

Registering with EmergencySMS

FACTSHEET

Emergency SMS is part of the standard 999 service and has been specifically designed for people with hearing loss or difficulty with speech.

Contacting 999 by text message

If you cannot make voice calls, you can now contact 999 via SMS text from your mobile phone.

Through this service, you are able to contact Fire & Rescue, Police, Ambulance and Coast Guard.

To use this service, you must register your phone by texting: register to 999 or visiting www.emergencysms.org.uk

Registering with EmergencySMS

You must register with Emergency SMS to use the service. Don't wait until you need help to register.

To register, send the word 'register' in an SMS to 999. In response, you will get a reply telling you about the service.

Once you have read and understood the message, reply 'yes'. You will then



receive a SMS confirmation that your phone is registered. If there is a problem, you will receive a SMS.

For more information, including a BSL video showing you how to register with the service, please visit:

http://www.emergencysms.net/registering_your_mobile_phone.php



If you need support to register, please contact us via the online referral form on our website or send an email to info@bid.org.uk and we can support you if we deliver services in your area, otherwise we will try and signpost you to a suitable organisation.



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