

Frequently Asked Questions



Q. What does the SirenGPS app do?

The SirenGPS app provides a panic button for calling 911 that shares your location and profile with first responders who subscribe to the SirenGPS service. The app also gives you a place to manage emergency alerts from first responders and community officials.

Q. How do I get the SirenGPS app?

The SirenGPS app is a free download to your Apple or Android smartphone. Search for SirenGPS or SirenGPS Mobile in Google Play or iTunes. Downloading the app and completing the registration takes less than two minutes.

Q. Why should I use the SirenGPS app to call 911?

The traditional 911 system has a hard time locating people calling from cell phones, and this is a real problem when people need help quickly, can't speak, or have a hard time explaining their location. SirenGPS provides a service that corrects that problem for emergency calls made from the SirenGPS mobile app by delivering pinpointed location information to subscribing dispatch agencies.

Q. Where does the SirenGPS app work?

The SirenGPS app works anywhere in the world, automatically updating with the numbers for police, fire and ambulance services as you move from one country to another.

Q. What happens if I call from the SirenGPS app somewhere that first responders are not subscribed to SirenGPS?

Regardless of if you are in a community that subscribes to SirenGPS, calling 911 from the SirenGPS app will call 911 just like if you had dialed 911 from your dial pad. Enhanced location and profile information are only shared with first responder communities that are equipped with SirenGPS services, though; be prepared to explain your location if the community you're in does not yet have this technology.

Q. Should I join one of the SirenGPS communities?

SirenGPS communities enable mass communication in emergencies. Join communities to receive emergency alerts where you live, work or play. You can manage membership in communities from the SirenGPS app. You don't need to join any SirenGPS community for the emergency calling features to work.

Q. Can I get Alerts from a community if I don't have a smartphone?

Yes, you can register online to manage your connection to communities and receive emergency communication from them. Go to <https://2016.sirengps.com/register> to register for service with SirenGPS without using an app.

Q. Who can see the information I enter into my profile?

SirenGPS shares your profile information with the people responsible for responding to an emergency in your community for "legitimate emergency response purposes." We do not sell your information and will not share it outside of your community.

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Q. Who can see my location?

No one can “see” your location unless you call for help from the SirenGPS app in a community where the people who respond to emergencies subscribe to our service.

Q. What does SirenGPS do with my personal information?

SirenGPS won’t do anything with your personal information except share it with first responders when you need help.

Q. Should I share my location “Always”?

Yes. The SirenGPS mobile app needs you to share your location so that it can be shared with first responders when you call 911. When you enable the app to “Always” share your location, that doesn’t mean that it is always sending your location. Sharing your location with the SirenGPS app allows the app to attempt to maintain an accurate location so that if you need help, your location will be available to share with first responders.

Q. Should I turn on my phone’s Wi-Fi?

Turning on Wi-Fi, even if you are not connected to Wi-Fi, helps your phone develop more accurate location information very quickly, particularly when you are indoors.

Q. What picture should I use in my profile?

Use a recent headshot of yourself! The purpose of the picture is to allow first responders to find you quickly in an emergency. A picture of your car or your dog is nice, but it won’t help anyone find you if you are hurt.

For City of Keller Residents/Businesses/Visitors:

Q. What sort of Alerts can I expect if I join the “City of Keller” community?

The City of Keller has transitioned its mass notification system to the SirenGPS platform and will only use the Alert feature to notify citizens of emergencies in our community. The system will not be used for any other communication purposes.

Q. If I previously signed up for KellerAlert, do I need to re-register with SirenGPS?

Citizens who previously registered their phone numbers and/or email addresses for KellerAlert (via the Blackboard Connect platform) do not need to re-register with SirenGPS to receive emergency notifications from the City of Keller. To gain the 911 locating features of the SirenGPS service so that our first responders can more easily find you in an emergency, however, you would need to download the SirenGPS app and set up your profile. If you have questions regarding your registration status, please contact Public Information Officer Rachel Reynolds at rreynolds@cityofkeller.com.