

Texas AMBER Alert Public Email Notification System

Frequently Asked Questions (FAQs)

- What is the Texas AMBER Alert Public Email Notification System?
 - The Texas AMBER Alert Public Email Notification System is designed to assist law enforcement find abducted children, through providing AMBER Alert information (via email) to public subscribers. Texas citizens are encouraged to report sightings and information to law enforcement, contributing to the successful recovery our Nations most valued resource, our children.
- What is the history of the AMBER Alert program?
 - Amber Hagerman, of Arlington, Texas was nine years old when she was kidnapped and brutally murdered. On January 13, 1996, Amber was riding her bicycle in the parking lot of an abandoned grocery store when a kidnapper threw Amber into his truck and drove away. A neighbor, who had heard Amber's screams, called police and provided investigators with the description of the suspect and the vehicle. Four days later, Amber's body was found in a ditch with her throat cut, only four miles from home. The horrific kidnapping and murder of Amber Hagerman still remains unsolved to this date. Outraged over this incident, concerned citizens contacted several Dallas area radio stations and urged them to broadcast future child abduction information repeatedly, in a similar format used for severe weather bulletins. This idea was presented to the Associations of Radio Managers (ARM) of the Dallas/Fort Worth area, leading to the creation of the nation's first AMBER program. In honor of the tragic death of Amber Hagerman, the letters of her name were used to create the name of the program, **America's Missing: Broadcast Emergency Response**. Today, each state in the U.S., along with several countries have established AMBER programs within their communities, making Amber's tragic death a lasting legacy in the battle against serious child abductions.
- What type of alert information will I receive?
 - Alerts will contain information regarding the abducted child, suspect and vehicle (as made available by law enforcement).
- Is there a cost associated with receiving alerts?
 - There is no cost to register to receive AMBER Alerts using the Texas AMBER Alert Public Email Notification System.
- What types of personal electronic devices are capable of receiving alerts?
 - Any electronic device capable of receiving emails should have the ability to receive AMBER Alerts from the System.
- Why does the alert received on my cell phone look different from the alert I received on my desktop computer?

- Alert formatting could vary upon the subscribers wireless and/or email provider. In order to compensate for this situation, each alert emailed to subscribers will contain a link to view a uniform PDF version of the flyer.
- From what official sources will I receive alert information?
 - Only a local law enforcement agency in Texas or the Texas Department of Public Safety can issue an AMBER Alert via the Texas AMBER Alert Public Email Notification System. Alerts issued by local law enforcement agencies are titled “Local AMBER Alert” at the top of the alert flyer. Alerts issued by the Texas Department of Public Safety will state “AMBER Alert” at the top of the alert flyer.
- Will I receive nationwide alerts, or just those issued in Texas?
 - Only Texas law enforcement agencies are authorized to create AMBER Alerts via the Texas AMBER Alert Public Email Notification System. Should subscribers wish to receive alerts from other U.S. states (including Texas), please visit <https://www.amberalert.gov/wireless.htm> for more information.
- Can I specify the geographical area in Texas, where I wish to receive alerts?
 - Subscribers will have the ability to select a ZIP code when registering to receive alerts. When an alert is issued, law enforcement selects a geographical area (composed of ZIP codes), generating alert emails to the public. Alerts issued statewide will be received by all subscribers.
- Can I view alerts in Spanish?
 - All alerts emailed to subscribers will contain a link to view the flyer in Spanish, located at the bottom of each alert.
- When will I receive alerts?
 - Subscribers will receive alerts when law enforcement selects the geographical area (ZIP codes) involved with issuing an alert. It is possible that subscribers may receive more than one alert (regarding the same child) for the below situations:
 - Any updated information regarding the child, suspect or vehicle. Alerts providing new/updated information will have the title “UPDATED” at the top of the alert flyer. It is possible that a subscriber could receive their first alert as an “update”, if the geographical area of a prior alert was expanded by law enforcement.
 - Any discontinuation of an alert. Discontinued alerts will have the title “DISCONTINUED” at the top of the alert flyer.
 - If the local law enforcement agency issued a “local alert”, along with requesting activation of the state’s AMBER Alert Network at the Texas Department of Public Safety (DPS).
- Is my personal information/email address shared with anyone?
 - The only personal information collected by the Texas Department of Public Safety (DPS) from subscribers is a valid email address, upon registration. Subscriber email addresses

are used for the sole purpose of providing alerts and are never sold or transferred outside DPS.

- How do I subscribe to receive alerts?
 - Anyone wishing to subscribe to receive AMBER Alert information via the Texas AMBER Alert Public Email Notification System can do so at <https://txsubscribealerts.dps.texas.gov/>.
- How do I update my subscription?
 - Subscribers wishing to update their AMBER Alert subscription at <https://txsubscribealerts.dps.texas.gov/>.
- How do I unsubscribe?
 - Subscribers wishing to unsubscribe their AMBER Alert subscription can do so at <https://txsubscribealerts.dps.texas.gov/>.
- I found out that an AMBER Alert was issued in my area, however, I did not receive an alert?
 - Considering it is completely voluntary for local law enforcement to issue AMBER Alerts via the Texas AMBER Alert Public Email Notification System, an AMBER Alert could have been issued by a police department or sheriff's office, without generating an email alert flyer to the public. For those AMBER Alerts issued by the Texas Department of Public Safety, subscribers should always receive an email alert flyer. Subscribers may also choose to "update" their subscription at <https://txsubscribealerts.dps.texas.gov/>, ensuring the correct email address and ZIP code is being used to receive alerts.
- I received an AMBER Alert and want to report a sighting, or provide information. Who do I contact?
 - Each email alert flyer generated via the Texas AMBER Alert Public Email Notification System will display a contact number, along with the law enforcement agency to report any sightings or information. Law enforcement contact information can be found towards the bottom of the alert flyer.
- I need to report a child abduction incident. Who do I contact?
 - Anyone wishing to report a child abduction incident should immediately contact their local law enforcement agency.
- I can't find the answer to my question within this FAQ section.
 - The following resources have been designed to address questions and answers not found within this section:
 - Public Subscribers User's Guide at <https://txsubscribealerts.dps.texas.gov/>. Public "Contact Us" website at https://txsubscribealerts.dps.texas.gov/contact_forms