



## SIGN UP TODAY FOR THE Clinton County Emergency Notification System

Messages can be issued via landline or wireless phone, text messaging, email, TDD/TTY, and social media when an urgent county alert needs to be communicated.

In the event of an emergency, a text message, voice call, or email will be sent to the contact information you registered with the system.

**Register today at:**

<http://www.clintoncounty-ia.gov/alertiowa>

You must register to take advantage of this important notification service.

Alert Iowa is a statewide mass notification and emergency messaging system.

Nearly 90% of Iowa's counties have now signed up to use the Alert Iowa system.

Besides your own phone numbers and email, you can register contact information for your spouse and family.

You can pick and choose what Clinton communities and type of warnings you prefer to receive alerts for.

You can receive weather, imminent emergency and public safety warnings.

You do not have to live in Clinton County to receive CCENS alerts.



# Clinton County Emergency Notification System

## Frequently Asked Questions

### How do I register?

Citizens of Clinton County can register by visiting <http://www.clintoncounty-ia.gov/alertiowa> and entering your phone number and/or email address. You will receive a text confirming that you have opted into the alert system to receive emergency notifications.

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### How many phone numbers and emails can one citizen register?

As many as you need. The system is set up to limit each address to five phone number and two e-mail address registrations.

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### How will I know when a message is from CCENS Alerts?

Your CCENS Alerts will originate from the following:

- Voice Calls: (563) 555-5555
- Text Messages: 69310
- Emails:

[noreply@clintoncountyemergencynotifications.com](mailto:noreply@clintoncountyemergencynotifications.com)

The originating phone numbers should be saved in your phone book as "CCENS" to be sure you know when the county is trying to contact you. The email address should be saved in your address book so it is not filtered as spam or junk mail.

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### Will I receive ads or SPAM on my phone?

No. Inspiron Logistics, the company behind the Wireless Emergency Notification System (WENS), does not tolerate spam text or email messages.

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### I don't use text messages. How else can I receive CCENS Alerts?

You can receive alerts on any landline or cellphone number and/or email address. All of these options are available on the sign-up page.

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### What if I change my mobile carrier and receive service through another company?

You will still receive alerts if your phone number has not changed. CCENS Alerts will automatically detect your new carrier.

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### How can I stop receiving the alerts?

There are a few ways to unsubscribe:

- Text STOP to 69310 from your phone
  - Email: [remove@wensnetwork.com](mailto:remove@wensnetwork.com)
  - Return to the website where you signed up and click on "unsubscribe."
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### Does CCENS Alert cost anything to use?

There is no cost for an individual who has registered for the alerts; however, your cell phone carrier may charge you to receive text messages, so please check your plan.

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### Will all cell phone carriers deliver CCENS Alert messages?

Yes. If for some reason you are unable to receive the text messages after you sign up, email [emergencymanagement@clintoncounty-ia.gov](mailto:emergencymanagement@clintoncounty-ia.gov) or call (563) 242-5712 with your name, phone number, carrier and your comments.

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### Will Clinton County sell the information I enter to register for the Alerts system?

Your contact information will be used only for emergency notifications. Your information will never be sold to a third party nor will it be used for anything other than the CCENS Alerts.

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### How do I add, change, or update my registration information?

Follow the instructions above to unsubscribe your current information. You must then register again with your new contact information.

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