

Cranford Public School District

HONEYWELL INSTANT ALERT FOR SCHOOLS

Frequently Asked Questions

Q: In what situations will the Cranford Public School District use the system?

A: In any emergency situation in which school officials determine that parents/guardians must be contacted as quickly and efficiently as possible. In addition to situations involving the potential safety of students and staff, this will include school closings, delays and early dismissals due to weather. The system may be customized in the future to create group mailboxes to accommodate the needs of the various parent groups, teachers and district staff members.

Q. What happens if I don't receive a phone call, email, etc?

A. Verify that your profile has been set up to receive the appropriate communication device.

Q. What happens if I received an alert but my spouse/partner did not?

A. The spouse/partner must be registered. Verify that your profile has been set up as a joint – not single - account.

Q. When I answered the phone call, the voice message started over. What's wrong?

A. When the dialing system detects some kind of noise (e.g., music) it assumes that you are in a noisy environment and automatically begins the message over so that the person taking the call is able to hear it.

Q. Can alerts be sent to international telephone numbers?

A: No. However, some international cell phones accept a text alert. You would need to check with your international service provider.

Q. When I attempt to register I receive an error message that reads "Invalid login details."

A. This message means that another Honeywell Alert user has already registered with the same user name.

Q. Are there any restrictions to the user name and password?

A: User names must be unique. They are not case sensitive. However, passwords are case sensitive and need to be between 7 and 17 characters long.

Q. I use Internet Explorer on an Apple computer and when I hit buttons on my application nothing happens.

A: Sometimes the IE browser locks up. Look in the upper right hand corner of the browser to see if the IE logo is no longer animated. If it isn't, you must close the browser and open a new one. All the work you did up to that point will have been saved. Or you can move to a different computer station and log in again.

Q. How many phone numbers/text addresses can a family have registered?

A: Unlimited

Q. Can a school administrator set up a parent's Alert Setup for them from the school administration interface?

A: Yes. If you would like the district to set up your parent access, contact Garnett Nichols in our technology office at 908-709-8872 or nichols@cranfordschools.org.

Q. Who has access to the Honeywell customer database?

A: No one outside of Honeywell will be directly involved. All Honeywell Instant Alert database administrators are covered under a customer confidentiality agreement.

Q. What about data security and data sharing?

A: On the Honeywell homepage (<https://instantalert.honeywell.com>) click on the Privacy Statement at the bottom of the page. Honeywell will not sell, rent, loan, trade or lease any personal information of our users, the students for whom they have responsibility, or anyone else you listed as a contact in the system.

Q. What about tech support?

A: Send an email to InstantAlertHelp@Honeywell.com. You will receive a response within 24 hours on business days.

Q. What if Honeywell tech support is unable to help me?

A: Contact the district's technology office: Garnett Nichols at 908-709-8872 or email nichols@cranfordschools.org.

Honeywell Instant Alert™ for Schools

User Interface

Website URL: <https://instantalert.honeywell.com>

Minimum Requirements

Register and create your account

1. Go to the Honeywell Instant Alert for Schools website listed above.
2. If you are not a staff member in the school, click on 'Parent' in the New User box.
3. If you are a staff member in the school, use the user name and password given to you by the school.
4. Complete the student information form. Click 'Submit.'
5. Complete the corresponding screen. Click 'Submit.'
6. After receiving the Confirmation message, click 'Proceed' to get started with Instant Alert.
7. *Note:* Remember your Login Name and Password so you may use it to update your profile.

View and check details about yourself and your family members

1. Upon successful login, click on 'My Family.'
2. Click on a parent name to view and edit parent details.
3. Click on a student name to view details about your children enrolled in this school.

Configure alert settings for yourself

1. Click on 'Alert Setup.'
 2. Click on the check boxes to select which alert type you would like to have sent to which device. Click on 'Save' when complete.
 3. If you would like to add another contact device, select the device type and enter the device details. Select the person to whom the device belongs and click on 'Add.'
 4. For e-mail, text messaging and pagers you may send yourself a test message. Click on 'Send Test Message' to send yourself a message.
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Additional Functions

View History of Alerts

Click on 'Alert History' to view Alerts that have been sent to you. Use the calendar icons and 'Alert Type' list to filter the Alerts.

Identify key contacts for your children

1. Click on 'Other Contacts.'
 2. Click on 'Add New Contact' and complete the form.
 3. Click on the 'Pick Up Rights' check box if you wish to allow this person the right to pick up your child from school. This person's name will appear on a report for the school.
 4. Click on 'Save' when complete.
 5. If you would like this person to receive Alerts from the school, return to the 'Alert Setup' page to configure this person's alert settings.
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For Assistance: InstantAlertHelp@Honeywell.com