

Warning system

Frequently asked questions for current Sign up for flood warnings users – businesses, organisations and emergency responders

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Project background

What is the Sign up for flood warnings service?

If a home or organisation is at risk of flooding, it is possible to sign up to receive free flood alerts and warnings by text, phone or email. These are sent by the Environment Agency - the official source of flood information in England - via the Sign up for flood warnings service on GOV.UK.

When users sign up, they can register specific locations such as home addresses, workplaces, or other sites of interest. Businesses, organisations and emergency responders can also register their operational boundary. These locations are linked to official flood alert and flood warning areas, ensuring that messages are relevant and targeted. This allows users to take appropriate action when flooding is expected in or near their chosen locations.

Messages are sent regarding flooding from rivers, the sea or groundwater depending upon the location. Flood alerts and warnings are not possible for surface water flooding, also known as flash flooding, due to the difficulty in predicting such sudden and localised events

Why is the Sign up for flood warnings service being replaced?

The Sign up for flood warnings service has reached the end of its operational life and can no longer be effectively adapted to meet the growing challenges posed by future flood risks. This presents a significant opportunity to modernise the service.

A new, user-centred and technologically advanced platform known as Get flood warnings will be launched on GOV.UK. This system is designed to future-proof the service and directly supports the Environment Agency's ambition to build a nation resilient to climate change.

What is changing?

Currently, businesses, organisations and emergency responders can receive flood alerts and warnings by registering through the Sign up for flood warnings service on GOV.UK. This self-service platform allows users to quickly subscribe to flood notifications for specific locations, but its functionality is limited.

For larger businesses, organisations and emergency responders, registration and account changes within the Sign up for flood warnings service are typically managed by local Flood Resilience Teams. Alternatively, some businesses, organisations and emergency responders are enrolled in the Targeted Flood Warning Service (TFWS), which offers more tailored alerts but involves a more complex and time-consuming registration process.

The upcoming Warning system will modernise and streamline the registration process by merging these two separate services into a single, unified platform.

This new system will make it easier and more efficient for all users to sign up for flood alerts and warnings, regardless of their organisation or role. After launch, members of the public, businesses, organisations and emergency responders will now be able to sign up through the new Get flood warnings website on GOV.UK.

New users signing up for the Get flood warnings service for the first time will be given the option to register for one of two account types: 'Standard' or 'Professional'. This choice will depend upon how many locations and contacts they wish to monitor and the level of service they require. This simplified approach will make it easier and quicker for all users to access flood warning services, manage their locations, and stay informed about flood risk.

When will the new systems be launched?

We are working towards launching the new Warning system and Get flood warnings service in Autumn 2025, ahead of the winter storm season.

To ensure a smooth and safe transition, the system will be launched at the most appropriate time once it is fully ready for implementation. This means the launch may be delayed if we are experiencing an incident or are forecast to enter a period of heightened flood activity. Following the initial launch of the core system, we will enter a phase of continuous development, with ongoing enhancements planned over the coming years.

Will the new service have the same functionality when it is launched?

At launch, the new Get flood warnings website will offer the same core features as the previous service, ensuring continuity for businesses, organisations and emergency responders. In addition, it will introduce some enhanced capabilities designed to improve the overall user experience. These enhancements will allow users to personalise their accounts, tailoring alerts/warnings and settings to better suit their specific needs and preferences.

At launch, businesses, organisations and emergency responders will be able to access a range of core features through the new Get flood warnings service. These include the ability to:

- **Sign up online** to receive flood alerts and warnings.
- **Set up and manage** additional contacts, administrators and locations within their organisation.
- **Receive notifications** via SMS, email, and telephone for their registered locations, including addresses and operational boundaries.

- **Access support** to sign up, amend or unsubscribe if they are a non-digital user.
- **Get additional relevant information** through:
 - Check for flooding service on GOV.UK
 - Calling Floodline to listen to a recorded message on the linked Interactive Voice Response (IVR) service

Following the initial launch of the Get flood warnings service we will enter a phase of continuous development, with ongoing enhancements planned over the coming years.

What types of warnings will be issued?

Get flood warnings subscribers will continue to receive flood alerts, flood warnings and severe flood warnings based on their selected preferences and registered locations. There are no plans to issue warnings for other types of incidents, such as surface water flooding at this time.

After launch how will the Get flood warnings service be improved?

Further iterations of the Get flood warnings website are planned, with improvements being prioritised based on a combination of user feedback, operational requirements and public service cost benefits. This approach ensures that the service continues to evolve in a way that is responsive, user-focused and aligned with the Environment Agency's long-term goals.

Organisation and partner specific FAQs

How do I access Get flood warnings?

Users can register for and access their accounts through the Get flood warnings platform on GOV.UK. To do this, they can type Get flood warnings into the search bar on [GOV.UK](https://www.gov.uk).

How will my organisation's account move from one system to another?

As part of the transition to the new Get flood warnings service, all data from the existing Sign up for flood warnings service is being reviewed, analysed and prepared

for migration to the new platform. This means that accounts will also be transferred to the new service – there will be no need to re-register.

On launch day, we will complete a full move to the new service. All data will be moved to the Get flood warnings service. This approach ensures a smooth transition with no disruption to service, and that all users are operating on the most up-to-date and supported platform from day one.

For those users that have a separate account on our current Targeted Flood Warning Service (TFWS), this will also be migrated to the new Warning system. In some cases, we may be able to combine accounts so that you can see all your information in one place. We will provide tailored information where we think this would be a good option for your organisation.

We recognise that for some businesses, organisations and emergency responders, transitioning to the Warning system and the migration of their data may be more complex due to their current account structure. To support these users effectively, we will provide tailored guidance and communication on a case-by-case basis to address their specific needs.

In the Sign up for flood warnings service, we don't ask who in your business or organisation each email address or phone number that you register belongs to. All contact details will be migrated but may be missing some information such as a name. This will not impact your ability to get flood alert and flood warning messages, but you may choose to add or update this information over time.

What will be the impact on my account when Get flood warnings goes live?

When the new Get flood warnings service launches, users will notice updates to how they sign in and manage their accounts. Most significantly, passwords will no longer be required. Instead, users will receive a one-time passcode to securely access their account. All existing user accounts will be automatically migrated to the new system, ensuring uninterrupted delivery of flood alerts and warnings for their subscribed locations. There will be no need to re-register.

From launch day, all users will use the new Get flood warnings page on GOV.UK. The updated system is designed to promote self-service, making it easier for users to manage their accounts online. Support will continue to be available from the Digital Services Forecasting and Warning team, who can assist with account management and help ensure a smooth transition to the new platform.

We recognise that for some businesses, organisations and emergency responders, transitioning to the Get flood warnings service the transfer of their data may have a larger impact on their account than others due to the complexity of their current account structure. To support these users effectively, we will provide tailored guidance and communication on a case-by-case basis to address their specific needs.

If an account does not have an email address registered, you will need to add one. Once an email address has been added, users can log in online to view and update their details. Adding an email address can be done via your local Flood resilience team or the Digital services forecasting and warning team.

How do organisations register for the Get flood warnings service?

Existing users of the current Sign up for flood warnings service will not need to register again for the new Get flood warnings platform. Their accounts and subscriptions will be automatically transferred to ensure a seamless transition.

New users signing up for the Get flood warnings service will be given the option to register for one of two account types: 'Standard' or 'Professional'. This choice will depend upon how many locations and contacts they wish to monitor and the level of service they require.

The Standard Service is ideal for individuals, households or small businesses that need to monitor a limited number of locations. This account type allows users to register a maximum of 15 locations of interest and add up to 5 email addresses, 5 mobile numbers for text alerts and 5 phone numbers for voice call warnings. Account creation is immediate; however the account can only be managed by a single administrator (the account holder).

The Professional Service is designed for larger organisations, and Category 1 or 2 responders who require more advanced features. These accounts support unlimited locations, unlimited contacts, and multiple administrators. Additional features include live monitoring with maps, access to historical flood data, and the ability to generate custom reports. Applications for professional accounts are reviewed and approved by the Digital Services Forecasting and Warning team within 3 to 5 working days.

Both account types are designed to allow all users to set their preferences for where and how they receive flood messages. This marks a change from the current Sign up for flood warnings service, where changes to accounts are typically handled by local Flood Resilience Teams. This move towards a self-service model offers several benefits for the user including greater flexibility, faster response times and improved user control.

How is the account management process in the new Get flood warnings service different?

From launch, users registered through the Get flood warnings service will benefit from significantly enhanced flexibility and accessibility in managing their accounts. The new system empowers users to take control of their flood warning preferences.

Instead of relying on support from the Local Flood Resilience Team or the Digital Services Forecasting and Warning Team, users can now log in and make changes

independently including updating contact details, managing locations and adjusting notification settings.

Businesses, organisations and emergency responders will be assigned a Professional Services account which allows for multiple administrators to be added. This means that several users can share the responsibility of managing the account, enabling greater flexibility and efficiency. This is particularly useful for organisations or teams that need to coordinate flood warning coverage across multiple areas or departments.

How are the features of the Get flood warnings service different?

When users first log into their professional services Get flood warnings account, they will notice several new features that were not available through the previous service. These enhancements include:

- **multiple administrators:** the ability to assign multiple administrators to assist with account management.
- **automatic flood risk data:** Flood risk information is automatically added to locations upon upload.
- **criticality ratings:** Users can assign a rating to each location to identify how critical the location is to them, to help plan their response.
- **bulk location uploads:** Locations can be uploaded in bulk using postcodes.
- **manual location entry:** Locations can be added manually using a map pin or postcode.
- **bulk deletion:** Both locations and users can be deleted in batches.
- **add keywords:** to locations, users and contacts to allow them to be grouped by theme.

Post launch further iterations of the Get flood warnings website are planned which will make additional improvements.

Will I be able to add additional contacts and administrators to our account?

Businesses, organisations and emergency responders can have multiple administrator users under a single professional account, with the ability to add contacts to the account. This setup allows different individuals to manage and receive flood warnings for various locations within the organisation. This feature is especially beneficial for larger organisations or businesses with multiple departments or operational areas.

There is no limit to the number of contacts that can be added to an organisation account. Each contact can be linked to one or more registered locations and can include up to two email addresses, two phone numbers, and two text (SMS)

numbers. This ensures that all relevant individuals receive timely and accurate flood warnings through their preferred communication channels.

Will I be able to select the type of warnings that I and other contacts want to receive?

Users will have the flexibility to customise the types of flood warnings their contacts receive depending on the needs of each location. It is possible to choose whether contacts are notified of severe flood warnings, flood warnings, flood alerts or any combination of these.

For those who prefer to monitor alerts and warnings online, there is the option to opt out of receiving all warning types. This allows users to stay informed through digital channels without receiving direct notifications, offering greater control over how they access flood information.

Will contacts be notified when flood alerts are no longer in force?

In a change from the current service for organisations, if a registered contact receives a flood alert or flood warning, they will now automatically receive a message when that alert or warning is no longer in force.

Will I still receive additional operational messages?

Some businesses, organisations and emergency responders receive additional bespoke operational messages. These messages are distinct from standard flood alerts and flood warnings. For example, they may relate to the operation of a specific flood defence. If you currently receive these bespoke messages, in most cases you will continue to do so. However, please note that the distribution lists for these messages will be managed separately by Flood Resilience Teams, and they will not appear in your Get flood warnings account.

Will the flood warnings/alerts come from the same email address?

The email address and text number used to send alerts and warnings will change as part of the system transition:

- The new email address will be floodline@notifications.service.gov.uk.
- Text messages will come from 'FLOODLINE'.

Please be aware that emails from the Warning system will no longer be marked as high priority. If this is something you would like more information on, please get in touch.

Will I be able to add locations that are not within flood warning areas?

The Warning system allows organisations to add multiple locations under a single account. If any of these locations are not situated within a designated flood warning area, they can be manually linked to the nearest relevant warning area. There is no limit to the number of locations that can be uploaded, making the system highly scalable for organisations or businesses with widespread assets or operations.

How can non-digital users sign up for flood warnings?

Non-digital users will be supported through their local Flood resilience teams or the Digital services forecasting and warning team. These teams can help users register for flood warnings, update their details or unsubscribe from the service if needed. This ensures that users who are unable to access the online platform independently can still receive vital flood warning information.

What accessibility provisions have been made?

We are committed to making the new Get flood warnings service accessible to as many people as possible to ensure that everyone can access vital flood warning information when they need it most. The Get flood warnings website complies with website and mobile accessibility regulations, following the Web Content Accessibility Guidelines (WCAG) 2.1. The design approach ensures the service can be used by people with a wide range of needs, including those with impaired vision, motor difficulties, cognitive impairments or learning disabilities, and deafness or impaired hearing.

Will the warnings be issued in different languages?

The warnings and sign-up forms will initially be available in English only, in line with the Government Digital Service Standard. The capability to issue warnings in other languages has been added to the continuous improvement list. This will be reviewed and prioritised once the core service is live, as part of the ongoing development and improvement of the Warning system.

What guidance will be provided on how to use the Warning system?

Guidance on how to use the new Get flood warnings service will be provided through a range of support materials and resources to help users navigate the platform effectively. This includes comprehensive user guides and documentation that offer step-by-step instructions for key tasks such as uploading locations, managing alerts,

and updating preferences. In addition, short video tutorials will be available to visually demonstrate how to use specific features, making it easier for users to follow along.

The Get flood warnings platform will also include built-in help tools including pdf 'how to' guides to provide contextual assistance as users interact with the platform. These guidance documents will address common questions and troubleshooting tips. For more complex or account-specific issues, users will be able to contact their Local Flood Resilience team or the Digital Services Forecasting and Warning team.

Who can I contact for more information relating to the Get flood warnings service?

Digital Services Forecasting and Warning

Email: getfloodwarnings@environment-agency.gov.uk

Monitored Monday to Friday (not including public holidays) 9am to 5pm.

How will my personal information be used?

We collect personal data when you, or someone in your organisation, adds it to your organisation's account.

We collect your name, contact details and locations you need flood warnings for.

If you remove your data or delete the account, we'll store your personal data for 7 years. This is so we have a log of any flood messages we sent you, in case we need to refer to this.

If you do not complete sign up, we'll delete your partially created account after one week. We'll then store your data for 7 years, so we have a record that we did not send you any flood messages.

Further information is available below

[Privacy notice for citizens](#)

[Privacy notice for organisations](#)