

## Stafford Alert Help Guide

### **Directions on a desktop computer**

1. Go to [Stafford County](http://staffordcountyva.gov) website(staffordcountyva.gov).
2. Hover over the **Residents** tab at the top of the page.
3. Then hover over the Connect dropdown menu and click on the **Stafford Alert** option.
4. You will then be redirected to the Stafford Alert website.
5. Once you are on the website, you can sign into your account or sign up for an account.
6. If you have forgotten your username or password, click on the responding links in blue and follow the further steps it prompts you to do.

### **If you want to change alert subscriptions:**

1. Sign into your account
2. Go to the **“My Subscriptions”** area on the right side of the screen and click on the blue **“Edit”** button.
3. Browse through the **Alert Subscriptions** area and either select or deselect options by clicking on the checkboxes.
4. Then scroll down to the bottom of the screen and click the blue save button.

### **If you want to change phone numbers or emails on the profile:**

1. Go to the **“My Profile”** area on the left side of the screen and click on blue **“Edit”** button.
2. Scroll down to the **“Contact Information”** area and enter the desired phone numbers or email information you want to use for alerts.
3. Then scroll down to the bottom of the screen and click the blue save button.

### **To Delete Your Account:**

1. Sign into your account
2. Go to the **“My Profile”** area on the left side of the screen.
3. Click on the **“Delete My Account”** button

## **Directions on a mobile device**

1. Go to [Stafford County](http://staffordcountyva.gov) website(staffordcountyva.gov).
2. Click on the three lines button in the top right side of the page
3. Click on the **Residents** drop down arrow.
4. Then click on the **Connect** drop down arrow and select the **Stafford Alert** option.
5. You will then be redirected to the Stafford Alert website.
6. Once you are on the website, you can sign into your account or sign up for an account.
7. If you have forgotten your username or password, click on the responding links in blue and follow the further steps it prompts you to do.

### **If you want to change alert subscriptions:**

1. Sign into your account
2. Scroll down to “**My Subscriptions**” on the screen and click on the blue “**Edit**” link.
3. Browse through the **Alert Subscriptions** area and either select or deselect options by clicking on the checkboxes.
4. Then scroll down to the bottom of the screen and click the blue save button.

### **If you want to change phone numbers or emails on the profile:**

1. Go to the “**My Profile**” area on the screen and click on blue “**Edit**” button.
2. Scroll down to the “**Here’s how to contact me**” area and enter the desired phone numbers or email information you want to use for alerts.
3. Then scroll down to the bottom of the screen and click the blue save button.

### **To Delete Your Account:**

1. Sign into your account
2. Go to the “**My Profile**” area on the screen.
3. Click on the “**Delete My Account**” button