow you to:

- 1 Choose up to **5 locations** in Isle of Wight you want to be contacted about - your home, your parent's home, your workplace, your child's school or daycare, etc.
- 2 Choose **how** you would like to be notified: by text message, email, cell phone, home phone, work phone, etc. and the order in which you would like us to attempt to notify you.
- 3 Sign up for various weather alerts directly from the National Weather Service and to control when you receive these weather alerts by setting up a **quiet period**.



To sign up for a new account go to www.iwalert.net.

For assistance in signing up contact the Isle of Wight County Department of Emergency Services at (757)365-6308 between 8:30 a.m. and 5:00 p.m. Monday - Friday.



Local Roots, Global Reach

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IWAAlert

ISLE OF WIGHT
COUNTY, VIRGINIA
**EMERGENCY
ALERT SYSTEM**



Keeping Citizens Informed

IWAAlert Emergency Notification System
Get alerted about emergencies and other important community news by signing up for Isle of Wight County's IWAAlert Emergency Notification System. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations.

If you subscribed to the old IWAAlert system in the past (prior to April 1, 2014), you will need to sign up for an account on the new system to continue to receive emergency notification from IWAAlert.

How It Works

You can opt-in to the IWAAlert system by creating an IWAAlert account. During the account setup process, provide the location information and contact methods you want IWAAlert to use to send you important emergency alert messages from Isle of Wight County. Identify locations in Isle of Wight County that are of specific interest to you so you can receive special alerts from the National Weather Service and the IWAAlert system. Once you have set up your IWAAlert account, you will receive messages via the communication methods that you entered into the system when notifications about a potential safety hazard or concern are issued.

How to sign up for Notifications

You can sign up for the IWAAlert system at www.iwalert.net. From the IWAAlert home page, click on the "Sign Up" link located on the menu line at the top of the screen or on the "Sign Up" link located under the blue login button in the middle of the screen.

In the new IWAAlert system an account should be established for each person not by family or other group.

The website has additional information under the FAQ tab which may be able to answer any questions you have. If you have any difficulty signing up, you can contact our offices at (757)365-6308 between 8:30 a.m. and 5:00 p.m. Monday - Friday for assistance.

If I was signed up for the "original" IWAAlert system do I need to sign up for the "new" IWAAlert system?

Yes. If you signed up for IWAAlert prior to April 1, 2014, you were signed up for the "original" IWAAlert System and you will need to sign up for a new IWAAlert system account in order to continue receiving emergency alerts from Isle of Wight county. Your username and password from the "original" system are no longer active. We strongly encourage you to sign up for the new IWAAlert system so that you can take advantage of the system enhancements.

What are locations

and why are they important?

IWAAlert allows you to receive notifications based on geographic locations. By entering a location, you identify address points in the county that are important specifically to you.

A location of interest to you might be: your home address, your work address, your child's school or day care address, or an address of someone that you may be assisting during an emergency, etc.

An example of a notification based on a location would be a chemical spill that required the evacuation of a 1-mile radius around the spill. If you have entered a location that falls within the 1-mile radius, we can send information specifically related to your selected location about what protective actions you need to take. Another example would be a message sent out to a specific neighborhood. If you've identified a location inside of that neighborhood, you would receive the IWAAlert message. Additionally, any National Weather Service alerts you choose to receive will be sent to you based on the locations you enter.

When will IWAAlert be used?

IWAAlert will be used to notify you about imminent threats to health and safety as well as informational notifications that affect your locations or work environments. County officials may send notifications regarding severe weather, evacuations, flooding, gas leaks, road closures, police activity and more.

I'd like to sign up for the National Weather Service weather alerts, but don't want to be contacted in the middle of the night. Can I turn them off overnight (or during other times)?

Yes. One of the IWAAlert system enhancements is the ability to opt-in to receive a variety of special weather alerts directly from the National Weather Service (NWS). You can select which weather alerts that you would like to receive from a listing of available options. Additionally, if you desire you can setup a "quiet period." During your identified quiet period, you will not receive NWS messages. However, there is one exception, Isle of Wight has identified Tornado Warnings as critical to the life safety of our citizens - you will be notified of Tornado Warnings regardless of any quiet period you may setup.

What if my contact information changes?

IWAAlert is only as good as the information you provide. If your phone number or email address changes, you can log into the IWAAlert system and edit your information. If you have problems making changes online, you can contact the Isle of Wight Department of Emergency Services, between 8:30 a.m. and 5:00 p.m. Monday - Friday at (757)365-6308 and we can offer you assistance.

Will my contact information be shared?

No. The information that you provide will be used only by IWAAlert for notification purposes. We will not give or sell your contact or location information to any vendor or other organization.

