



Frequently Asked Questions

Self-Registration Portal (SRP) for Cassidian Communications Emergency Notification Solutions

The Butler County Emergency Management Agency (BCEMA) relies on emergency notification technology from Cassidian Communications to keep you alert of situations and ultimately, ensure your safety. In doing so, we must have current contact information readily available at all times.

As more people transition from landline to wireless and VoIP phone service, the availability and accuracy of local 9-1-1 or commercially provided phone data has greatly diminished, creating significant gaps in communications databases. For this reason, Butler County EMA has now implemented Cassidian Communications Self-Registration Portal (SRP) to gather critical data, including cell phone numbers and email addresses, directly from you.

Please read the following frequently asked questions before clicking the portal link provided below.

What is the emergency notification system used for?

The emergency notification system employed by Butler County EMA may be used to advise you of any situation that threatens harm to life and/or property or is deemed dangerous by officials. This may include, but is certainly not limited to inclement weather, man-made disasters, crime, pandemics, hazardous materials incidents and missing persons.

Can I specify the types of notifications I want to receive?

Butler County EMA will determine which notifications are mandatory and which are elective. If applicable, you will be able to “opt out” of certain ones, reducing the overall number of system-generated communications you receive.

What, if any, contact information do you already have in the emergency notification system for me?

The emergency notification system used by Butler County EMA utilizes information obtained from 9-1-1 databases or commercial sources, both of which typically include published home (landline) phone numbers only.

What if my home phone number is unlisted?

If your home (landline) number is unlisted, there is a possibility it does not exist within our emergency notification system. To be cautious, please enter it when filling out the Self-Registration Portal form. Should the number already exist in the system’s database, you will not be contacted twice on your home phone number.

What are the browser requirements for registration?

In order to register, JavaScript and cookies must be enabled within your browser.

What information am I expected to provide through the Self-Registration Portal?

Butler County EMA is requesting your Name, Address, Home Phone, Cell Phone, Work Phone and Email Address.

How do I know the information I provide through the Self-Registration Portal will remain confidential?

Rest assured your contact information will remain confidential. It will never be sold or released for commercial purposes.



How will I know I am registered in the system before notifications are issued?

Once you complete and submit the registration form, you will receive a verification email. ***You must respond to the verification email to complete the registration process.***

What if I don't receive the verification email?

When using a personal email account (e.g., Yahoo, Hotmail, etc.), your provider may consider the verification email as spam. Check the "Spam" folder in your email account. If you find the message, simply right-click on it to set preferences for the "Sender" and indicate as "Not Spam." Your work email address is fully enabled to receive notifications from the Butler County EMA system.

What if my email address or phone number changes?

Because your primary email address is your unique identifier and username, if it changes, you will need to delete your current profile in the Self-Registration Portal and create a new one. Should any other part of your contact information change, such as your cell phone number, please log into the Self-Registration Portal and update. There is no limit to the number of times you can change your information, and in fact, we urge you to do so as often as necessary.

What is the purpose of the map on the right hand side of the Self-Registration Portal screen?

After you enter your address, a pushpin will reflect your exact location on the map.

What if my address is not reflected accurately on the map? Can I fix this?

First, be sure you entered your address correctly. If accurate, you may adjust your location by simply moving the pushpin found on the map. This is accomplished by right-clicking on the pin and moving your mouse to reflect your proper position.

What if I forget my password?

Like most websites, the Self-Registration Portal includes a "Forgot my password" option to assist those who cannot recall their login.

I plan to re-locate. How do I remove myself from the emergency notification system's database?

Simply log into the Self-Registration Portal and find the "Opt Out By" field. You can then enter the date you no longer wish to receive system-generated alerts. If you want to stop communications immediately, delete your profile by logging in and clicking "Delete Your Account." Please note that it may take one or more days for your account to be removed from the database used by the Butler County EMA notification system.

Who do I contact if I have other questions?

For more information, please call 513-785-5810.

To register for the Butler County Communicator Alert Self-Registration Portal:

Please go to the Butler County EMA website: <http://www.butlercountyohio.org/ema/>

The Registration portal is located on the main page.