FREQUENTLY ASKED QUESTIONS:

What is CodeRED and what is it used for?
CodeRED is a web-based critical communication solution that enables Old Bridge Township to notify residents, visitors and businesses by telephone, text message, email and social media of time-sensitive information, emergencies or urgent notifications. The system can notify individuals within minutes to ensure information such as evacuation or shelter-in-place notices, missing persons, inclement weather advisories and more. Only authorized and trained officials have access to send alerts using the CodeRED system.

When will CodeRED be used?
Any message regarding the safety of our residents, businesses and community will be disseminated using CodeRED. We will send out alerts via text messages, email, social-media and in certain situations and circumstances alerts will also be disseminated through phone calls. You may receive alerts and notifications for a variety of situations such as boil water notices, gas leaks, road closures, evacuations or shelter-in-place warnings, police activity, firefighting activity or missing persons. Old Bridge Township CodeRED is a community notification system to ensure you remain informed of important information. Please keep in mind when you register to receive alerts and notifications, you have the ability to select the types of messages you wish to receive and your preferred means of communications. The Old Bridge Township Chief of Police or his/her designee will determine the type of message and when alerts and notifications are disseminated.

Why is CodeRED important to me?
Old Bridge Township CodeRED is an important tool to help keep you informed and prepared for any emergencies that may occur in our area. Officials will send messages to alert you of emergency details, instructions, or precautions that you need in order to make well-informed decisions and remain safe. The system is precise enough to geo-target residents within an exact area of impact, so that only those people who are affected by the incident are notified.

Is there a cost to register for CodeRED?
No, registering for CodeRED phone calls, text messages and emails are free. Simply sign up on our enrollment page and select your preferred means of communication.

Does the Old Bridge Township CodeRED Emergency Notification System replace other systems that have been used to provide time-sensitive information?
Yes, the CodeRED system is an enhancement over our existing means of communication.

When will this change take place?
January 1, 2019 will be the change over date. You may receive messages from both Nixle (if you were previously registered) and CodeRED prior to January 1, 2019.

How do I sign up to receive Old Bridge Township CodeRED messages?
Click on the CodeRED Community Notification Enrollment link on our website and enter your name, address, phone number(s) and email. This is the quickest and easiest way to sign up because the information is immediately registered with the system. If you do not have Internet at home, please go to the Township library or ask a friend or family member for assistance. You may also register using your smartphone or tablet, by going to Google Play or Apple App Store and select the CodeRED Mobile Alert application and follow the instructions.

How will I recognize an Old Bridge Township CodeRED message?
A CodeRED emergency message will have a caller ID of 866-419-5000. A CodeRED general message will have a caller ID of 855-969-4636. We suggest you program both numbers into your cellular phone as a new contact and use "CodeRED Emergency" and "CodeRED General" as the contact names.

I am already registered with Nixle, do I have to register with CodeRED?
Yes, Nixle and CodeRED are two different systems that have a similar function - notifications. Nixle subscriber information cannot be transferred to the CodeRED system thus the need to re-register. We apologize for this inconvenience but believe CodeRED is a better system for our residents, visitors, businesses and their employees.

Can I register more than one phone number or email for my address?
Yes, you can register more than one phone number and/or email address for your location when you register for CodeRED. Please note that it is highly recommended you register at least one phone number and one email address to ensure that you receive Old Bridge Township CodeRED alerts in the event of a power outage or an incident that may occur late at night when you are generally asleep.

I have a cordless phone and/or my phone service is a Voice over Internet Protocol (VoIP) and will not work if the power goes out. How will I be contacted?
Please ensure you have at least one working corded telephone in your residence or business should the power go out. If you have a VoIP phone please register a cell phone as a backup. In either event when you register please indicate primary and alternative numbers. Both primary and alternative numbers will be contacted in the event of a CodeRED notification.

What should I do if I receive an Old Bridge Township CodeRED message?
Please listen carefully to the entire message. You can repeat the message by pressing any key. **DO NOT CALL 911** for further information unless directed to do so or you need immediate aide from police, fire or first aid. If you receive an email or text message, please read the entire message carefully and follow all instructions.

What if I miss an Old Bridge Township CodeRED phone call?
The CodeRED system will leave a message on your answering machine or voicemail if you miss a call. If you do not have an answering machine, the system will consider the call as "incomplete" and will attempt to call again after several minutes have passed. If your phone line is busy, CodeRED will try two more times to connect. At any point, you may re-dial the number on your caller ID to hear a replay of the message sent.

What circumstances might prevent a message from being delivered to me?
While there may be numerous reasons why you haven't received a message some of the most common are:

> You do not have a landline and haven't registered a cell phone or alternate phone number or email address.
> Your contact information has changed and you haven't updated your information.
> The power is out at your residence or business and you haven't registered an alternate number.
> You may have a privacy manager on your phone and it is blocking messages from CodeRED.
> Your landline is busy for an extended period of time and your calls do not forward to voicemail or an answering machine. **CodeRED will not interrupt/override the current call.**

Do I need to renew my registration?
Renewals are not necessary with Old Bridge Township CodeRED as long as your contact information has not changed.

Is my personal information protected?
Old Bridge Township and CodeRED (a service of OnSolve) takes security and privacy concerns very seriously. Your supplied information will not be sold, traded, leased or loaned to any third party.

For additional questions please send an email to codered@oldbridge.com