

Q: Why are messages from the City's Citizen Alerts system sometimes labeled as "spam"?

A: Springville City has a local phone number through Everbridge, which is the number that shows up on your phone when messages go out via text/cell phone calls. Typically, this should prevent our calls from being marked as spam, however some carriers might mark messages as spam, even if they look like they are coming from a local number. To avoid messages or calls being labeled as "spam", citizens can create a contact for Everbridge using the phone number: (801) 491-5568

Q: Can I edit or delete my account?

A: Yes! If you ever need to edit your account (change or add an address, update alerts, etc.) or delete your account, you can access your account by going to the city website at springville.org and click "emergency alerts". After logging into your account, you can edit or delete your account. If you need additional help, you can contact the city at (801) 491-5537.

Q: Why can I enter multiple addresses?

A: When you enter an address into the City's Citizen Alerts system, you will receive alerts regarding the area surrounding that address. You can add addresses in the city that you would want to receive alerts about, for example: your child's school, your work location, your parents' house, etc.

Q: Why am I receiving alerts if I didn't sign up?

A: If you don't remember signing up for Springville City's Citizen Alerts, the most common reason you may be receiving alerts is through the Nebo School District. If you have a child in the Nebo School District, your information is linked to the Citizen Alerts system to enable the school district to alert you to any emergencies that may occur near your child's school. If you need additional help, you can contact the city at (801) 491-5537.