

Frequently Asked Questions

ABOUT VOYENT ALERT!

What is Voyent Alert!?

Voyent Alert! is a notification system which uses advanced geospatial technology to send personalized alerts for emergencies and non-critical notifications related to the Parksville-Qualicum Beach area.

Rather than receive a generic message about an event taking place in the Parksville-Qualicum Beach area, *Voyent Alert!* will provide detailed information relevant to you. Our alerts will provide critical details including an event's distance from you, its scheduled time and your next steps. This might be a reminder to move your car for street cleaning or step-by-step directions to the nearest evacuation shelter. The message you receive will provide important information, allowing you to make better, more informed decisions.

How is this different from other regional and federal alerting systems?

Federal and provincial services advise users about issues at a provincial or district level which are usually general warnings to effectively notify the variety of users in their regions. *Voyent Alert!* works at a more detailed level to provide customized information including where the alert is relative to your location and what would be your immediate next steps. Additionally, as *Voyent Alert!* will be administered by the City of Parksville and the Town of Qualicum Beach, it will also be used for general day-to-day communications and services.

Do I have to pay to use the service or download the app?

No. This service is free and there is no charge to download the *Voyent Alert!* app.

Will I be bombarded with useless messages?

No. You will only ever receive a notification if it is relevant to a location you have selected.

Is training required to use the service?

No. *Voyent Alert!* is very simple to use. When you first register helpful hints are included to guide you in setting up your account. If you ever get stuck, click on the "?" on the side of the screen for assistance. Additional support can be found in the [Frequently Asked Questions](#) or by [submitting a question directly](#) on the *Voyent Alert!* website at https://voyent-alert.com/community/?page_id=70

Am I going to have to remember another password?

No. There are no usernames and passwords. Instead, the service uses a simple yet highly secure model called, Two-Factor Authentication. When you wish to log into your web-based account, go to the **login page** at <https://ca.voyent-alert.com/vras/user.html> and enter your email or phone number. A four-digit verification code will then be sent to your email or phone. Once you receive it, enter the code and you will be successfully logged in.

Does Voyent Alert! collect personal user information?

No. The only information required to register is a postal code and phone number or email address. No other personal information such as your name, address or date of birth is required. The *Voyent Alert!* privacy policy may be viewed at https://voyent-alert.com/community/?page_id=45.

I am concerned about privacy issues. Where is the service operated from?

Voyent Alert! is a cloud-based service utilizing Canadian-based resources for operations and storage. ICEsoft undertakes measures to ensure that *Voyent Alert!* is compliant with the Personal Information Protection and Electronic Documents Act of Canada (PIPEDA).

REGISTERING FOR VOYENT ALERT!

How do I register?

You can register for the service in one of two ways:

- **SMART PHONE** - If you would like to use *Voyent Alert!* on your smart phone download and install the *Voyent Alert!* mobile application from the Apple App Store or Google Play Store. Then simply enter in your postal code and follow the instructions.
- **TEXT, EMAIL OR VOICE CALL** – To receive these notifications, visit *Voyent Alert!*'s web-based registration page **here**. After you enter your postal code, a registration code will be sent to you by your chosen method. Once you enter the registration code, registration is complete.

Can I register my children or parents?

Yes. Provided they have access to email or a phone, you can assist them to register. Simply install the App Store or Google Play Store app or use our web registration to receive email or text alerts.

Can visitors to the community register for Voyent Alert!?

Yes. Visitors to the community can register with a local postal code just like local residents. They will be notified if any alerts are sent out that affect to any of the "My Locations" they may have set.

My postal code doesn't show my location when I try to register?

If you are having difficulty registering with your postal code, try our "Find on a Map" tool. This button is on the bottom right hand side of the screen. Select this and enter either City of Parksville or your address into the search bar.

Once you have hit the small checkbox to confirm the address you will be asked to subscribe. Continue with registration from here. If it still does not appear, you may have to contact the City of Parksville to confirm your location is registered correctly with *Voyent Alert!* Please call 250 954-3073 or email communications@parksville.ca

PLEASE NOTE:

- If you live outside Parksville boundaries and wish to receive notifications specific to the City of Parksville, please use this postal code to register – V9P 2H3
- If you live outside Qualicum Beach boundaries and wish to receive notifications specific to the Town of Qualicum Beach, please use this postal code to register – V9K 1S7

How do I unregister?

Once **logged in** to *Voyent Alert!* click on the menu options icon (three horizontal bars) located on the top of the screen and select 'My Profile'. Once in 'My Profile' select unsubscribe and you will be unregistered.

USING VOYENT ALERT! GUIDANCE AND SUPPORT

How do I log into my account?

If you are using a mobile app, simply login by opening *Voyent Alert!* on your smart device. For text/SMS, email and voice users, go to the **login page** and enter your email or phone number. A four-digit verification code will then be sent to your email or phone. Once you receive it, enter the code and you will be successfully logged in.

How do I add new locations?

Open your *Voyent Alert!* app or **login** to your *Voyent Alert!* account. Once in the system, click on the "My Locations" tab. For web-based users this is located in the top right corner, while it is located in the bottom right hand corner for mobile app users.

From here you can add one or more locations such as "kid's school," "my office" or "Mom's house". To add a new location simply click and hold a spot on the map and a popup window will appear allowing you to label the new location. Alternatively, you can enter an address through the "Add Location" button in the top right of the screen.

How do I view an alert?

All alerts and notifications that affect you will be sent directly to your device through your selected method of communication (app, phone, SMS/text or email). To learn about the alert simply open the message or answer your phone. However, if you would like to review the alert after the initial notification please use the following steps:

- **Text/email users:** Follow the "Full Details" link sent in the initial notification. This will take you directly to alert. If you are no longer able to access the initial notification, login to your account **here** and select "Notifications" in the top right hand corner of the screen.
- **Voice Users:** Login to your account **here**. Once you have logged in select 'Notifications' in the top right hand corner of the screen.

How do I subscribe to a topic?

Open your *Voyent Alert!* app or **login** to your *Voyent Alert!* account. Once in the system, hit the menu button located in the top left (shown as three horizontal bars), then select “My Topics”. Choose the ‘subscribed’ box on the left of the screen for any of the topics you would like to follow. Once a blue check mark appears you will receive notifications from that topic.

How do I unsubscribe to a topic?

Open your *Voyent Alert!* app or **login** to your *Voyent Alert!* account. Once in the system hit the menu button located in the top left (shown as three horizontal bars), then select “My Topics”. Hit the ‘subscribed’ box on the left of the screen for any of the topics you would like to unfollow. Once the blue check mark disappears you will no longer receive notifications from that topic.

How do I move a “My Location”?

Press and hold the name or icon for the location you would like to move. Once selected drag and drop the icon to the correct location.

How do I delete a “My Location”?

Select the name or icon for the location you would like to delete. Once it has been selected, press the trash can image located at the bottom of the pop-up window.

Do I have to be in Parksville to receive an alert?

No. Provided you are connected to a mobile service or can access your email, the alerts will get to you wherever you are, even if you are outside the City of Parksville.

If I close the app on my device will I still receive alerts?

Yes. *Voyent Alert!* uses a “silent notification” mode on your devices so the app can be closed at anytime.

For more information, please contact:

City of Parksville
250 954-3073
communications@parksville.ca

Town of Qualicum Beach
250 752-6921