



FREQUENTLY ASKED QUESTIONS

Greenwood County Alerts

1. What is Greenwood County Alerts?

The Genasys Emergency Management (GEM) system is an multi-channel (i.e. SMS, voice, email, etc.) communication solution that provides lifesaving emergency information.

2. What types of notifications/messages will I receive from GEM?

Emergency and public safety notifications, evacuations, boil water advisories, etc. Additionally, residents can opt-in for National Weather Service severe weather alerts.

3. My contact information has changed, how do I update it?

Login to the [Insert system name and hyperlink] portal and go to the page that needs to be updated. For instance, account or emails, and update your information. Remember to click the "Update" button when done.

4. Is there a mobile app version I can download?

The app is in development and not currently available.

5. I am already signed up for CodeRED notifications. Why should I register with Greenwood County Alerts?

Effective April 13th, 2023, Greenwood County will not be using CodeRED for its emergency messages. In order to receive future alerts you will need to register with the Greenwood County Alerts.

6. How will I know if a phone call, email, or text (SMS) is coming from Greenwood County Alerts?

Email messages will come from noreply@genasys.com, phone calls will display 620-498-5562, and text/SMS messages will use the sender ID 65513.



Sign up now at <https://greenwoodks.genasys.com/portal/en>
Questions? Contact Levi Vinson 620-583-5045 lvinson@greenwoodcounty.org

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7. Who can register?

Anyone who lives, works, or owns property in Greenwood County can sign up. Visitors or people with family in Greenwood County may also register. If you need assistance with registration, call 620-583-5045, or email lvinson@greenwoodcounty.org.

8. How do I register?

Visit <https://greenwoodks.genasys.com/portal/en> to sign up for notifications and designate how you would like to be contacted. To receive text alerts, you must add your SMS (text message) phone number(s).

9. Do I need to provide an address or location?

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 tornadoes, and other alerts that are geo-targeted (i.e., location based).

10. Will my contact information be shared with others?

No, the information you provide will only be used by Greenwood County to send you alerts. Your contact information will never be sold to an outside entity.

11. What are some reasons alerts from Greenwood County Alerts may not be delivered to me?

- Your contact information is not up to date
- You did not enable the SMS checkbox
- Your phone is off or busy for an extended period of time
- Greenwood County will be able to see the call/email/text results of an alert. It is recommended you have more than one contact method registered.

12. How do I remove my information from the system?

You can unsubscribe directly from the registration portal. Login at [portal link], go to the unsubscribe button and follow the prompts. This will delete all contact data from the system.