

# LA PLATA COUNTY CODE RED: ALREADY HAVE AN ACCOUNT - HOW TO UPDATE

## How to Update an existing account:



Keeping citizens informed.

Click the Code RED link on La Plata County's Emergency Management webpage or here:

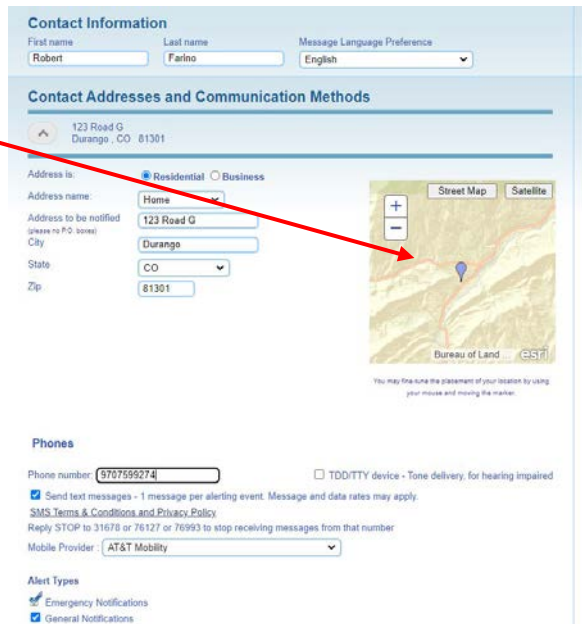
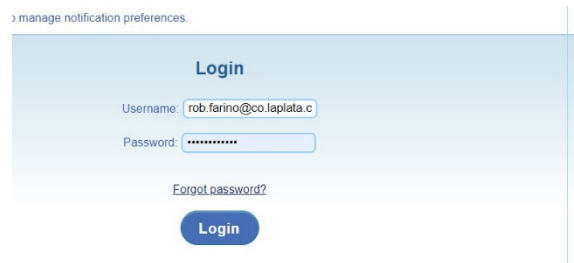
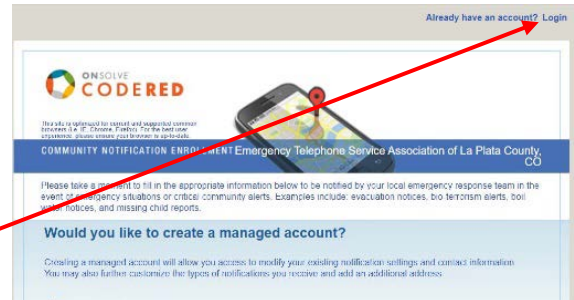
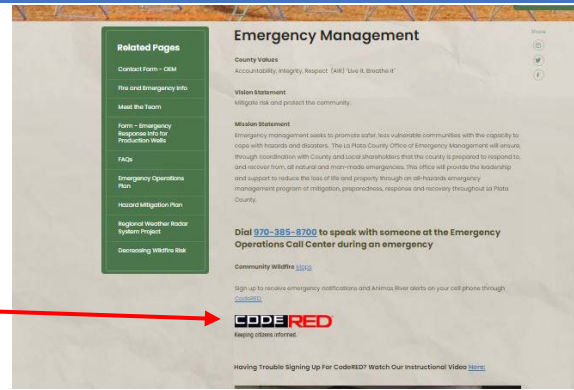
<https://public.coderedweb.com/CNE/en-US/BFEA18547A8D>

This will take you to our enrollment page. If you have already created an account, click the word "Login" in the upper right corner to make updates.

Enter the username and password you used to create the account initially. If you've forgotten your password, select the link and follow the instructions to reset it. If you've forgotten your username as well, you can attempt to create a new account. If it says that an account already exists, contact Rob at 970-385-7552 for help resetting your account.

Here, you can verify all the information in your account, or make any changes. Check the map to ensure your location is correctly identified. You can reposition the pin on the map if necessary. If you want to be notified about multiple addresses, you can use the blue button "Add Location" further down.

You can add, change or delete the phone numbers that will receive alerts here. Use AT&T Mobility for regular AT&T, or ATT First Net as appropriate. Spectrum uses Verizon's network, so select Verizon.



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Here, you can add additional phone numbers and emails that will receive your alerts.

For each, you can select “General Notifications” if you would like to receive important messages in addition to Emergency alerts.

We will only send messaging relevant to your HOA or subdivision, not spam or nuisance info.

Here is where you can add additional addresses to be notified about (place of work / child’s school, rental property, etc.)

If you live in a community that has a Community Notification Group, you can select it to receive messages specific to your community.

Enter your username and password again, same as above. Enter an email to receive a confirmation email when finished.

Check the box if you would like to keep your information private, and check the box agreeing to the terms and conditions

Press the button to verify your information.

(We suggest that you add the numbers listed to your phone’s contact list, and choose a unique alert tone if you wish. Emergency alerts will come from one number, and General alerts will come from another.)

That’s it! You’ve updated your information! If you need assistance, call LPC OEM at 970-385-7552.

The screenshot shows the OnSolve account update interface. It is divided into several sections:

- Phone Management:** Includes a section to remove a phone (phone number: 9707595274) and a section to add a phone. The "Alert Types" for the phone are checked for "Emergency Notifications" and "General Notifications".
- Email Management:** Includes a section to remove an email and a section to add an email. The email address is rob.farino@co.laplata.co.us. The "Alert Types" are also checked for "Emergency Notifications" and "General Notifications".
- Additional Notifications:** A list of community notification groups with checkboxes, all of which are checked. The groups include: Access and Functional Needs La Plata County, Animas River Information, Aspen Trails Community Group, Durango Ridge Community Group, Durango West 1 Community Group, Durango West 2 Community Group, Edgemont Community Group, Falls Creek Community Group, Pine River Ranches Community Group, Rafter J Community Group, and Westside Mobile Home Park.
- Account Information:** Fields for Username (rob.farino@co.laplata.co.us), Password, and Confirm password.
- Data Privacy:** A section with a checkbox for "I have read, understand and agree to the terms and conditions".
- Terms and Conditions:** A section with a checkbox for "I have read, understand and agree to the terms and conditions".

Red arrows from the text on the left point to the "Alert Types" checkboxes in the phone and email sections, the "Additional Notifications" list, and the "Add location" button.