



REGISTRATION INSTRUCTIONS

“Registration is very simple, just follow these steps”

Note:

- If you (or a family member/friend) do not have access to the internet, hardcopy sheets are available at the Town Hall and Senior Center, you may also call the Town Hall at 508-485-0710 or mail us at CodeRed@southboroughma.com

Steps:

1. Click on the “To Register: Click Here” icon in the CodeRED section of the Town’s website.
 - a. This will bring up the “Community Notification Enrollment” form
2. Contact Information:
 - a. Enter your First name and Last name in the appropriate field.
3. Contact Addresses and Communication Methods:
 - a. Select Residential or Business
 - b. Choose Address name: Home / Second Home / Other. You can have multiple addresses in Southborough connected to the same phone number(s)
 - c. If Business, the Address name will be: Work 1 / Work 2. You can have multiple addresses in Southborough connected to the same phone number(s)
4. Phones:
 - a. Enter:
 - i. Phone #1: (*This is your PRIMARY number*)
 1. If you enter a cell phone:
 - a. Click the “Send text messages” block
 - b. Choose your Mobile Carrier (i.e. VerizonWireless, AT&T, etc.) from the dropdown menu.
 - i. If your carrier is not listed call CodeRed directly for additional instructions (866-939-0911)
 - ii. To add additional phones click the blue “+ Add phone” button for each number after completing the previous one.
 1. This can be your cell phone, spouse/children’s cell phone, office phone, vacation home phone, out-of-town or state family/caregiver, etc.
 2. If you enter a cell phone, follow the same instructions above
5. Alert Types:
 - a. Emergency Notifications:
 - i. You will automatically be entered into this database.
 1. You cannot uncheck this box
 - b. General Notifications:
 - i. We recommend all Southborough Residents Only (no businesses please) check this box.
 1. You may opt-out of receiving general information at anytime

6. Account Creation (optional):
 - a. This will allow you to create an account so that you can return and edit information at a later date.
7. Click: “Continue”
8. Verify the all the information you entered is correct. Then double check. It again.
9. Click: “Submit”
10. Ensure to run a test call to ensure you receive information via all mediums you entered
11. **You are DONE.** Thank you for registering
12. Once you have successfully registered please save and rename the following numbers:
 - a. **866-419-5000** = Alert Message - Southborough
 - b. **855-969-4636** = General Message - Southborough

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INSTRUCTIONS TO ADD ADDITIONAL PHONE NUMBERS TO THE SAME ADDRESS

Notes:

- You can add an unlimited number of additional email addresses and phone numbers associated to the same address.
- **CAUTION:** In the Southborough System (Community Notification Enrollment form) you **MUST ALWAYS** enter your Southborough Address.
 - If you enter a different address and enter duplicate phone numbers, the system will default to monitoring the NEW address location and DELETE your previously entered address as the monitoring location (i.e. you will no longer receive messages associated with that address).
- **SOLUTION** (If available):
 - If you want to monitor multiple locations using the same phone numbers as you have entered into the Southborough Database (ex. You want to monitor your Southborough address AND your office located outside Southborough). You can, but **ONLY** if the other community has CodeRed
 - If they use CodeRed simply enter your information for the address in that community – same as you did for Southborough. You will now receive notifications from both locations (home & work).
 - Each community using CodeRed maintains independent databases.

Steps:

1. Follow Steps the same as from above
2. Ensure you add the correct address
3. Ensure you **DO NOT** reenter a phone number that has already been entered for this or any other Southborough address.