

Honeywell Instant Alert® for Schools Frequently Asked Questions – Parents – Integration Interface

- Registration -

Q: I'm trying to register and I received an error that says my child cannot be located. What's wrong?

A: With the type of Instant Alert setup your school has selected, which is called the integration model, parents do not need to register with Instant Alert in order to receive alerts. You will receive alerts on the contact devices that you have already provided to your school.

- Alert Receipt -

Q: How many phone numbers can a family have?

A: A family may receive alerts on the amount of phone numbers that are allowed by the school's student database.

Q: How many email and text addresses can a family have?

A: A family may receive alerts on the amount of email and text devices that are allowed by the school's student database.

Q: What happens if my line is busy or I don't answer and I don't have an answering machine?

A: Should a call reach a busy signal, the system will try the call a total of 5 times, waiting 3 minutes, 5 minutes and then 10 minutes between calls. On non-answers, the system will try the call a total of four times, waiting 15 minutes between calls. If the call reaches a voicemail system or answering machine, it will leave a message.

Q: How do the email alerts get through spam blockers?

A: We have made arrangements with some email providers to allow our emails into their system without the spam designation. Email systems let the user create their own list of allowable email addresses. If you are not receiving alerts on our email address, check your junk email folder and put @honeywell.com in your allowable email list.

Q: Can your calls get through telezappers?

A: Yes. If you have a telezapper you should submit a request to our help desk via the Help Request link to ignore the telezapper along with the associated phone number.

Q: Why didn't I receive a phone call from the last alert that was sent?

A: Check with your school to make sure they have the correct phone numbers on file for you.

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

A: The phone dialing system detected noise on your line, such as talking, coughing or typing. It assumed you were in a noisy area and you could not hear the message, so it started over for you.

Q: Why didn't I receive an e-mail from the last alert that was sent?

A: Check with your school to make sure they have the correct email address on file for you. Also be sure to check your junk email folder and add "@Honeywell.com" to your safe senders list.

Q: Can I control the manner in which I receive alerts?

A: With the type of Instant Alert setup your school has chosen, the school actually has control over where alerts are sent. For example, the school may choose to have emergency alerts sent to your home, work and cell phone numbers plus your email address while the general information alerts may be set up to go

to just your home phone and email address. If you have concerns over how the alert are being sent to you, please contact your school.

Q: What if I have concerns about data security and data sharing?

A: Go to our homepage at <https://instantalert.honeywell.com> and click on the Privacy Statement at the bottom of the page. We will not sell, rent, loan, trade, or lease any personal information of our members, the children for whom they have responsibility, or others listed as contacts in the system.