

## **Herons Glen GEMS (rev 2, 12/12/2015)**

The HOA Board has approved funding for a Group Emergency Messaging Service, (GEMS for short). This service provides the HOA Board the capability to send text messages to cell phones, smart phones, and voice messages to cell phones, smart phones and land lines, informing Members, employees, and renters, of emergency situations within or around Herons Glen.

The message will be received within a few seconds to a minute by all those that opt-in, whether they are in the Glen or 2000 miles away. Unfortunately, due to software differences among other countries phone systems, only US and Canada based smart phones and land lines will be able to receive the messages at this time.

A text message has a maximum limit of 160 characters, and a voice message has a maximum limit of 30 seconds. Please be aware that depending on the phone plan that you have signed up for, you may be charged message and data rates for the messages. At this time, the HOA Manager is estimating that maybe up to three messages may be sent out within a one year period.

### **To Opt-in to this service with a cell phone with text capability or a smart phone:**

1. Create a new contact in your contacts list with the name **HGGems** and add the primary contact phone number **760 670 3130**, (do not use spaces or dashes in the phone number and HGGems is not case sensitive so you can use all caps, all lowercase, whatever combination). If your phone automatically enters () and dashes into the 760 number, that's OK, the system ignores these characters.
2. Text the message **HGGems** to the new **HGGems** contact. If you successfully opt-in, then within a minute you will receive a text message of *"Thank you for joining HGGems, Group Emergency Messaging Service. Message and data rates may apply depending on your phone plan. Reply STOP HGGems 2 Optout."* If you do not receive this message after two minutes, try it again one more time. If still not successful, send an email to [davidrknowlton@gmail.com](mailto:davidrknowlton@gmail.com) with **HGGems Problem** as the subject matter and a description of the problem you are having, the phone number(s) and type of phone(s); cell, smart, or land line, you are trying to opt-in.

### **To Opt-out of this service with a cell phone or smart phone:**

Text **Stop HGGems** to the phone contact **HGGems**. **Stop HGGems** is not case sensitive so you can use all caps, all lowercase, whatever combination). When you opt-out there is no response back to you from the system that you have successfully opted-out.

### **To Opt-in a land line to this service:**

The land line phone number must be manually entered into the system. Please send an email to [Kim.hghoa@gmail.com](mailto:Kim.hghoa@gmail.com) with **HGGems Opt-in** as the subject matter. Include your name, Herons Glen address, and phone number of the land line.

### **To Opt-out a land line to this service:**

The land line phone number must be manually removed from the system. Please send an email to [Kim.hghoa@gmail.com](mailto:Kim.hghoa@gmail.com) with **HGGems Opt-out** as the subject matter. Include your name, Herons Glen address, and phone number of the land line you wish removed.

Regards,  
The HOA Communications Committee