FREQUENTLY ASKED QUESTIONS

What is CruzAware?

CruzAware is a countywide alert and warning notification system that uses multiple channels (text, phone calls, email, etc.) to provide important information and emergency notifications to residents.

What types of notifications/messages will I receive from CruzAware?

CruzAware may be used to alert residents and subscribers about issues impacting safety, such as earthquakes, floods, gas leaks, power outages, fires, and other emergency situations. Additionally, residents can subscribe to alerts related to specific topics, such as weather, transportation/traffic or other pertinent information.

To receive alerts that are specific to your neighborhood, be sure to include your address in your CruzAware account. Use the "Locations" option on the left-hand menu to include your address. You can register multiple addresses for important locations that you frequent such as your work, school, etc.

Who can register?

Anyone who lives, works, owns property, or has friends and family in Santa Cruz County can sign up. Visitors or people who wish to monitor events that could impact vulnerable family members may also register.

How do I register?

Visit the registration portal at CruzAware.org to sign up for notifications and designate how you would like to be contacted. To receive text alerts, you must add your cellular phone number and be able to receive SMS texts. Subscribers may register multiple phone numbers.

Will my personal information be shared with anyone?

No. Your personal information will only be used for alert and warning purposes. It will not be shared outside of the CruzAware system, nor will it be sold or shared with

third parties.

Why do I get the pop-up message "Email is already registered" or "Number is already registered"?

The County of Santa Cruz and Santa Cruz County Regional 911 transferred all user information from the prior alert and notification system, CodeRed, and it is possible that your contact data is already included in CruzAware. If you receive one of these messages, simply return to the login screen and click on "Forgot your Password?". Then use your email or cellular phone number to receive a temporary password. Your cell phone must be able to receive SMS text messages.

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

Login to the CruzAware portal and, using the menu on the left, go to the page that includes the information that needs to be updated. Remember to click the "Update" button when done.

How will I know if a phone call, email, or text (SMS) is coming from our Alerting System?

Email messages will come from (**cruzaware@genasys.com**) and be addressed to you, phone calls will display Caller ID with a local area code, and text messages will use the sender ID **65513**. We recommend you create a contact on your phone with this information.

Do I need to provide an address or location?

Providing a home and/or work location is not required. However, not having a location in the system will prevent you from receiving critical weather alerts, such as flooding, and other alerts that are geo-targeted (i.e., location based).

What are some reasons alerts from this alerting system 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
- Your email provider may have placed the email in the spam/junk folder. (Please add **cruzaware@genasys.com** to your trusted mail list.)

It is recommended you have more than one contact method registered.

How do I remove my information from the system?

You can unsubscribe directly from the registration portal Login to the system portal (shown below) and go to the unsubscribe button, then follow the prompts. This will delete your contact data from the system.

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First time user(s), select the "Click here to register" link

Enter an email (and preferably also a phone number that can receive text messages) and a password.

Then select "Register".

Login

Email

default@youremail.com

OR

Prefix
+1

Phone number
(999) 555-1234

Password
••••••••••••••••

Forgot your password?

LOG IN

Register

Email

cs_delta@genasys.com

OR

Prefix

Phone number

☑ Receive text messages on this phone

Password
•••••••••••••••

Confirm password

REGISTER

Already Registered? Click here to log in

FREQUENTLY ASKED QUESTIONS

After the Account information has been completed, use the menu icons on the left of the account page to add additional information as appropriate:

- Additional emails – home or personal email
- Additional phone numbers – add any additional numbers (alternative cell, landline, office, family members) that you want notification sent to
- Locations – add your work, home or any other important addresses (see next page)
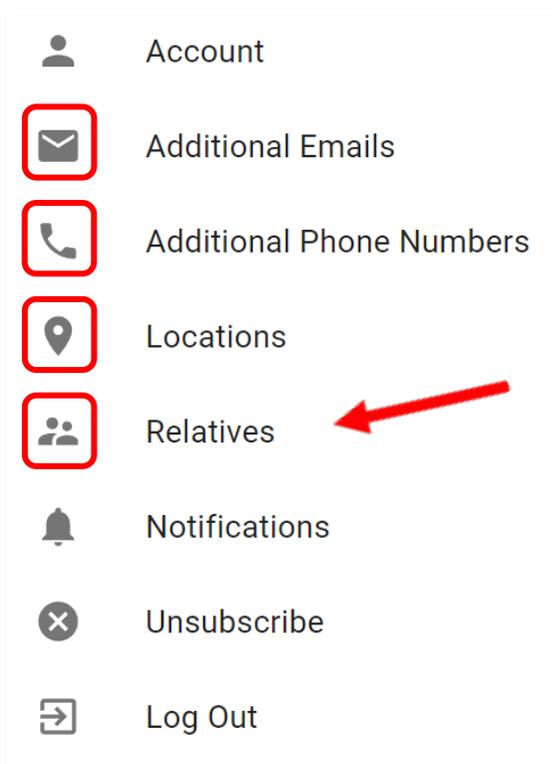
These icons are on the left side of your registration screen after sign in.

FREQUENTLY ASKED QUESTIONS

When adding locations, you will want to give the location a name (ex: Work or Home).

Line 1 = the street address

Line 2 = suite or apt # or may not be needed

Once Line 1, City, and State fields are completed, press the geolocate button. Confirm the red triangle is in the correct location, then select "Create"