

## Registering for Instant Alert for St. Catharine's School

*You must update this information even if you registered before and any time your contact information changes*

If you have any difficulties registering your child or children, please review the Q&A on the back of this handout. If you need additional help, send an email to [InstantAlertHelp@Honeywell.com](mailto:InstantAlertHelp@Honeywell.com). They promise a response within 24 hours on business days.



### Why Do You Have to Register or Re-register?

We have reloaded the Honeywell Instant Alert system with the latest SCS database and are now ready to ask all parents to register, even if you have registered before. This system allows us to notify you (or the person you designate) within minutes of an emergency. The system delivers a single, clear message to all of our students' parents or guardians by phone, cell phone, e-mail, pager or PDA in any combination. These notifications may include weather related and emergency closings. This year we may be adding notifications based on what activity your child is participating in, what bus they travel on, and much more so we can also send you reminders about event times and locations or alert you to schedule changes or bus delays. As always, thank you for help.

#### To Register or Re-Register:

1. Go to <https://instantalert.honeywell.com>. (Note: *https://* not *http://* indicates the connection is secure.)
2. Click **Parent** in the **New User? Sign up now!** box.
3. Select *St. Catharine's* from the drop down list. Complete information form for your child, click **Submit**. (Note: *You must match the name exactly as it is in the school's database.*)
4. Complete the corresponding screen, click **Submit**.
5. When the Confirmation screen appears, click **Proceed**. (Note: *Remember your login name and password for future updates.*)
6. When logged in, click **My Family**.
7. Click on your name to view and edit your information.
8. Click on a student name to view details about your child or children in St. Catharine's school.

### Configuring Your Communication Devices for Alerts

1. Click on **Alert Setup** and click any check boxes that you would like us to use to send you notifications. Click **Save**.
2. To set the days and times so that alerts go to different devices such as your work phone only during work days or to your cell phone on weekends, you are free to manage notifications according to the best way to contact you. Select the types of school information you would like to receive for each of your contact devices such as the "*High Importance*" alert box ensures that urgent messages regarding school closings, delayed openings, and early dismissals due to inclement weather will be sent to that device.
3. If you want to test your setup of an email, text or pager setting, you may send a test message by clicking **Send Test Message**. (Note: *If you choose email, be sure to set up Honeywell.com as a contact so alerts are not sent to the Spam folder.*)
4. Throughout the school year, you can login and click **Alert History** to review all alerts that have been sent to you. Click the Calendar icons and Alert Type list to filter the alerts according to month, date or type.

**IMPORTANT!** If you add a relative, neighbor or friend as contacts, you **must** notify them that they could be getting Alerts.

### For assistance:

<https://instantalert.honeywell.com>

Click on **Help Request** on lower right of page

*This web-based program is designed to be set up with Internet Explorer (IE) V6.0 and above on a PC, and Safari V1.2 and above on an Apple.*

*Please do not use Mozilla Firefox on a PC or IE on an Apple.*

## Q&A

**Q.** When I attempt to register why do I receive an error message "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.** When I answered a phone call with an alert, 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.** I didn't get an alert. What happened?

**A.** It may be how you set up your Alerts. For example, if you choose to have a phone receive alerts from 8:00 AM to 5:00 PM on weekdays, that phone will only receive alerts that are sent by the school between those times. So if the school sends an alert at 8:03 AM, the phone will receive it, but if the school sends an alert at 7:55 AM, the phone will not receive it. Some have incorrectly assumed that the 7:55 AM call would be held until 8:00 AM. If you did not receive an alert, this could certainly be the reason.

*Honeywell for Schools will not sell, rent, trade, loan or lease your personal information!*

St. Catharine's School

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