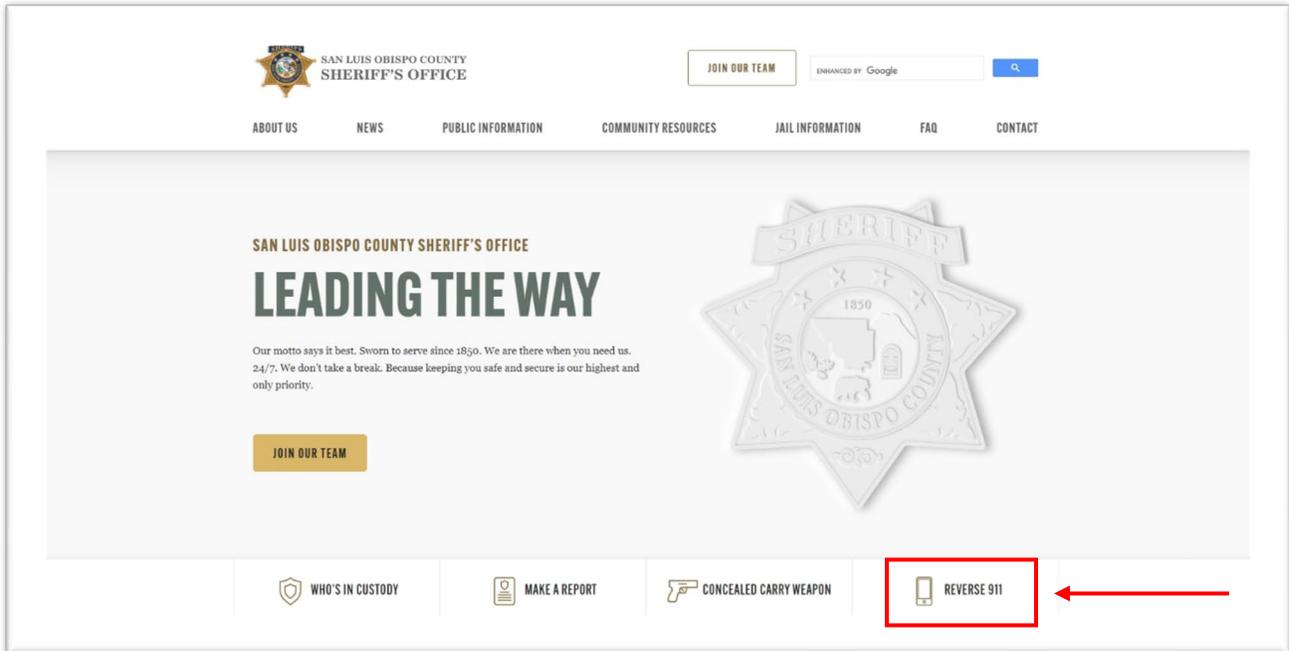


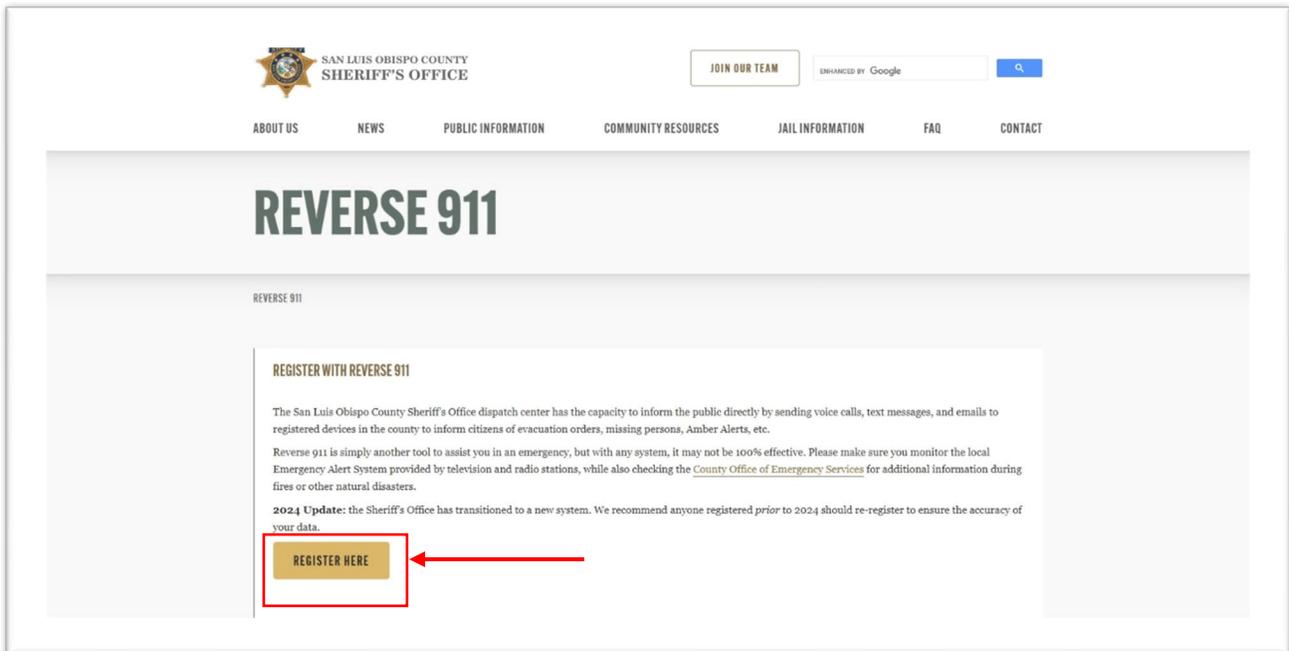
San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

Open a web browser and navigate to: <https://www.slosheriff.org/>



On the main homepage, select the button labeled “REVERSE 911.”

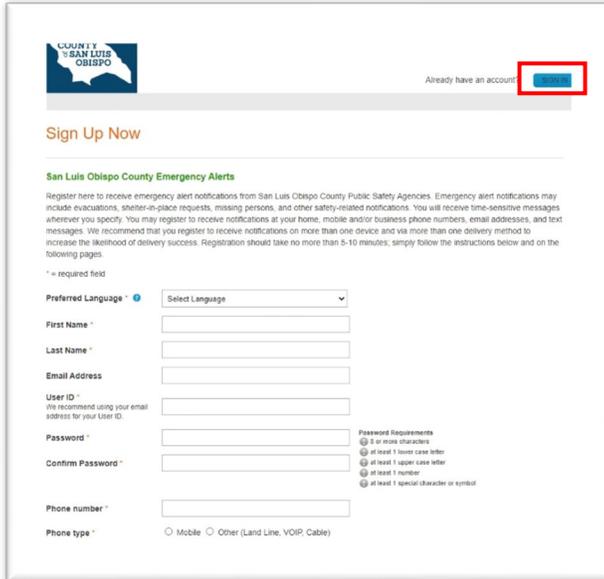
Here you will find some basic information about Reverse 911 and will have the option to register for the system.



To continue with registration, select the button labeled “REGISTER HERE.”

San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

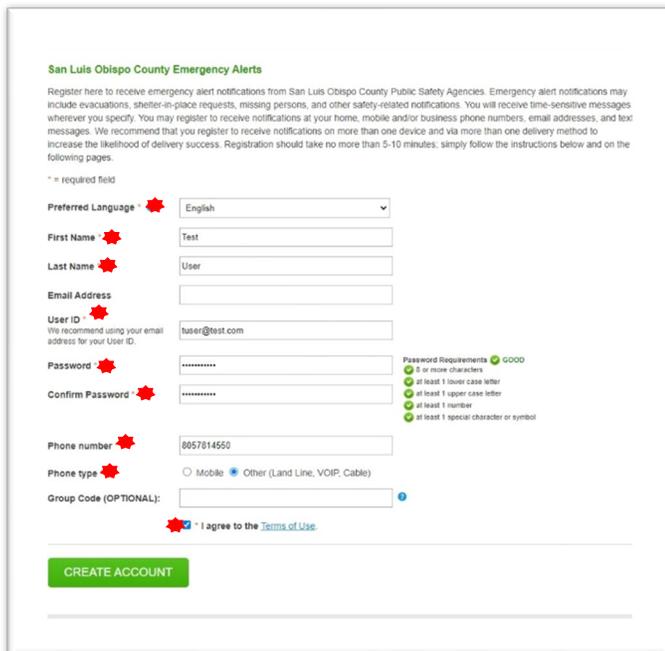
The Sheriff's Office utilizes Rave's Smart911 platform to distribute emergency alerts. As you move through the registration process, you may see references to your "Smart911" account. You will need to register with basic information to receive emergency alert notifications, but you will have the option to provide additional information that can be delivered to 911 call-takers when you dial 911 from a registered device. Information you add to your Smart911 account is only provided to 911 call-takers if their 911 Center utilizes Rave's Smart911 platform.



The screenshot shows the top of the registration page. At the top left is the San Luis Obispo County logo. To the right, there is a link that says "Already have an account?" which is enclosed in a red rectangular box. Below this is a "Sign Up Now" button. The main heading is "San Luis Obispo County Emergency Alerts". Below that is a paragraph of text explaining the purpose of the registration. A list of fields follows, each with a red asterisk indicating it is required: Preferred Language (dropdown), First Name, Last Name, Email Address, User ID, Password, Confirm Password, and Phone number. There are also radio buttons for Phone type (Mobile or Other) and a checkbox for "I agree to the Terms of Use".

From this page you can create an account or sign in to an existing account to update information.

If you do not already have an account, you can begin creating an account by filling out the form below.



This screenshot shows the registration form with red stars next to the labels for required fields: Preferred Language, First Name, Last Name, User ID, Password, Confirm Password, Phone number, and Phone type. The form is filled out with test data: Preferred Language is set to English, First Name is "Test", Last Name is "User", Email Address is "tuser@test.com", Password and Confirm Password are masked with asterisks, and Phone number is "8057814550". The "I agree to the Terms of Use" checkbox is checked. A green "CREATE ACCOUNT" button is at the bottom.

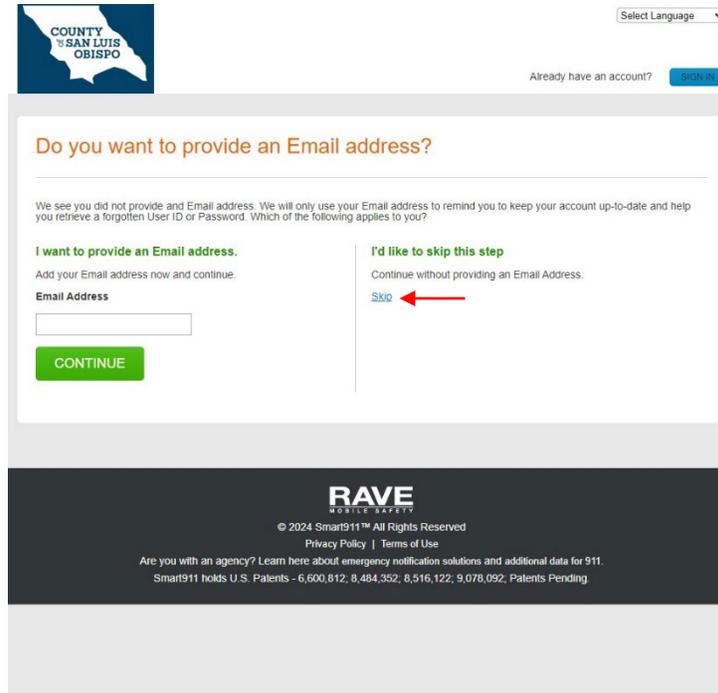
It is important to note that the following fields are **required**:

- Preferred Language
- First Name
- Last Name
- User ID
- Password
- Confirm Password
- Phone number
- Phone type
- Review the Terms of Use and then mark the checkbox agreeing to Terms of Use

*While email is not required, it is suggested that users provide their email address to assist with forgotten passwords, receive reminders to keep their accounts up to date, and as another notification method in an emergency event.

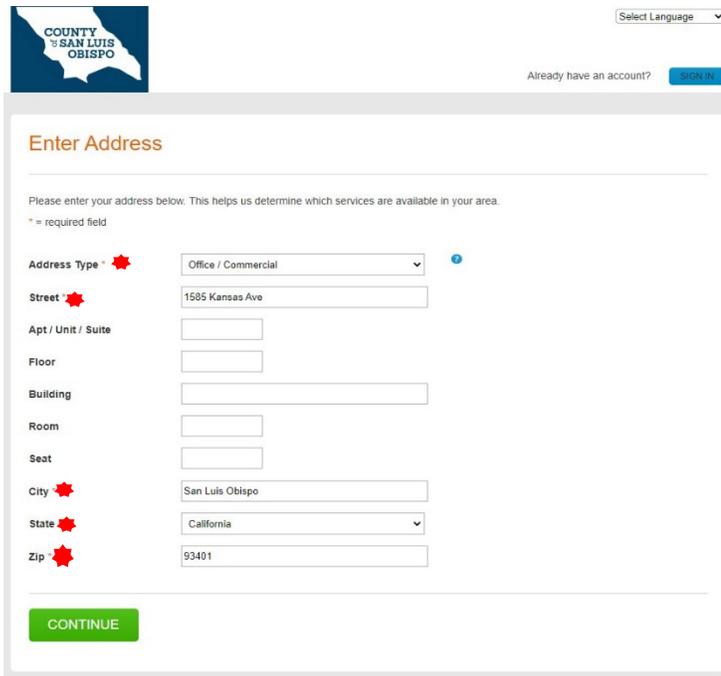
San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

If you did not provide an email address in the above form, the system will ask if you want to provide your email address, which is highly recommended. If you do not want to provide your email address you can click the link to skip.



The screenshot shows the Smart911 registration interface for San Luis Obispo County. At the top left is the County of San Luis Obispo logo. At the top right is a "Select Language" dropdown menu. Below the logo is a "Sign in" button with the text "Already have an account?". The main content area is titled "Do you want to provide an Email address?". It contains a paragraph explaining that an email address is used for account updates and password recovery. There are two options: "I want to provide an Email address." which includes a text input field for the email address and a green "CONTINUE" button; and "I'd like to skip this step" which includes a "Skip" link with a red arrow pointing to it. At the bottom of the page is a dark footer with the "RAVE MOBILE SAFETY" logo, copyright information for 2024, and links to Privacy Policy and Terms of Use.

You will then be asked to enter your address. This needs to be the physical address, not a P.O. Box, since this is the address used to determine whether or not you will receive an alert.



The screenshot shows the "Enter Address" form in the Smart911 registration process. It features the County of San Luis Obispo logo and a "Sign in" button. The form title is "Enter Address" and includes a note: "Please enter your address below. This helps us determine which services are available in your area." A legend indicates that a red asterisk (*) denotes a required field. The form contains several input fields: "Address Type" (a dropdown menu set to "Office / Commercial"), "Street" (text input with "1585 Kansas Ave"), "Apt / Unit / Suite", "Floor", "Building", "Room", "Seat", "City" (text input with "San Luis Obispo"), "State" (dropdown menu set to "California"), and "Zip" (text input with "93401"). A green "CONTINUE" button is located at the bottom of the form.

It is important to note that the following fields are **required**:

- Address Type
- Street
- City
- State
- Zip

San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

You may then be asked to confirm the address. Select the correct address.

COUNTY OF SAN LUIS OBISPO

Translate this page

Already have an account? [SHOW](#)

Confirm Address

Please select and confirm the address that is most accurate. If none of the addresses are correct, you can [go back and try again](#).

We suggest...
1585 Kansas Avenue - San Luis Obispo CA 93405
[Use this address >](#)

You entered...
1585 Kansas Ave - San Luis Obispo CA 93401
[Use this address >](#)

RAVE
© 2024 Smart911™ All Rights Reserved
[Privacy Policy](#) | [Terms of Use](#)
Are you with an agency? [Learn here about emergency notification solutions and additional data for 911.](#)
Smart911 holds U.S. Patents - 6,600,812; 8,484,352; 8,516,122; 9,078,092; Patents Pending.

The system will then display a map and ask you to confirm the address again based on the map image. Click the "CONFIRM THIS ADDRESS" button to proceed.

COUNTY OF SAN LUIS OBISPO

Translate this page

Already have an account? [SHOW](#)

Confirm Address

Please confirm the address you selected. If you want to choose another address, you can [go back and try again](#).

Confirm Location

1585 Kansas Avenue - San Luis Obispo CA 93405

CONFIRM THIS ADDRESS

Map Satellite

Kern Ave

Kansas Ave

San Luis Obispo County Jail

Google Keyboard shortcuts Map data ©2024 50 m Terms Report a map error

The map shows your selected address. If the map does not properly display your location, you can click and drag the marker to the appropriate spot.

After the address is confirmed, you will be taken to one of two phone number confirmation screens.

San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

If you selected a landline/VoIP phone when filling out the registration form, you will be asked to confirm the phone number with a phone call.

Please Note: Service will not be activated on your phone until your phone is confirmed.

The screenshot shows a web browser window with the County of San Luis Obispo logo in the top left. A navigation bar includes 'Profile' and 'Account Settings'. A blue success message reads: 'Success: Address Details for 1585 Kansas Avenue successfully added to your account.' The main heading is 'Confirm Landline/VoIP - 805-781-4550'. Below this is a 'Please Note' section: 'Please Note: Service will not be activated on your phone until your phone is confirmed. Please choose a confirmation so we can activate service on your phone. If you entered the wrong phone number, you can [go back and re-enter it](#).' Two buttons are visible: 'CONFIRM BY PHONE CALL' (green) and 'SCHEDULE A LATER CALL' (grey). Below the buttons, there are instructions for each option. At the bottom, there is a disclaimer: 'By continuing, I am acknowledging that I agree to receive recurring text messages from Rave and partner organizations about public safety events. Text messages are periodically sent on an as-needed basis. Message frequency may vary. Text STOP to 22911 or 229787 to cancel messages. Cancellation messages will prevent operators from communicating with you via text message, and will cease reminder messages. Message and data rates may apply. We do not charge for this service. However, your mobile phone company may charge for text messages. Please refer to your mobile phone's service plan for more information. This service is provided per the Privacy Policy and Terms of Use. You may access technical support by texting INFO or HELP to 22911 or 229787 at any time.'

You can request the system call you immediately to confirm, or you can schedule a phone call.

If you selected a mobile phone type when filling out the registration form, you will be asked to confirm the phone number by a text message, immediate phone call, or scheduled phone call.

Please Note: Service will not be activated on your phone until your phone is confirmed.

The screenshot shows a web browser window with the County of San Luis Obispo logo in the top left. A navigation bar includes 'Profile' and 'Account Settings'. A blue success message reads: 'Success: Address Details for 1525 Kansas Avenue successfully added to your account.' The main heading is 'Confirm Mobile Phone - 805-781-4550'. Below this is a 'Please Note' section: 'Please Note: Service will not be activated on your phone until your phone is confirmed. Please confirm your phone carrier and choose a confirmation so we can activate service on your phone. If you entered the wrong phone number, you can [go back and re-enter it](#). If text messaging is not available for your phone, you may [confirm via an automated phone call](#).' A note says '* = required field'. There is a dropdown menu for 'Carrier *'. Below the dropdown are three buttons: 'CONFIRM BY TEXT MESSAGE' (green), 'CONFIRM BY PHONE CALL' (grey), and 'SCHEDULE A LATER CALL' (grey). Below the buttons, there are instructions for each option: 'Confirm via text message (preferred) - If your phone can receive text messages and is not blocked, a confirmation code will be sent to your phone number. Message and data rates may apply.', 'Confirm with a voice call - If you are using a landline or VOIP you must use the phone call method. Please answer the call and press "1".', and 'If you cannot answer a phone call right now, you can schedule to be called at a later time.'

San Luis Obispo Sheriff's Office - Reverse 911 (Smart911) Registration Process

You will then be asked to confirm your alert preferences. This will tell the system how you would like to be notified in the event of an emergency message being sent. Once you have selected your preferences, click the "SAVE" button.

The screenshot shows the 'Alerts' configuration page for the San Luis Obispo Sheriff's Office. At the top, there is a 'Translate this page' dropdown and a user greeting 'Hi, Test | Sign Out'. Below the navigation bar, the page title is 'Alerts'. A message states: 'Please set your preferences by checking all options that you wish to enable.' Under 'Notification Preferences', it says: 'Select the notification(s) you want to receive. We recommend you select all provided communication methods, as not all alerts will be sent via all methods or preferred languages.' There is a section for 'Select the contacts you want to receive alerts.' with a checked box for '805-781-4550 (Landline)' and a 'Preferred Language' dropdown set to 'English'. A notification card for 'Emergency Notifications from San Luis Obispo County, CA' is shown with a Sheriff's Office badge. To the right of the card, there are three options: 'Text', 'Voice', and 'Email', each with a checkbox. The 'Text' checkbox is checked. A red box highlights these three options. At the bottom, there are 'SAVE' and 'CANCEL' buttons.

Your profile is now complete, and you are registered to receive Reverse 911 notifications. If you would like to add additional household members, addresses, or phone numbers, this can be done from your profile page. It is strongly recommended that users add as many devices as possible to increase the chances they will be notified during an emergency. You can also update your password or alert preferences.

The screenshot shows the 'Profile' page for the San Luis Obispo Sheriff's Office. At the top, there is a 'Translate this page' dropdown and a user greeting 'Hi, Test | Sign Out'. Below the navigation bar, the page title is 'Hi, Test' with a 'Profile Strength' indicator at 62%. The main content area is divided into three sections: 'People / Household', 'Addresses', and 'Phones'. Each section has an '+ ADD' button. The 'Addresses' section shows '1595 Kansas Avenue San Luis Obispo CA 93405 Office / Commercial' with 'Edit Basic Info' and 'Remove' links. The 'Phones' section shows '805-781-4550 (Landline)' with 'Edit' and 'Remove' links. On the right side, there is a 'Preferences' section highlighted with a red box. It contains the text: 'You are currently opted into: Emergency Notifications from San Luis Obispo County, CA' with an 'Edit Alerts' link. Below that, it says 'You are eligible for:' followed by a list: 'Participate with SmartPrepare' and 'Enroll in Smart911', with an 'Opt-in now' link.

In the bottom right pane, labeled "Preferences" you can opt-in to share additional information with 911 centers by enrolling in Smart911. This can provide 911 call-takers with information you choose to share, which may include medical conditions, medications, vehicles, pets, and access information (gate or door codes). This information can be extremely beneficial and help ensure first responders have as much information as possible to assist you during an emergency.