Jan H. Gardner
County Executive

FREDERICK COUNTY GOVERNMENT

DIVISION OF EMERGENCY MANAGEMENT   *John (Jack) E. Markey, Director*

News Release

FOR IMMEDIATE RELEASE: CONTACT: Rebekah May
May 29, 2020   Emergency Management Planner, 301-600-6788

Changes to Alert FC
How text messages are received will change on or about June 1, 2020

FREDERICK, MD **–** As of June 1, 2020, Frederick County's emergency text alert service will change how it delivers long messages. Longer text messages will no longer be received in their entirety or across multiple text messages. Instead, a text will include a web link to the entire message. The change is a result of new formatting from Everbridge, the vendor who provides the Division of Emergency Management's AlertFC service.

Users of AlertFC may find receiving messages through the mobile Everbridge app provides a better message experience.

The benefits of using the app to receive messages are:

- Longer messages will be received in the app in their entirety.
- Messages displayed through the app can include images, hyperlinks and additional formatting options.
- All notifications show up in one feed without cluttering your text message feed. Notifications in the app are easy to find and easy to read. New and unread messages are marked with an orange dot to make them easier to find. Unneeded messages can easily be deleted. Keep all, some or none.
- Users can manage their account right from the app. Update your subscriptions, profile information, contact methods and more.
- Apps make it easy to silence notifications whenever needed through your smartphone's built-in quiet time management.

To use the Everbridge app to receive notifications instead of text messages, download the app from your smartphone's app store. Once installed, go to your profile and remove you phone number(s) from the SMS text field. Instructions on downloading and using the Everbridge app are available at www.frederickcountymd.gov/alertapp. For questions or assistance on using the app email Alert@FrederickCountyMD.gov.

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