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Register Online: <http://alert.charlestoncounty.org>

See Frequently Asked Questions: <http://www.charlestoncounty.org/alertfaq.htm>

Register for Alert Charleston County Emergency Phone/Text Alerts

Citizens are urged to register unlisted and mobile phone numbers with a new, free program to receive phone and text message notifications about emergency situations.

Charleston County Government introduces a new program called Alert Charleston County.

Alert Charleston County is a free program that allows the public to receive phone and text message notifications about emergency situations, such as a chemical spill, an escaped convict, a missing person or a hurricane evacuation order. When notified, citizens will hear a message that gives details on the emergency and includes instructions on any actions they should take.

During an emergency, authorities already have the ability to dial every listed landline phone number within the area affected. But if residents have an unlisted landline, cell phone or broadband phone number, they must register their number online with the Alert Charleston County program in order to receive the emergency voice or text message.

"This new capability to contact our residents on their cell phones during an emergency is a significant milestone for the County," said Cathy Haynes, Charleston County Emergency Preparedness Director. "We hope that people will take action and go online to register their numbers. The short time it takes to do so could keep them safe during an emergency."

If an emergency occurs and officials authorize an emergency notification message to the public, dispatchers will use a computer program to highlight the affected area(s) on a digital map. Once the affected area is determined, the emergency message can be sent to all numbers associated with the addresses located within the highlighted area.

"The area selected to receive a call could be as small as a few neighborhoods, or as large as the entire county, depending on the emergency," said Bill Tunick, Charleston County Telecommunications Director. "That's why it's so important for the public to register their phone numbers with addresses they want us to notify them about, such as their home, their child's daycare or even their office."

How to register to receive alert notifications:

There are two ways residents can register for Alert Charleston County to receive emergency notifications:

1. The easiest way to register is to visit <http://alert.charlestoncounty.org>, and fill out the short online registration form. If you do not have access to a computer, you can visit any Charleston County Library branch to use their computers to sign-up through <http://alert.charlestoncounty.org>.
2. Submit a paper registration form at drop boxes located in one of the Charleston County Service Centers:

East Cooper Service Center – Treasurer's Office
1189 Iron Bridge Road

Mount Pleasant, SC 29464

North Area Service Center
Lonnie Hamilton, III Public Services Building
4045 Bridge View Drive
North Charleston, SC 29405

St. Paul Service Center – Treasurer’s Office
5962 Highway 165
Ravenel, SC 29470

Charleston County will not share information provided with any agency or organization outside of Charleston County Government, and will only use registered information for the notification purposes stated.

If residents have difficulties registering, they are first asked to consult the “Frequently Asked Questions” page on <http://alert.charlestoncounty.org>. The “Frequently Asked Questions” page is extremely detailed and gives thorough explanations, examples and additional information regarding the program. If they still cannot find their answer, they can contact Alert Charleston County by phone at (843) 202-6599 or by e-mail at alert@charlestoncounty.org.