



Instant Alert[®] for Schools

FREQUENTLY ASKED QUESTIONS

Q: Do I have to sign up for the Instant Alert for Schools System?

A: *No, you are automatically enrolled in the system, but you must logon to the website, create an account and activate your notification devices (home phone, cell phone, e-mail account, etc.)*

Q: How will this system benefit staff, parents and students?

A: *Staff, parents and students will benefit from this system because it will allow district administrators to contact staff members, parents, and students almost instantaneously in an emergency or change of schedule event.*

Q: How does the system work?

A: *The Honeywell System is an Internet-based system that is able to simultaneously broadcast important information to a large number of people using a database of contact information.*

Q: What information is currently in the database?

A: *The information currently in Old Bridge Township Public Schools' Honeywell database includes your name, district location, and the contact phone number you have on file as part of your permanent record.*

Q: What type of messages will I receive?

A: *You will receive several test messages during the phase-in period. Afterwards, you may receive two types of messages: 1) A message directly from our district's Central Administration regarding an emergency—such as a snow day or emergency dismissal; or 2) A message from the building principal or other district administrator alerting you to a change of event—such as a cancellation of an after school event; transportation delay; or change in the normal school routine.*

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 – 17 characters long.

Q: How many phone numbers can a family have?

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

Q: How many text addresses can a family have

A: A family may receive alerts on an unlimited amount of text devices.

Q: What browsers can I use?

A: As noted on the home page, Instant Alert works best on Internet Explorer V6.0 and above on a PC, and Safari V1.2 and above on a Macintosh. You should avoid Mozilla.

Q: I am Using Internet Explorer on a Macintosh. I am hitting buttons on your application but nothing is happening. What is wrong?

A: Sometime the IE browser locks up on a Macintosh. Look in the upper right hand corner of the browser and you will see that the IE logo is no longer animated. Close the browser and open a new one, or move to a different computer station and log in again. All of the work you did up to that point will have been saved. Please be sure to use Safari instead.

Q: Who sees/touches the customers' databases?

A: The Honeywell Instant Alert Champions and Delivery Team, including our database administrators. No one outside of Honeywell will be directly involved with the databases. All of our employees are covered under a customer confidentiality agreement.

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

A: Go to the homepage <https://instantalert.honeywell.com> and click on the Privacy Statement at the bottom of the page. Honeywell Instant Alert™ for Schools 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.

Q: How can I get help?

A: They can send an email to InstantAlertHelp@Honeywell.com. They will receive a response within (24) hours on business days.

Q: What happens if the phone dialer encounters a busy signal?

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

Q: Can your calls get through "telezappers"?

A: Yes.

Q: What happened? I didn't receive a phone call.

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.