



New Emergency Notification Mobile Application AlertAware

7/2/2025

Alertus, the emergency notification mobile application that has been in use at Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics has been replaced by a new app called **AlertAware**. The Alertus mobile app is no longer operational.

In order to receive emergency notifications on your mobile device, you must now create an AlertAware account and download the AlertAware app.

AlertAware is a mass notification system to deliver important event messages that may affect healthcare providers, staff, patients, and visitors in Dartmouth Health facilities via mobile app. The events may vary from imminent danger to information systems outages.

The desktop version of Alertus will remain operational and you will continue to receive push notifications.

In order to receive emergency notifications on mobile devices, employees must sign up for the AlertAware service and download the mobile app. Previous Alertus users and those signing up for emergency alerts for the first time should follow the instructions below:

- Access the self-registration portal using below the [Self-Registration Link](https://links.hitchcock.org/PoliteMail/default.aspx?page=AS-8Sn9skoWIA4wcy5m9vg&ref_id=LRZ5MQiOVUyGH3FYs_7XSA) (http://one.hitchcock.orghttps://links.hitchcock.org/PoliteMail/default.aspx?page=AS-8Sn9skoWIA4wcy5m9vg&ref_id=LRZ5MQiOVUyGH3FYs_7XSA) link or QR code and a sign-up form will open



Dartmouth Health Alerts - Self Registration
Dartmouth Health Alerts - Self Registration - Signup for Mobile alerts

Sign Up Form
Please enter your details

First Name

Last Name

Email

Phone Number
+1 • 201-555-01 Home ▾
0/10
 By selecting this box, you acknowledge that you have read and agree to the [Terms and Conditions](#).

Clear Submit

- Enter First Name, Last Name, Email, Phone Number (optional), then select the acknowledge check box and click submit

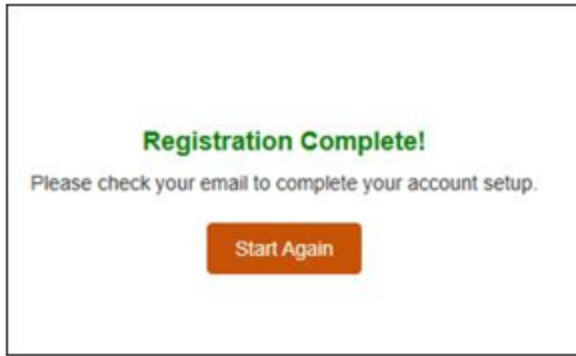
Dartmouth Health Alerts - Self Registration
Dartmouth Health Alerts - Self Registration - Signup for Mobile alerts

Sign Up Form
Please enter your details

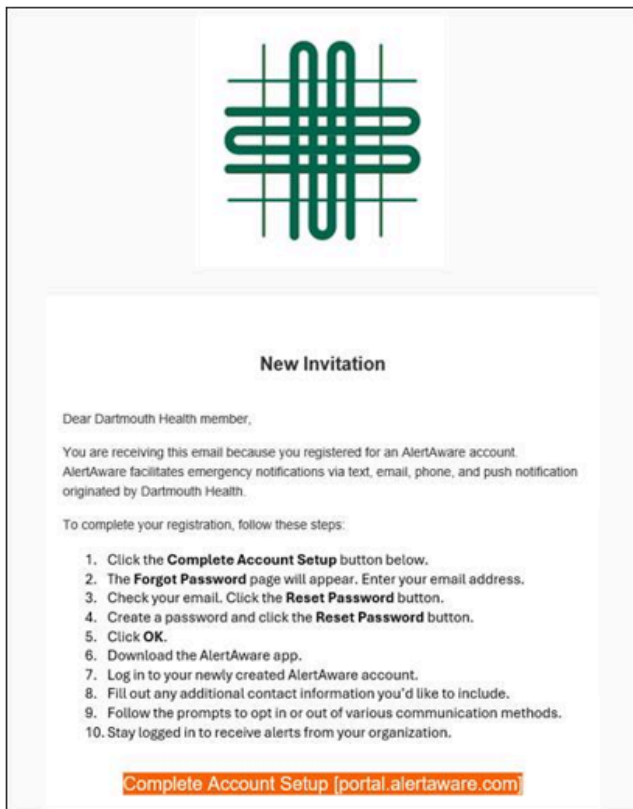
First Name
John
Last Name
Doe
Email
John.Doe@testsite.com
Phone Number
+1 • 201-555-01 Home ▾
0/10
 By selecting this box, you acknowledge that you have read and agree to the [Terms and Conditions](#).

Clear Submit

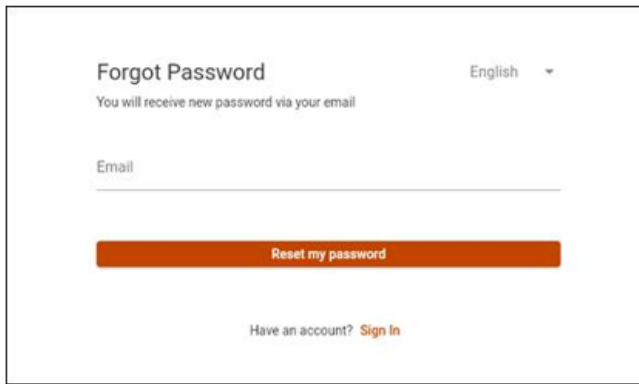
- Registration complete confirmation message will be displayed



- On successful registration, users will get invitation to the email provided in Step 3 with the instructions from **AlertAware** <no-reply@alertaware.com (<http://one.hitchcock.orgmailto:no-reply@alertaware.com>)> with the subject “New Invitation”
- Click the **Complete Account Setup** button in the email

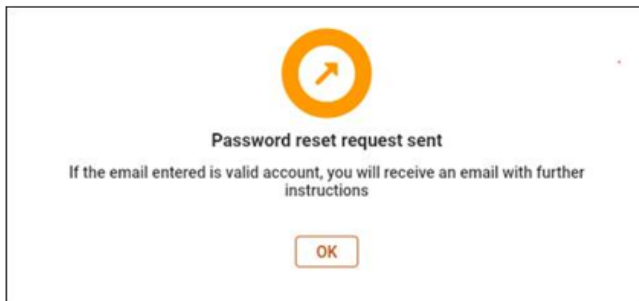


- The **Forgot Password** page will appear. Enter your email address and click the “Reset my password” button

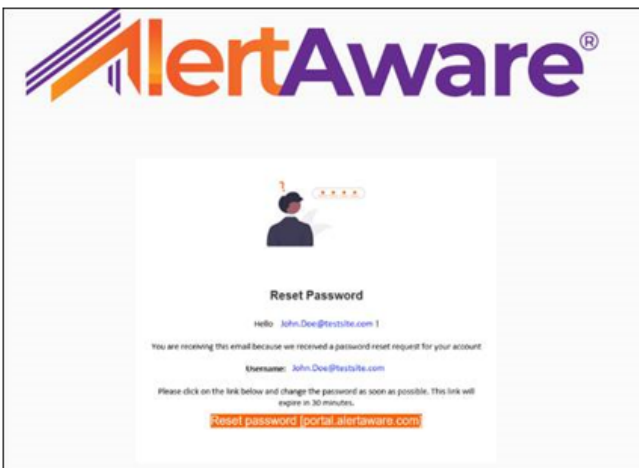


The screenshot shows a web form titled "Forgot Password" with a language dropdown set to "English". Below the title, it says "You will receive new password via your email". There is an "Email" input field. A prominent orange button labeled "Reset my password" is centered below the input field. At the bottom, there is a link: "Have an account? [Sign In](#)".

- The following confirmation message will be displayed

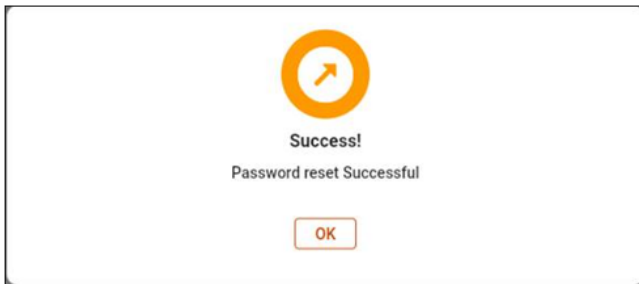


- Check your email for a message with the subject "Account Password Reset". Click the **Reset Password** button



- Create a password and click the **Reset Password** button

- Click **OK**



- Download the **AlertAware** app to your mobile phone



Google play



App Store

- Log in to your newly created AlertAware account

11:20

English

Sign In

Enter your email and password

Email

John.Doe@testsite.com

Password

.....


Remember Me


Save Password

Sign In

Forgot Password

Sign in with SSO

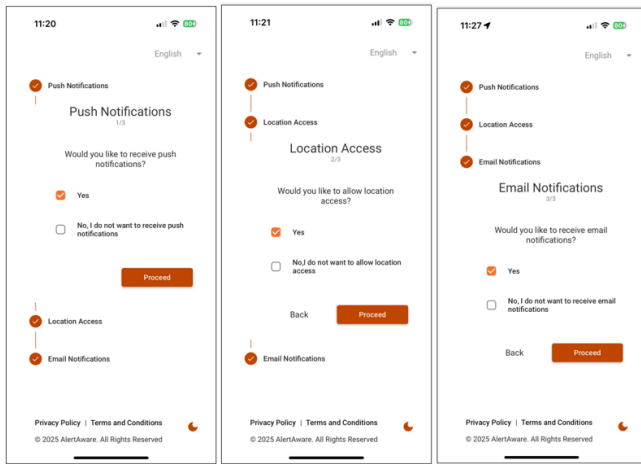
 Sign In With Google

 Sign In With Apple

Privacy Policy | Terms and Conditions

© 2025 AlertAware. All Rights Reserved

- Follow the prompts to opt in or out of various communication methods
- Select YES for Push Notifications to receive notifications in the mobile app
- Location access is optional
- Email Notification should be set to YES. This is needed in case of password reset needs



- Click proceed
- Stay logged in to receive alerts from Dartmouth Health

Thank you for taking the time to download the AlertAware app so you will continue to receive important emergency notifications on your mobile device.

For technical assistance, please reach out to the Help Desk at 603-650-2222. Click this link for complete instructions: [AlertAware Emergency Messaging](#)

(http://one.hitchcock.orghttps://links.hitchcock.org/PoliteMail/default.aspx?page=RA2BLMKcZUuEgv_8K6CC3w&ref_id=LRZ5MQiOVUyGH3FYs_7XSA).

Send us your feedback on this article.

Copyright © 2025 Dartmouth Hitchcock Medical Center and Clinics. All Rights Reserved.