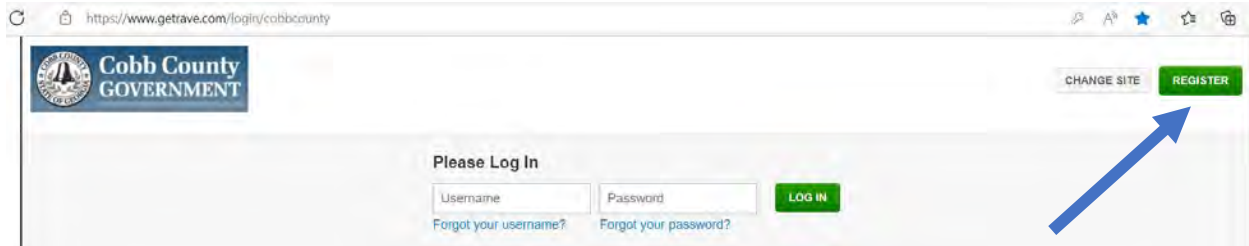


Cobb County Employee Emergency Alerting Sign Up Process

Instructions for creating a new account and registering for alerts:

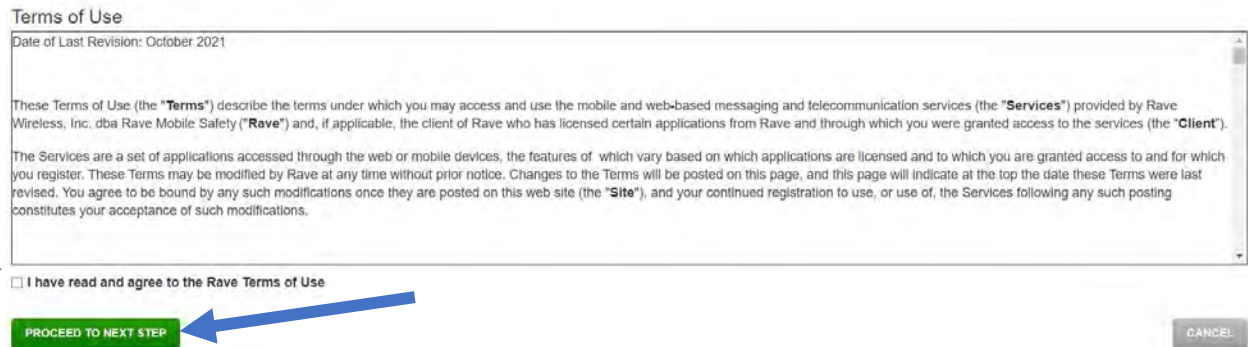
- 1) Employee should click the following link: <https://www.getrave.com/login/cobbcounty> and click on the green REGISTER button at the top right side of the screen.



The page below will display and the employee should complete the blanks and fill in all boxes. You can choose to get text messages on a personal cell phone or a county cell phone, if you have been assigned one. Please note, the system will only accept a cobbcounty.org email address. You will set up your own password for the system. The password must be a minimum of 8 characters and contain at least 1 number and 1 non-alpha numeric character.

A screenshot of the 'Create Your Account' page on the Cobb County Government website. The page features the Cobb County Government logo at the top left. Below the logo is a progress bar with four steps: 'Create Account' (highlighted in green), 'Confirm Mobile Carrier', 'Confirm Mobile Number', and 'Finished!'. The main section is titled 'Create Your Account' and includes the text: 'You are currently registering for an account with Cobb County. If this is not your organization click here.' The form contains several input fields: 'First name', 'Last name', 'Email' (pre-filled with 'john.smith@cobbcounty.org'), 'Password', 'Re-enter Password', 'Mobile number', and 'Re-enter Mobile Number'.

- 2) Scroll down and check the box to agree to the Terms of Use and then click the green PROCEED TO NEXT STEP.



Terms of Use

Date of Last Revision: October 2021

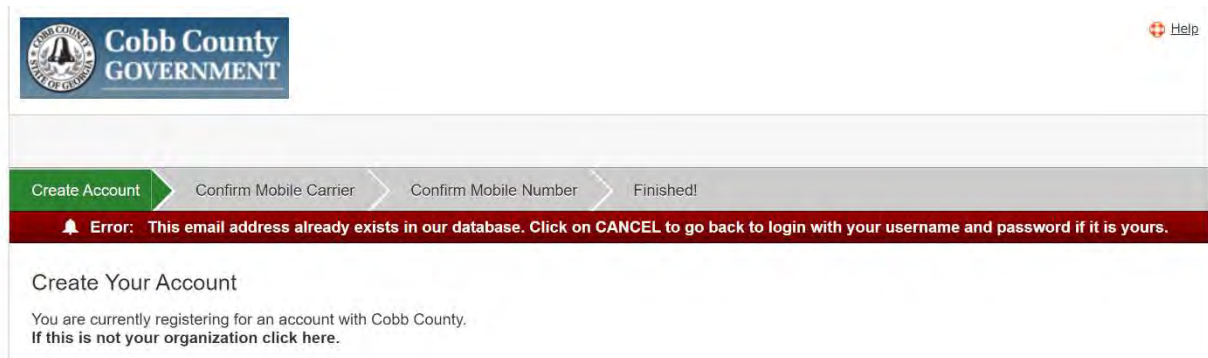
These Terms of Use (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the "Services") provided by Rave Wireless, Inc. dba Rave Mobile Safety ("Rave") and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you were granted access to the services (the "Client").

The Services are a set of applications accessed through the web or mobile devices, the features of which vary based on which applications are licensed and to which you are granted access to and for which you register. These Terms may be modified by Rave at any time without prior notice. Changes to the Terms will be posted on this page, and this page will indicate at the top the date these Terms were last revised. You agree to be bound by any such modifications once they are posted on this web site (the "Site"), and your continued registration to use, or use of, the Services following any such posting constitutes your acceptance of such modifications.

☐ I have read and agree to the Rave Terms of Use

PROCEED TO NEXT STEP **CANCEL**

NOTE: If you receive the error shown below that your email address already exists in our database please scroll down to page 4 and follow the instructions for users with an existing account.



Cobb County GOVERNMENT [Help](#)

Create Account > Confirm Mobile Carrier > Confirm Mobile Number > Finished!

Error: This email address already exists in our database. Click on CANCEL to go back to login with your username and password if it is yours.

Create Your Account

You are currently registering for an account with Cobb County.
If this is not your organization click [here](#).

- 3) Next, you will need to confirm your Mobile Carrier:



Cobb County GOVERNMENT

Create Account > **Confirm Mobile Carrier** > Confirm Mobile Number > Finished!

Confirm Your Mobile Carrier

Your Mobile Number:
404-398-9778



Confirm Your Carrier:

AT&T

GO BACK TO PREVIOUS STEP **PROCEED TO NEXT STEP** [CANCEL](#)

- 4) If your cellular provider is correct, click PROCEED TO NEXT STEP. If not, use the drop down to choose correct carrier then click PROCEED TO NEXT STEP. At this point the system will send a confirmation email to the employee's county email address to finish the registration process.

- 5) When you click on the link it will confirm your mobile carrier and ask for the 4-digit code. This will be sent in a text to the phone number you entered.



Create Account > Confirm Mobile Carrier > **Confirm Mobile Number** > Finished!

Confirm Your Mobile Carrier


Please enter the 4-digit code that we've texted to: 404-398-9778 (AT&T).
If you don't receive the text, you can [request a new one](#). If carrier is incorrect, click here to modify.

Enter 4-digit code:

Failure to receive a confirmation code during mobile registration may be due to a premium messaging block placed by your carrier. If you do not receive a confirmation code, please contact your carrier and ask to have messages from shortcode 226787 or 87283 or 77295 or 78015 delivered to your mobile device.

FINISH SKIP, I'LL ENTER CODE LATER

- 6) You will then be taken to the MY ACCOUNT page, where you can add and change information. Next to the My Account box is Opt-In Lists:



MY ACCOUNT

My Account Opt-In Lists ←

- 7) Click on Opt-In Lists and it will take you here:

My Lists

LIST NAME	LIST DESCRIPTION	SUBSCRIBE
Cobb Employee Notifications	Notifications sent by the County.	<input checked="" type="checkbox"/> ←

Success: Subscribed to list successfully. ←

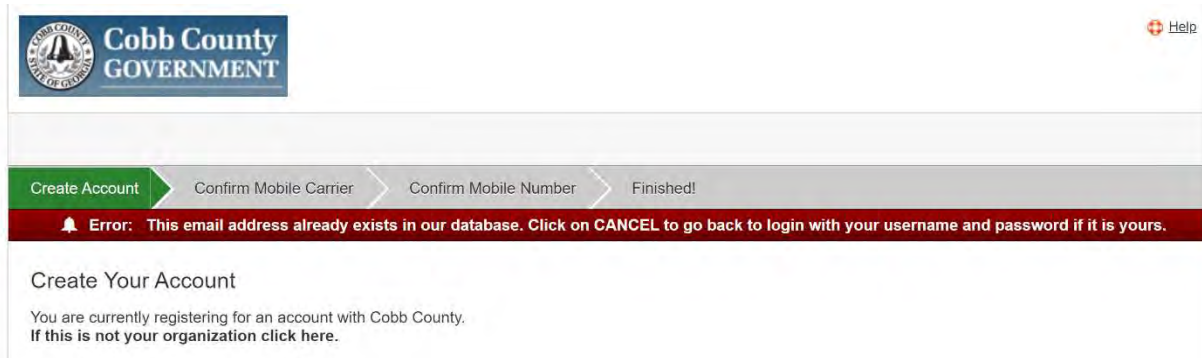
Any new alerts sent by County personnel will now be delivered via text message to the phone number you provided.

Once your account is created you can login at any time to add or update your information.

If you have any issues or questions regarding this process or the notifications please email the IS Call Center via email at callcenter@cobbcounty.org or via phone at 770-528-8740.

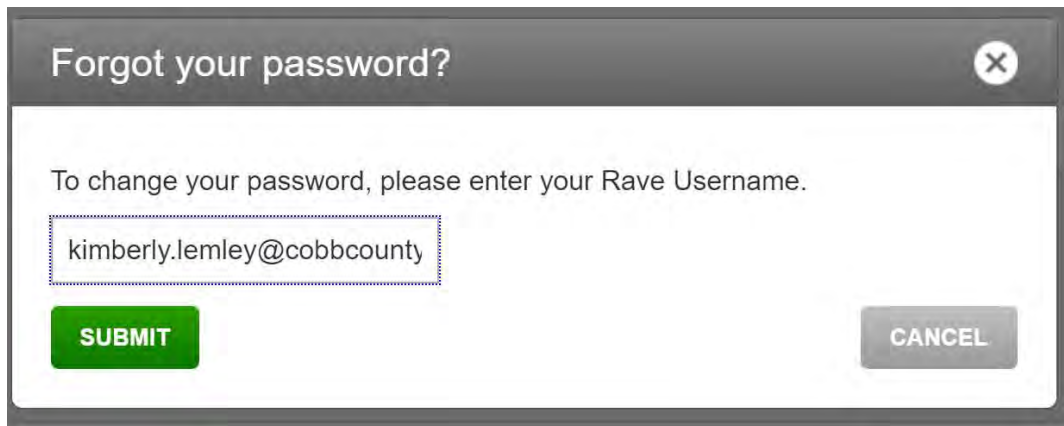
Instructions for existing accounts and registering for alerts:

- 1) Many sworn public safety personnel and numerous courthouse employees already receive alerts from the system and have existing accounts. If you received the message below when trying to register click cancel and it will take you back to the main login page.



The image shows the Cobb County Government website's registration page. At the top left is the Cobb County Government logo. At the top right is a 'Help' link. Below the header is a progress bar with four steps: 'Create Account' (highlighted in green), 'Confirm Mobile Carrier', 'Confirm Mobile Number', and 'Finished!'. Below the progress bar is a red error message: 'Error: This email address already exists in our database. Click on CANCEL to go back to login with your username and password if it is yours.' Below the error message is the 'Create Your Account' section, which includes the text: 'You are currently registering for an account with Cobb County. If this is not your organization click here.'

- 2) From the main login page, if you know your password you can login to the system. If you do not remember your password, click the Forgot Password link and it will walk you through resetting your password. Your username is your county email address then click submit and you will get an email to complete the password change process.



The image shows a 'Forgot your password?' dialog box. It has a title bar with a close button (X). The main text says: 'To change your password, please enter your Rave Username.' Below this is a text input field containing the email address 'kimberly.lemley@cobbcounty'. At the bottom left is a green 'SUBMIT' button, and at the bottom right is a grey 'CANCEL' button.

- 3) Once you get logged into the system you will be immediately taken to a page to verify your information is correct. If necessary, you can modify your cell phone numbers or email address listed. If everything looks correct, click on the Opt-In Lists at the top of the screen.

Cobb County GOVERNMENT

MY ACCOUNT My Account Opt-In Lists

Kimberly Lemley
kimberly.lemley@cobbcounty.org EDIT

LOCK Password CHANGE

MOBILE Mobile Phones + ADD

(1) 770-757-XXXX Confirmed TEST EDIT DELETE

VOICE Voice Only Line Contacts + ADD

EMAIL Email + ADD

Registration email:
kimberly.lemley@cobbcounty.org TEST

- 4) Once you click on Opt-In Lists you will see the following screen:

Cobb County GOVERNMENT

MY ACCOUNT My Account Opt-In Lists

My Lists

LIST NAME	LIST DESCRIPTION	SUBSCRIBE
Cobb Employee Notifications	Notifications sent by the County.	<input checked="" type="checkbox"/>

- 5) Check the SUBSCRIBE box and you will be added to the Cobb Employee Notifications list. You will see a green bar at the top of the screen to show that you were subscribed to the list successfully.
- 6) Any new alerts sent by County personnel will now be delivered via text message to the phone number and/or email you provided.
- 7) You can login at any time to add or update your contact information.

If you have any issues or questions regarding this process or the notifications please email the IS Call Center via email at callcenter@cobbcounty.org or via phone at 770-528-8740.