



CALL IF YOU CAN
TEXT IF YOU CAN'T
CONNECT
IF YOU MUST
911HelpMe.com



When should I text 9-1-1?

You should only text 9-1-1 if making a voice call is not possible. Text-to-911 is useful to those who are hard of hearing, deaf, or speech-impaired.

Text-to-911 could also help in situations when a caller is facing a threatening situation and a voice call could increase the threat; the caller is injured and cannot speak; the caller is in a remote location and can only send out a text message; the phone battery is low; or other scenarios.

When should I use 911helpme.com?

You should only use 911helpme.com if you cannot make a voice call or text 9-1-1. If the 9-1-1 lines in Charleston County are ever down or jammed, you can report your emergency on 911helpme.com. If you do not have access to a phone, but have a tablet or computer with internet access, you can report your emergency on 911helpme.com. 911helpme.com can also help if we have a severe weather event in Charleston County that knocks out the 9-1-1 phone lines; if there is any large scale event and the 9-1-1 lines are jammed; if you lose your phone during an incident but still have your tablet/computer; or other scenarios

How does it work?

Text-to-9-1-1

- Open a new text message.
 - Place 911 in the recipient field.
 - Your first message should be brief and include location & nature of the emergency.
 - Send the message.
 - Be prepared to answer questions and follow instructions from the 9-1-1 call taker that will text back.
 - Text in plain language. Do not use slang, abbreviations, emojis, pictures or video.
 - Once you have initiated a text-to-911 conversation, do not delete the messages or turn off your device until the call taker tells you it is okay to do so.
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- You do not need to download an app for this.
 - 9-1-1 call takers can only text if a user calls or texts first.
 - 9-1-1 call takers can text a phone that had an open line or a hang up placed to 9-1-1 after trying to call back.
 - Text-to-9-1-1 is available in Charleston County and other areas, but not available everywhere. If you text 9-1-1 in an area that does not receive text message, you will get a message indicating that texting 9-1-1 is not available and that you should make a voice call.

911helpme.com

- Place 911helpme.com in the URL field on your device
 - The site will automatically ask if you are at an address. If this address is correct, click "YES." If not click "NO."
 - Continue filling out the information about your emergency as prompted by the website.
 - The address and nature of the emergency are both necessary for responders to be dispatched.
 - Do not use slang, abbreviations, emojis or video. Use plain language
 - You must click the reCAPTCHA box, proving that you are not a robot.
 - After all information you need to report to 9-1-1 is entered, click the blue "Save and Submit" button on the bottom left of the page. This information is immediately sent to a 9-1-1 call taker and responders are then dispatched.
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- 911helpme.com is only available in Charleston County and sends information to Charleston County Consolidated 9-1-1 Center.
 - You can choose to be anonymous or request a call back on 911helpme.com
 - Reporting parties can include images in their report using 911helpme.com