



COUNTY OF ERIE

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DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

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IAM RESPONDING UPDATE TEXT MESSAGE ISSUES-HAVING REDUNDANCY

IAM Responding uses email-to-text to send Text Messages to your device. This is when your text message originates from an email address. This is how IAM Responding sends text messages to all our users, through their own cellular carrier's email-to-text Text Message Address.

We suggest that you NOT rely on text messaging as your primary method of receiving IamResponding notices and alerts. Instead, we highly suggest using the **IaR app**, along with **Text/Email Alerts** as your messaging pathways for receiving IaR notices and alerts. This is why we provide these redundant messaging pathways for all users. In-app push notifications are the best of the options, as those directly open app functions. Those all work on all carriers.

The only thing that isn't fully working is AT&T for delivery of some text messages to AT&T devices. That is due to changes that AT&T has made. IAM Responding is working with AT&T to resolve that.

Redundant, simultaneous messaging pathways is the best way to get all your notifications.

What can AT&T users do?

1-You can utilize IaR App alerts and Email Alerts from IamResponding. You will get all messages and alerts properly and timely.

2-You can consider a switch to FirstNet, which is still AT&T service. FirstNet is owned and operated by AT&T (with a focus on First Responders), and all texting still works on FirstNet (as well as on all other carrier networks).

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 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 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/>