

# Frequently Asked Questions

## **How much does this cost me?**

This is a free service provided by B.A.R.C.C and your local municipality. For cell phone users who subscribe to SMS alerts, standard message rates will apply. No information that consumes large amounts of data such as an image or video will be sent. Links to such additional information will be provided but users can access them at their discretion.

## **How do I change my information or unsubscribe?**

Users can log back into their account at any time to alter their information or their subscription options by visiting any of the registration portals on participating municipal websites or by clicking [here](#).

## **What if I am not home?**

The system will recognize when a human voice answers or when an answering machine picks up and will start the message when appropriate.

## **Who can sign up?**

This system is open to anyone who wants to register, however your address plays a key role in some of the alerts you will receive. Users who do not have an address input may receive alerts regarding broad subject matter, but will not receive geographic alerts such as crime notifications or service interruptions in their immediate area. Mapping of your address is key to this system's success. During registration you have the option of "pinning" your address on the map. Making sure the pin is in the correct location on the map, will ensure that you receive alerts pertinent in your geographical area.

## **Who messages me?**

Only your municipality and the regional RCMP will be able to send you alerts.

## **Is my information safe?**

User information is kept on a secured server with very limited access and cannot be used for any purpose other than what you have signed up for.

## **Will I get spammed?**

Every effort is made to ensure users only receive alerts that are relevant and important to them. General information will not be sent through this system, only urgent information that is time sensitive and directly affects the user.