

# Richmond BC **Alert**

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

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## 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.

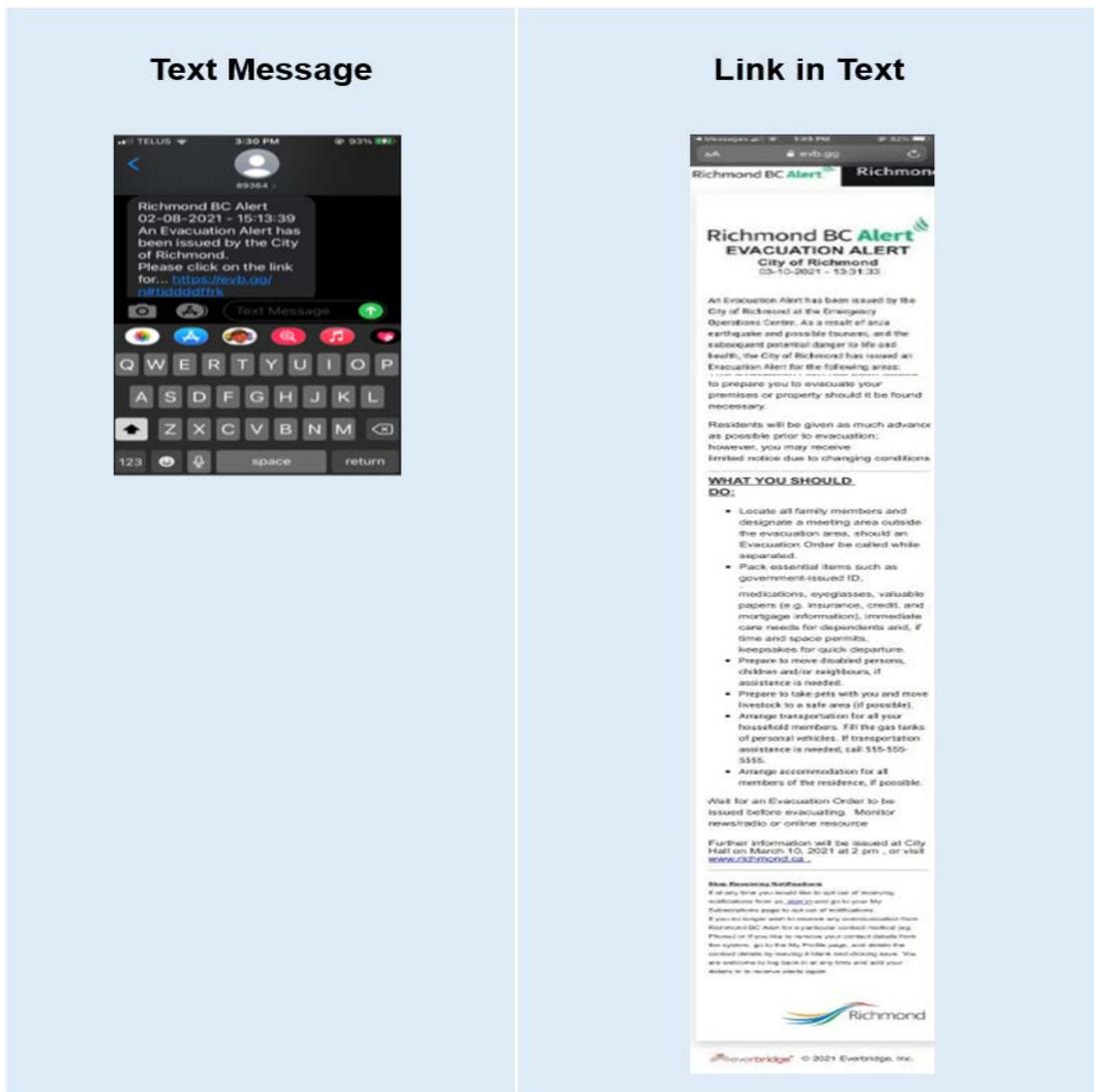
When the City of Richmond alerts the public of an emergency, notifications will be sent to all subscribed users. Alerts may include information about evacuation orders, where to go for support during an emergency (i.e. location of reception centres) and important information about potential threats to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

Questions about Richmond BC Alert can be sent to [emergencyprograms@richmond.ca](mailto:emergencyprograms@richmond.ca)

# Richmond BC Notification Types

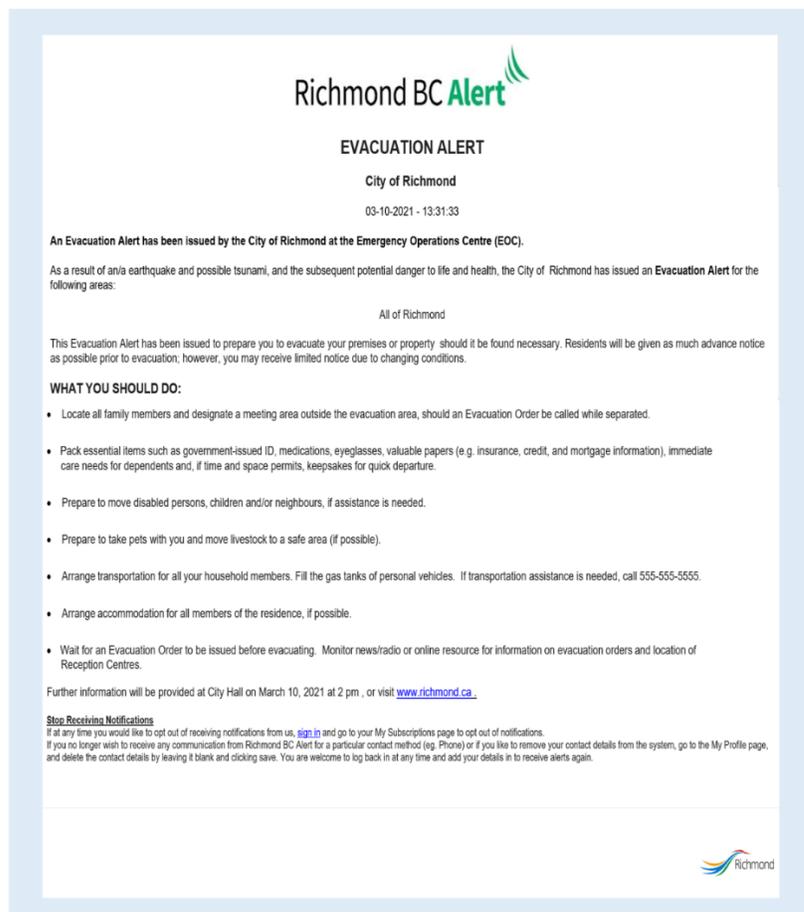
## SMS Text Notifications

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](mailto:noreply@everbridge.net). A sample of the email notification is provided below.



## 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

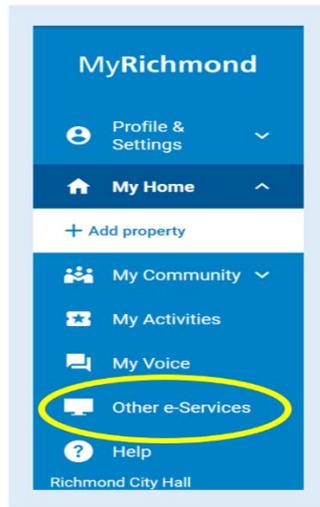
To register for your My Richmond account click [here](#). If you have issues creating or logging in to your MyRichmond account, email MyRichmond Support at [myrichmondsupport@richmond.ca](mailto:myrichmondsupport@richmond.ca) or call 604-276-4001 (Monday - Friday 9:00 AM - 4:00 PM).

### Step 2: Setting up your Richmond BC Alert Profile

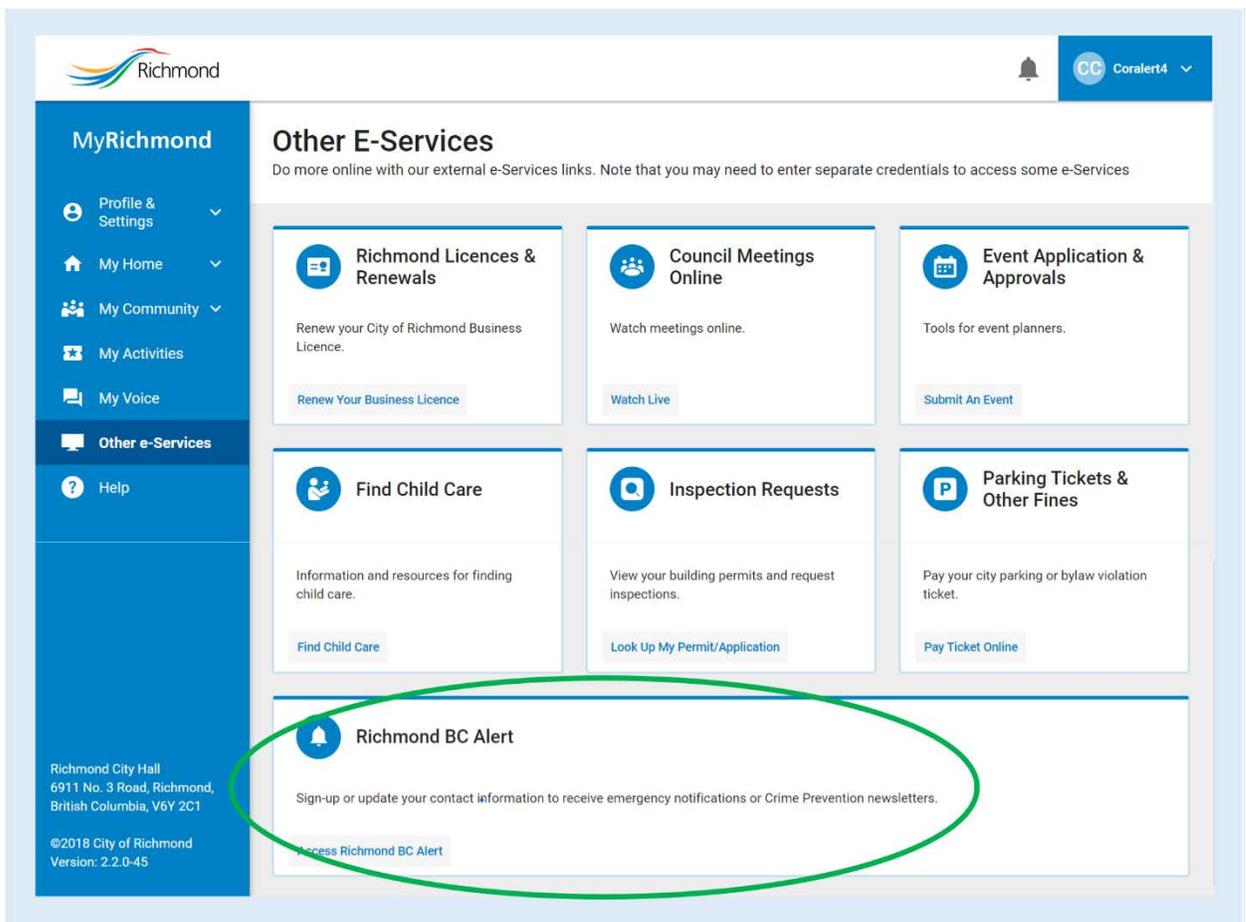
Once you have created your MyRichmond account there are 4 main steps to setting up your Richmond BC Alert profile:

- 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 [MyRichmond](#) using your credentials created in Step 1.
2. From the main MyRichmond landing page select **Other E-Services** from the left hand menu.



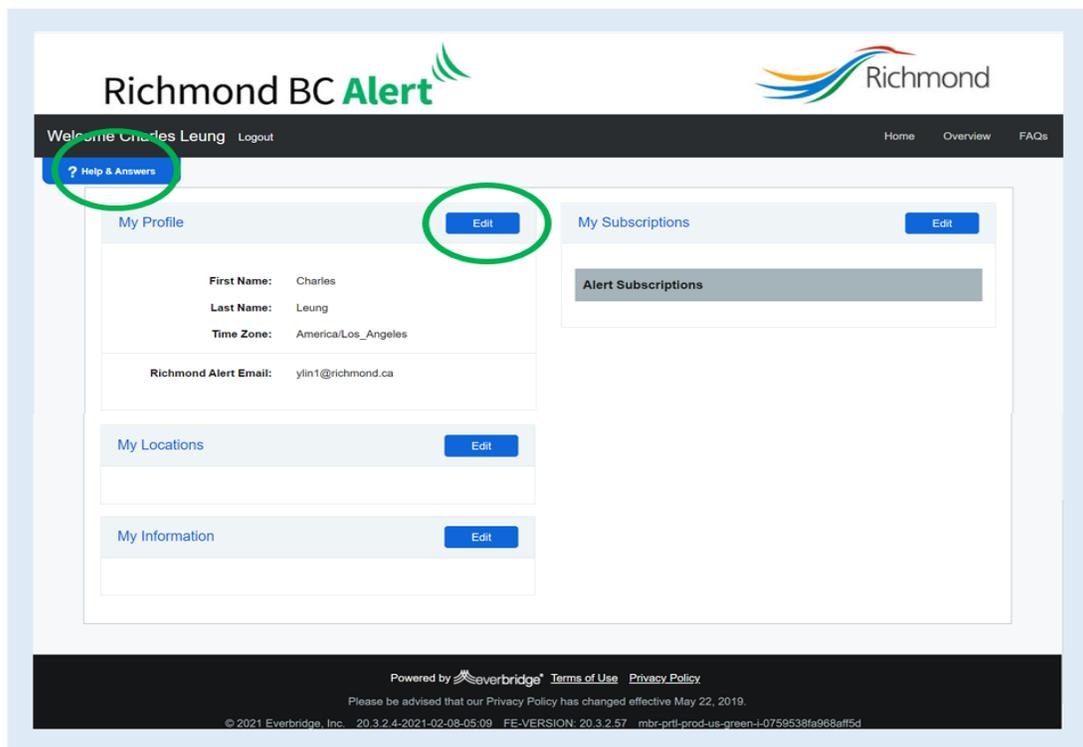
3. Once the **Other E-Services** page is open, select **Richmond BC Alert** from the list of services available. This will directly connect you to the Richmond BC Alert page to set up your Richmond BC Alert profile.



## 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.

1. 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.



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.

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.

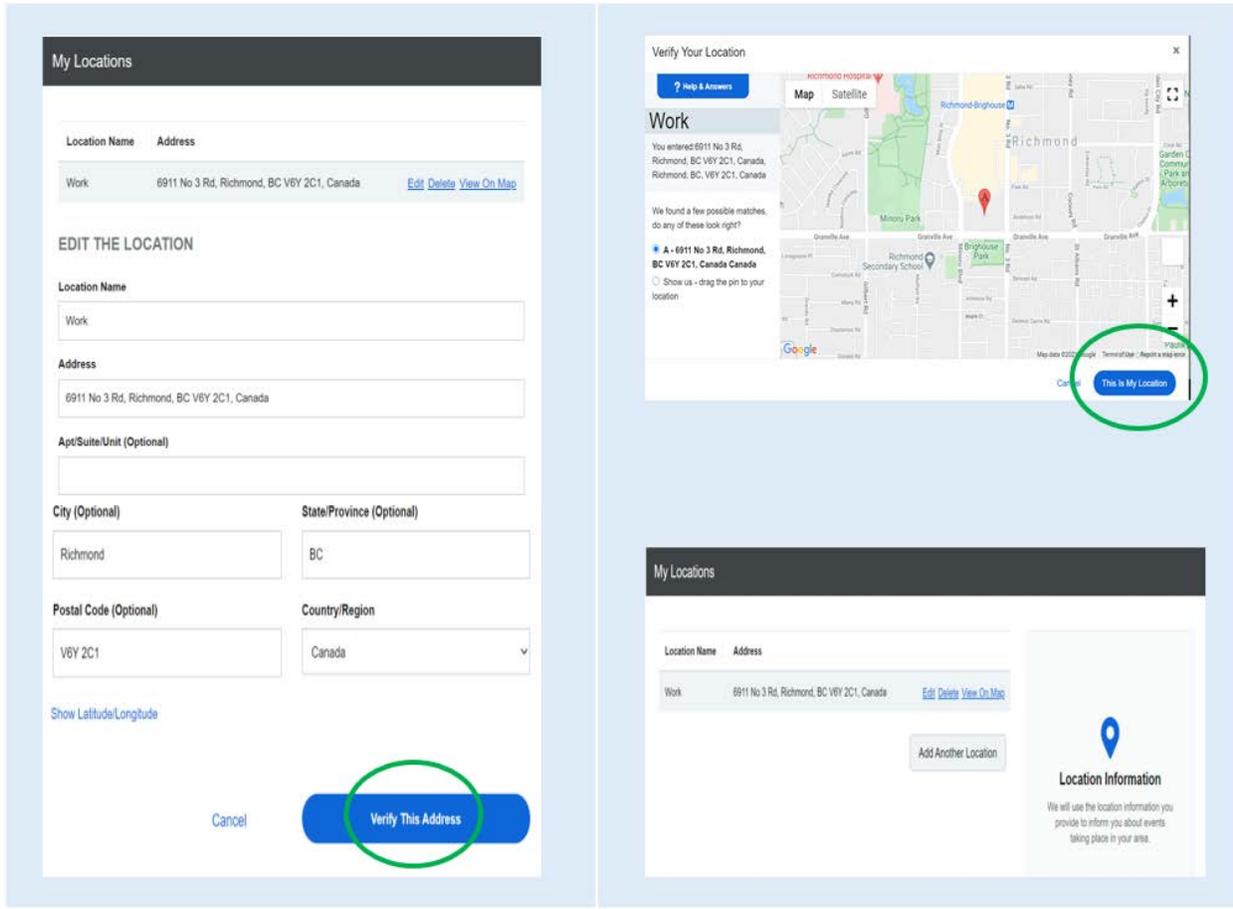
**Section 2: My Locations**

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:

1. 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.



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.

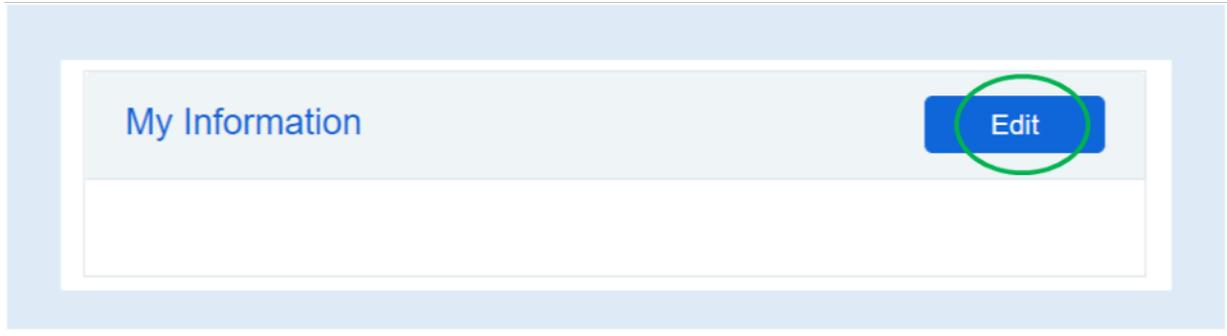


3. Once all your locations have been added, click on the **Home** button on the top right corner to return to the main landing page.

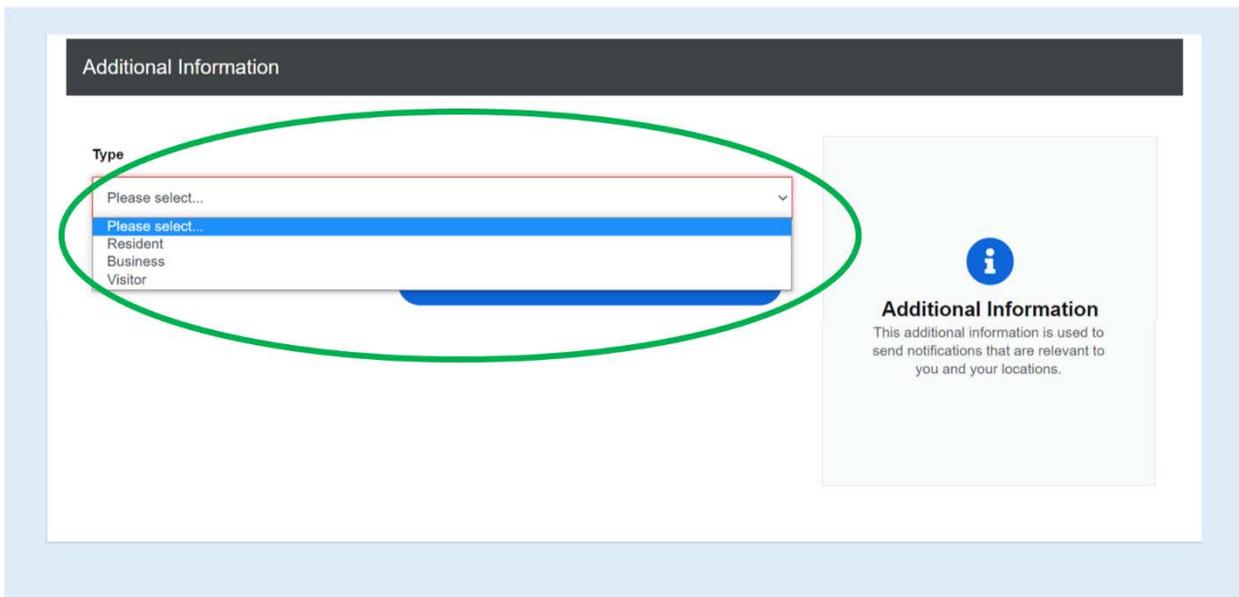
### Section 3: My Information

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.



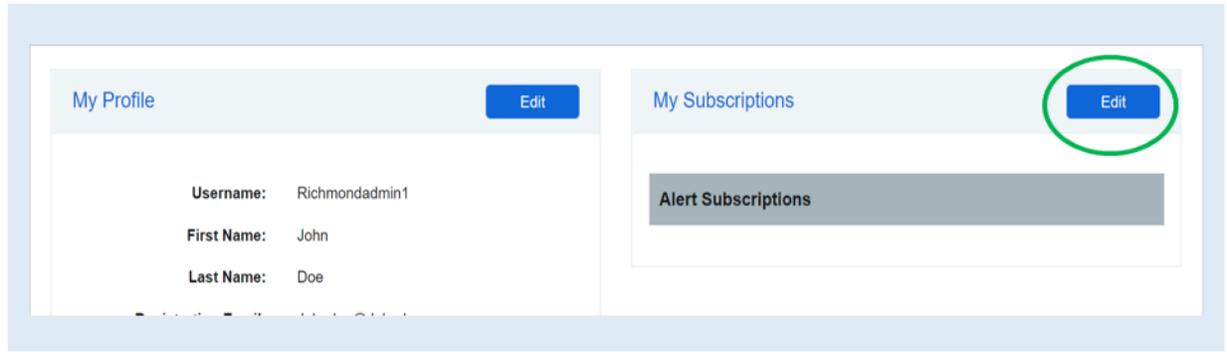
2. Select the box indicating whether you are a Resident, Commercial (Business) or a Visitor. Click **Save** to submit your selection.



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.



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.

The screenshot shows a web form titled "My Subscriptions". At the top is a dark grey header with the text "My Subscriptions". Below this is a section titled "Alert Subscriptions" in a light grey bar. Underneath, there are two expandable sections: "Newsletter" and "Notifications", each with a downward-pointing arrow and a checkbox. The "Newsletter" section is expanded, showing a sub-item "Crime Prevention Newsletter (1)" with a right-pointing arrow and a checkbox. The "Notifications" section is also expanded, showing a sub-item "Emergency Notifications (1)" with a right-pointing arrow and a checkbox. At the bottom of the form, there are two buttons: a light blue "Cancel" button and a dark blue "Save" button. The "Save" button is circled with a green circle.

**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](http://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 [Offline Richmond BC Alert Registration](#) and emailing it to [emergencyprograms@richmond.ca](mailto:emergencyprograms@richmond.ca) 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 [myrichmondsupport@richmond.ca](mailto:myrichmondsupport@richmond.ca) 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](mailto: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 [emergencyprograms@richmond.ca](mailto:emergencyprograms@richmond.ca)