

CODERED

By **CRISIS24**

CODERED BY CRISIS24

ACCOUNT PORTAL GUIDE FOR RESIDENTS

Version 1.0 | October 2025

ACCOUNT PORTAL REGISTRANT EXPERIENCE

After successfully registering, adding your contact information, and opting in to various alert opportunities, you will be ready to receive alerts from your jurisdiction.

Access and Registration

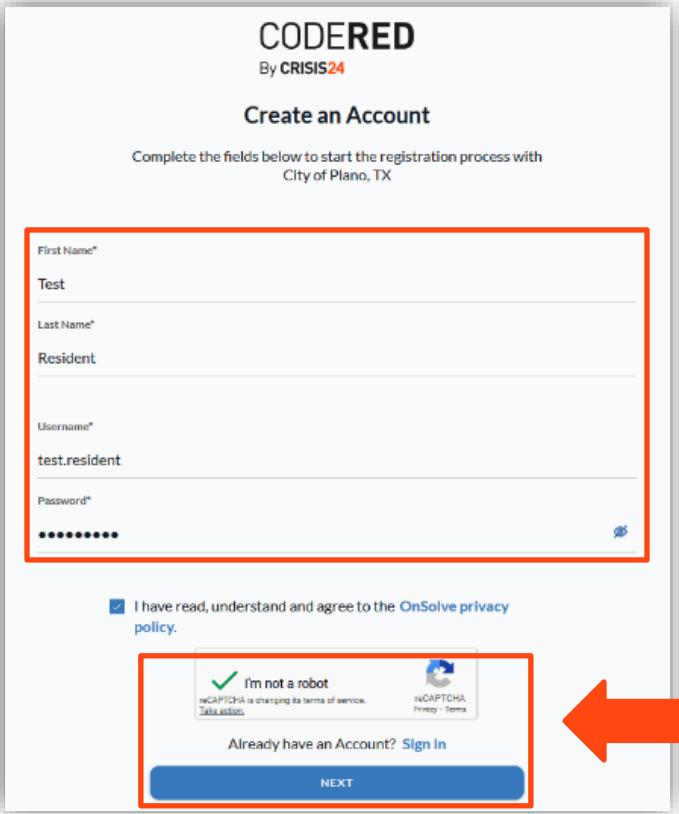
Your jurisdiction will provide you with the URL for the account portal. You can register yourself by choosing your own username and password.

To register for alerts

1. On the landing page, select **Register**.



2. Enter your **First Name**, **Last Name**, and select a **Username** and **Password**. You may also need to confirm that you've read your jurisdiction's privacy policy, terms of use, or user agreement, which are hyperlinked.
3. Confirm you are not a robot and select **Next**.

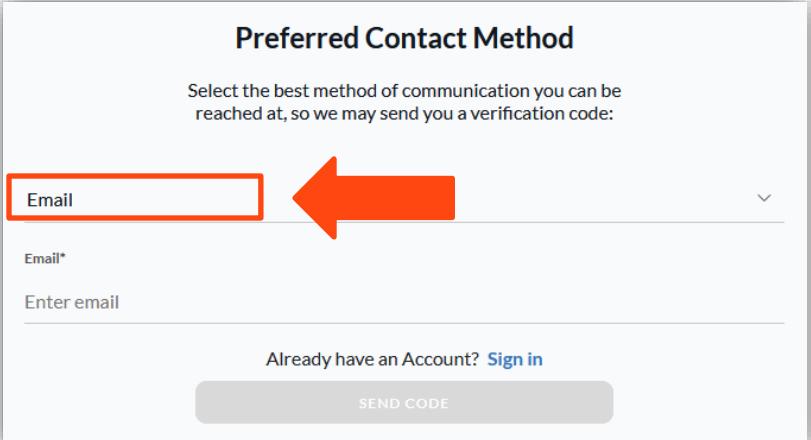


The screenshot shows the 'Create an Account' page for the CODERED system. The page title is 'CODERED' with 'By CRISIS24' below it. The main heading is 'Create an Account' with a sub-instruction: 'Complete the fields below to start the registration process with City of Plano, TX'. The form fields are outlined with a red box and contain the following data:

- First Name*: Test
- Last Name*: Resident
- Username*: test.resident
- Password*: (redacted)

Below the form is a checkbox: 'I have read, understand and agree to the [OnSolve privacy policy](#)'. A reCAPTCHA box is present with the text 'I'm not a robot' and a checkbox. A blue 'NEXT' button is at the bottom. Two orange arrows point to the right from the right side of the page, one pointing to the form and one pointing to the reCAPTCHA area.

4. Select a preferred contact method to receive a verification code.



The screenshot shows the 'Preferred Contact Method' page. The title is 'Preferred Contact Method' with a sub-instruction: 'Select the best method of communication you can be reached at, so we may send you a verification code:'. The 'Email' input field is outlined with a red box. Below it is another 'Email*' field with the placeholder 'Enter email'. A blue 'SEND CODE' button is at the bottom. An orange arrow points to the 'Email' input field. The page also includes a 'Sign in' link and a 'SEND CODE' button.

5. Enter your contact information and select **Send Code**.

Preferred Contact Method

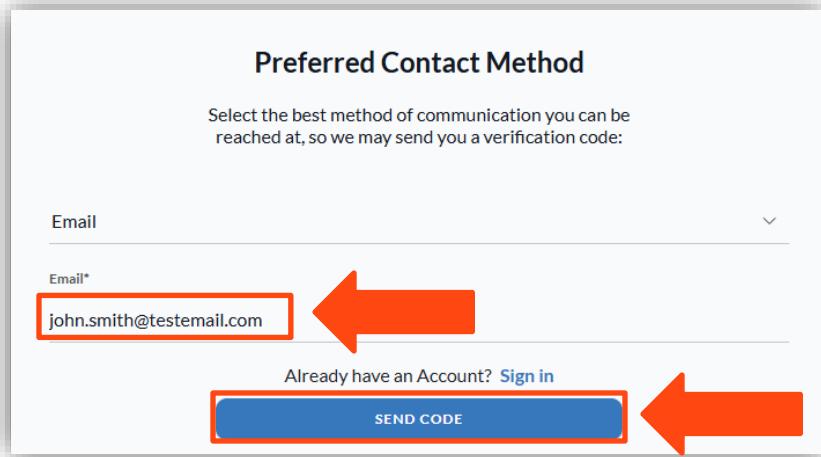
Select the best method of communication you can be reached at, so we may send you a verification code:

Email

Email*
john.smith@testemail.com

Already have an Account? [Sign in](#)

SEND CODE



6. Enter the verification code received on your contact device and select **Next**.

Email Confirmation

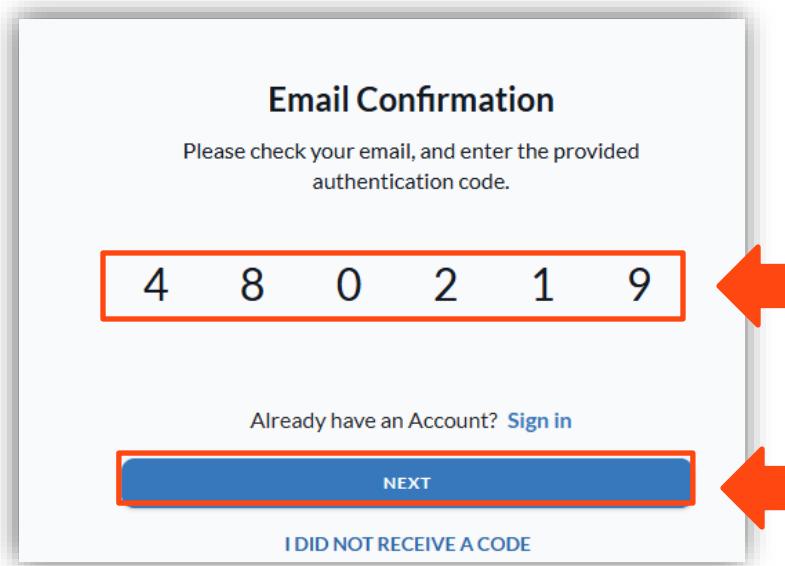
Please check your email, and enter the provided authentication code.

4 8 0 2 1 9

Already have an Account? [Sign in](#)

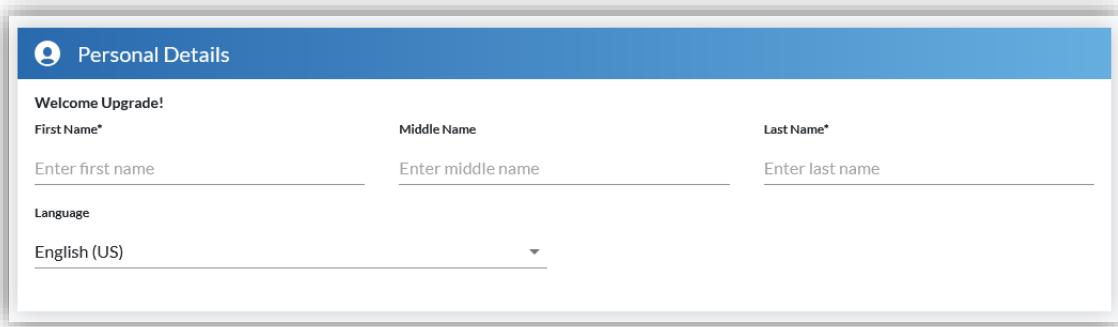
NEXT

[I DID NOT RECEIVE A CODE](#)



Personal Details

Your name is the only required information in this section and is prepopulated. Your jurisdiction may ask you to provide additional personal details such as preferred language. These fields may or may not be required.



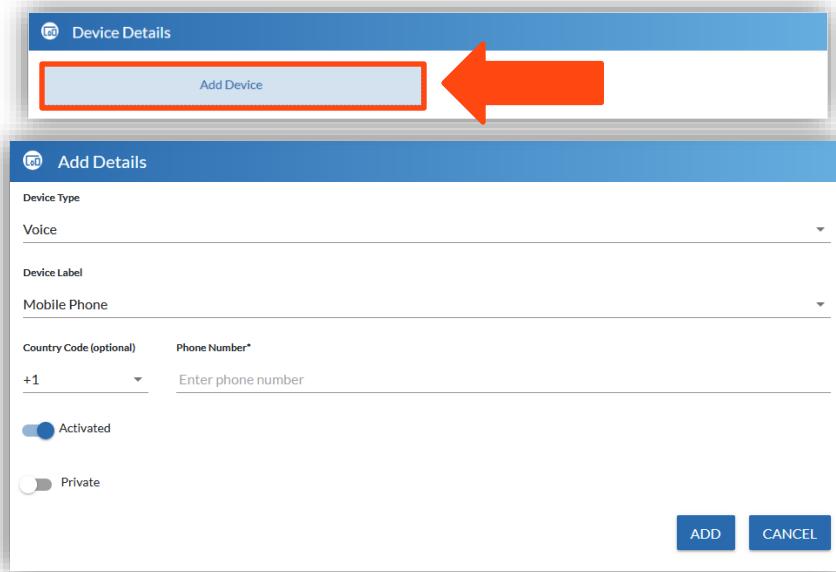
The screenshot shows a 'Personal Details' form with a blue header. It includes fields for 'First Name*', 'Middle Name', and 'Last Name*'. Below these are dropdowns for 'Language' with 'English (US)' selected. The form has a 'Welcome Upgrade!' message at the top.

Device Details

To receive alerts, you must provide information for at least one device. Your jurisdiction may allow you to add multiple devices or require you to do so.

To add a new device

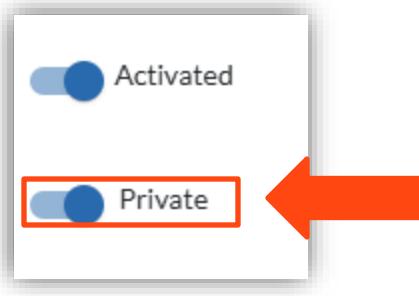
1. Select **Add Device**. The **Add Details** window opens.



The screenshot shows the 'Add Details' window with a blue header. It has a 'Device Details' header with an 'Add Device' button highlighted by a red arrow. The main form fields include 'Device Type' (set to 'Voice'), 'Device Label' (set to 'Mobile Phone'), 'Country Code (optional)' (set to '+1'), 'Phone Number*' (a placeholder 'Enter phone number'), and two toggle buttons for 'Activated' (selected) and 'Private'. At the bottom are 'ADD' and 'CANCEL' buttons.

2. Your jurisdiction determines the options in the **Device Type** and **Device Label** dropdown lists. For each device you add, enter its value, such as your phone number.
3. By default, each device is marked as **Activated**. Select the toggle to deactivate it. It will still be saved as a device but will not receive alerts.

4. Select the **Private** toggle to make your device details accessible to only people with permission.

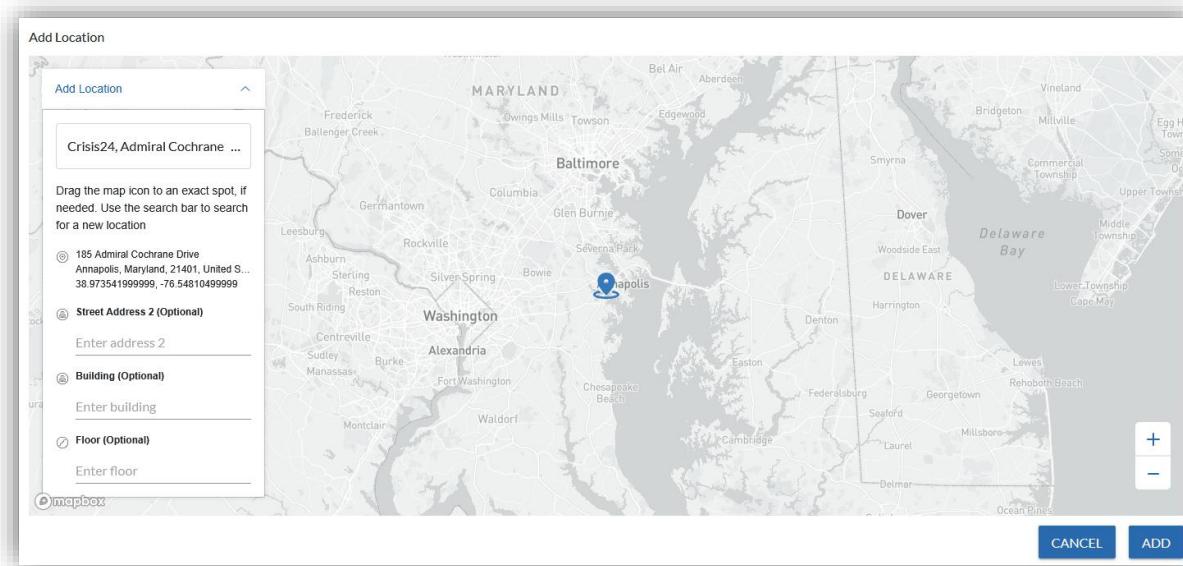


Important Note: If you would like to receive phone calls and text messages to the same number, make sure to include it in a Voice device type and an SMS device type.

Location Details

To add a new location

1. Select **Add Primary Address**. The **Add Location** window opens.



2. Click and drag the map icon to an exact spot or manually enter an address in the “**search for locations**” field. The other fields below your populated address are not required.
After dragging the map pin to a new location, the latitude and longitude of that pin are now displayed underneath your address.
3. Select **Add**.

Save

Select **Save** at the bottom of the portal page to save your information.



Deactivate

If you wish to deactivate your registration and remove your information from your jurisdiction's account, select **Deactivate** at the bottom of the portal page. Select **Yes, Deactivate Account** to confirm.



HOW TO ACCESS AN ALREADY REGISTERED ACCOUNT

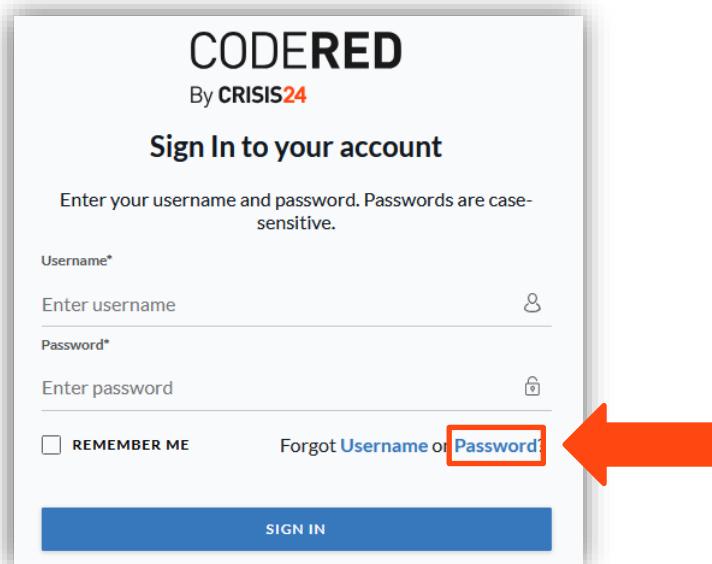
If you registered with a managed account in the previous CodeRED platform, you can access your account in the new system. Please note that while usernames were brought over from the previous platform, passwords were not. Follow the Forgot Password steps to set a new password for your managed account.

Username and Password

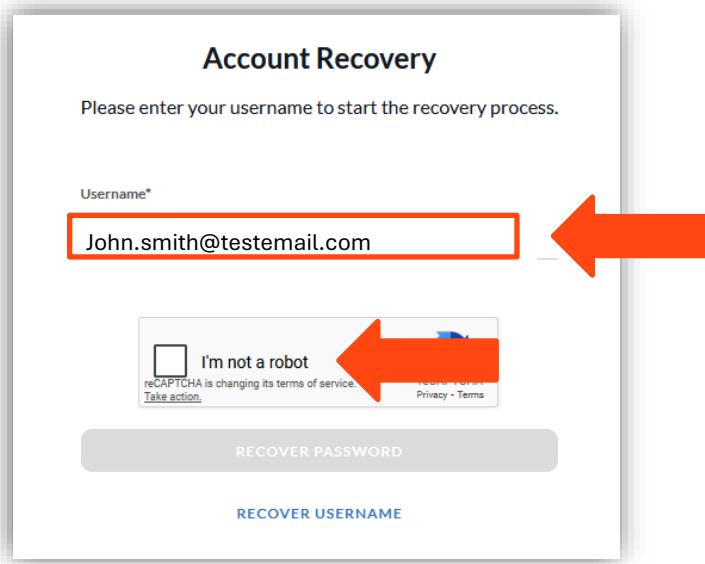
If you do not remember your username or password for your account, or you are logging into the new platform for the first time, follow the instructions below.

Forgot Password

1. Click on Forgot “**Password?**”

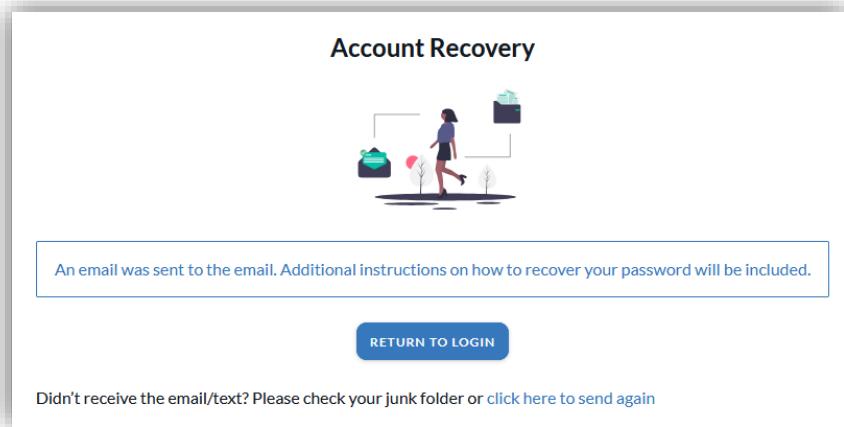


2. Enter your username and complete the reCAPTCHA.



The image shows a 'Account Recovery' form. At the top, it says 'Please enter your username to start the recovery process.' Below is a 'Username*' field containing 'John.smith@testemail.com', which is highlighted with a red box and has a large red arrow pointing to it. Below the field is a reCAPTCHA box with the text 'I'm not a robot' and a checkbox. A red arrow points to this box. At the bottom are two buttons: 'RECOVER PASSWORD' and 'RECOVER USERNAME'.

3. Click on "Recover Password" to send an email to your email account on file.

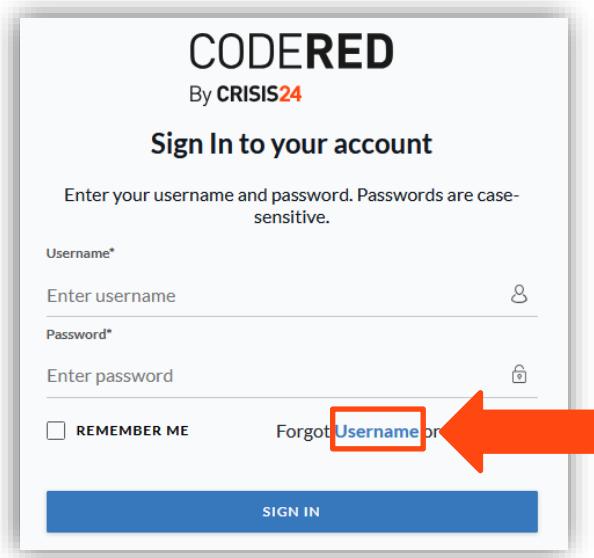


The image shows a 'Account Recovery' page with a success message: 'An email was sent to the email. Additional instructions on how to recover your password will be included.' Below this is a 'RETURN TO LOGIN' button. At the bottom, there is a note: 'Didn't receive the email/text? Please check your junk folder or [click here to send again](#)'.

4. Click the link in the email instructions.
5. On the page that pops up from the link, enter your new password twice and click "Save New Password."

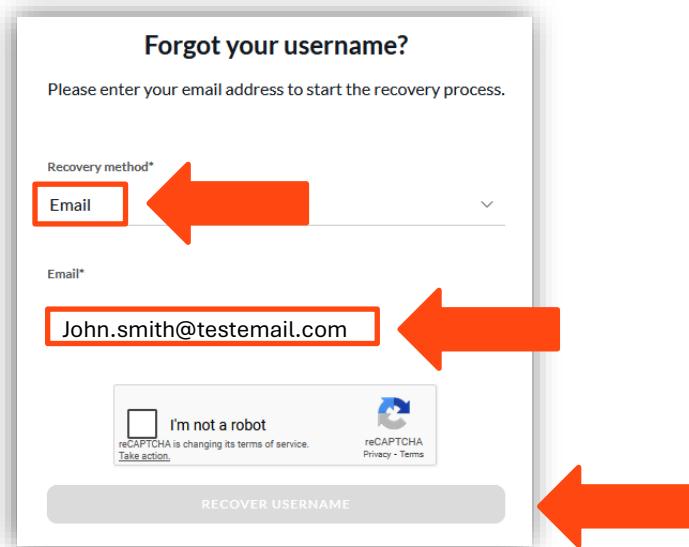
Forgot Username

1. Click on “Forgot Username.”



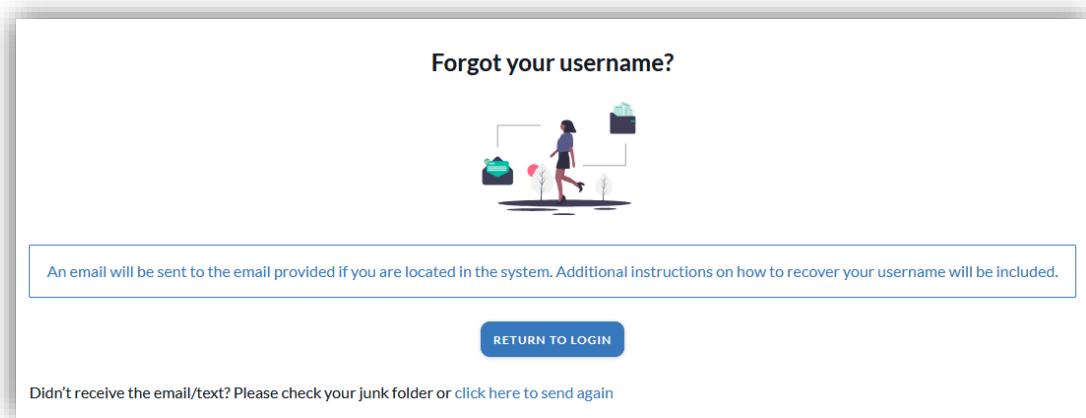
The screenshot shows the 'Sign In to your account' page. It has fields for 'Username*' and 'Password*'. Below the password field is a link 'Forgot Username?'. A large red arrow points to this link.

2. Select your “Recovery Method” from the list of options. Currently “Text Message (SMS)” and “Email” are the available options. Fill in your device information, complete the reCAPTCHA, and click “Recover Username.”



The screenshot shows the 'Forgot your username?' page. It has a dropdown for 'Recovery method*' with 'Email' selected. Below it is an 'Email*' field containing 'John.smith@testemail.com'. At the bottom is a 'RECOVER USERNAME' button. A large red arrow points to the 'Email' button in the dropdown, another points to the email input field, and a third points to the 'RECOVER USERNAME' button.

3. The next page will instruct you to check your email for instructions on how to recover your username.



4. The email will provide your username, which you can use to log in or follow the steps for Forgot Password if you need further assistance.

Important Note: If you see a message saying you have multiple of the same contact information in the system, or if you see a message indicating you do not have a username and password, "Return to Login" and find the "Help Center" button to direct your questions to your jurisdiction.

A screenshot of a 'Forgot your username?' form. The title 'Forgot your username?' is at the top. Below it is a message: 'Please enter your email address to start the recovery process.' A red box contains the message: 'Device associated to multiple users. Contact Customer Support for assistance.' The 'Recovery method*' section shows 'Email' selected. The 'Email*' field contains 'james.samaha@onsolve.com'. At the bottom is a reCAPTCHA box with a green checkmark and the text 'I'm not a robot'. Below the reCAPTCHA is a blue 'RECOVER USERNAME' button.