FAQ Guide

Who are the contacts in the Nixle Wire group?
Citizens registered through nixle.com or mobile zip code opt-in.

Can I see who is in the Nixle Wire group?
No, to protect subscribers' privacy, we don't have access to their contact information.

We have not reached out to our community yet. Why do I have contacts in the Nixle Wire group?
They are residents who have already subscribed to Nixle. It is very common for agencies with zip codes overlapping with another agency.

I am a Nixle 360 customer. Why am I unable to select the Nixle Dial group when sending a message?
Nixle Dial group is only available for Alert type messages.

What are the character requirements for the keywords?
Keywords can only be alphanumeric characters with maximum 12 characters.

Why don't I see my messages on my Nixle website or the message widget?
Only messages sent to the Nixle Wire group will be displayed on the Nixle website and the message widgets.

Can I import contacts?
Yes. Go to the Collect Contacts tab and import any contact information.

Can I create a Registration Widget for a specific group?
Yes. You can select a group name when creating a new widget. The group name is not displayed on the widget, but people who sign up from the widget will be opt in the group you chose.

Why didn't I receive text messages from Nixle?
If you also have an email address in your profile, Advisory type messages will be sent to emails only. To receive text messages, you can remove the email addresses or send the message as Alert type, which the system will send the message to all delivery methods.

What is Rebroadcasts?
Rebroadcasts is a feature we have for automated weather alerts provided by the National Weather Service. Agencies can customize and automate NWS Warnings, Advisories, and Watches.

How can I update my account information (logo, address, phone number, etc.) and caller ID?
To edit your account information or caller ID, please contact support