



Region 26 is providing this service for you to receive alert notifications for Severe Weather and Emergency Notifications on your telephone or cell phone.

Frequently Asked Questions:

1. Am I automatically in the database to receive alerts?

No. Weather Warning is an Opt-in only service. You must register by either clicking on the CodeRED link on the home page of our website and enter your contact information... or you can call the Region 26 office at (308) 942-3461 in Taylor and have the staff enter your information.

2. I saw an advertisement to register for CodeRED; do I have to register each year?

No. Once you have registered, your information remains.

3. I can't remember if I registered or what alerts I registered for.

You can register again if you do not remember if you have registered before to ensure that you are signed up.

4. Can I make a change on the notifications I am receiving?

Yes. If you want to make changes on the Severe Weather notifications, simply register again on the homepage of our website and click on the weather alerts you want. It will delete what you had in the past.

5. When I registered the map did not show my exact location.

You need to click on the red marker on the map and drag to your address location. You can zoom in on the map to make it easier to find your exact location.

6. Why did CodeRED call me several times?

If there is no answer and you do not have an answering device, you will be retried three times in each notification.

7. It called me but no message played.

If you answer and do not say hello, CodeRED will not begin playing automatically. It is listening trying to determine if it has reached a live person or answering device. If you do not say anything, it will hang up and retry the number again.

8. Why did it leave only part of the message on my answering machine?

CodeRED will leave a message on an answering device. There are many different capturing devices for leaving a message. Occasionally something about the message or the beep of the message causes the system to think it has reached a live person and begins playing the message. When the message is left, it only leaves part of the message. You can call back the 800-566-9780 for a Weather Warning message or the 866-419-5000 for an Alert message and receive the entire message. This does not happen often.

9. Why does my phone ring once and hang up? It has called me twice and won't let me answer it.

If you have a ring tone, which plays a song instead of ringing, the system will interpret this as an Operator Intercept and hang up, only to retry the number. There are two options. You can remove the ring back tone or you can contact your cell phone provider and request that the phone number 800-566-9780 for Weather Warning and 866-419-5000 for CodeRED Alerts be bypassed by this feature.

10. Can I sign up more than one telephone or cell phone per address?

Yes. There is only space for two phone numbers, but you can register again with more phone numbers linked to the same address.

11. I have another address that I want to receive alerts for. Can I do this on the same telephone?

No. You can only have one address registered per phone. Suggestion for those that have a second home or address in the Region 26 area is to have one address on one phone and the second address on another phone. i. e. landline phone and cell phone or two separate cell phones. (You would need to remember which address is linked to which phone)

12. What is the cost of this service?

This service is free to the residents and businesses in the Region 26 counties of Thomas, Blaine, Loup, Garfield, Wheeler, Greeley, Valley and Sherman.

13. If I do not live in one of the Region 26 counties can I still receive this service?

No. You need to have an address linked to one of the Region 26 Counties as in another home or a business. There are other counties outside of the Region 26 area providing the CodeRED service or similar types of notifications, but you would need to sign up in the county where you reside.

14. I signed up for text messaging but am only receiving voice messages for the Weather Alerts.

CodeRED is not currently sending text messages for Weather Alerts. It will be possible in the future but at this time they do not feel text messages are sent as fast as voice messages.

15. What if I'm not home to receive the alert message?

The CodeRED dialing system will leave the emergency alert message on your voicemail or answering machine. If you do not have voicemail or an answering machine, the dialer will attempt your phone number 3 times. This would be a great reason to register your work or cell phone number as a back-up number.

16. If I register my cell phone would I receive the warning where I am located at the time of the call?

No. The warning would be for the location of the address that is registered.

17. Can businesses participate?

Yes. In fact Region 26 encourages businesses to register to receive the emergency alerts. On the registration page there is a place to check if this is a business. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and calls will not be delivered.

18. Can TDD/TTY equipment for hearing impaired receive the calls?

Yes. When you register your number there is an option to enter the TDD/TTY information.

19. Why didn't I receive a call during the last storm?

When the National Weather Service puts out a Storm Warning and shows the polygon of the warning location, your address that you registered would need to be located inside the polygon to receive a call.

20. Will I receive Blizzard or Winter Weather warnings?

No. The Weather warnings you can sign up for are Tornado, Severe Thunderstorms or Flood Warnings.