

# emergencySMS

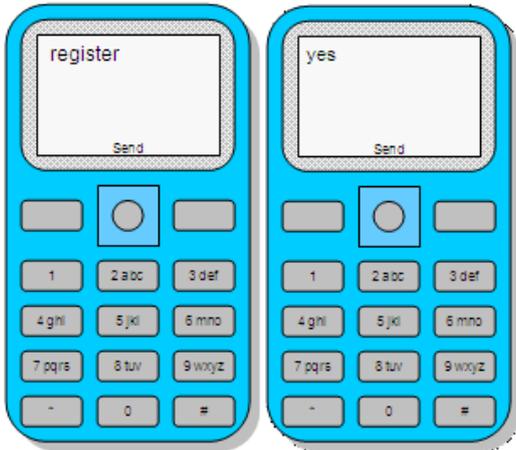
SMS to the emergency services

[www.emergencysms.org.uk](http://www.emergencysms.org.uk)

## Registering your mobile phone

You need to register your mobile phone before using the emergencySMS service. This is best done **before** you need help. You can register by sending an SMS text message from your mobile phone.

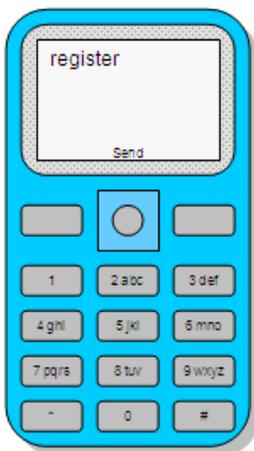
### Registering using SMS



To register using SMS text messages you must:

1. Send the word 'register' in an SMS message to 999
2. You will then receive SMS messages about the service
3. When you have read these SMS messages reply by sending 'yes' in an SMS message to 999
4. You will receive a SMS message telling you that your mobile phone is registered or if there is a problem with your registration

### Checking your Registration



You can check your mobile phone registration by sending the word 'register' in a SMS message to 999.

You will receive a SMS message telling you if your mobile phone is registered or if there is a problem with your registration.

### Unable to Register

If you try to register and do not receive an SMS message from the emergencySMS service please check with your mobile communications provider to make sure they support the emergencySMS service

# How to use the emergencySMS service

## Step 1.

Register your mobile phone with the service before an emergency happens.

**Important:** You will need to register again if you change your mobile phone numbers.

## Step 2.

If an emergency happens we advise you only to use SMS to contact the emergency services if you have no other option. This is because it will take longer than other methods such as 999 or 18000

When you need to send an SMS text message to 999 and you cannot use the standard voice 999 service or the Text Relay 18000 service create an SMS message containing the details below:

Which?

Need Ambulance, Coastguard, Fire Rescue, or Police

What?

Briefly, what is the problem

Where?

Exactly where is it

Give the name of road and town

Plus more information like:

- house number; or
- nearby landmarks or main roads

For example your SMS text message might read:

'ambulance. man having a heart attack. outside post office. valley road watford'

If you include this information the emergency services will not have to ask as many questions and will be able to respond quicker.

Please be as accurate as possible when giving the location. The better your information is the faster the emergency services will be able to send help.

## Step 3.

Now send the SMS message to 999.

## Step 4.

The emergency service will reply to you asking either for more information or telling you that help is on the way.

**Do not assume that your message has been received until you get a message back from the emergency service, an SMS 'Delivery Report' does not mean your message has been received.**

**It can take around 2 minutes for you to get a reply to your emergency message. If you have not received a reply within 3 minutes then we advise you to send another message straight away.**

# How the emergencySMS service works

The emergencySMS service is an add on to the existing 999 and 18000 services that are available in the UK. Your SMS text message will be connected to 999 through the Text Relay 18000 service. A relay assistant will speak your SMS message to the 999 advisor, their reply will be sent back to you as an SMS message. If you send another SMS text message the relay assistant will read it to the 999 advisor and send their reply back to you

