



County of
El Dorado

Alert Notification System



The El Dorado County Sheriff's Office- Office of Emergency Services Alert Notification System provides a number of ways in which the county may contact the community in the event of an emergency such as: evacuations due to wildfires or hazardous material spills, or urgent law enforcement operations.

The El Dorado County Office of Emergency Services partnered with CodeRED emergency notification service to alert residents and businesses by telephone, cell phone, text message, email, and social media when there is a threat to the health or safety of residents.

1. Navigate to this link: <https://ready.edso.org>
2. [Click here to sign up](#)



Keeping citizens informed.
This site is optimized for current and supported common browsers (i.e. IE, Chrome, Firefox). For the best user experience, please ensure your browser is up-to-date.



County of
El Dorado

El Dorado County, CA

COMMUNITY NOTIFICATION ENROLLMENT

Please take a moment to fill in the appropriate information below to be notified by your local emergency response team in the event of emergency situations or critical community alerts. Examples include: evacuation notices, bio-terrorism alerts, boil water notices, and missing child reports.

Would you like to create a managed account?

Creating a managed account will allow you access to modify your existing notification settings and contact information. You may also add an additional address.

YES, I would like to create a managed account

No, continue to enroll as a guest

Or Create An Account

Username

Password

Confirm password

To Opt-Out and STOP receiving notifications, click here:



Your contact information is governed under [ONSOLVE's Terms of Service and Privacy Policy](#)
©2017 ONSOLVE, LLC. ONSOLVE™, CodeRED® and SmartNotice® are registered trademarks of ONSOLVE, LLC. All rights reserved.
Version:2.8.126.0

<https://ready.edso.org>

Frequently Asked Questions

How do I sign up?

1. Navigate to this link: <https://ready.edso.org>

2. [Click here to sign up](#)

If you cannot register online, you can call 530-621-5895 and speak with one of our OES staff to complete your registration.

Can I add additional numbers for my address?

Yes. You can add multiple phones and multiple email addresses during the sign-up process.

I have a landline, and it does not work when the power goes out. How will the system be able to contact me?

Make sure you have at least one working corded telephone – and be sure to turn the ringer on. The CodeRED sign-up form allows you to indicate both a primary and alternate phone number. Cell phone and/or work phone numbers can be entered as alternate phone numbers. Both primary and alternate phone numbers will be contacted when a notification is sent.

What should I do if I receive a CodeRED message?

Listen carefully to the entire message. You will have the option to repeat the message by pressing any key. Do not call 911 for further information unless directed to do so or if you need immediate aid from the Police or Fire department.

When will CodeRED be used?

Any message regarding the safety, property or welfare of the community will be disseminated using the CodeRED system. These may include AMBER alerts, notifications of hazardous traffic or road conditions, boil water advisories or evacuation notices.

What is CodeRED and why is it important to me?

CodeRED is an emergency notification service that allows emergency officials to notify residents and businesses by telephone, cell phone, text message, email, and social media regarding time-sensitive general and emergency notifications. Only authorized officials have access to the CodeRED system.

Does the CodeRED system already have my telephone number, or do I need to sign up to receive CodeRED notifications?

The CodeRED database contains information received from public databases, including regional phonebooks. However, no resident should assume that their information is in the system. The home page of the El Dorado County Sheriff's Office website, <http://www.edso.org>, has a link to the CodeRED Community Notification Enrollment page where you can register online.

Frequently Asked Questions

I have a business located in El Dorado County, can I arrange to have CodeRED contact my business?

Yes. Fill out the CodeRED registration form but be sure to select the “This address is a business” option. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and the calls will not be delivered. Businesses should register their main number and establish a procedure for distributing the CodeRED message to their workforce.

Is my personal information protected?

CodeRED is a service of Emergency Communications Network which takes security and privacy concerns very seriously. They will not sell, trade, lease or loan any data citizen supplied data to third parties.

How will I recognize a CodeRED message?

A CodeRED Emergency message will have a caller ID of 866-419-5000. A CodeRED General message will have a caller ID 855-969-4636. We suggest you program both numbers in your cell phone as a “new contact” and use “CodeRED Emergency” and “CodeRED General” as the contact name. If you need to replay the emergency notification message again, simply dial the number and you will be able to hear the message again.

Will the CodeRED system leave a message on an answering machine?

Yes, the CodeRED system will leave a message on a machine or on voicemail. The CodeRED system will leave the entire message in one pass.

What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect.

What circumstances might prevent a message from being delivered to me?

- If your contact information has changed and you have not registered your new information.
- If you only a landline at your residence, the power is out and you did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your main phone and you did not register an alternate phone number.

El Dorado County Sheriff’s Office will receive a report of undelivered calls and can instruct the CodeRED system to begin another round of calls to busy numbers. It is best to have an alternate phone number in the calling database for these situations.