



Richmond BC Alert: Sign up Guide & Frequently Asked Questions (FAQ's)

Contents

Overview	;
Richmond BC Notification Types	Ļ
SMS Text Notifications4	ļ
Email Alert Notifications5	i
Telephone Notifications	i
Subscribing Richmond BC Alert	;)
Step 1. Register for a MyRichmond account	;)
Step 2: Setting up your Richmond BC Alert Profile	;)
Section 1. My Profile)
Section 2: My Locations)
Section 3: My Information11	-
Section 4: My Subscriptions12)
Frequently Asked Questions (FAQ's)	j

Overview

Richmond BC Alert is an emergency notification system that sends notifications in the event of an emergency. You do not have to be a resident to subscribe. The system is available to anyone who lives in, works in or visits Richmond. To ensure everyone in your household stays informed and safe during an emergency, subscribers are encouraged to provide multiple contact details. Subscribers may register three email addresses, four phone numbers, two SMS numbers, and one Text Telephone (TTY) number to their profile. There is no cost to subscribe, standard message and data rates may apply and receipt and formatting of the notification is dependent on the telephone and email provider. Subscribers can update their account at any time.

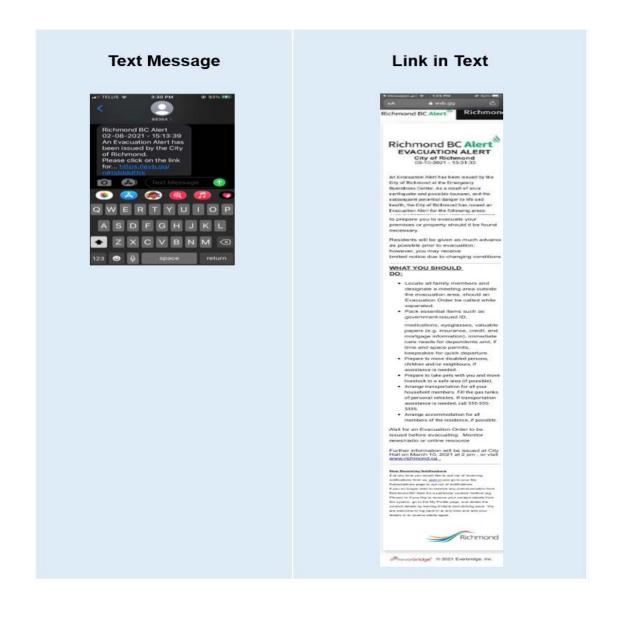
When the City of Richmond alerts the public of an emergency, notifications will be sent to all subscribed users. Alerts may include information about evacuation orders, where to go for support during an emergency (i.e. location of reception centres) and important information about potential threats to public safety or the community.

Questions about Richmond BC Alert can be sent to <u>emergencyprograms@richmond.ca</u>

Richmond BC Notification Types

SMS Text Notifications

When subscribers sign up to receive SMS Text Alert notification, the message will be sent from the following SMS short codes: 89362, 89364, 87844, 88911, 89361. Included as part of this initial message will be a link to a web page for further details regarding the alert. Examples of the messages are provided below. **Note: Depending on the cell phone provider, the formatting of the message may vary.**



Email Alert Notifications

When subscribers sign up to receive Email Notifications the email will be sent from **noreply@everbridge.net**. A sample of the email notification is provided below.

	Richmond BC Alert
	EVACUATION ALERT
	City of Richmond
	03-10-2021 - 13:31:33
	An Evacuation Alert has been issued by the City of Richmond at the Emergency Operations Centre (EOC).
	As a result of ania earthquake and possible tsunami, and the subsequent potential danger to life and health, the City of Richmond has issued an Evacuation Alert for the ollowing areas:
	All of Richmond
	This Evacuation Alert has been issued to prepare you to evacuate your premises or property should it be found necessary. Residents will be given as much advance notice as possible prior to evacuation; however, you may receive limited notice due to changing conditions.
1	WHAT YOU SHOULD DO:
•	Locate all family members and designate a meeting area outside the evacuation area, should an Evacuation Order be called while separated.
•	Pack essential items such as government-issued ID, medications, eyeglasses, valuable papers (e.g. insurance, credit, and mortgage information), immediate care needs for dependents and, if time and space permits, keepsakes for quick departure.
•	Prepare to move disabled persons, children and/or neighbours, if assistance is needed.
•	Prepare to take pets with you and move livestock to a safe area (if possible).
•	Arrange transportation for all your household members. Fill the gas tanks of personal vehicles. If transportation assistance is needed, call 555-5555.
•	Arrange accommodation for all members of the residence, if possible.
•	Wall for an Evacuation Order to be issued before evacuating. Monitor news/radio or online resource for information on evacuation orders and location of Reception Centres.
F	urther information will be provided at City Hall on March 10, 2021 at 2 pm , or visit www.richmond.ca .
H	top Receiving Notifications at any time jou would like to got out of neeking notifications from us, <u>sign in and go</u> to your My Subscriptions page to opt out of notifications. you no inspire with breakes any communication from Richmond BC Alert for a particular contact method (eg. Phone) or if you like to remove your contact details from the system, go to the My Profile page, nd dete the contact details by leaving it blank and clicking save. You are welcome to bg back in at any time and add your details in to receive alerts again.
	_
	Richmon

Telephone Notifications

An automated message is sent outlining information on where to get support and specific actions to keep your family safe. Information and content will be dependent on the nature of the emergency.

Subscribing Richmond BC Alert

Step 1. Register for a MyRichmond account.

To access Richmond BC Alert, you first need a MyRichmond account. MyRichmond is a web based portal which allows the public to:

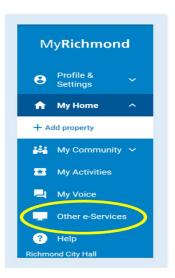
- Register for programs
- Search for available classes & activities
- Search Calendar of Events based on your interests and location
- Access property tax account information
- Access utility account information
- View garbage and recycling collection schedule
- Request a service or report a problem
- Submit feedback online
- Sign up for Emergency Notifications and/or Crime Prevention Newsletters

To register for your My Richmond account click <u>here</u>. If you have issues creating or logging in to your MyRichmond account, email MyRichmond Support at myrichmondsupport@richmond.ca or call 604-276-4001 (Monday - Friday 9:00 AM - 4:00 PM).

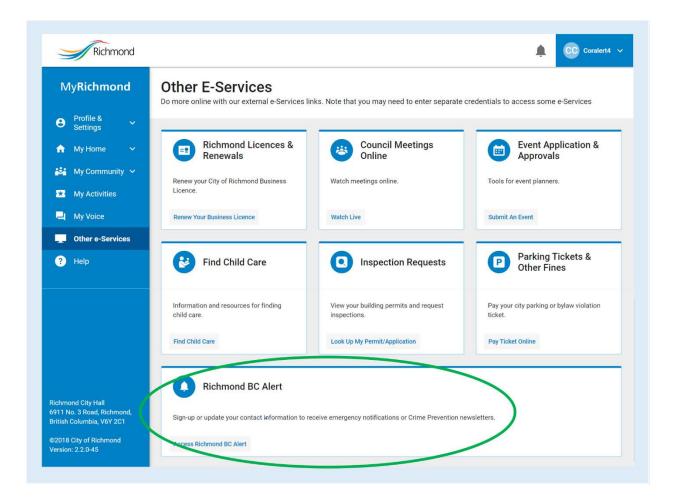
Step 2: Setting up your Richmond BC Alert Profile

Once you have created your MyRichmond account there are 4 main steps to setting up your Richmond BC Alert profile:

- Section 1: My Profile Specify Email and Telephone Contact Information
- Section 2: My Locations Specify Locations
- Section 3: My Information Specify account type (Resident, Business, Visitor)
- Section 4: My Subscriptions Specify which type of notification you would like to receive
- 1. Log into <u>MyRichmond</u> using your credentials created in Step 1.
- 2. From the main MyRichmond landing page select **Other E-Services** from the left hand menu.



3. Once the **Other E-Services** page is open, select **Richmond BC Alert** from the list of services available. This will directly connect you to the Richmond BC Alert page to set up your Richmond BC Alert profile.



Section 1. My Profile

Add or modify the email and telephone numbers you would like the system to use to notify you in the event if an emergency. Note that information added or updated under My Profile will not be updated to your MyRichmond account.

 From the Home page, click on the Edit button within the My Profile dialogue box. For further instructions on completing this section click on the Help & Answers menu located to the left of the page.

Richmond	BC Alert		Richmond
Help & Answers			Home Overview FA
My Profile	Edit	My Subscriptions	Edit
First Name: Last Name: Time Zone:	Charles Leung America/Los_Angeles	Alert Subscriptions	
Richmond Alert Email:	ylin1@richmond.ca		
My Locations	Edit		
My Information	Edit		
	Please be advised that our Privacy P	e [*] <u>Terms of Use</u> <u>Privacy Policy</u> olicy has changed effective May 22, 2019. ERSION: 20.3.2.57 mbr-prtl-prod-us-green-i-073	

Some of the fields are pre-populated using information from your MyRichmond account. Under **CONTACT INFORMATION**, add the email and phone numbers where you would like to receive alerts.

Subscribers may register three email addresses, four phone numbers, two SMS numbers, and one Text Telephone (TTY) number to their profile. To ensure everyone in your household receives the information, subscribers are encouraged to provide multiple contact details.

2. Subscribers can update the contact information at any time using the steps outlined above.

My Profile	CONTACT INFORMATION Complete at least 1	Phone Number 1 (Optional)		
wy r to no	Primary Email	Canada 🗸 I+1 Example (506) 234-5678		
First Name	heliogrichmond ca	Phone Number 2 (Optional)		
Perf2	Alternate Email (Optional)	Canada V Example (508) 234-5678		
and a second		Phone Number 3 (Optional)		
Last Name	Alternate Email 2 (Optional)	Canada 🗸 I+I Example (506) 234-5678		
7652		Phone Number 4 (Optional)		
Registration Email (Optional)		Canada 🗸 🖬 Example (506) 234-5678		
	Text/SMS 1 (Optional)	Text Telephone (Optional)		
Time Zone:	Canada V Example (506) 234-5676	Canada 🗸 📢 Example (506) 234-5678		
	Text/SMS 2 (Optional)			
(GMT-09:00) Pacific Standard Time (America/Vancouver)	Carada 🗸 🖬 Example (506) 234-5678	Cencol Save		

3. Once you are finished entering in your information, click **Save** to return to the Home page.

Important:

- Telephone notifications are sent from **1-604-204- 8688** (this phone number does not receive calls).
- Email notifications are sent from noreply@everbridge.net.
- Text Telephone (TTY) notifications are sent from 1-800-679-0847
- SMS notifications are sent from the following SMS short codes
 - 89362
 - 89364
 - 87844
 - 88911
 - 89361

Important: To ensure you receive alerts, add the Richmond BC Alert contact information above to your Address Book. It also is important to ensure your Richmond BC Alert profile remains current and up to date at all times.

Section 2: My Locations

If you work in one area of Richmond and live in another, the My Locations section allows subscribers to add multiple alert locations to their profile. By adding multiple locations, subscribers can receive alerts for a specific location. To add locations, follow the steps outlined below: From the Home page, click on the Edit button within the My Locations dialogue box. From this page, subscribers can Edit or Delete the existing location or select Add Another Location. For Location Name, specify whether it is your place of Work, Home etc. Only addresses within the City of Richmond can be entered.

My Locations		Edit
	Work:	6911 No 3 Rd, Richmond, BC V6Y 2C1, Canada

- 2. Once all the information has been entered correctly select **Verify This Address** located to the bottom right of the dialogue box.
 - If the location is correct, select **This is My Location**.
 - Otherwise, select the corresponding address in the prepopulated list or select the Show Us – drag your pin to your location radio button, and drag the pin to the correct location. Select This is My Location to register the location.

Location Name Address		Wap Satellite Reference degrade E way E way
Work 6911 No 3 Rd, R	Richmond, BC V6Y 2C1, Canada Edit Delete Yew On Map	Richmond BC W1/2D, Canada, Richmond BC, W1/2D, Canada
EDIT THE LOCATION		We bound a free possible matches, do any of these possible matches, a - 46911 No 364, Richmond, BC VIV 261, Cavado Landon, Shown is - dog the pin to your Shown is - dog the pin to your
Work		
Address		Goingle ware up to be an
6911 No 3 Rd, Richmond, BC V6Y 2C	1, Canada	
upt/Suite/Unit (Optional)		\smile
	State/Province (Optional)	
ty (Optional)	State Province (Optional) BC	My Locations
ty (Optional) Richmond		My Locations
ty (Optional) Richmond Statal Code (Optional)	BC	My Locations Location Name Address
AptiSuiter/Unit (Optional) ty (Optional) Richmond Optional) W6Y 2C1 ow Latitude1.coptude	BC Country/Region	
ty (Optional) Richmond Jostal Code (Optional)	BC Country/Region	Location Name Address

3. Once all your locations have been added, click on the **Home** button on the top right corner to return to the main landing page.

Section 3: My Information

Now that you have entered in your preferred contact information and delivery mediums, the next step is to specify the types of information and/or notifications you would like to receive. First you will indicate whether you are a Resident, Business or Visitor and second you will specify if you would like to receive the Crime Prevention Newsletter and/or Emergency Notifications.

1. From the Home page, click on the **Edit** button within the **My Information** dialogue box.

My Information	Edit

2. Select the box indicating whether you are a Resident, Commercial (Business) or a Visitor. Click **Save** to submit your selection.

Туре		
Please select		 N
Please select Resident		
Business Visitor		
		Additional Information This additional information is used to
		send notifications that are relevant to you and your locations.

3. Click **Save** to return to the Home page.

Section 4: My Subscriptions

The last step is to specify the type of notifications you would like to receive. From the Home page click the **Edit** button on the **My Subscriptions** dialogue box, and specify the type of alerts you would like to receive.

My Profile	Edit	My Subscriptions	Edit
Username:	Richmondadmin1	Alert Subscriptions	
First Name: Last Name:	John Doe		

The two types of notifications are summarized below:

Crime Prevention Newsletter: The Richmond RCMP Crime Prevention Team publishes a Quarterly Crime Prevention newsletter. It provides useful information on property crime prevention, with safety tips and reminders to keep readers alert and aware. Information may be seasonally based and offer crime information related to upcoming holidays and weather. Note that Crime Prevention Newsletter will only be sent via email, to the Richmond BC Alert email that you provided under My Profile.

Emergency Notifications: Emergency alerts are sent by the City of Richmond to subscribers with important information related to emergency events. Alerts will be sent to the email, SMS, telephone, and Text Telephone (TTY) numbers provided in the My Profile section.

4. Click **Save** to register your selections and to return to the Home page. To modify the type of notifications you want to receive at a later date, follow the same steps outlined above. To unsubscribe completely, simply ensure neither of the boxes are checked.

My Subscriptions			
Alert Subscriptions			
▼ Newsletter			
Crime Prevention Newsletter (1)			
▼ Notifications			
Emergency Notifications (1)		\frown	
	Cancel	Save	

Congratulations, you have now successfully signed up to receive Richmond BC Alert notifications. To modify any of your profile information, log in using your MyRichmond account information and follow the steps outline above.

Frequently Asked Questions (FAQ's)

1. What is Richmond BC Alert?

Richmond BC Alert is the City of Richmond's emergency notification system that is used to inform the community of imminent emergencies or disasters that may impact Richmond such as earthquakes, floods, fires, hazardous material spills and other emergencies. Subscribers may sign up to receive notifications sent through a variety of methods: telephone, email, SMS and Text to Phone.

2. Is Richmond BC Alert free?

There is no cost to subscribe, although standard message and data rates may apply.

3. If I do not live in Richmond, can I still sign up for Richmond BC Alert?You do not have to be a resident to subscribe, the system is available to anyone who lives in, works in or visits Richmond.

4. How do I subscribe?

Anyone can subscribe online by visiting: richmond.ca/alert.

5. How do I subscribe if I do not have access to a computer?

The public without access to a computer can sign up for Richmond BC Alert by completing the <u>Offline Richmond BC Alert Registration</u> and emailing it to <u>emergencyprograms@richmond.ca</u> or by mailing it to Richmond City Hall, located at 6911 No. 3 Road, and address the envelope to **Attention: Richmond Fire-Rescue, Emergency Programs Branch**.

6. Who do I contact if I have trouble signing up for My Richmond account?If you have issues creating or logging in to your MyRichmond account, email MyRichmond Support at <u>myrichmondsupport@richmond.ca</u> or call 604-276-4001 (Monday - Friday 9:00 AM - 4:00 PM).

7. Can I register multiple people under one account?

Subscribers can register three email addresses, four phone numbers, two SMS numbers, and one Text Telephone (TTY) number to their profile. To ensure everyone in your household receives the information, subscribers are encouraged to provide multiple contact details and to select multiple notification methods.

8. How often will I receive Richmond BC Alert notifications?

Richmond BC Alert will only be used during a real emergency or when testing the system. Receipt and formatting of the notification is dependent on the telephone and email provider.

9. How will I know if I have received a Richmond BC Alert notification?

Telephone notifications are sent from **1-604-204-8688** (this phone number does not receive calls).

Email notifications are sent from noreply@everbridge.net.

Text Telephone (TTY) notifications are sent from 1-800-679-0847

SMS notifications are sent from the following SMS short codes

- 89362
- 89364
- 87844
- 88911
- 89361

Important: To ensure you receive alerts, add the Richmond BC Alert contact information above to your Address Book. Receipt and formatting of the notification is dependent on your telephone and email provider.

10. Will I receive emergency notifications if I don't subscribe?

No. Richmond BC Alert is a voluntary opt-in service which requires one to subscribe to receive notifications.

11. What if my phone number or email address changes?

Subscribers can manage and modify your account information or preferences at any time. If your personal information changes, log in to Richmond BC Alert using your MyRichmond account information to update your Richmond BC Alert profile.

12. Will my personal information be used for other purposes?

No. The City of Richmond maintains the highest standards for data management, privacy and information security. The information you provide will only be used for Richmond BC Alert notifications.

13. How do I unsubscribe from Richmond BC Alert?

Opt out of receiving notifications from Richmond BC Alert at any time by updating your subscriptions preferences from the My Subscriptions section of your Richmond BC Alert profile.

14. If I have questions about Richmond BC Alert who can I contact?

Questions can be sent to <u>emergencyprograms@richmond.ca</u>