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**.

4. Select a preferred contact method to receive a verification code.
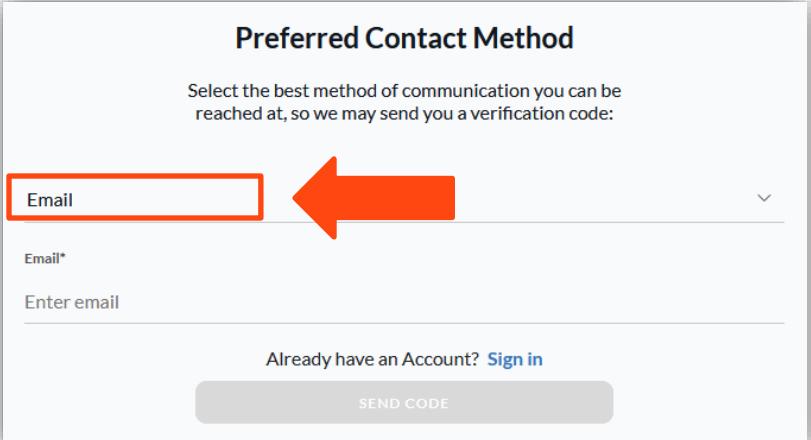
5. Enter your contact information and select **Send Code**.

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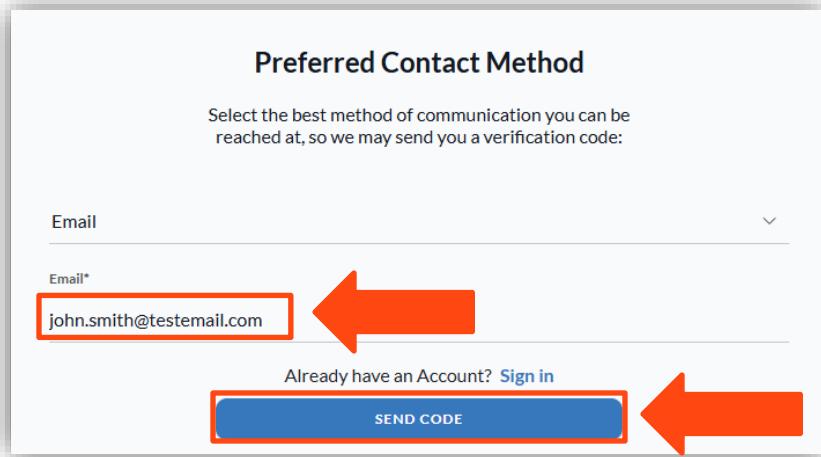
6. Enter the verification code received on your contact device and select **Next**.

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
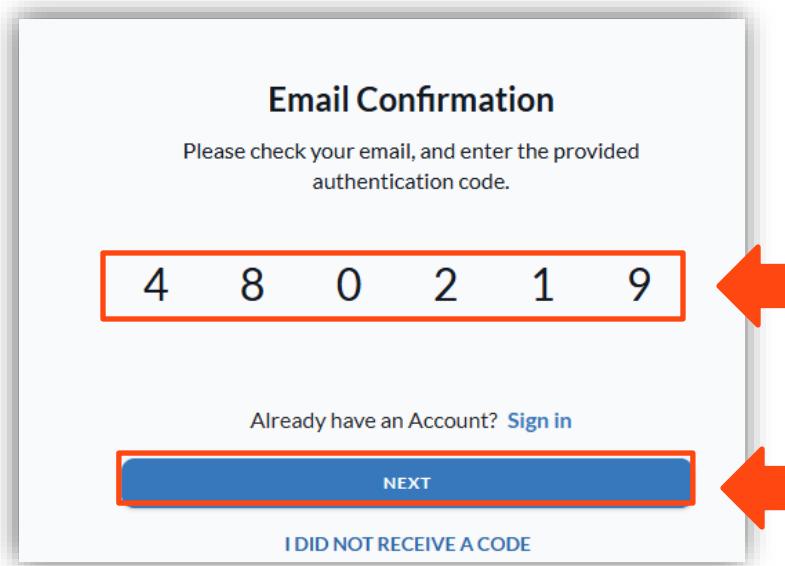
Personal Details

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.
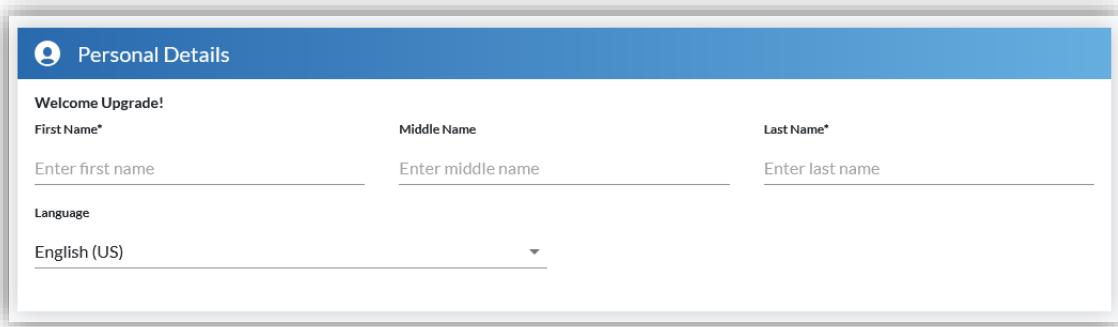
Device Details

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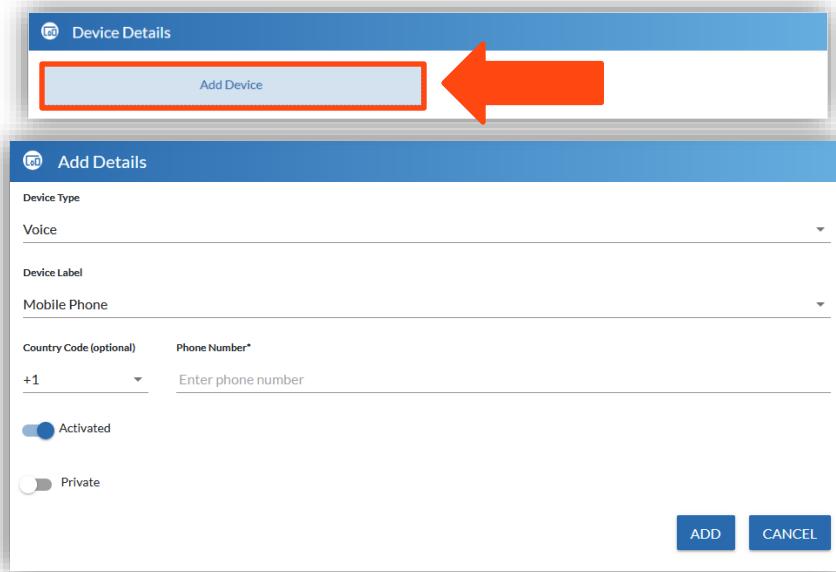
2. Your jurisdiction determines the options in the **Device Type** and **Device Label** dropdown lists. For each device you add, enter its value, such as your phone number.
3. By default, each device is marked as **Activated**. Select the toggle to deactivate it. It will still be saved as a device but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

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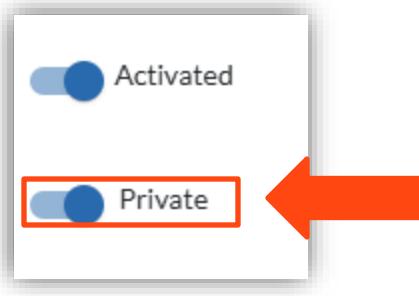

Important Note: If you would like to receive phone calls and text messages to the same number, make sure to include it in a Voice device type and an SMS device type.

Location Details

To add a new location

1. Select **Add Primary Address**. The **Add Location** window opens.
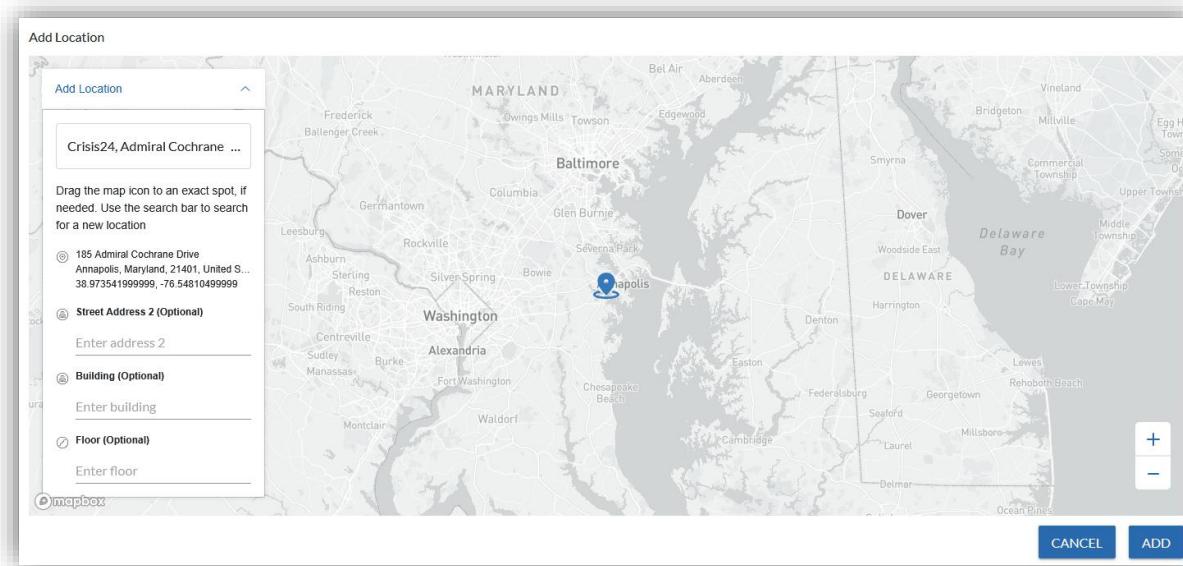
2. Click and drag the map icon to an exact spot or manually enter an address in the "**search for locations"** field. The other fields below your populated address are not required.
   After dragging the map pin to a new location, the latitude and longitude of that pin are now displayed underneath your 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**?"
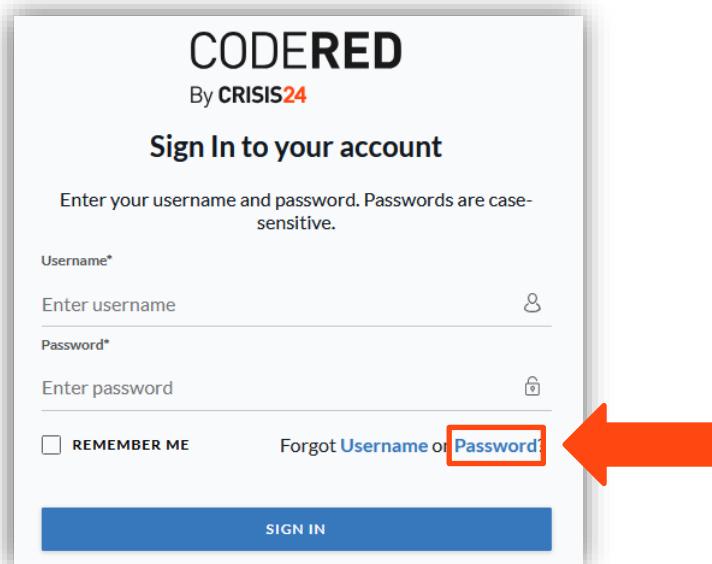
2. Enter your username and complete the reCAPTCHA.
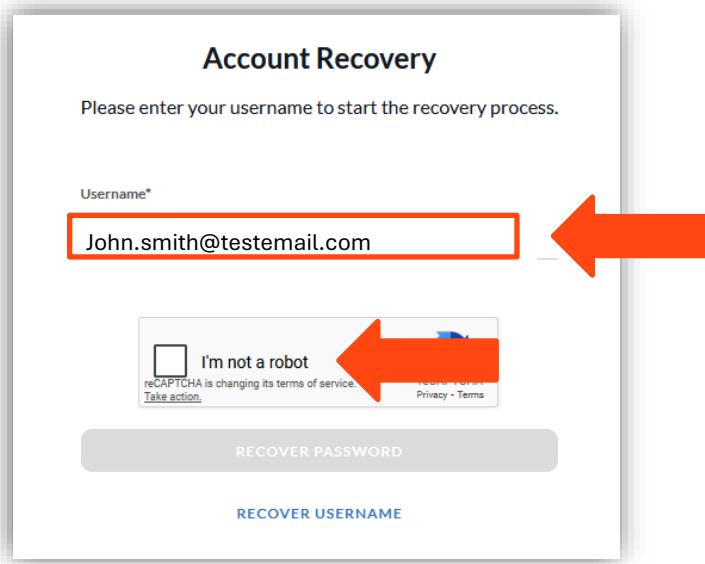
Account Recovery

Please enter your username to start the recovery process.

Username*

John.smith@testemail.com

☐ I'm not a robot

reCAPTCHA is changing its terms of service.
Take action.

reCAPTCHA
Privacy - Terms

RECOVER PASSWORD

RECOVER USERNAME

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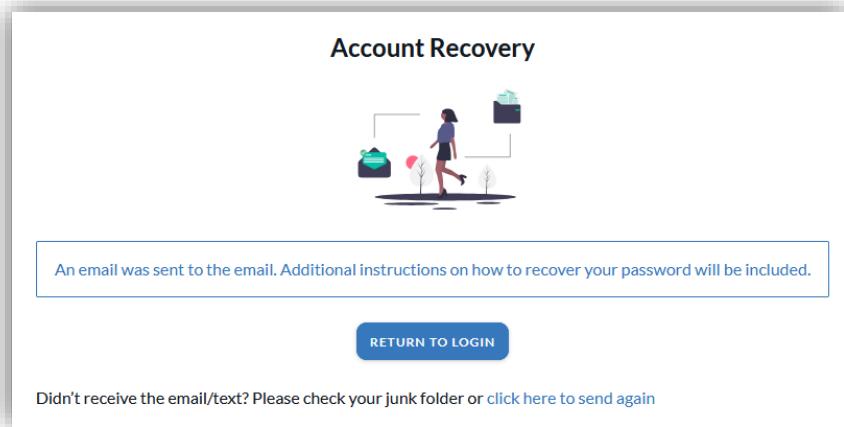
Account Recovery

An email was sent to the email. Additional instructions on how to recover your password will be included.

RETURN TO LOGIN

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**."
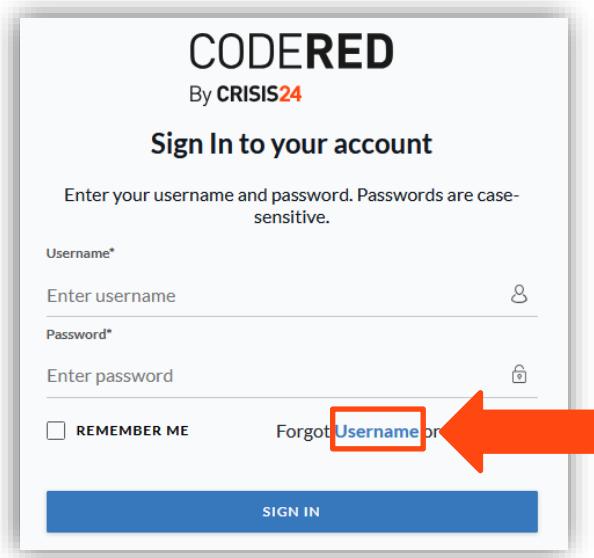
2. Select your "**Recovery Method**" from the list of options. Currently "**Text Message (SMS)**" and "**Email**" are the available options. Fill in your device information, complete the reCAPTCHA, and click "**Recover Username**."
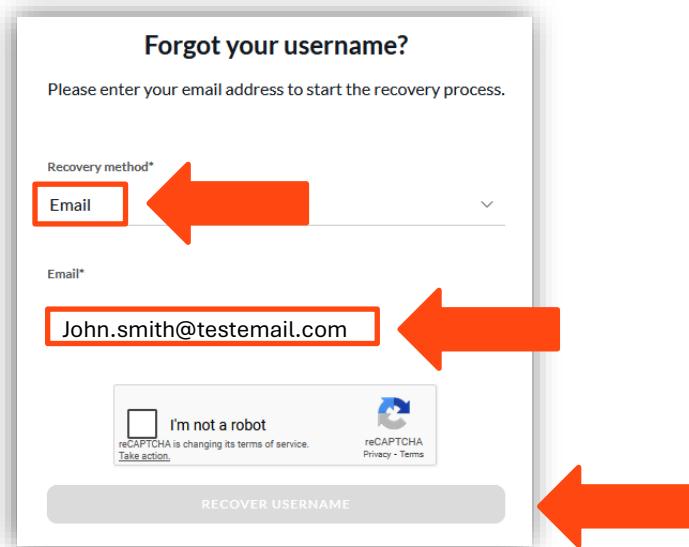
3. The next page will instruct you to check your email for instructions on how to recover your username.
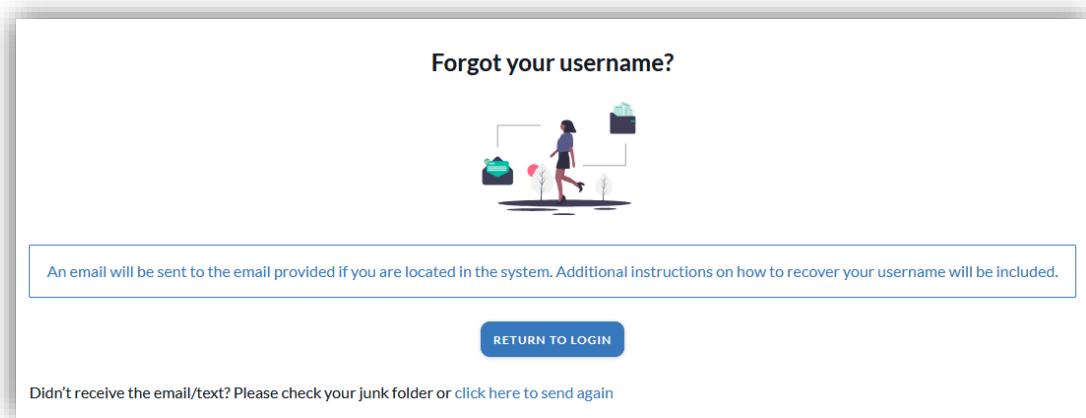
4. The email will provide your username, which you can use to log in or follow the steps for Forgot Password if you need further assistance.

*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.*