

### 1. What is Alert Menifee?

**Answer:** Alert Menifee is a communication solution that provides lifesaving emergency information in various formats (i.e., voice, SMS/Text, email, etc.).

### 2. Who can register?

**Answer:** Anyone who lives, works, or owns property in the City of Menifee can register. Visitors or people with family in the City of Menifee may also register.

### 3. How do I register?

**Answer:** To register, please visit Alert Menifee (<https://alertmenifee.genasys.com/portal/en>) to sign up for notifications and designate how you would prefer to get contacted. To receive text alerts, you must add your SMS (text message) phone number(s).

### 4. What types of notifications/messages will I receive?

**Answer:** The City of Menifee will use Alert Menifee to send critical alerts to residents that may affect safety, such as wildfires, floods, gas leaks, and other emergency notifications.

### 5. How will I know if a phone call, email, or text/SMS is coming from Alert Menifee?

**Answer:** Email messages will come from Alert Menifee ([gemgenasys@genasys.com](mailto:gemgenasys@genasys.com)), phone calls will display from Caller ID (951-258-0626). Text/SMS will come from 65513. We recommend you create a contact in your phone called "Alert Menifee" with this information.

### 6. Will my contact information be shared with others?

**Answer:** No, the information you provide will only be used by the City of Menifee to send you alerts. Your contact information will never be sold to an outside agency.

### 7. Do I need to provide an address or location?

**Answer:** Providing a home or work location is not required; however, not having a location in the system will prevent you from receiving critical weather alerts, such as flooding, and other alerts that are geo-targeted (i.e., location based)

### 8. What are some reasons alerts may not be delivered to me?

- a. Your contact information is not up to date.
- b. You did not enable the Text/SMS checkbox.
- c. Your phone is off or busy for an extended period of time.
- d. Your email provider may have placed the email in the spam/junk folder. Please add Alert Menifee ([noreply@genasys.com](mailto:noreply@genasys.com)) to your trusted mail list.
- e. It is recommended you have more than one contact method registered (i.e., email, cell phone, etc.).

### 9. My Contact information has changed; how do I update it?

**Answer:** To update contact information, login to the registration portal. Remember to click the "Update" button when done.

### 10. How do I remove my information from the system?

**Answer:** You can unsubscribe directly from the registration portal. Login and click on the "unsubscribe" button and follow the prompts. This will delete all contact data from the system.