



COUNTY OF ERIE

MARK POLONCARZ

COUNTY EXECUTIVE

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Commissioner

DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

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716 858-6578 – FAX 858-7937

www.erie.gov/emergency

IAM RESPONDING SYSTEM UPDATES:

ATTENTION ANDROID USERS (8/10/2019): Some Android devices are not currently displaying routing directions (points A and B are displayed, but not the route to point B). This is caused by an automated update of Chrome and/or Webview on your Android device (not by IaR), but is easily fixable. Please follow the steps on this [2017 technical bulletin](#) to fix this issue on your device, as it's the same issue that occurred when that bulletin was released. If you still have issues after following these steps, please contact our support team either through the Tech Support menu item on your app or at support@emergencysmc.com. Thanks!

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. By calling 716-961-7893 you will reach a staff member to address your specific issue.

When possible we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>