



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) 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.



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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.

The screenshot shows the 'Please verify your identity' page on the City of Boston website. The header includes the City of Boston logo and the slogan 'Stay alert. Stay informed. Stay connected.' with the ALERT BOSTON logo. The main content area contains a form with the following fields: Username (gcannonalertboston), Security Question (What is your city or town of birth?), and Security Answer (Marshfield). A blue 'Login' button is positioned below the answer field. The footer of the page mentions 'Powered by Everbridge' and includes copyright information for 2014.

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.

The screenshot shows the 'Please update your account information' page. The header is identical to the previous page. The form fields include: Username (gcannonalertboston), Password (masked with dots), Confirm Password (masked with dots), Security Question (What is the city or town of your birth?), Answer (Marshfield), and Registration Email (gregory.cannon@everbridge.com). A checkbox for 'I accept the Terms of Use' is checked, and a blue 'Sign Up' button is at the bottom.



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Step 4: Updating Your Contact Info

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

The screenshot shows the 'My Profile' update page. At the top, there is a navigation bar with 'City of Boston.gov', 'Stay alert. Stay informed. Stay connected.', and the 'ALERT BOSTON' logo. Below the navigation bar, the user is logged in as 'gcannonalertboston'. The main content area has three tabs: 'Profile', 'Alerts', and 'Review', with 'Profile' selected. The 'My Profile' section contains the following fields:

- * First Name: Greg
- * Last Name: Cannon Everbridge
- Registration Email: gregory.cannon@everbridge.com

Below these fields is the heading 'Here's how to contact me.' followed by a list of contact methods:

- 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.

The screenshot shows the 'My Profile' and 'My Alerts' summary page. At the top, there is a navigation bar with 'City of Boston.gov', 'Stay alert. Stay informed. Stay connected.', and the 'ALERT BOSTON' logo. Below the navigation bar, the user is logged in as 'gcannonalertboston'. A green success message reads: 'Success! Your profile has been created.' The main content area has two sections:

- My Profile** (with an 'Edit' link):
 - Username: gcannonalertboston
 - First Name: Greg
 - Last Name: Cannon Everbridge
 - Registration Email: gregory.cannon@everbridge.com
 - Personal E-mail: gregorycannon@gmail.com
- My Alerts** (with an 'Edit' link):
 - Important Community Alerts:
 - School Closings
 - Street Construction Alerts
 - Severe Weather Alert

At the bottom of the page, there is a footer with the text: 'Powered by Everbridge Terms of Use Privacy Policy © 2014 Everbridge, Inc. V3.0.0-2014-05-02 14:04:46'.