

# CLATSOP COUNTY USER GUIDE

## Clatsop Alerts: Community Information Text Messages (Powered By “Everbridge ”)



Revised: 08/17/20

# OVERVIEW/ INSTRUCTIONS



# OVERVIEW-INTRODUCTION

- Anyone can sign up to receive community information via text from City, Tribal, and County Officials – no address or contact information is needed
- There are two groups of KEYWORDS you can subscribe to: City, Tribal Community Information or County Services and General Information
- You can subscribe to one or all of the Clatsop County KEYWORDS
- You can also subscribe to other KEYWORDS in surrounding areas or across the nation with any community who utilizes Everbridge or NIXLE features

# OVERVIEW-INTRODUCTION

- You can opt-out to stop receiving notices at any time
- Examples of messages you might receive include:
  - Road/street closures, detours
  - Water outages
  - Public/community event notices
  - Notices that that city, tribal or county entity feels is valued information to share with subscribers
- Subscribed KEYWORD users may receive emergency alert notices that are intended for a large general area but will not be for specific hazards/threats for specific addresses or neighborhoods

# OVERVIEW-INTRODUCTION

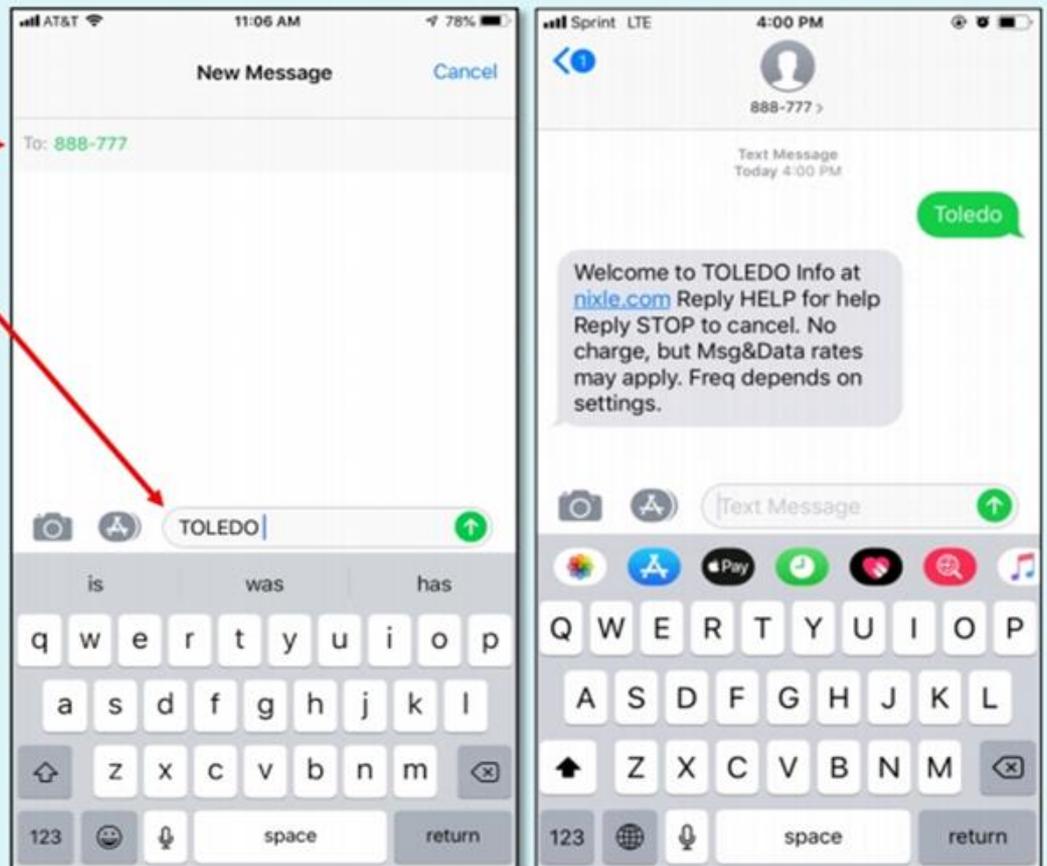
- The two types of **KEYWORDS** you can subscribe to are listed below. Under the **KEYWORD** columns are the words you will text to '888777'.
- Community information may include street closures, water outages, and community event notices.

<b>Key Word</b>	
<b>ASTORIA</b>	includes Burnside, Knappa, Olney, Svensen & Westport
<b>CANNON BEACH</b>	includes Arch Cape & Falcon Cove Beach
<b>GEARHART</b>	
<b>SEASIDE</b>	includes Hamlet, Jewell & Elsie-Vinemaple
<b>WARRENTON</b>	includes Sunset Beach, Surf Pines, Cullaby Lake, and Lewis & Clark
<b>COVID-19</b>	Covid-19 updates

# HOW TO RECEIVE COMMUNITY INFORMATION TEXTS

- Open new text Message
- Enter '888777'
- Enter the KEYWORD
- Send message

You will receive a welcome message with instructions about how to get help or stop notifications.



# HOW TO RECEIVE COMMUNITY INFORMATION TEXTS

■ You will receive a second message with a link to encourage you to sign up for Clatsop Alerts if you have not already done so.

You can also sign up for messages about a general area, i.e., an entire zip code by texting back your zip code.

- If you enter a zip code outside of Clatsop County you may receive community notices from that particular area if they participate in the Everbridge program



# HOW TO RECEIVE COMMUNITY INFORMATION TEXTS

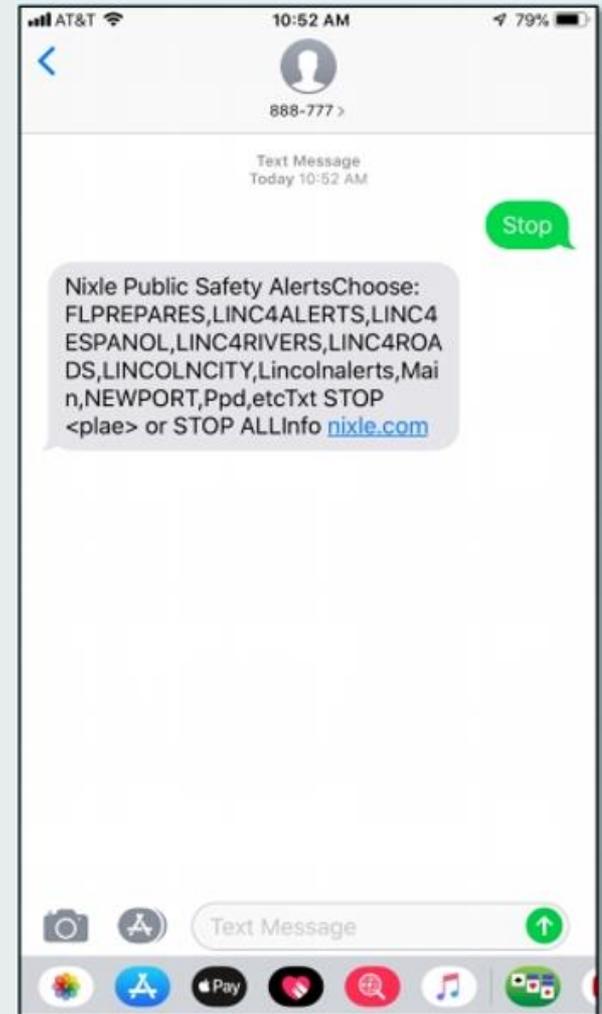
When you no longer want to receive text message alerts, you can send a message to:

'888777' enter

'STOP' then press send message

A confirmation message will be sent to ask you to select which KEYWORD or group you want to remove.

Enter that KEYWORD and press send message.



# PRIOR NIXLE CUSTOMERS

- Nixle was the original vendor who provided community texting and was subsequently purchased by Everbridge – the platform we use for Clatsop Alerts features.
- If you were a prior Nixle customer you can still log in and update your Nixle profile information by going to this location:  
<https://local.nixle.com/accounts/login/>

# QUESTIONS OR ASSISTANCE

## Clatsop County Emergency Management

- Tiffany Brown, [tbrown@co.Clatsop.or.us](mailto:tbrown@co.Clatsop.or.us), 503-338-3774
- Pooka Morales, [lmorales@co.Clatsop.or.us](mailto:lmorales@co.Clatsop.or.us) , 503-325-8645

