



## ALERTBOSTON USER PROFILE UPDATE

### Step 1: Logging into the new portal

You will be prompted to enter their username and password.

Username **MUST** be entered in **ALL LOWER CASE** characters, even if the username was entered with uppercase characters originally

[? Help & Answers](#)

**ALERT BOSTON**

**BE IN THE KNOW.** Get alerted about emergencies and other important community news by signing up for ALERTBoston, the city's emergency notification system.

ALERTBoston enables the city to quickly and efficiently provide you with critical information for a variety of situations, such as severe weather, unexpected road closures, missing persons, and building or neighborhood evacuations. You will receive time-sensitive messages based on your specifications to your home, cell, or business phone, email, text message, and hearing impaired receiving devices. You pick where, you pick how. Remember, an alert Boston is a safe Boston.

Individuals with disabilities who need assistance can register by calling the Mayor's Hotline at 617-635-4500.

The username or password is invalid, please relogin again.

**Login to your account**

Username [Forgot username](#)

gcannonalertboston

Password [Forgot password](#)

\*\*\*\*\*

☐ Keep me signed in (Uncheck if on a shared computer)

### NOTE:

If you do not remember the username you created for your ALERTBoston account, contact the Office of Emergency Management via email ([alertboston@cityofboston.gov](mailto:alertboston@cityofboston.gov)) for assistance in retrieving your username.

If you are unable to retrieve your username, you will need to create a new account. Please follow the "Sign Up" link to create a new ALERTBoston account.

You will not receive duplicate messages if you have duplicate registrations.



## ALERTBOSTON USER PROFILE UPDATE

### Step 2: Verifying Your Identity

Once a valid username has been entered, you will be prompted to answer a security question from your existing profile.

City of **Boston**.gov  
Official Web Site of the City of Boston

Stay alert.  
Stay informed.  
Stay connected.

Login

Please verify your identity

Username

gcannonalertboston

Security Question

What is your city or town of birth?

Security Answer

Login

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### Step 3: Updating Your Account info

After successfully answering your security question and verifying your identity, you will be prompted to create a new, secure password.

City of **Boston**.gov  
Official Web Site of the City of Boston

Stay alert.  
Stay informed.  
Stay connected.

Login

Please update your account information

• Username

Combine upper case letters, lowercase letters, numbers and dash or underscore. (4 characters minimum, case sensitive)

• Password

Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&'&"()

• Confirm Password

• Security Question

What is the city or town of your birth?

• Answer

Registration Email

☒ I accept the [Terms of Use](#)

Sign Up



## ALERTBOSTON USER PROFILE UPDATE

### Step 4: Updating Your Contact Info

Under “My Profile” you can update your existing contact information and notification subscriptions.

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ALERT  
BOSTON

Welcome gcanonalertboston [Logout](#)

[? Help & Answers](#)

Profile Alerts Review

### My Profile

• First Name

Greg

• Last Name

Cannon Everbridge

Registration Email

gregory.cannon@everbridge.com

Here's how to contact me.

1) Personal E-mail

gregorycannon@gmail.com

2) SMS Text Ph # 1

United States

555-555-5555

3) SMS Text Ph # 2

United States

555-555-5555

4) Business E-mail

email@email.com

5) Mobile Phone

United States

555-555-5555

6) Business Mobile

United States

555-555-5555

7) Home Phone

United States

555-555-5555

8) Business Phone

United States

555-555-5555

Ext

5555

9) TTY/TTD

United States

555-555-5555

### Step 5: Registration Complete!

Once you have data entered for all of the required fields and have saved your profile, your registration update is complete.

City of **Boston**.gov  
Official Web Site of the City of Boston

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Stay informed.  
Stay connected.

ALERT  
BOSTON

Welcome gcanonalertboston [Logout](#) [Home](#)

[? Help & Answers](#)

Success! Your profile has been created.

My Profile [Edit](#)

Username:

gcanonalertboston

First Name:

Greg

Last Name:

Cannon Everbridge

Registration Email:

gregory.cannon@everbridge.com

Personal E-mail:

gregorycannon@gmail.com

My Alerts [Edit](#)

Important Community Alerts

School Closings

Street Construction Alerts

Severe Weather Alert

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