

CODERED

By **CRISIS24**

CODERED BY CRISIS24

ACCOUNT PORTAL GUIDE FOR RESIDENTS

Version 1.0 | October 2025

ACCOUNT PORTAL REGISTRANT EXPERIENCE

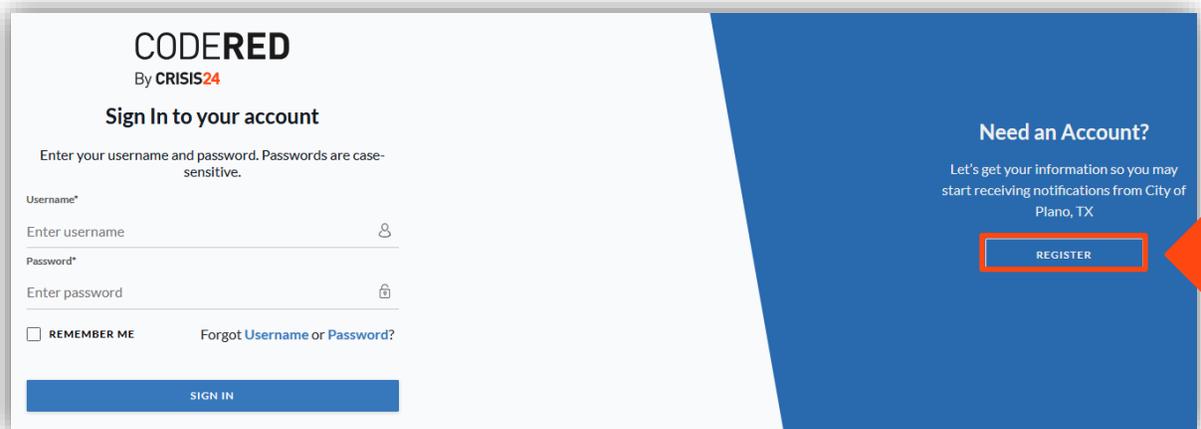
After successfully registering, adding your contact information, and opting in to various alert opportunities, you will be ready to receive alerts from your jurisdiction.

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**.

The screenshot shows the 'Create an Account' page for CODERED By CRISIS24. The page title is 'Create an Account' and the subtitle is 'Complete the fields below to start the registration process with City of Plano, TX'. The form contains the following fields: 'First Name*' with the value 'Test', 'Last Name*' with the value 'Resident', 'Username*' with the value 'test.resident', and 'Password*' with masked characters. Below the fields is a checkbox labeled 'I have read, understand and agree to the OnSolve privacy policy.' which is checked. At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and 'reCAPTCHA is changing its terms of service.' and 'Already have an Account? Sign In'. A blue 'NEXT' button is at the bottom. Two red boxes highlight the input fields and the reCAPTCHA/sign in area, with red arrows pointing to them from the right.

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

The screenshot shows the 'Preferred Contact Method' page. The title is 'Preferred Contact Method' and the subtitle is 'Select the best method of communication you can be reached at, so we may send you a verification code:'. There is a dropdown menu with 'Email' selected, highlighted by a red box and a red arrow pointing to it from the left. Below the dropdown is an 'Email*' field with the placeholder text 'Enter email'. At the bottom, there is a link 'Already have an Account? Sign in' and a grey 'SEND CODE' button.

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.

The screenshot shows a 'Personal Details' form with a blue header. Below the header, it says 'Welcome Upgrade!'. There are three input fields: 'First Name*' with the placeholder 'Enter first name', 'Middle Name' with 'Enter middle name', and 'Last Name*' with 'Enter last name'. Below these is a 'Language' dropdown menu currently set to 'English (US)'.

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.

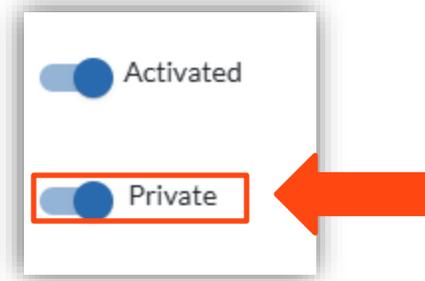
To add a new device

1. Select **Add Device**. The **Add Details** window opens.

The first screenshot shows the 'Device Details' header with an 'Add Device' button highlighted by a red box and a red arrow pointing to it. The second screenshot shows the 'Add Details' form with the following fields: 'Device Type' (Voice), 'Device Label', 'Mobile Phone', 'Country Code (optional)' (+1), 'Phone Number*' (Enter phone number), and two toggle switches for 'Activated' (checked) and 'Private' (unchecked). 'ADD' and 'CANCEL' buttons are at the bottom right.

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.

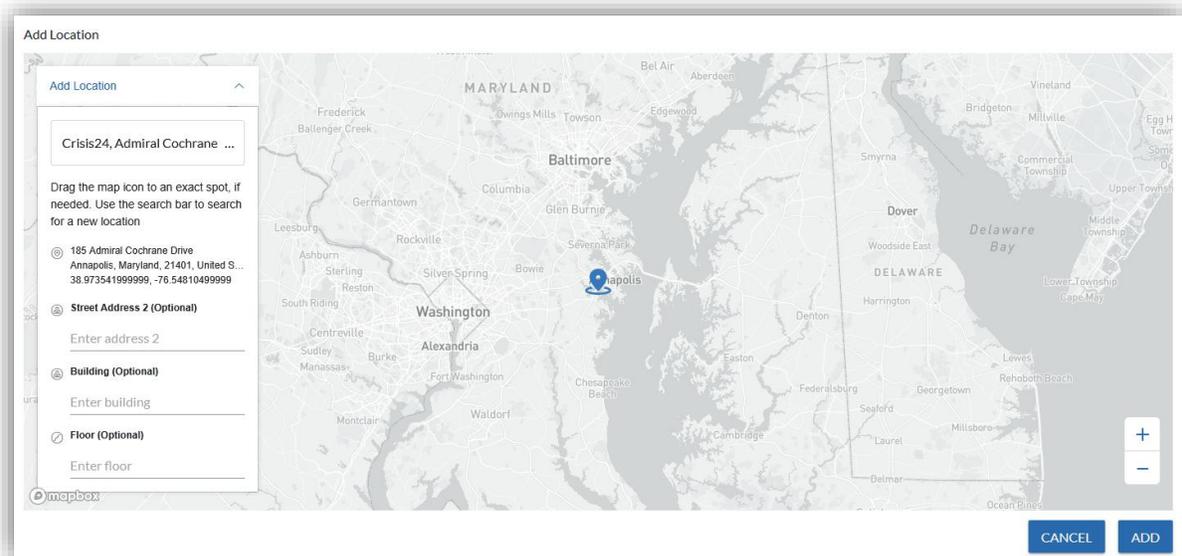


Important Note: If you would like to receive phone calls and text messages to the same number, make sure to include it in a Voice device type and an SMS device type.

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

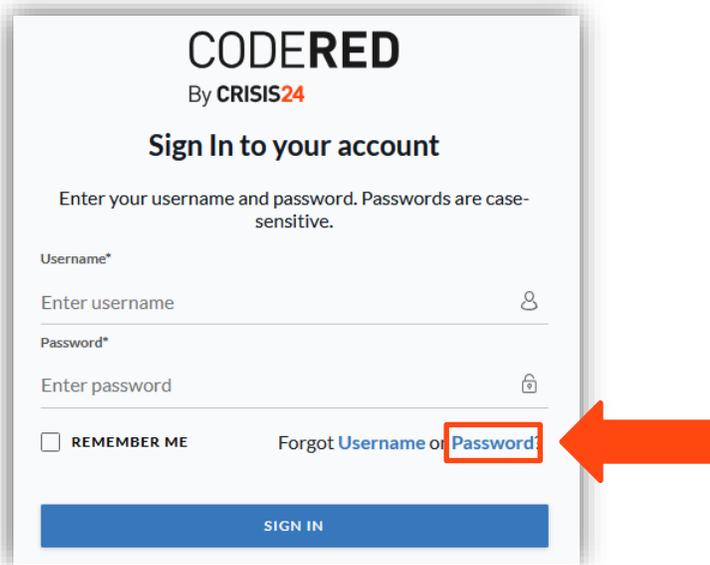
If you registered with a managed account in the previous CodeRED platform, you can access your account in the new system. Please note that while usernames were brought over from the previous platform, passwords were not. Follow the Forgot Password steps to set a new password for your managed account.

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 for 'REMEMBER ME' and a link for 'Forgot Username or Password?'. A red arrow points to the 'Password?' part of this link. At the bottom is a blue 'SIGN IN' button.

2. Enter your username and complete the reCAPTCHA.



Account Recovery

Please enter your username to start the recovery process.

Username*

John.smith@testemail.com

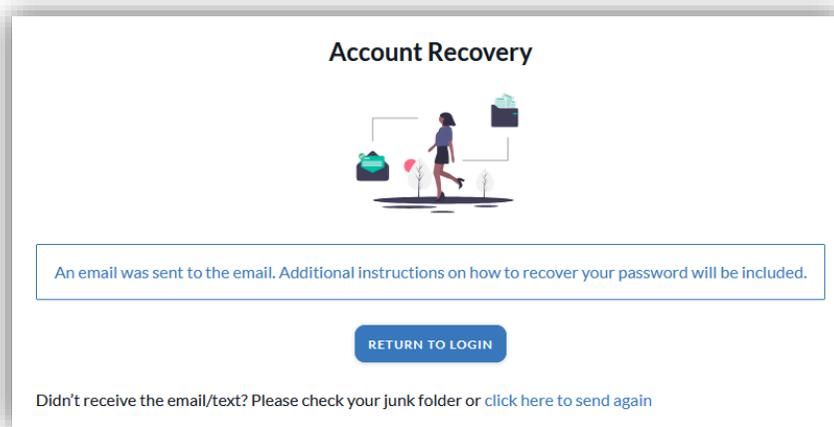
I'm not a robot

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.

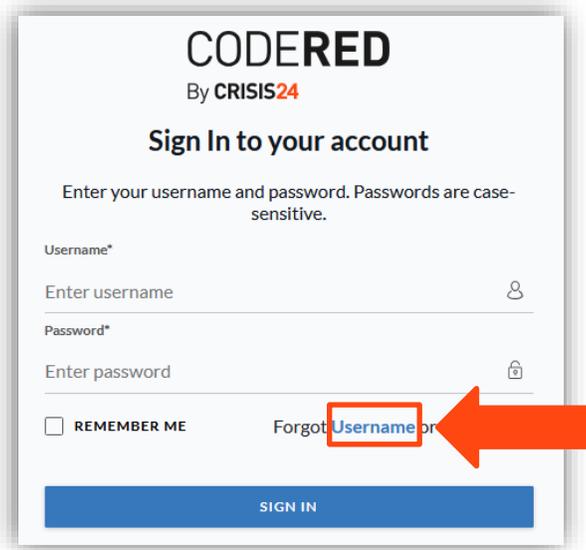
RETURN TO LOGIN

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.”

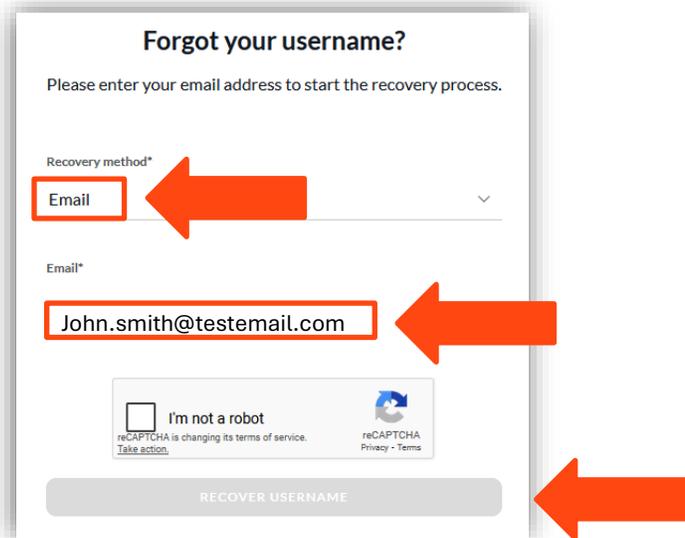
Forgot Username

1. Click on **“Forgot Username.”**



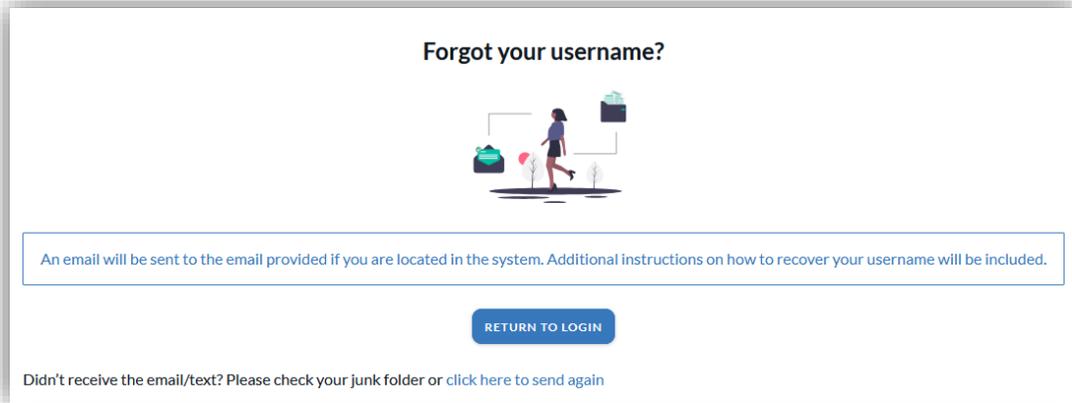
The screenshot shows the CODERED login page. At the top, it says 'CODERED By CRISIS24'. Below that is the heading 'Sign In to your account'. A message reads: 'Enter your username and password. Passwords are case-sensitive.' There are two input fields: 'Username*' with the placeholder 'Enter username'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

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. At the top, it says 'Forgot your username?'. Below that is a message: 'Please enter your email address to start the recovery process.' There is a dropdown menu labeled 'Recovery method*' with 'Email' selected. This dropdown is highlighted with a red box, and a red arrow points to it from the right. Below the dropdown is an input field labeled 'Email*' with the placeholder 'John.smith@testemail.com'. This input field is also highlighted with a red box, and a red arrow points to it from the right. Below the input field is a reCAPTCHA widget with the text 'I'm not a robot' and 'reCAPTCHA is changing its terms of service. Take action.' To the right of the reCAPTCHA widget is a button labeled 'RECOVER USERNAME'. This button is highlighted with a red box, and a red arrow points to it from the right.

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.

