



# Frequent Questions & Answers (RESIDENT)

## **What is Nixle?**

Nixle is a Community Information Service dedicated to helping you stay connected to the information that matters most to you, depending on your physical location. You stay connected to your local police department, your children's schools, your local community agencies and organizations, and the important information from other locations throughout the country that are relevant to you. Our service is built on the most secure, reliable, and high-speed distribution platform, ensuring that you receive trusted and immediate, geographically relevant information. Information is immediately available over your cell phone by text message, by email, and over the web. Your account can be customized so you receive the information that matters most to you. Whether it is where you live, work, or have friends or family throughout the country, the information is immediately available to you over your mobile phone, email and computer.

## **What messages would I receive through Nixle?**

Only authenticated agencies and community organizations can securely publish information. There are four types of messages; Alerts (many would refer to this as an emergency type alert), Advisories (less urgent need-to-know information), Community Information (day-to-day neighborhood to community-level information), Traffic (very localized traffic information).

## **Do I have to register to use Nixle?**

Anyone can view information by going to [www.nixle.com](http://www.nixle.com) without registering. However, to customize the information you receive and the locations you receive it from, in addition to receiving information by text message and/or email you must set up an account. Once registered you can personalize your locations and your preferences, making the service fit your needs.

### **How does registration work?**

We ask for routine information in the registration process. First set-up a user name and password. Then enter your address or closest cross-street. Then choose where you want to receive your information, whether by text over your mobile device or e-mail. Add as many locations as you would like at no additional cost. It's that simple!

### **Do I have to give my mobile phone number?**

No. However, the strength of the Nixle system is the delivery of real-time messages when you're on the go. The best way to stay up-to-date with important information that could affect you and your family is to receive notifications by e-mail and mobile device.

### **I am a Sprint user and get a "Message Failed" response when I register using the 888777 shortcode. Why is that?**

Sprint often disables access to all short codes (5 and 6 digit phone numbers) from their handsets. If you are a Sprint customer, and you receive a message such as "**Message Failed. Shortcode may have expired or shortcode texting may be disabled,**" you may need to contact Sprint to enable your phone to send and receive messages from short codes. Nixle uses the 888777 short code to send you timely messages. Nixle does not charge for this service, but carrier message and data rates may apply. You may contact Sprint by dialing \*2 on your cell phone or visiting [www.sprint.com](http://www.sprint.com).

### **I am a T-Mobile user and get a "Access denied" response when I register using the 888777 shortcode. Why is that?**

T-Mobile often disables access to all short codes (5 and 6 digit phone numbers) from their handsets. If you are a T-Mobile customer, and you receive a message such as "Message Failed. Shortcode may have expired or shortcode texting may be disabled," you may need to contact T-Mobile to enable your phone to send and receive messages from short codes. Nixle uses the 888777 short code to send you timely messages. Nixle does not charge for this service, but carrier message and data rates may apply. You may contact T-Mobile by dialing 611 on your cell phone or visiting [www.tmobile.com](http://www.tmobile.com).

**I'm using MetroPCS and when I try to text into 888777, I get the message: To access 888777, dial \*611 and upgrade to a plan with shortcodes and alerts. What does this mean?**

With your \$40/month MetroPCS, you will not receive messages from shortcodes, such as 888777. To upgrade to a \$45/month plan, please contact MetroPCS to upgrade your service.

**Can anyone track my location by using the system?**

No. Nixle does not track users. See our [Privacy Policy](#) for more details.

**What do you do with my contact information? Will third parties contact me?**

Information shared by users with Nixle is stored on a secure server in a secure facility. The company does not sell personal information to third parties. The privacy of your personal information is extremely important to us.

**Can I enter multiple addresses?**

You initially enter one address to begin the registration process. Once registered, you can click on "Locations" and add as many additional addresses (locations) as you would like at no cost.

**Can I use the system while traveling outside the United States?**

If you can access your e-mail or the Internet, you can access Nixle messages anywhere in the world. You will also receive messages on your mobile device while overseas. Some mobile provider plans charge extra for overseas text messages; you may want to log in and change your preferences prior to international travel.

**Can I register with an international telephone number?**

No. Currently the service is only available with United States phone numbers.

**How many SMS (text) messages will I receive in a month?**

This will vary depending on the number of notifications published. The service is simple to change SMS (Text) and email options.

### **Can I limit the number of SMS (text) messages I receive?**

You can limit the number of SMS (text) messages by adjusting the type of messages you receive. You can opt out of any service except public safety Urgent and Important messages. For example, you can choose to receive Urgent and Important messages on your mobile device and e-mail and community news in just your e-mail.

### **How do I know an SMS (text) message I received is real?**

Nixle goes through an extensive identity certification and authentication process before authorizing any agency or organization to publish information into the service.

### **Can I respond to a message?**

No. However, if you wish to share a crime tip or information with the agency that sent you the message, contact details can be found by accessing the alert online.

### **What if I forgot my password?**

Go to the [resident log-in](#) or [agency log-in](#). Look for “Need My Password”. Click on it and enter your e-mail address. A new password will be sent to you immediately.

### **How do I change my password?**

Log in and click “Account.” On the “Account” page, click on “Change My Password” and follow the instructions.

### **Who do I contact for consumer support?**

Please send all consumer support questions to: [support@nixle.com](mailto:support@nixle.com). Please send all general inquiries to [info@nixle.com](mailto:info@nixle.com).

### **How do I unsubscribe?**

Log in [here](#) and click “Settings.” There you can adjust which messages you receive and on which device(s) you receive them. You also have the option to eliminate all SMS messages under the “Account” tab. Should you wish to completely unsubscribe, simply send an e-mail to [support@nixle.com](mailto:support@nixle.com) stating your desire to do so. You will be encouraged to review your settings prior to discontinuing service. Even after unsubscribing, you can still view Nixle information in real-time by visiting [www.nixle.com](http://www.nixle.com).