

## Honeywell Instant Alert® for Schools

### Frequently Asked Questions for Members and Friends of Liberty Corner Presbyterian Church (designated as “Staff”)

#### **- Registration -**

***Q: I'm trying to register and I received an error that says “Invalid login details.” What do I do?***

A: This error means that you have chosen a login name that someone else has already chosen. Choose a more complex login name, such as a first and last name combination, or add a number to your name.

***Q: Are there any restrictions to the user name and password?***

A: User names need to be unique across the database. They are not case sensitive. Passwords are case sensitive and need to be between 7 and 17 characters long.

***Q: I'm trying to register and I received an error that says my profile cannot be located. What's wrong?***

A: A few things could be wrong in this situation. If you are new to the facility, you should contact your human resource department to have them add you into the database.

#### **- Online Profile -**

***Q: How many phone numbers can I have?***

A: You may receive alerts on an unlimited amount of phone numbers.

***Q: How many email and text addresses can I have?***

A: You may receive alerts on an unlimited amount of email and text devices.

***Q: I am married but my spouse's name isn't appearing in our profile. What should I do?***

A: We have established one account for each family. You may include an unlimited number of phone numbers, email or text devices in the database.

#### **- Alert Receipt -**

***Q: What happens if my line is busy or I don't answer and I don't have an answering machine?***

A: Should a call reach a busy signal, the system will try the call a total of 3 times, waiting 5 minutes and then 10 minutes between calls. On non-answers, the system will try the call a total of 3 times, waiting 15 minutes between calls. If the call reaches a voicemail system or answering machine, it will leave a message.

***Q: How do the email alerts get through spam blockers?***

A: We have made arrangements with some email providers to allow our emails into their system without the spam designation. Email systems let the user create their own list of allowable email addresses. If you are not receiving alerts on our email address, check your junk email folder and put @honeywell.com in your allowable email list.

***Q: Can your calls get through telezappers?***

A: Yes. If you have a telezapper you should submit a request to our help desk via the Help Request link to ignore the telezapper along with the associated phone number.

***Q: Why didn't I receive a phone call from the last alert that was sent?***

A: Make sure that your profile is set up to receive the type of alert that was sent.

**Q: When I answered the phone call, the voice started over. What's wrong?**

A: The phone dialing system detected noise on your line, such as talking, coughing or typing. It assumed you were in a noisy area and you could not hear the message, so it started over for you.

**Q: Why didn't I receive an e-mail from the last alert that was sent?**

A: Make sure that your profile is set up to receive the type of alert that was sent. Also be sure to check your junk email folder.

**- Browsers -**

**Q: What browsers can I use?**

A: As noted on the home page, Instant Alert works best on Internet Explorer, Safari and Firefox. You should avoid Mozilla.

**Q: What if I have concerns about data security and data sharing?**

A: Go to our homepage at <https://instantalert.honeywell.com> and click on the Privacy Statement at the bottom of the page. We will not sell, rent, loan, trade, or lease any personal information of our members, the children for whom they have responsibility, or others listed as contacts in the system.

**- Assistance -**

**Q: How can I get help?**

A: Go to our homepage at <https://instantalert.honeywell.com> and click on the *Forgot User Name / Password* if that is your issue, or on the general *Help Request* link.

**Q: I filled out the form for a forgotten user name but I did not receive an email. What's wrong?**

A: The email address we sent your information to is the one we have in our records. If you do not use that email address anymore you will not receive an email. Please return to the homepage and click on the *Help Request* link.