

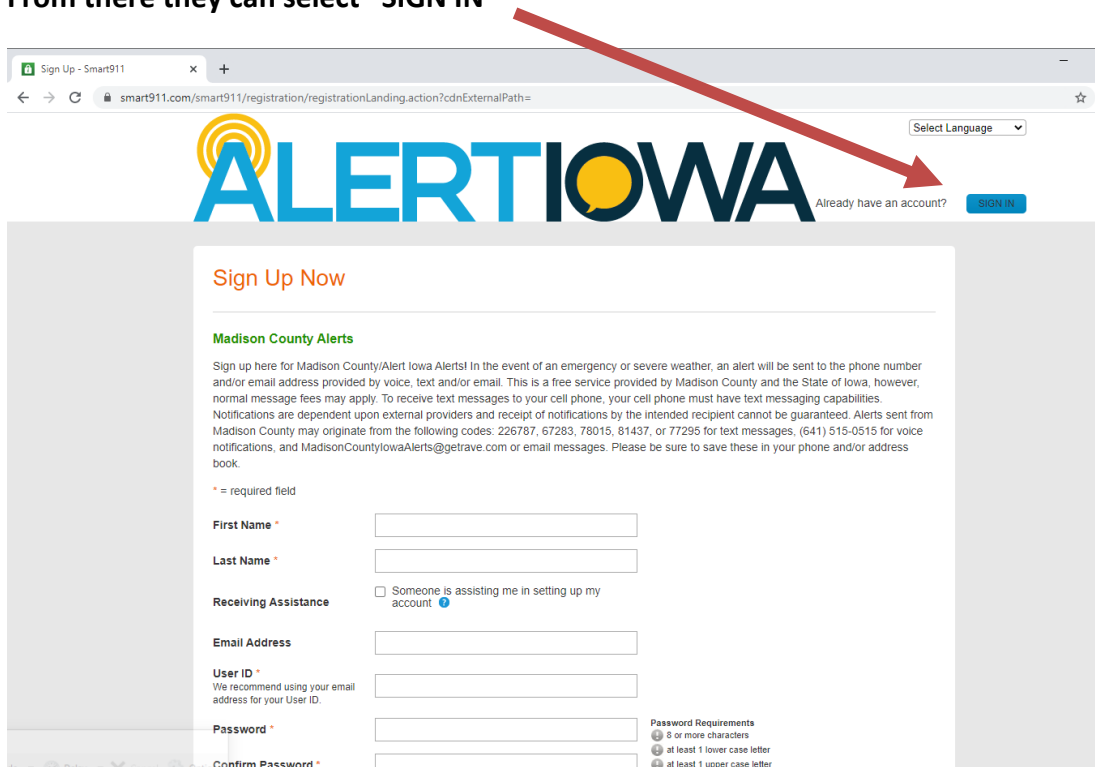
Alert Iowa Password Recovery Steps

To make changes to your Alert profile the user (resident needs to log into their account) if they have forgotten their password they can reset it in multiple ways. Residents DO NOT need to create a new account, in fact, the system will recognize their number or email as already being in use and ask them if they want to override their existing account or need help with their password.

TROUBLESHOOTING A FORGOTTEN PASSWORD

Direct the resident to your alert URL or the HSEMD website, <https://homelandsecurity.iowa.gov/programs/alert-iowa/> to access the sign on screen.

From there they can select “SIGN IN”



The screenshot shows a web browser window with the URL `smart911.com/smart911/registration/registrationLanding.action?cdnExternalPath=`. The page features the "ALERT IOWA" logo and a "SIGN IN" button. A red arrow points from the text "From there they can select 'SIGN IN'" to the "SIGN IN" button. Below the logo is a "Sign Up Now" section with the following content:

Sign Up Now


Madison County Alerts

Sign up here for Madison County/Alert Iowa Alerts! In the event of an emergency or severe weather, an alert will be sent to the phone number and/or email address provided by voice, text and/or email. This is a free service provided by Madison County and the State of Iowa, however, normal message fees may apply. To receive text messages to your cell phone, your cell phone must have text messaging capabilities. Notifications are dependent upon external providers and receipt of notifications by the intended recipient cannot be guaranteed. Alerts sent from Madison County may originate from the following codes: 226787, 67283, 78015, 81437, or 77295 for text messages, (641) 515-0515 for voice notifications, and `MadisonCountyIowaAlerts@getrave.com` or email messages. Please be sure to save these in your phone and/or address book.

* = required field

First Name *

Last Name *

Receiving Assistance Someone is assisting me in setting up my account 

Email Address

User ID *
We recommend using your email address for your User ID.

Password *

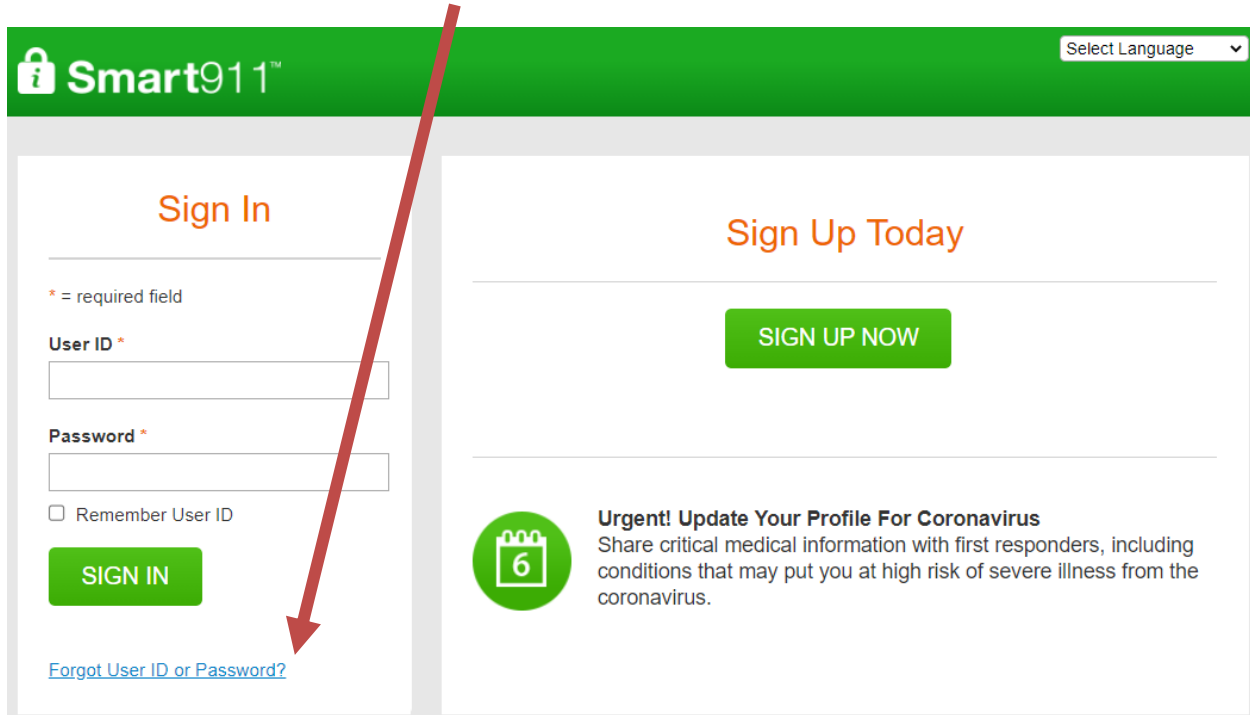
Confirm Password *

Password Requirements

- 8 or more characters
- at least 1 lower case letter
- at least 1 upper case letter

You can also send them directly to the Smart911 Sign In portal - <https://www.smart911.com/smart911/login.action?lpse=1>

Select “Forgot User ID or Password”



The screenshot shows the Smart911 login and registration interface. At the top is a green header with the Smart911 logo and a 'Select Language' dropdown. The main content is divided into two columns. The left column is titled 'Sign In' and contains a form with fields for 'User ID *' and 'Password *', a 'Remember User ID' checkbox, a green 'SIGN IN' button, and a blue link for 'Forgot User ID or Password?'. The right column is titled 'Sign Up Today' and features a green 'SIGN UP NOW' button and a section titled 'Urgent! Update Your Profile For Coronavirus' with a calendar icon showing the number 6. A red arrow originates from the 'Forgot User ID or Password?' link and points towards the 'Sign Up Today' section.

From there the user can access their account through multiple ways depending on how they signed up and what, if any information they remember about their account.

“I Forgot My User ID” Workflow

If you have forgotten your user ID you can use this workflow.

Select “I forgot My User ID”

Smart911™

Forgot Login Information?

What did you forget?

- I forgot my User ID
- I forgot my Password
- I forgot both

Forgot User ID

Please enter your Email Address

-OR- [Continue without email](#) ?

SUBMIT

If you do not have an email address, registered without providing an email address, or have lost access to the email address you used to register, click "Continue without email"


If user enters email address:

Smart911™ Select Language ▾

Check Your Email

An email has been sent to example@sharklasers.com. In addition to your inbox, you may want to check your spam folder, depending on your email settings.

If user selects "Continue without email"

Select Language ▾

Please enter the name and phone number you used to register


Last Name *

Phone number *

TEXT ME

CALL ME

Still having trouble? [Common Login Problems](#) | [Contact Smart911](#)

Select Language ▾

We are <"placing a call" | "sending a text message"> with your username

Once you receive your username, you can use it to [log in](#) or [retrieve your password](#)


If you do not receive our <"call" | "text message"> within XX minutes, it is probably because we did not find an account matching the information you provided. Please [try again](#).

Still having trouble? [Common Login Problems](#) | [Contact Smart911](#)

“I forgot my Password” workflow

Use this workflow if the issue is a forgotten password.

Select “I Forgot My Password” option.



Forgot Login Information?

What did you forget?

- I forgot my User ID
- I forgot my Password
- I forgot both


Forgot Password

Please enter your User ID.

Please enter the email or phone number you would like to send your reset code to:

CONTINUE

If Valid phone number is provided:




Tell us how you want to receive your reset code

How would you like to receive your reset code to 333-333-3333?

Phone Call

Text Message

OR If Valid email provided,

Select Language ▾

We are <"sending an email" | "sending a text message" | "placing a call"> with your password reset code.

Do Not Close This Window!

Lorem ipsum see spec for message content

* = required field

Enter your Password Reset Code: *

Choose a New Password *

Confirm Your New Password *

Password Requirements

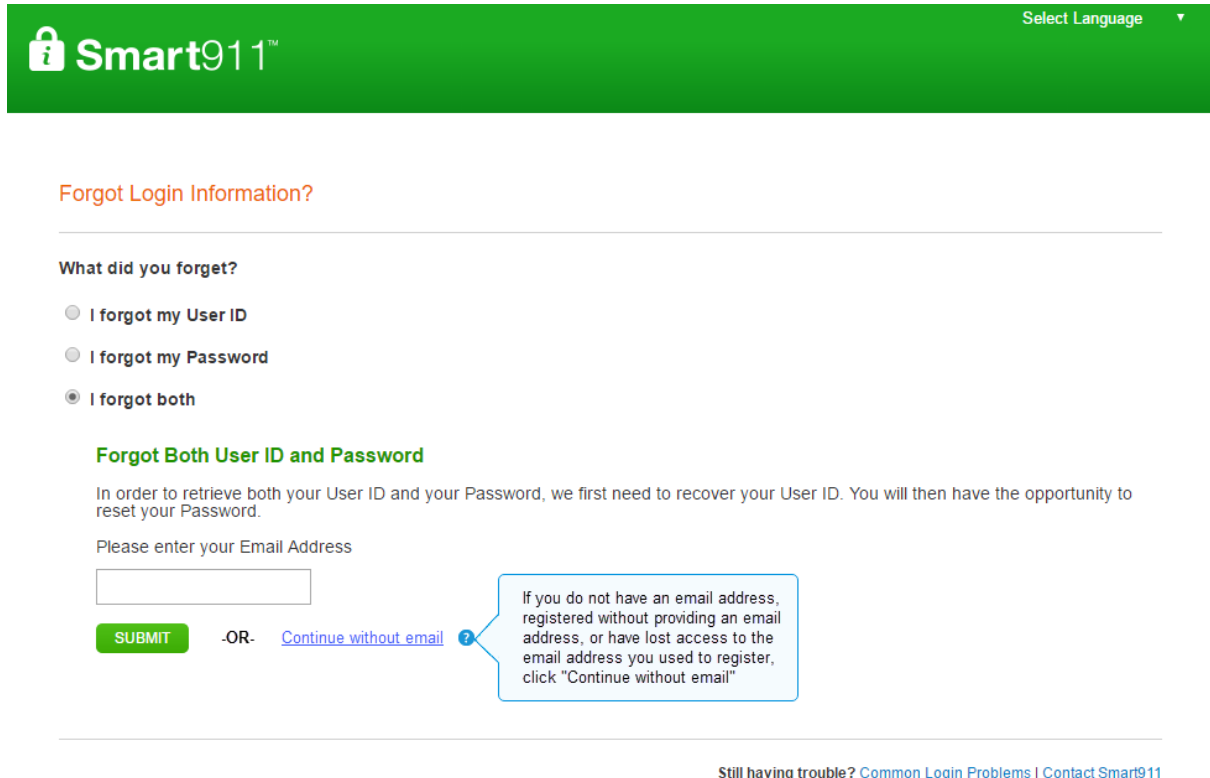
- 8 or more characters
- at least 1 lower case letter
- at least 1 upper case letter
- at least 1 number
- at least 1 special character or symbol

[Start again](#)

“I forgot both” workflow

Use this workflow if both the username and password have been forgotten.

Select “I Forgot Both”



Smart911™ Select Language ▾

Forgot Login Information?

What did you forget?

- I forgot my User ID
- I forgot my Password
- I forgot both

Forgot Both User ID and Password

In order to retrieve both your User ID and your Password, we first need to recover your User ID. You will then have the opportunity to reset your Password.

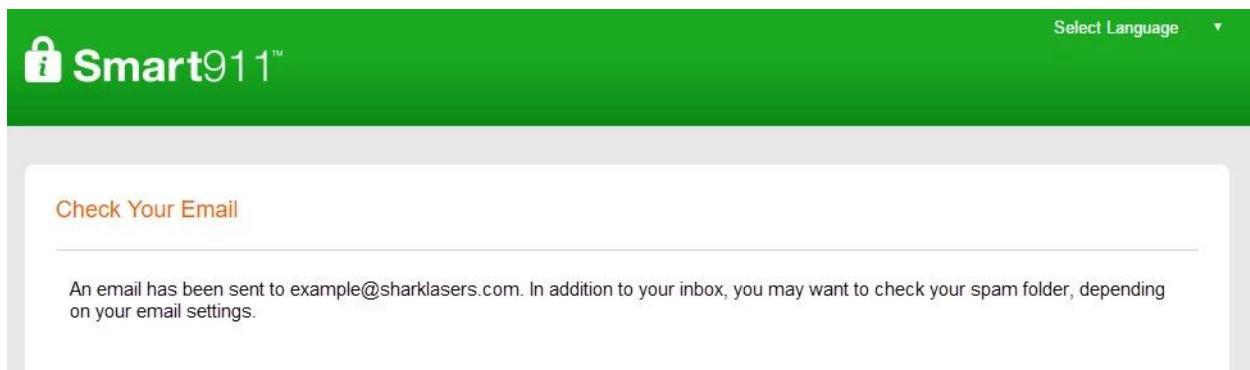
Please enter your Email Address

-OR- [Continue without email](#) ?

If you do not have an email address, registered without providing an email address, or have lost access to the email address you used to register, click "Continue without email"

Still having trouble? [Common Login Problems](#) | [Contact Smart911](#)

If user enters email address:




Smart911™ Select Language ▾

Check Your Email

An email has been sent to example@sharklasers.com. In addition to your inbox, you may want to check your spam folder, depending on your email settings.

If user select "Continue without email"

Select Language ▾


Please enter the name and phone number you used to register

Last Name *

Phone number *

Still having trouble? [Common Login Problems](#) | [Contact Smart911](#)

Next Page:

Select Language ▾

We are <"placing a call" | "sending a text message"> with your username

Once you receive your username, you can use it to [log in](#) or [retrieve your password](#)

If you do not receive our <"call" | "text message"> within XX minutes, it is probably because we did not find an account matching the information you provided. Please [try again](#).

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