

Baden Borough Notification System **Account Registration & Setup Instructions**

Last updated: 3/12/24

Baden Borough uses OnSolve CodeRED to send alerts to residents. To receive alerts, you must create an account on the **Account Portal**. This guide contains step-by-step instructions for registering your account and signing up for alerts.

Before getting started, please make sure you have access to an email address. If you do not use email, ask a friend or family member for assistance. Please also make sure you're using a modern web browser like Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari. The website may not work properly in Internet Explorer.

If you're experiencing problems with account registration or have questions about the CodeRED platform, please contact the Baden Borough office during normal business hours (M-F, 8:00am – 4:00pm) at (724) 869-3700.

Part 1: Creating your Account

1. In your web browser, navigate to <https://accountportal.onsolve.net/badenpa>
2. Note the section labeled **Need an Account?** on the right side of the page. Click the **Register** button.

The screenshot shows the 'BADEN BOROUGH NOTIFICATION SERVICE' login and registration page. On the left, there is a 'Sign In to your account' section with fields for 'Username*' and 'Password*', a 'REMEMBER ME' checkbox, and a 'Forgot Username or Password?' link. A 'SIGN IN' button is at the bottom. On the right, a blue box titled 'Need an Account?' contains the text 'Let's get your information so you may start receiving notifications from Baden Borough Notification Service' and a 'REGISTER' button.


3. On the registration form, enter your first and last names, an account username, and an account password.

- a. **Tip:** Your username should be simple, without spaces or special characters. We recommend your first and last name, all lowercase, without spaces.
 - b. Make sure to write down or save your username and password! You'll need it later.
4. Review the OnSolve privacy policy and check the box to agree.

5. Check the box to confirm that you're not a robot (this is an anti-spam precaution)

6. Click the **Next** button.

1 ☒ I have read, understand and agree to the [OnSolve privacy policy](#).

2 ☒ I'm not a robot 

Already have an Account? [Sign in](#)

3 **NEXT**

7. Next, you'll be asked to provide a contact method for verification. This step is necessary to ensure that you can regain access to your account if you're ever locked out or if you forget your password. Currently, OnSolve only supports **email verification**. Select the dropdown box labeled **Select primary contact method** and select **Email**.

Preferred Contact Method

Select the best method of communication you can be reached at, so we may send you a verification code:

Select primary contact method

Already have an Account? [Sign in](#)

SEND CODE

→

Preferred Contact Method

Select the best method of communication you can be reached at, so we may send you a verification code:

Email

Email*

myemailaddress@myemail.com

Already have an Account? [Sign in](#)

SEND CODE

8. Enter a valid email address and click the **Send Code** button.
9. Within a few minutes, you will receive an email from noreply@notify.onsolve.net with the subject line **Device Verification Code**. If you do not receive an email within a few minutes, double-check the spelling of your email address and make sure the email didn't get filtered into your spam/junk folder.
10. Locate the 6-digit verification code in the email and enter it in the provided space.
11. Click the **Next** button, and your account will be created. From now on, you can log into your account portal by navigating to <https://accountportal.onsolve.net/badenpa> and entering the username and password you just created.

Email Confirmation

Please check your email, and enter the provided authentication code.

Enter your code here

Already have an Account? [Sign in](#)

NEXT

[I DID NOT RECEIVE A CODE](#)

Part 2: Adding Devices & Signing up for Alerts

Now that you've created your account, you have access to the **Account Portal**, from which you can manage:

1. Your **Personal Details**, like your name
2. Your **Device Details**, specifically the phone numbers and email addresses where you'll receive alerts
3. Your **Location Details**, like your home address. At least 1 location must be entered.

The Personal Details section should already contain your name, and there's nothing else to add there.

The OnSolve CodeRED platform can send alerts via voice message, text message (SMS), and email. You can sign up to receive alerts in multiple formats by adding your contact information in the **Device Details** section.

Your email address will already be listed under **Device Details** because you just verified it, so you will already be subscribed to email alerts.

To add additional devices:

1. Click **Add Device** in the **Device Details** section.
2. Expand the **Device Type** drop-down and select the appropriate option
 - a. For **text message alerts**, select **SMS**
 - b. For **voice alerts/phone calls**, select **Voice**
 - c. For **email alerts**, select **Email**
3. Set the device label (if applicable). This is an optional step.
4. Enter the phone number (for text message and voice alerts) or email address (for email alerts)
 - a. **Note:** When entering a phone number, do not include hyphens, parentheses, or any other delimiters

The screenshot shows the 'BADEN BOROUGH NOTIFICATION SERVICE' account portal. It has three main sections: 'Personal Details' (labeled 1), 'Device Details' (labeled 2), and 'Location Details' (labeled 3). The 'Personal Details' section shows a welcome message to Joseph and fields for First Name (Joseph), Middle Name (Enter middle name), and Last Name (Bosh). The 'Device Details' section shows a 'Primary Email' field and an 'Add Device' button. The 'Location Details' section shows 'Add PRIMARY ADDRESS' and 'Add SECONDARY ADDRESS' buttons. At the bottom, there are 'DEACTIVATE', 'SIGN OUT', and 'SAVE' buttons.

This screenshot shows the 'Add Details' form for a 'Voice' device. The 'Device Type' dropdown is set to 'Voice'. The 'Device Label' dropdown is set to 'Mobile Phone'. The 'Country Code (optional)' dropdown is empty. The 'Phone Number*' field contains '7248695555'. There are 'Activated' and 'Private' toggle switches, both currently turned off. At the bottom are 'ADD' and 'CANCEL' buttons.

This screenshot shows the 'Add Details' form for an 'SMS' device. The 'Device Type' dropdown is set to 'SMS'. The 'Device Label' dropdown is set to 'SMS'. The 'Country Code (optional)' dropdown is empty. The 'Phone Number*' field contains '7248695555'. There are 'Activated' and 'Private' toggle switches, both currently turned off. At the bottom are 'ADD' and 'CANCEL' buttons.

5. Click the **Add** button. The device will be added and appear under **Device Details**. Continue adding devices as needed. Baden Borough allows residents to receive alerts at 2 email addresses, 2 phone numbers for voice alerts, and 1 phone number for text message (SMS) alerts

Once a device has been added, you can update or delete it using the buttons that appear immediately after the phone number/email address.

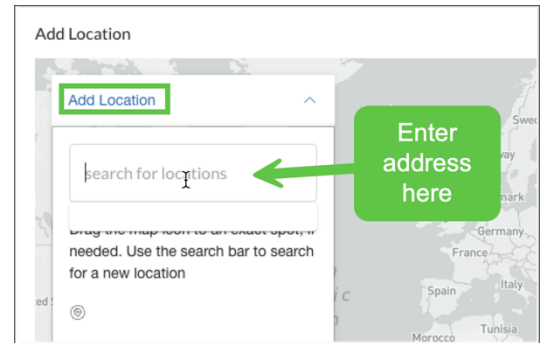


Part 3: Setting your Location

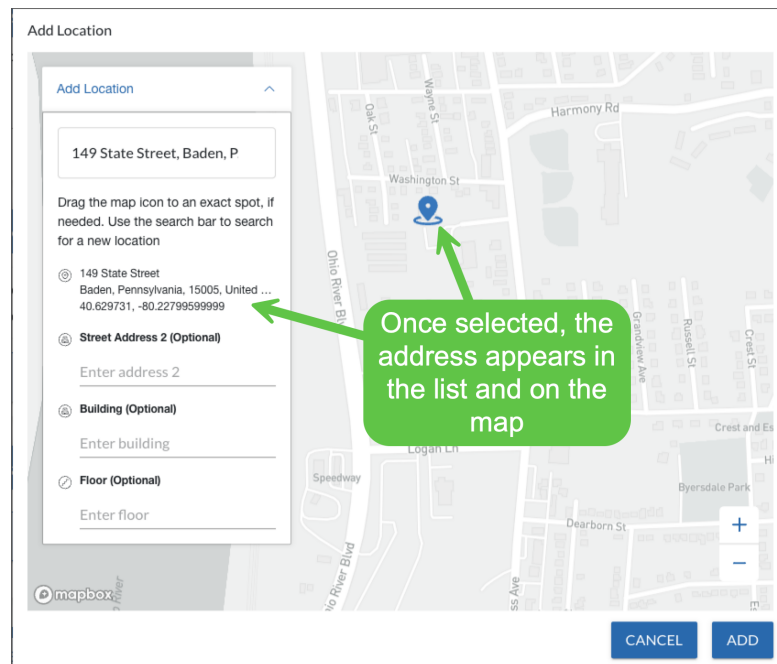
The final step is to add your address under the **Location Details** section. If you are a Baden resident, this will be your home address. An additional address can be added for people who work and/or own property in Baden. If you need to add more than two addresses, please contact the Borough office for assistance.

To add your address:

1. Click **Add Primary Address** in the **Location Details** section.
2. Click the **Add Location** button in the upper-left corner of the map.
3. Click inside the **Search for Locations** text field and begin typing your address. As you type, a list of addresses will appear. Continue entering your address until you see a Baden, PA option that matches and click it.



Important Note: You **MUST** select a matching address from the list of options. You'll know you've done it correctly if the map shows a dropped pin on a map of Baden.



4. If applicable, fill in the **Street Address 2**, **Building**, and **Floor** fields.
5. Click **Add**.

Once at least one location is added, your setup is complete, and you will immediately begin receiving alerts. You can also receive alerts on your smartphone by downloading the **CodeRED** app and logging in with the account username and password you created in Part 1 of this guide.