



text-to-911 Washington

Important information you should know:

How text-to-911 works:

Text-to-911 is the ability to send a text message from your mobile device.

- You must have an active data plan.
- May not work in all areas.
- Third party texting apps will not work.
- Give it time. As with any text message, there may be a delay in sending and receiving messages.
- English only, language translation services are not available through text messages.

how to use text-to-911:

It's as simple as sending a text!

- Open your phone's text messaging program
- Enter the numbers 911 into the TO field
- Type your message, providing your address or location of the emergency
- Push SEND
- Stay with your phone and remember to keep it on silent if you are in an unsafe situation
- Answer all of the questions the best you can

text-to-911 tips:

- Know your location.
- Try to make a voice call if possible or safe to do so.
- Keep the messages short.
- Do not use slang, emojis as these can create confusion.
- Videos and group messages cannot be sent to 911.
- Beware of auto-correct as this may change your address.

