CodeRED™

Frequently Asked Questions

What is CodeRED?
CodeRED is a free community notification system that allows the City of Washington to contact you with time-sensitive information. Only authorized City of Washington officials have access to send alerts using the CodeRED system.

Why is CodeRED important to me?
CodeRED is an important tool to help keep you informed and prepared for any emergencies that may occur in our area. City officials will send messages to alert you of emergency details, instructions, or precautions that you need in order to make well-informed decisions and remain safe. This system is precise enough to geotarget residents within an exact area of impact, so that only those people who are affected by an emergency situation are notified.

What types of information will be sent through CodeRED?
System subscribers can choose to receive Emergency and/or General notifications. Examples of Emergency notifications include Severe Weather, Boil Orders, Endangered/Missing Persons, and Police Special Operations. General notifications will include time sensitive information on snow parking bans, road closures, and major traffic. Other typical city news, such as city meetings/events, will continue to be sent via E-Notify, city website, and social media.

What are the different ways CodeRED can reach me?
You can select how you'd like to be contacted for future notifications. You can request any or all of the following: land line, cell phone, e-mail, or text.

How do I sign up?
You can enroll by either creating a managed account or login by using Goggle+, Facebook, or Twitter. If you don't want to sign up by creating a managed account, you can submit info online without creating an account. Visit the city website or Click Here and enter the required information online (address, name, phone number(s), and email). This is the quickest way to sign up because the information you supply is immediately registered in the system. If you do not have Internet access, please consider calling City Hall, visiting a library, or asking a friend or family member for assistance.

Does CodeRED already have my telephone number?
No resident or business should assume that their information is in the system. Please visit the city website and look for the CodeRED link to register online or Click Here.

If you just called my phone, why do I need to sign up?
If you received a recorded message from Mayor Manier, your phone number was on a publicly available database used by CodeRED. The city will continue to use that phone number to reach you unless you ask to be put on the City's CodeRED Do Not Call List. By signing up, you can also identify the best way to reach you. For example, you set your preference to receive notices by e-mail or text.

How will I know when CodeRED is calling?
A CodeRED message will have the caller ID # 866-419-5000 for Emergencies and caller ID # 855-969-4636 for General notifications. We suggest that you program these numbers into your cell phone as a "new contact" and use "CodeRED" as the contact name. If you need to replay the message received, you can dial this number and listen to the message again in its entirety.

How do I unsubscribe or edit my contact information?
If you created a CodeRED managed account, you can log in and unsubscribe or edit your contact info online. If you did not create a managed account, contact City Hall at 309-444-3196 for assistance. Individuals wishing to not receive calls in the future should request to be placed on the CodeRED Do Not Call list.

Can I register more than one phone number or email for my address?
Yes, you can register more than one phone number and/or email address for your location when you register for CodeRED. Please note that it is highly recommended you register at least one phone number and one email address to ensure that you will receive CodeRED alerts in the event of a power outage or an incident that may occur late at night when you are generally asleep.

What if I miss a CodeRED phone call?
The CodeRED system will leave a message on your answering machine or voicemail if you miss a CodeRED phone call. If you do not have an answering machine, the system will consider the call as "incomplete" and will attempt to call again after several minutes have passed. If your phone line is busy, CodeRED will try two more times to connect. At any point, you may re-dial the 800 number on your caller ID to hear a replay of the message sent.

What is the CodeRED Mobile Alert app?
CodeRED offers a mobile app for Android and iPhone devices. All residents and business owners are encouraged to download the free app to receive alerts based on the geo-location of your phone. As you travel throughout other CodeRED communities, you can receive important alerts that include community, emergency, and severe weather information. To download the CodeRED Mobile Alert app, visit Google Play or the App Store.