

Genasys Protect FAQs - GP PROTECT

Find answers to some frequently asked questions about the Genasys Protect platform.

What is Genasys Protect?

Genasys Protect is a comprehensive platform designed to facilitate seamless communication of essential information from first responders and emergency managers directly to citizens and community members. Our platform ensures timely dissemination of critical information during emergencies, empowering citizens to make informed decisions for their safety and well-being.

In addition to facilitating critical communication during emergencies, Genasys Protect also includes evacuation zones. By incorporating evacuation zones, Genasys Protect ensures that emergency responses are as efficient and targeted as possible, further bolstering community safety."

Why are evacuation zones important?

Genasys Protect's pre-established evacuation zones streamline emergency responses, reducing confusion and optimizing traffic flow. By prioritizing at-risk areas, emergency personnel prevent dangerous congestion, ensuring swift evacuations. Plus, it provides a common reference system for all responders and the community, enhancing coordination.

When I enter my address into the Genasys Protect site, why don't I see the best route to evacuate? How will I know where I should go?

Evacuation routes are always incident-specific because the best route to take is always relative to the location and type of threat. When an emergency evacuation occurs, make sure to check your county's alerts and open Genasys Protect to review the status of your zone. When it's time to evacuate, pay close attention to your surroundings and look out for law enforcement directing traffic.

To prepare further, you should become familiar with your zone, both on the platform and out in the real world. Take the time to walk or drive around areas in your zone that you are less familiar with and locate the fastest routes to nearby major roadways to ensure you are familiar with the various ways of getting in and out during an emergency. Ideally, you should be able to find your way even without access to a map or if you lose internet access. We recommend taking a screenshot of your zone and its surrounding area, printing it out, and drawing multiple potential exits that you can reference in the case of a disaster.

What will happen once it's time to evacuate?

During an emergency, first responders will alert you to the threat through your county's alert system (via text, call, or email) and may also post updates on social media. If you have not registered for your county's alert system, do so now to ensure that you are in the loop (if you don't know how to register for alerts, check out [this article](#)). Pay close attention to the zones that have an Evacuation Warning and mandatory Evacuation Orders. You can check to see if your zone has been affected at protect.genasys.com.

What's the difference between Genasys Protect and Google or Apple Maps? Can I plug in an address and get directions to another location?

Genasys Protect is not a navigation tool like Google or Apple Maps, which means you cannot plot directions or receive evacuation directions.

We recommend downloading the Waze app and using it to navigate during an emergency, as Genasys automatically sends road and zone closure information to Waze, which you will be able to see and use to determine your evacuation route. However, please remember that it is crucial to always follow directions from emergency response personnel first and foremost, and connectivity may fail during an emergency, so don't rely on navigation apps to tell you where to go. Be sure to know your area, and have several different evacuation routes planned from your house.

I thought I already had an evacuation zone, but in Genasys Protect it is different. Did something change?

All zones in Genasys Protect are published by the county and are authoritative. Genasys works directly with each county we serve and all information for a zone or county listed on the site has been approved by the county. If your county had evacuation zones before joining Genasys, it is possible the boundaries changed to take into account things like population density, geography, law and fire jurisdictions, traffic flow, etc. If you are seeing a discrepancy or have any questions, please contact support@genasys.com.

Where does the information in Genasys Protect come from and who keeps it updated?

Your county worked directly with Genasys to add and approve all of the information of your zone, and the appointed emergency response personnel update the statuses and information during emergencies.

Did my county participate in developing our evacuation zones in Genasys Protect?

Yes! All of the zones in Genasys Protect have been developed and approved through close collaboration with law, fire, and emergency service agencies in your county.

Do I need to pay to use Genasys Protect?

No, you do not need to pay. The cost of Genasys Protect is paid for by the county, either through tax dollars, or through grants or nonprofits. You can access Genasys Protect any time at protect.genasys.com.

Can I evacuate before my zone is under an Evacuation Order status?

You can certainly evacuate early, or if you see an immediate threat. An incident may evolve unpredictably and rapidly, meaning it is possible that your zone status may not always be updated ahead of the threat. If you feel unsafe, evacuate immediately. Genasys Protect is simply a resource to give you additional information to help you make evacuation decisions.

Can I find evacuation shelters in Genasys Protect?

Yes, you will have the ability to view evacuation centers, animal shelters, and other resources. Generally, these evacuation points are not visible to the community until an emergency occurs because their location must be relative to the location and type of incident.

Why is my zone identifier so cryptic? Why doesn't it just have a name?

The first three letters represent your city's name (or if you are in an unincorporated area, the name of your county), the E is short for Evacuation, and the last three numbers are the unique code that distinguishes your zone from the other in your area. This system is consistent across your county and make it easy for first responders to plan and execute evacuations. The zone identifier system provides each zone with a globally unique ID so there is no confusion about which zone is being referred to.

I noticed that my zone has a letter attached on the end of the name. What is the difference between zone E005 and E005-A?

During an incident, first responders may need to split your zone into multiple sections in order to evacuate community members or repopulate a zone in the most effective way. If your zone contains a letter on the end (example: E005-A, E005-B, E005-C), this means that your original zone (E005) was split up. Type in your address at protect.genasys.com to make sure you have the right information and follow all instructions for the zone you are given.

Mobile App

Is there a Genasys Protect mobile app?

Yes, there is. The app provides the same information as the website. Additionally you can also save locations to get emergency alerts.

How to find the mobile app?

Finding the Genasys Protect app is simple! You can easily locate and download it from the App Store for iOS devices or the Google Play Store for Android devices. Simply search for 'Genasys Protect' in the store's search bar, and once you find the app, just tap on the 'Download' or 'Install' button to get started. Alternatively, you can visit our website at [genasys Protect](#) and follow the provided download link to access the app directly.

What operating system do I need to have to use the Genasys Protect app?

- For iOS, we support the OS 11.0 or above.
- For Android, we support 9 and above.

What does following a zone do? How many zones can I follow?

In the app, saving a location allows you to receive push notifications when that area's status changes. To save a location, simply search for the address you'd like to receive alerts for and toggle the 'Save Location' option. Your saved locations will then appear on the Home screen within the app under 'My Saved Locations.' Each user can save up to five locations to receive alerts tailored to their specific areas of interest." Saving location will enable alerts from the county we are partnered with. In case we are not partnered with an area you live in, we will communicate that when you try to save location.

If I turn on notifications, what types of alerts will I receive?

"If you've saved a location, you'll receive alerts from alerting systems by Genasys. These alerts can be in form of zone alerts or county alerts. If you've opted to always share your location with the app, you'll automatically receive alerts for your current location, if they use Genasys products.

The Genasys Protect app sends two types of alerts: critical and normal. Critical alerts are issued when the emergency manager tags an alerts as critical or the saved location or your current location enters an Evacuation Order, Evacuation Warning, Shelter in Place, or is classified as Evacuation Level 2. These alerts are designed to grab your attention—they will notify you with sound even if your phone is in Do Not Disturb mode or set to silent.

Normal alerts function similarly to standard push notifications on your phone. They are sent when your zone transitions to Advisory, Evacuation Order Lifted, Normal status, or Evacuation Level 1.

 Note: For the app to send you alerts for your current location, please ensure that the location sharing option is set to 'Always On' in your phone settings.

Why am I not receiving notifications for any zone changes?

- Check to make sure you have notifications turned on for the Genasys Protect app.
- Turn your location sharing to always on, in case you are not receiving alerts for the zone you are in.
- Ensure you are using the latest Version. Check for an update on the App Store or Play Store.

Why did I not receive an alert for my current location even when my location is shared and I entered a zone which is in Shelter in Place?

The app checks for your location only when it detects movement in your phone. Due to this, there might be a delay in receiving alerts as the operating system controls this communication. This ensures that users are informed about the necessary settings adjustment for optimal functionality of the app and provides clarity regarding potential delays in receiving alerts.

Why does the app for share location feature?

To ensure optimal functionality of the app and make the most of its features, we recommend enabling notifications and allowing the app to always access your location. Rest assured, we do not collect or share location information.