



## Voyent Alert! FAQ

### **How do I register?**

Users can register for the service in one of two ways:

- i) Download and install the Voyent Alert! mobile application from the Apple App Store or Google Play Store. Enter in a postal code from the town and follow the instructions.
- ii) Register to receive Text or Email notifications through our web-based registration page at <https://voyent-alert.com/ca/trial-registration/> . Enter in a postal code from the town and a registration code will be emailed or or texted to your device. Enter in the registration code into the field and you are done.

Registration is simple and fully anonymous.

### **Do I have to pay to use the service?**

No. There is no cost to the end user. There is no charge to download the app from Google Play or Apple App Store.

### **Is extensive training required to use the service?**

No. The service is very intuitive and simple to use. Tool tip and “help bubbles” are built and available for first time users. If you get stuck simply click on the “?” on the side of the screen.

### **Can visitors to the community register for Voyent Alert?**

Yes, visitors to the community can register with a local postal code just like local residents. They will be notified if any alerts are sent out that pertain to any of the “My Locations” they may have set.

### **Can I monitor alerts pertaining to multiple locations?**

Yes. Once you are in the system click on the “My Locations” tab. Your default “Home” location is the center of the postal code you used to register with. You can click and drag your “Home” location to wherever you want.

You can also add additional locations you want to monitor such as “Kid’s School”, “Mom’s House”, etc. To add a new location simply click and hold a location on the map and a popup window will appear allowing you to label the new location. Alternatively you can enter in an address through the “Add Location” button in the top right of the screen.

To Delete a location simply select and click the “Garbage Can” icon.

### **Do I have to be in town in order to receive an alert?**

No. Provided you are connected to a mobile service or can access your email, the alerts will get to you wherever you are. Even if you are outside the region of interest.

### **Am I going to be bombarded with useless messages?**

No. You will only ever get sent a notification if it is relevant to one of your tracked locations. If the communication is regarding something on the other side of town that might not impact you, you shouldn't be bothered.

### **Can I register my children or parents?**

Yes. Provided they have a smart device or access to email you can assist them with installing from an app store or via the web-interface to receive email or text alerts.

### **How do I unregister?**

As you access the service click on the menu options icon (three horizontal bars) located on the top right of the screen. There is an unregister option there.

### **Am I going to have to remember another password?**

No. We have done away with complex, hard-to-remember usernames and passwords. Instead, the service uses a simple yet highly secure model called Two-Factor Authentication. When you wish to log into your web-based account they simply enter the email or SMS phone number that your alerts are going to. A 4-digit login code is then transmitted to them via that channel. Once you receive it, simply enter the verification code into the panel on your screen.

### **What is personalized messaging and why is it useful?**

Voyent Alert! uses advanced geospatial technology to personalize alerts sent out to end users. Rather than receive a generic message about an incident that might be occurring in your region, users receive much more detailed information about where your "My Location" is, relative to an incident. You can be advised as to the distance, direction, time to intercept (if you or the incident is moving), turn-by-turn evacuation instructions etc. The result is that the message you receive should provide important context to you during a critical event, allowing you to make better, more informed decisions.

### **How is this different from other regional alert systems like Sask Alerts, Alberta Alerts etc.?**

In general federal and provincial services work at a macro level advising users about issues that might be going on at a provincial, county, or district level. How they might impact an end user might not always be immediately apparent.

Voyent Alert! works at a much more refined level, providing users with greater context as to where they are relative to the alert incident and customizing the relevant data for the end user. Alert notifications are engineered to accommodate moving incidents as well as moving users, so notifications can be triggered proximity to a given alert event.

Voyent Alert! is also administered at the community level and can be used for general day to day communications and local services (i.e. 311 features) as well as for sending out critical incident advisories.

**Does Voyent Alert! collect user personal information?**

No. Registrants need not enter more than a postal code and phone number or email address. No personal information such as name, address, personal status etc. is required. Please see the [Voyent Alert! Privacy Policy](#) for more details.

**If users close the app on their device, will they still receive notifications?**

Yes. Voyent Alert! utilizes a “silent notification” mode on smart devices so the app can be closed at anytime.

**I am concerned about privacy issues. Where is the service operated from?**

Voyent Alert! is a cloud-based service utilizing Canadian-based resources for operations and storage. ICEsoft undertakes measures to ensure that Voyent Alert! is compliance with the Personal Information Protection and Electronic Documents Act of Canada ([PIPEDA](#)).