



# COUNTY OF ERIE

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COUNTY EXECUTIVE

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Commissioner

## **DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES**

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### **IAM RESPONDING UPDATE AT&T TEXT MESSAGE ISSUES**

AT&T has enabled Email-to-Text Blocking. This gives AT&T mobile device users the ability to block all SMS and MMS messages coming from email addresses, which is a major source of spam. This feature can be enabled on the AT&T ActiveArmor mobile security app. It works on an “all or nothing” basis. If a customer turns this feature “on,” they may inadvertently block emergency or urgent text messages sent by govt. agencies if the agency used email to send text messages. (Note that FirstNet users will not have the option to turn this feature on.) Why does this matter? AT&T wants public safety and government entities to be aware of Email-to-Text Blocking’s availability. Any group or organization that legitimately uses email origination of SMS/MMS as part of its communication toolkit should make sure that its user community understands the tool’s potential for unintended disruption of those valid messages. We give a clear notice when a customer activates the switch that all texts from emails will be blocked, which may include wanted messages. Customers who enable Email-to-Text blocking can also choose to cancel it using the same on/off toggle on the ActiveArmor app. The email-to-text switch will not block Wireless Emergency Alerts. Most phones give the ability to turn off emergency alerts, as well. Should users of Email-to-Text Blocking have questions or issues, they should contact AT&T Customer Care by dialing 611 from their AT&T mobile device.

**Schedule free training.** We offer free training at your convenience so that you can get the most out of your IaR system. Fill out the training form [here](#) to set up a customized training session! You can also reach out to our training coordinators directly by emailing [Training@Emergencysmc.com](mailto:Training@Emergencysmc.com) or calling our office at (315) 701-1372.

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. Email at [alert@erie.gov](mailto:alert@erie.gov) you will reach a staff member to address your specific issue.

When possible we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>