



## Frequently Asked Questions

### What's AlertOC?

AlertOC is a mass notification program, on the Everbridge platform, that Orange County and participating cities, including the City of Laguna Beach, use to issue targeted emergency-related messages to residents and businesses. The system can send thousands of messages within minutes via phone, e-mail and text. Only authorized officials are allowed access to the system.

### How can I sign up to receive notifications?

Sign up **online** by going to [www.alertoc.com](http://www.alertoc.com).

### How does AlertOC work?

Authorized officials record a voice, e-mail and text message that is then targeted to individuals in the notification system that are impacted by an incident. While AlertOC notifications are targeted to the impacted area of the city, the City of Laguna Beach also uses the Nixle alert system to send text notifications to everyone registered regardless of your location. Register by texting 92651 to 888-777. Register for both AlertOC and Nixle.

### What types of messages will be sent using AlertOC?

The primary use of the system will be to disseminate messages pertaining to the health, safety, or welfare of a community that is being affected by a perceived, emerging, or imminent emergency event.

### Is my contact information included in the AlertOC system database?

AlertOC contains residential and commercial landline phone numbers for most of Orange County's population. The County acquired landline numbers from AT&T and Verizon/Frontier's 911 telephone database. CPUC code sections 2872 and 2891.1 state that information contained in the 911 database is confidential, proprietary, and won't be disclosed or used except by authorized personnel for the purpose of emergency notifications.

**It's important and recommended that community members provide additional phone numbers, e-mail addresses, and a text number by registering through the AlertOC web portal by going to [www.alertoc.com](http://www.alertoc.com).** Each account can have up to three phone numbers, two e-mail addresses and one text number.

**VOIP Users:** Please note that VOIP numbers aren't currently provided through the E911 database. We're working with VOIP providers to acquire this information; however, until we're able to collect it, please use the AlertOC registration portal to provide the AlertOC System with this information.



## Frequently Asked Questions, continued

### How does AlertOC protect personal contact information stored in the system?

The City of Laguna Beach, County of Orange, and Everbridge take your security and privacy concerns seriously. Policy and contract agreements have been put into practice that prohibit AlertOC contact information from being shared, sold, traded, leased or loaned to outside parties. Staff access to your contact information is limited and approved at many layers. Contact information transmitted through the web portal is sent over a secure connection.

### What if I don't have a landline? Can AlertOC call my cell phone?

Yes! If you register your cell phone number, AlertOC will send messages to your cell phone. **Since you may not be at home to receive an emergency phone call, public safety officials recommend that you add your cell phone number, text number, and email address to the AlertOC database.**

Sign up **online** by going to [www.alertoc.com](http://www.alertoc.com).

### Does AlertOC replace other emergency notification systems?

This system supplements – not replaces – other communication methods used by emergency officials. During an emergency, County or city call-in emergency information lines will still be available. Television, radio and county/city websites will continue to broadcast important announcements as well. Information will also be posted to the City of Laguna Beach social media sites including Twitter, Facebook, and Nextdoor. While AlertOC notifications are targeted to the impacted area of the city, the City of Laguna Beach also uses the Nixle alert system to send text notifications to everyone registered regardless of your location. Register by texting 92651 to 888-777. Register for both AlertOC and Nixle.

### If I provide more than one phone number, what number will be called?

If we have to notify multiple people about an emergency, we'll activate AlertOC to contact you through your primary notification method. If the first call doesn't go through, the system will cycle through to the next notification method until the call is answered or a voicemail is left.

### Will AlertOC call numbers outside of Orange County's area codes?

Yes. The system will call any phone number with a United States (non-international) area code.

### Will AlertOC work if I have a call-screening system on my phone?

There are several varieties of call-screening devices that use differing protocols for screening. In general, the system works with these devices; however, some may need pre-programming to allow the County's or city's telephone number to pass through. We'll be conducting periodic tests to assure that messages are being properly delivered to numbers in the notification database.



## Frequently Asked Questions, continued

### **How does AlertOC respond to busy signals or no-answer situations?**

For busy signals, call-waiting signals or when there's not an answer, AlertOC will repeat the call several times in an attempt to reach you. If a message recorder answers, the system will leave a message on the answering device. If the call doesn't successfully go through after several attempts, the system will stop trying to call.

### **I had an account on the old AlertOC system. Do I need to create a new one?**

Yes. The vendor who provides the AlertOC service changed on July 5, 2016. Your previously entered contact information has been moved to the new system, but the accounts were not. If you created your account before the transfer date, you will need to create a new one so you can manage your information. If you are unsure if you created a new account, contact [AlertOC@Lagunabeachcity.net](mailto:AlertOC@Lagunabeachcity.net) to verify.

### **Who is the legal entity for AlertOC?**

The County of Orange is the sponsor and lead entity responsible for the AlertOC program. The County allows the cities, including the City of Laguna Beach, to use the system through a Memorandum of Understanding.

### **How do I change or delete the information I registered?**

To change or delete the information you registered into the AlertOC system, please log into your account. If you are unable to log into your account, send an email to [AlertOC@lagunabeachcity.net](mailto:AlertOC@lagunabeachcity.net) containing your name, email, phone numbers, and request.

### **Who do I contact if I have more questions?**

If you have additional AlertOC questions, please e-mail [AlertOC@LagunaBeachcity.net](mailto:AlertOC@LagunaBeachcity.net) or call 949-497-0389.