Honeywell Instant Alert® for Schools
Frequently Asked Questions

Q: I am trying to register and I received an error that says "Invalid login details." What do I do?

A: This error means that you have chosen a login name that someone else has already chosen. Choose a more complex login name, such as a first and last name combination, or add a number to your name.

Q: Are there any restrictions to the user name and password?

A: User names need to be unique across the database. They are not case sensitive. Passwords are case sensitive and need to be between 7 and 17 characters long.

Q: How many phone numbers can a family have?

A: A family may receive alerts on an unlimited amount of phone numbers.

Q: How many text addresses can a family have?

A: A family can enter as many email, text messaging and pager addresses as they would like. The number of text addresses that can be chosen to receive alerts is unlimited.

Q: I didn't receive a phone call.

A: Make sure that your profile is set up to receive the type of alert that was sent.

Q: I didn't receive an e-mail.

A: Make sure that your profile is set up to receive the type of alert that was sent. Also make sure that the text address you entered is correct.

Q: A parent has added a phone number to their profile. Why don't they appear in the "Mobile Phone" or "Work Phone" fields in the parents Account Details in their online profile, or on the parent's profile in the school admin interface?

A: The parent added these numbers in their Alert Setup page instead of their My Family page. Therefore, the numbers are in the parent's profile and most likely are receiving alerts if they were set up properly, but they will not show up in the appropriate field in the interface.

Q: How much does the system cost?

A: Honeywell charges $3.00 per student annually for **unlimited** use of the system.

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