CodeRED

Where severe weather threatens, protect citizens with automatic notifications.

 Click HERE for more information

 CodeRED is an emergency notification system that will automatically call registered residents and businesses with a recorded warning from the National Weather Service if a severe weather warning is issued their area. Anyone living in Maury County who wishes to receive a phone call on their land line or mobile phone may enter or update their information at the following link.

Submit your emergency notification information

CodeRED FAQ

Why do I need CodeRED when I have TV to keep me informed?

CodeRED is an additional measure of safety Maury County believes our residents need and deserve. If power goes out, you may not be able to depend upon TV. However, because telephone lines are self-powered and most people now have cell phones, Maury County can continue to keep you informed through messages delivered by CodeRED.

Even if you have power, CodeRED will probably be able to reach you with important information faster than TV and radio stations can put it on the air. That's because CodeRED is a direct connection between you and Maury County.

Many emergencies occur without advance warning. In such cases, you may have no reason to turn on a TV or radio or you may be sleeping. That's when CodeRED can help Maury County Government alert you immediately and advise you to take appropriate action.

How will I recognize a CodeRED message?
A CodeRED message will have a caller ID 866-419-5000. We suggest you program this number in your cell phone as a "new contact" and use "CodeRED" as the contact name. If you need to replay the emergency notification message again, simply dial this number and you will be able to hear the message again. A CodeRED message will usually begin, "This is an emergency message from Maury County Government."

What should I do if I receive a CodeRED message?
Listen carefully to the entire message. It will be brief and will not be repeated. Follow the instructions given. You may be directed to a commercial TV or radio station for further information. Do not hang up until you have heard the entire message or you might miss vital information. Do not call 911 for further information unless directed to do so or if you need immediate aid from the Police, EMS or Fire department.

I have a cordless phone, and it does not work when the power goes out. How is the Town going to be able to contact me?
There are two ways you can continue to receive telephone messages from Maury County through CodeRED:
1.   Make sure you have at least one working corded telephone - and be sure to turn the ringer on.
2.   The CodeRED "Community Notification Enrollment" sign-up form gives you the option of filling in both two phone numbers. Entering two phones will result in both phones receiving the calls.
CodeRED widens the safety margin by offering residents another new and powerful means of learning about vital, timely information. In addition you should continue to listen to the TV and the radio.

Will CodeRED leave a message on a machine?
Yes, CodeRED will leave a message on a machine or on voice mail. Part of the CodeRED solution is the patented ability to recognize answering devices and leave the message completely in one pass.

What happens if the line is busy?
If the line is busy, CodeRED will try two more times to connect.

What circumstances might prohibit CodeRED from delivering a message to me?
If you have moved or changed your phone number and have not registered your new contact information, CodeRED may not be able to contact you.

If you have only cordless phones in your residence, the power is out and you have not registered an alternate phone number, CodeRED will not be able to contact you.

If your line is busy for an extended period and your calls do not forward to voice mail or an answering machine in a busy condition, after three tries CodeRED will stop calling your number. Maury County will receive a report of undelivered calls and can instruct CodeRED to begin another round of calls to busy numbers. It's best to have an alternate phone number in the calling database for these situations.

If you have privacy manager on your main phone service, CodeRED will not be able to contact you unless you have registered an alternate number that will accept the call.

Does Maury County have my telephone number, or do I have to sign up to receive CodeRED emergency calls?
Maury County does not have your telephone number until you sign up. If you have moved or changed your telephone number recently, you should definitely sign up for the CodeRED service or update your information you have already provided. Any new information you supply will automatically replace old information.

The registration form only allows me to enter a primary and secondary telephone number. What if I want to register additional numbers for my address?
After you submit the initial registration form, you may start the registration process again and submit more numbers for the same address.

I have a business located in Maury County. Can I arrange to have CodeRED call my business?
Click the "business" option and fill in the required information. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and the calls will not be delivered. Businesses should register their main number and establish a procedure for distributing the CodeRED message to their workforce.

Does CodeRED have an app?
YES .

CodeRED is sending me too many notices. Is there a way to reduce the number I receive?
Many CodeRED users elect to only receive tornado notices. To do this you can either call 800-566-9780 or change your settings online on the CodeRED website. If you previously set up an account, you can log in and change your settings. If you don't have an account, you can simply re-register your telephone number, but this time uncheck the "Severe Thunderstorm" and "Flash Flood" warning boxes.

I didn't set up a CodeRED account when I registered my telephone number. How can I request changes to my CodeRED service, for example, change my address?
you can either call 800-566-9780 or re-register your telephone number online on the CodeRED website. When you re-register your number, it will automatically overwrite your previous CodeRED information and settings.

How do I remove the CodeRED service from my telephone number?
Call 800-566-9780 and follow the voice prompts.