

Signing Up for Nixie and Everbridge

Signing Up for Nixie Alerts on the Nixie Website

1. Navigate to the Nixie Website (<https://www.nixle.com/>)
2. Enter your zip code (07021 for Essex Fells residents)
3. Press "sign up"
4. Enter your email, new password, full name, language, phone number, and select whether you want to receive voice messages
5. Enter your home address
6. Text YES to the Nixie phone number that texts you
7. Fill out optional demographic information

SmartPath Information

SmartPath changes the way you receive advisory Nixie messages. It is supposed to reduce SMS fatigue by only texting alerts, while emailing advisory and community notifications. Here is a breakdown of the changes that SmartPath made:

- Users who subscribed using both their cell phone number and email, will start receiving advisory **Nixie** messages via email only instead of text messages
- Users who subscribed using only their email address will continue receiving advisory **Nixie** messages via email
- Users who subscribed using only their cell phone number will continue receiving advisory **Nixie** messages via text message

This means **that certain users may only receive alerts through emails instead of text messages** if they have an email registered with Nixie. The Borough of Essex Fells has proposed three solutions to remedy this problem.

Nixle Notification Type	SMS	Email	Everbridge App
ALERT Used in emergencies when an active threat to public health and safety	Always	Always, if email address is on file	Push notification
ADVISORY Used for non-emergent community notifications	SMS, only if no email address on file	Email only, if email is on file	Push notification
Nixle DOES NOT support both SMS and email for ADVISORY messages.			

Solutions to SmartPath

Solution 1: Checking your settings

1. Log into your resident account on the Nixle website
2. Click “Settings” in the top-right corner
3. Make sure that “SMS msgs to mobile phone” are selected for both advisories and alerts for the Borough of Essex Fells

Solution 2: Download the Everbridge app

1. Download Everbridge from the app store (for the desktop version, visit <https://www.everbridge.com/>)
2. Enter “07021” as your Zipcode
3. Subscribe to Borough of Essex Fells
4. Enter your first and last name when subscribing
5. Click “Start Here” under “Getting text alerts from 888-777 or 692-692 numbers?”
6. Enter your phone number and press “Send Verification Code”
7. Enter the verification code that was sent to you
8. Now you will receive Everbridge mobile-app notifications for low-priority events

Note: The Everbridge App delivers notifications in the form of push notifications.

Solution 3: Delete your email address from your Nixle account

1. Sign into your Nixle account
2. Navigate to the top-right of the screen and select “Account”
3. Click “Disable All Email Notifications” or delete your email account from your Nixle account