NOTIFICATION SYSTEM PATHWAY DEFINITIONS

This is an important message to inform you that Marshall County Emergency Management Agency has implemented a new Mass Notification Service. We will use this tool to contact you during emergency events and testing.

In some cases, you will receive a combination of text, phone calls (via cell phone or landline), voicemails, mobile app notifications, and emails. Each message will have an introduction, main content, and a confirmation component.

How you receive message is totally up to you the end user. What we are saying is you can pick the order (PATHWAYS) you want to receive your messages, through the public registration portal when you register:

Recommendations are as follows: These are your “PATHWAYS”

<table>
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<tr>
<th>Tech-Savvy Users</th>
<th>Non-Technical Users</th>
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<tr>
<td>Everbridge Mobile App</td>
<td>Telephone (Cell/Landline)</td>
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<tr>
<td>SMS/Text</td>
<td>SMS/Text</td>
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<td>Email</td>
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Please review below on how to respond to a confirmation receipt: this is the message you receive from the “ALERT MARSHALL COUNTY”, Mass Notification System.

**EMAIL**

- The email will be sent from: “Everbridge”
- Read the entire message
- Then click the provided link within the email to confirm receipt of the message
- If you do not respond within 3 minutes, the system will roll to your next selected pathway.
TELEPHONE/VOICE

- You will receive a phone call from: 256-960-3705
- The system will identify as “ALERT MARSHALL COUNTY” followed by the information pertaining to the alert message.
- To confirm receipt of the message, Press “1”
- If you do not respond within 3 minutes, the system will roll to your next selected pathway.

VOICEMAIL

- A voicemail will be left on your phone, only if you have your phone programmed or set up to take messages. However, just having your phone set up to take messages is not the same as “Confirming” a receipt of the message. The only way to “Confirm” receipt of the message, is to go check your text, emails, mobile app, or call the audio board back at 256-960-3705.
- If you do not respond within 3 minutes, the system will roll to your next selected pathway.

SMS/TEXT

- You can receive a text message on any device that has a cell phone number attached to the device and is capable to receive text messages.
- Read the entire message then reply like any other text message.
- Reply with “YES” and send to confirm receipt of the message.
- If you do not respond within 3 minutes, the system will roll to your next selected pathway.

Everbridge Mobile App

- You will receive a push notification on any mobile device that you have the Everbridge Notification App downloaded on.
- Open the message to discover what type of feedback you need to provide.
- Respond by using the method indicated in the message you receive. (i.e., using polling, geo-location information, pictures, and/or free form text). This will confirm receipt of the message.
- If you do not respond within 3 minutes, the system will roll to your next selected pathway.