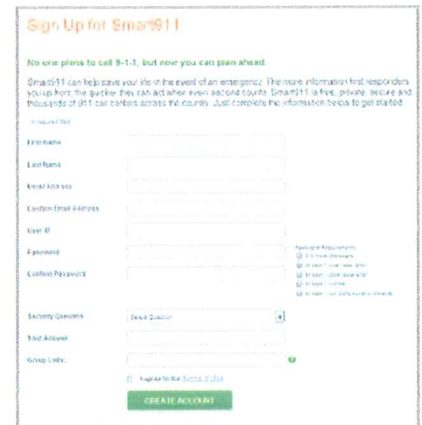


# How to Create a Smart911 Safety Profile

## Sign Up for Smart911

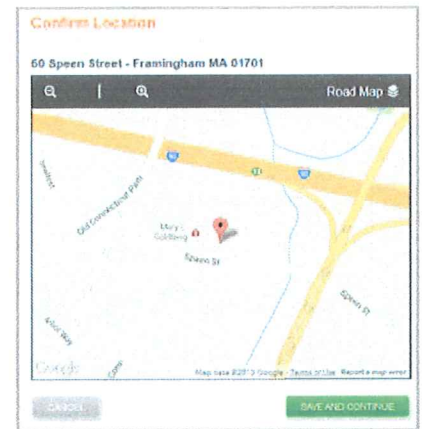
1. Visit [www.smart911.com](http://www.smart911.com) and click the "Sign Up" button.
2. Complete the required fields to create an account. Make sure to write down your username and password to make it easier to log in later.
3. Once you have completed this first page and clicked "Create Account" you will have a Smart911 Safety Profile, but you can still to provide additional information to 9-1-1 call takers and first responders.



The screenshot shows the "Sign Up for Smart911" form. It includes a heading "No one plans to call 9-1-1, but now you can plan ahead." and a sub-heading "Smart911 can help save your life in the event of an emergency. The more information first responders have about the people they can help, the better. Smart911 will help you create and manage your 911 call history across the county. Just complete the information below to get started." The form fields include: First Name, Last Name, Email Address, User ID, Password, Confirm Password, Emergency Services (with a dropdown menu), and Your Address. There is a "CREATE ACCOUNT" button at the bottom.

## Building Your Profile

4. Next you will be prompted to enter your address. This is especially important for calling 9-1-1 from a cell phone, because it lets 9-1-1 call takers know your exact address.
5. For the next step, you are asked to enter any information about yourself such as physical description and any medications or medical conditions.



The screenshot shows the "Confirm Location" screen. It displays a map of Framingham, MA, with a red pin indicating the location at "60 Speen Street - Framingham MA 01701". The map includes street names like "Speen St" and "Green St". There are "CANCEL" and "SAVE AND CONTINUE" buttons at the bottom.

## Adding & Confirming a Phone Number

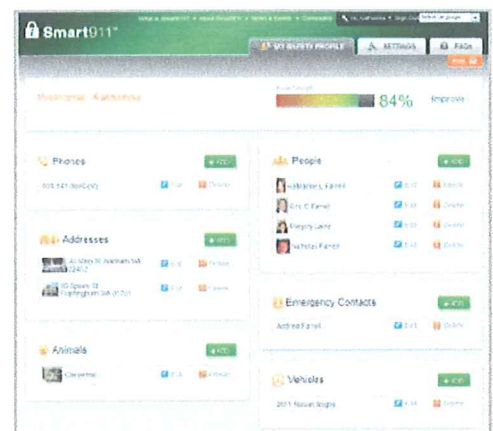
6. In order for 9-1-1 call takers to see your profile when you call 9-1-1, you need to confirm your phone lines. You can enter landlines, mobile lines and VOIP lines and you can choose a voice or text confirmation process.
7. To confirm your mobile phone, you will need to click the "Confirm" button. To confirm a landline, schedule a time for an automated call to be place to your home. When you receive the call, press 1 to confirm the phone line.



The screenshot shows the "Add Your Phone" form. It includes a heading "Add Your Phone" and a sub-heading "You're Almost There. Just Add Your Phone. You can add as many phones as you want on a single account." The form has a "Phone number" field and a "Phone type" dropdown menu with options for "Mobile" and "Other (Land Line, VOIP, Cable)".

## Smart911 Dashboard

8. Next you will see your Smart911 dashboard where you can enter any additional information about your addresses, family, animals, vehicles and emergency contacts. If you still have information you want to include after completing the field, enter that information into the "Special Notes" section.



The screenshot shows the Smart911 dashboard. It features a header with the Smart911 logo and navigation tabs for "MY SMART911 PROFILE", "ADDRESS", "CONTACTS", and "FAQS". The main content area includes a "Profile" section with a "64% Improve" status, and several sections for "Phones", "Addresses", "Animals", "People", "Emergency Contacts", and "Vehicles". Each section has a "VIEW" button and a list of items with their respective details.

## Keeping Your Profile Up to Date

9. In order to provide accurate information to 9-1-1 call takers and first responders, we require you confirm your information every 6 months. When you receive a reminder to review your information, log in using your username and password and update and necessary information or confirm the information is still accurate.

# Information to Include in Smart911

Please use this worksheet as a guide for information you would like to provide 9-1-1 call takers and first responders.

## Sign Up Information

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Leave Blank: \_\_\_\_\_  
User ID: \_\_\_\_\_  
Password: \_\_\_\_\_

## Home Address

Number: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Number of Residents: \_\_\_\_\_

## People Details

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Circle one: Male / Female \_\_\_\_\_  
Hair Color / Eye Color: \_\_\_\_\_  
Height / Weight: \_\_\_\_\_

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Circle one: Male / Female \_\_\_\_\_  
Hair Color / Eye Color: \_\_\_\_\_  
Height / Weight: \_\_\_\_\_

## Phone Number

Number of phones numbers in household: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Circle one: Mobile / Land Line / VOIP / Cable \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Circle one: Mobile / Land Line / VOIP / Cable \_\_\_\_\_

## Emergency Contact

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

## Animals

Animal Type: Pet / Service Animal / Livestock \_\_\_\_\_  
Number of Pets: \_\_\_\_\_  
Pet Name(s): \_\_\_\_\_  
Type of Animal(s): \_\_\_\_\_

## Vehicle Information

Make: \_\_\_\_\_  
Year: \_\_\_\_\_  
Color: \_\_\_\_\_  
License Plate: \_\_\_\_\_

To edit or update your account go to:  [Smart911.com](https://Smart911.com)