



Instant Alert Network

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App Installation and Activation Instructions

You will soon be receiving an e-mail and a text message from our new mobile Instant Alert Network (IAN) system. Please DO NOT DELETE them! You will need them to complete the steps below.

Step 1 - Install the IAN App

- iPhone Users: access the Apple App Store from your phone and search for “IAN.” Scroll through the app choices until you locate IAN. Install the IAN app just as you would any other app. (NOTE: IAN installation requires iOS version 5.0 or later)
- Android Users: access the Android Marketplace from your phone and search for “Pathfinder Instant Alert Network.” Install IAN just as you would any other app. (NOTE: IAN installation requires Android OS version 2.2 or later)

Step 2 - Register and Activate the Installed App

- Click the IAN app icon on your phone.
- Enter the **Registration Code** provided to you via e-mail.
- Launch the app on your phone and verify that the “**Connection Successful**” message is displayed.

Step 3 – Opt-in to receive text messages from the IAN system

- Simply reply “**YES**” to the text message you receive from **971-81**.
- You should immediately receive another text that confirms your opt-in.

Step 4 - Set “IAN Alert” as a Contact on your phone

- Create a new contact with phone number of **971-81** and name this contact “**IAN Alert**”.
- iPhone Users: Click on this new “**IAN Alert**” contact name to display the Info screen, then hit the Edit button and set the “text tone” for this contact to “**Alarm**”.

Customer Service

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