OFFICE OF THE SUPERINTENDENT

September 9, 2011

Dear Sickles and Knollwood Parents,

This year we will once again be using our Instant Alert System for communicating school closings, delayed openings and other critical information. I encourage all families to re-visit their Instant Alert profiles and make any necessary changes in phone numbers, email addresses, etc.

When we instituted our Instant Alert System in 2009-10, most families signed on to receive all "alerts" on multiple devices including home phones, cell phones, work phones, email and text. This resulted in an assortment of phones ringing in many Fair Haven households every time we sent out an alert. Last year, many families customized the way they received specific types of alerts so as to have fewer devices ringing in the early morning hours. This can be done quite easily by following the directions at the bottom of this letter.

Alerts are categorized into the following groupings:

Category of Alerts	Information that will be communicated in each category
• School Closing	Information about closing or delayed opening of school
• High Importance	Information of a critical nature
• Activities	Information about clubs, after-school activities, etc.
• Athletics	Information about sports practices, games, etc.
• General	Communications that do not fit into any of the above categories

Families may customize the way they receive alerts in any way they choose. One possibility is that only "School Closing" and "High Importance" alerts are programmed for all devices and that other categories of alerts are confined to home phone and/or cell phone. Keep in mind that you may revise your alert profile at any time during the year so if you find that your selected customization plan is not optimal, you may easily make changes.

Finally, we ask that you do not call school when you receive an alert but that instead you listen to the message. Last year, each time we sent out an alert we would receive 15-20 calls from parents who upon seeing the school's phone number on their caller ID, hit redial rather than listening to the message. In the case of a true emergency, answering these calls would have a detrimental effect on our ability to communicate with police and other outside agencies. We thank you in advance for your help in eliminating this problem.

Please do not hesitate to call my office if you have any problems updating your alert setup. We would be happy to assist you!

Sincerely,

Kathi Cronin
Kathi Cronin
Superintendent

How to Update Your Instant Alert Settings
Log on to: Honeywell Instant Alert Website URL: https://instantalert.honeywell.com

- **Enter the user name and password that you created when you registered. If you have forgotten either your user name or password, you will be prompted to enter some additional information and your user name and/or password will be sent immediately to your email account.**
- **Click on 'Alert Setup.'**
- **Check (or un-check) the check boxes to select which alert type you would like to have sent to which device. Click on 'Save' when complete.**
- **For e-mail, text messaging and pagers you may send yourself a test message. Click on 'Send Test Message' to send yourself a message.**