

## **Immediate Response Information Service (IRIS) FAQs**

### **What is IRIS?**

IRIS is a web-based software product created by TechRadium. IRIS allows us to quickly and securely notify the parents, faculty, and staff of St. Mary's if an emergency situation occurs. IRIS will call your telephone numbers in the order listed with a prerecorded message and leave a message if you don't answer.

### **Will IRIS be used to contact me for promotions and opportunities for giving?**

No. IRIS will only be used to notify you of school closings, delays, and emergencies that affect St. Mary's.

### **Will I receive calls and emails for all closings?**

Yes. Even though St. Mary's does follow the school closing decision of the Anne Arundel County Public School system, everyone who has entered their emergency contact information in IRIS will be contacted any time that our schools are closed due to weather or other emergencies.

### **How do I sign up?**

For each student, you will be enrolled as part of your child's enrollment in St. Mary's. At orientation time you will be provided with a username and password and given directions regarding how to enter your emergency contact information in the system.

### **Can I have more than 2 emails and 3 phone numbers?**

No. The IRIS system can only store 2 email addresses and 3 phone numbers.

### **If I have more than one child in the school, will I be contacted for each one?**

No. The system is able to identify duplicate phone numbers and email addresses so each one will only be sent the message once if you have entered the contact information in the same order for each child.

### **How do I update my information?**

Once you have your username and password you log on to [www.useiris.com](http://www.useiris.com) and can update your phone number and email information. Since IRIS is a stand-alone emergency notification system, it is not connected to St. Mary's administrative systems. Therefore, if you have any changes to your contact information, please notify the school office as well.

### **My child has a cell phone, should I put their phone number in IRIS as one of the three?**

If your student drives or walks himself/herself to school, then you might find it beneficial to include your student's cell phone number as one of your IRIS emergency notification phone numbers. This way, if school closes while your child is on their way to school they will be notified.

### **Who do I contact if I forget my username or password?**

There is a username and password recovery tool on the [useiris.com](http://useiris.com) website. If requested our username and password will be emailed to you. Feel free to contact the school at [irishelp@stmarysannapolis.org](mailto:irishelp@stmarysannapolis.org) by email or call 410.990.4216.

### **Does it cost anything?**

There is no cost to the families. St. Mary's pays a yearly fee for all students, faculty and staff which gives us unlimited emergency notifications.