

CODERED

By **CRISIS24**

CODERED BY CRISIS24

ACCOUNT PORTAL GUIDE FOR RESIDENTS

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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**.

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Sign In to your account

Enter your username and password. Passwords are case-sensitive.

Username*

Enter username

Password*

Enter password

☐ REMEMBER ME Forgot [Username](#) or [Password](#)?

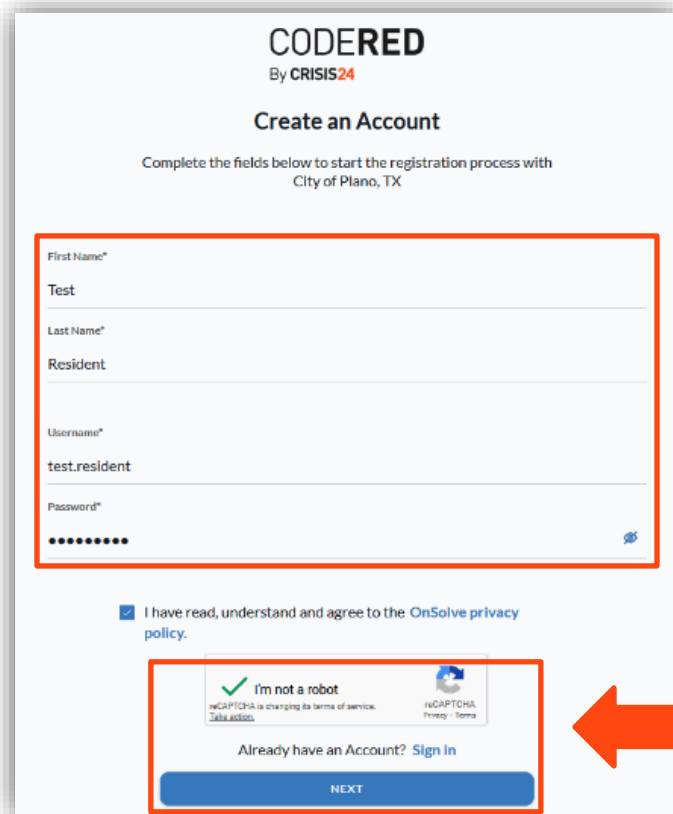
SIGN IN

Need an Account?

Let's get your information so you may start receiving notifications from City of Plano, TX

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**.



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Create an Account

Complete the fields below to start the registration process with
City of Plano, TX

First Name*
Test

Last Name*
Resident

Username*
test.resident

Password*
••••••••

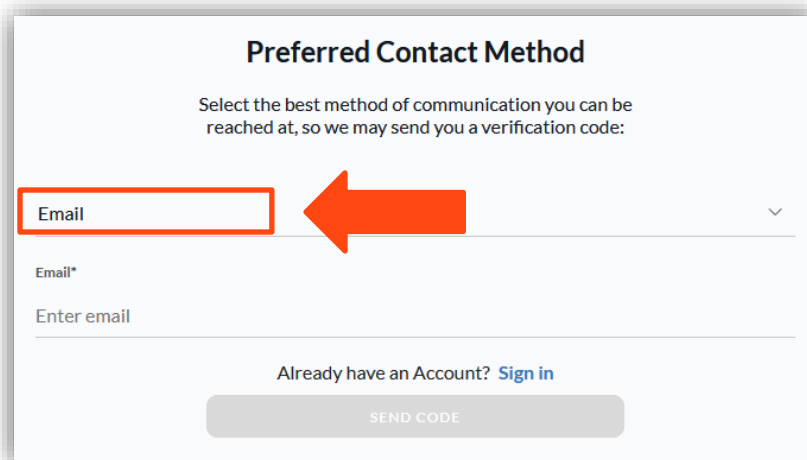
☒ I have read, understand and agree to the [OnSolve privacy policy](#).

☒ I'm not a robot
reCAPTCHA is changing its terms of service. [Terms](#) [Privacy](#) [Terms](#)

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

NEXT

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

Enter email

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

SEND CODE

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

The screenshot shows a form titled "Preferred Contact Method" with the instruction: "Select the best method of communication you can be reached at, so we may send you a verification code:". Below this is a dropdown menu labeled "Email". Underneath the dropdown is an "Email*" field containing the text "john.smith@testemail.com", which is highlighted with a red rectangle and an orange arrow pointing to it from the right. Below the email field is a link that says "Already have an Account? [Sign in](#)". At the bottom of the form is a blue button labeled "SEND CODE", which is also highlighted with a red rectangle and an orange arrow pointing to it from the right.

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

The screenshot shows a form titled "Email Confirmation" with the instruction: "Please check your email, and enter the provided authentication code:". Below this is a six-digit input field containing the numbers "4 8 0 2 1 9", which are highlighted with a red rectangle and an orange arrow pointing to it from the right. Below the input field is a link that says "Already have an Account? [Sign in](#)". At the bottom of the form is a blue button labeled "NEXT", which is highlighted with a red rectangle and an orange arrow pointing to it from the right. Below the "NEXT" button is a link that says "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.

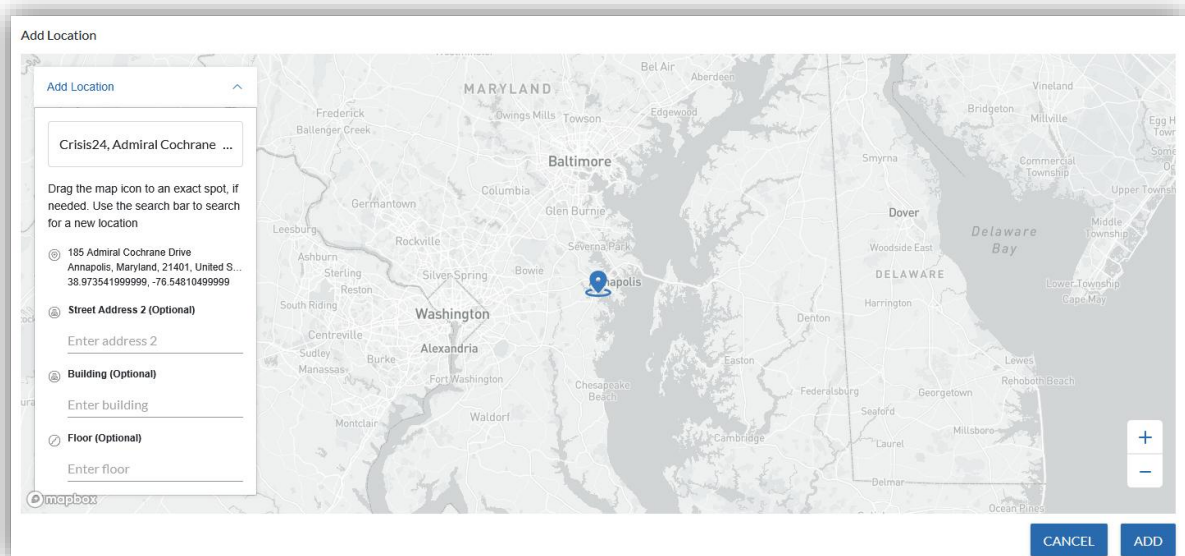


Important Note: If you would like to receive phone calls and text messages to the same number, make sure to include it in a Voice device type and an SMS device type.

Location Details

To add a new location

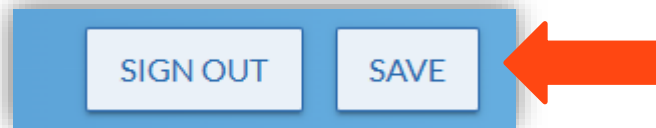
1. Select **Add Primary Address**. The **Add Location** window opens.



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**.

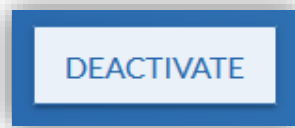
Save

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

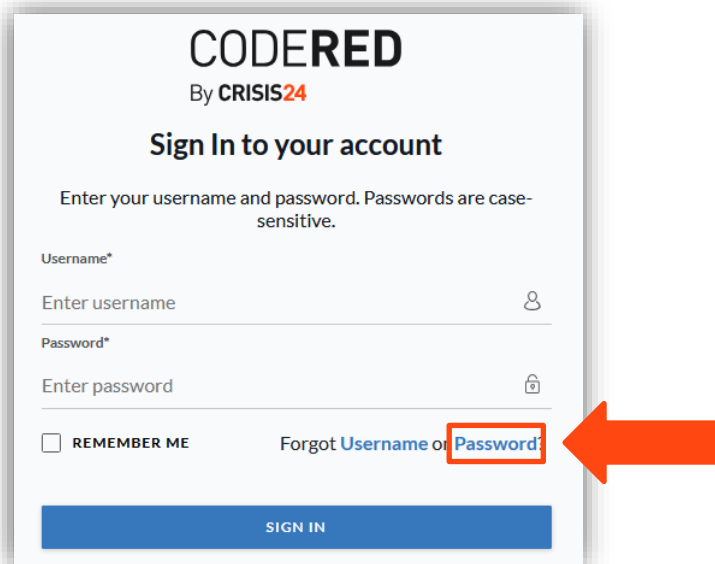
If you registered with a managed account in the previous CodeRED platform, you can access your account in the new system. Please note that while usernames were brought over from the previous platform, passwords were not. Follow the Forgot Password steps to set a new password for your managed account.

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.

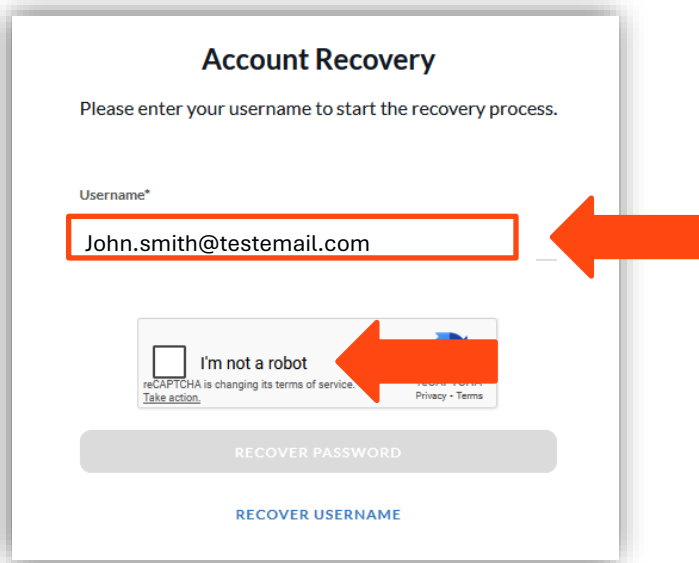
Forgot Password

1. Click on Forgot “**Password?**”



The screenshot shows the CodeRED login interface. At the top, it says 'CODERED By CRISIS24'. Below that is the heading 'Sign In to your account'. A note states 'Enter your username and password. Passwords are case-sensitive.' There are two input fields: 'Username*' with the placeholder 'Enter username' and a user icon, and 'Password*' with the placeholder 'Enter password' and a lock icon. Below the password field is a checkbox labeled 'REMEMBER ME'. To the right of the checkbox is the text 'Forgot Username or Password?'. A red rectangular box highlights the word 'Password?' and a large red arrow points to it from the right. At the bottom is a blue button labeled 'SIGN IN'.

2. Enter your username and complete the reCAPTCHA.



Account Recovery

Please enter your username to start the recovery process.

Username*

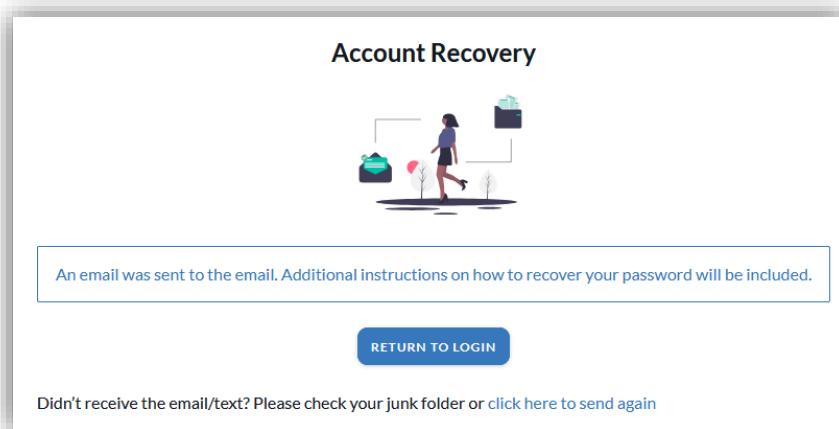
John.smith@testemail.com

☐ I'm not a robot
reCAPTCHA is changing its terms of service. [Take action.](#) [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.

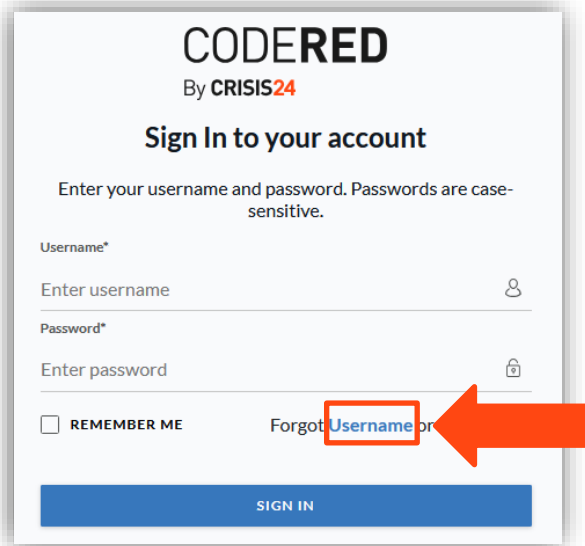
RETURN TO LOGIN

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.**”

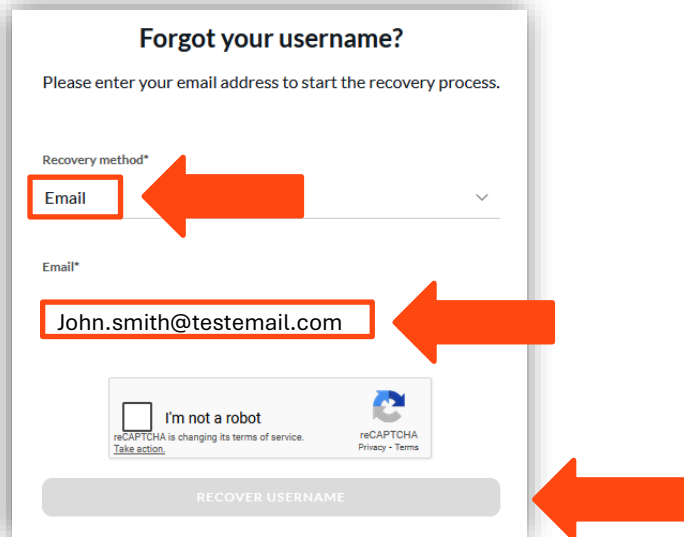
Forgot Username

1. Click on **"Forgot Username."**



The screenshot shows the CODERED login page. At the top, it says 'CODERED By CRISIS24'. Below that is the heading 'Sign In to your account'. A message states: 'Enter your username and password. Passwords are case-sensitive.' There are two input fields: 'Username*' with the placeholder 'Enter username' and 'Password*' with the placeholder 'Enter password'. Below the password field is a checkbox for 'REMEMBER ME' and a link for 'Forgot Username or Password'. The 'Forgot Username or Password' link is highlighted with a red box, and a red arrow points to it from the right. At the bottom is a blue 'SIGN IN' button.


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 asks the user to 'Please enter your email address to start the recovery process.' There is a dropdown menu for 'Recovery method*' with 'Email' selected. Below that is an 'Email*' field containing 'John.smith@testemail.com'. At the bottom, there is a reCAPTCHA section with 'I'm not a robot' and a 'RECOVER USERNAME' button. The 'Email' option in the dropdown, the email address in the input field, and the 'RECOVER USERNAME' button are each highlighted with a red box, and red arrows point to them from the right.

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

Forgot your username?



An email will be sent to the email provided if you are located in the system. Additional instructions on how to recover your username will be included.

[RETURN TO LOGIN](#)

Didn't receive the email/text? Please check your junk folder or [click here to send again](#)

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.

Forgot your username?

Please enter your email address to start the recovery process.


Device associated to multiple users. Contact Customer Support for assistance.

Recovery method*


Email ▼

Email*

james.samaha@onsolve.com



I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action.](#)



reCAPTCHA
Privacy - Terms

RECOVER USERNAME