



Frequently Asked Questions: Voyent Alert

Information about Voyent Alert, Victoria County's new alert system.

How do I register?

Users can register for the service in one of two ways:

- **Mobile App Users:** Download and install the Voyent Alert! mobile application from the Apple App Store or Google Play Store. Enter in your postal code and follow the instructions.
- **Email / SMS Users:** Register to receive Text or Email notifications through our web-based registration page at <https://register.voyent-alert.com> . Enter in your postal code. A registration code will be emailed or texted to your device. Enter the registration code into the field and you are done.

Do I have to pay to use the service?

No. There is no cost to the end user. There is no charge to download the app from Google Play or Apple App Store.

Is extensive training required to use the service?

No. The service is very intuitive and simple to use. Tool tip and "help bubbles" are displayed for first time users. If you get stuck simply click on the "?" on the side of the screen.

Can I monitor alerts pertaining to multiple locations?

Yes. Once you are in the system click on the "My Locations" tab. Your default "Home" location is the center of the postal code you used to register with. You can click and drag your "Home" location to wherever you want.

You can also add additional locations you want to monitor such as "Kid's School", "Mom's House", etc. To add a new location simply click and hold a location on the map and a popup window will appear allowing you to label the new location. Alternatively, you can enter in an address through the "Add Location" button in the top right of the screen.

To Delete a location simply select and click the "Garbage Can" icon.

Can I register my children or parents?

Yes. Provided they have a smart device or access to email, you can assist them with installing from an app store or via the web-interface to receive email or text alerts.



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Can visitors to the community register for Voyent Alert?

Yes, visitors to the community can register with a local postal code just like local residents. They will be notified if any alerts are sent out that pertain to any of the “My Locations” they may have set.

Do I have to be in Victoria County in order to receive an alert?

No. Provided you are connected to a mobile service or can access your email, the alerts will get to you wherever you are, even if you are outside the region of interest.

Am I going to be bombarded with useless messages?

No. You will only ever receive a notification if it is relevant to one of your tracked locations. If the communication is regarding something on the other side of the municipality that might not impact you, you won't be alerted.

How do I unregister?

As you access the service click on the menu options icon (three horizontal bars) located on the top right of the screen. There is an unregister option there.

Am I going to have to remember another password?

No. We have done away with usernames and passwords. Instead, the service uses a simple yet highly secure model called Two-Factor Authentication. When you wish to log into your web-based account, simply enter the email or SMS phone number that your alerts are going to. A 4-digit login code is then transmitted to you via that channel. Once you receive it, simply enter the verification where requested.

What is personalized messaging and why is it useful?

Voyent Alert! uses advanced geospatial technology to personalize alerts sent out to end users. Rather than receive a generic message about an incident that might be occurring in your region, users receive much more detailed information about where your “My Location” is, relative to an incident. You can be advised as to the distance, direction, time to intercept (if you or the incident is moving), turn-by-turn evacuation instructions etc. The result is that the message you receive should provide important context to you during a critical event, allowing you to make better, more informed decisions.



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How is this different from other regional alert systems?

Federal and provincial services work at a macro level advising users about issues that might be going on at a provincial, county, or district level. How they might impact and end user might not always be immediately apparent. Voyent Alert! works at a much more refined level, providing users with greater context as to where they are relative to the alert incident and customizing the relevant data for the end user.

Alert notifications are engineered to accommodate moving incidents as well as moving users, so notifications can be triggered based on proximity to a given alert event. Voyent Alert! is administered at the community level and can be used for general day to day communications and local services (i.e. waste collection changes, water utility repairs, etc.) as well as for sending out critical incident advisories.

Does Voyent Alert! collect user personal information?

No. Registrants need not enter more than a postal code and phone number or email address. No personal information such as name, address, personal status etc. is required. Please see the Voyent Alert! Privacy Policy for more details.

Will I receive a critical incident alert if my wireless device is off or set to silent?

A compatible wireless device that is turned off will not receive any notifications. If the device is powered on and the critical incident alert is still active and the user is still in the alert area, then the wireless device will display the alert.

A compatible wireless device that is set to silent will display a critical incident alert, but you might not hear the critical incident alert sound. The critical incident alert sound will usually play at whatever the current volume setting is on the wireless device, so if your wireless device is set to silent, no sound will accompany the critical incident alert message. However, this behaviour can differ depending on your wireless device and in some instances the alert sound may override your user settings.

If I close the app on my device, will I still receive notifications?

Yes. Voyent Alert! utilizes a “silent notification” mode on smart devices so the app can be closed at anytime.

I am concerned about privacy issues. Where is the service operated from?

Voyent Alert! is a cloud-based service utilizing Canadian-based resources for operations and storage. ICEsoft undertakes measures to ensure that Voyent Alert! is compliant with the Personal Information Protection and Electronic Documents Act of Canada (PIPEDA).