

## **How do I submit an emergency request?**

The emergency request feature is for law enforcement officers use only, and only when there is an imminent danger of death or serious physical injury to any person requiring disclosure of information without delay. If the request does not involve such emergency circumstances, please submit your request using the non-emergency request process via the Amazon Law Enforcement Request Tracker (ALERT).

To submit an emergency from the ALERT select the red "Send Emergency Request" button. Once the emergency is resolved, you can return to ALERT to complete the registration process to create an account.

If you already have an ALERT account, sign in and submit an emergency request from your dashboard.

## **What is ALERT?**

ALERT is a secure technology application that allows law enforcement agencies to send information requests electronically to Amazon, Amazon Web Services, Ring, Twitch, Wickr and Blink, view the status of those requests, and retrieve responsive information.

## **Which web browser is best when using ALERT?**

We recommend using the Google Chrome browser.

## **I created an account in ALERT but didn't receive an email notification to complete the setup.**

Please check your spam, bulk, or junk email folders. If you find the email there, this may be due to an internal security setting that blocks emails from outside your organization. To ensure email notifications are received from ALERT, please unlock the no-reply@amazon.com email domain to ensure proper delivery. If the issue persists, please email [lawenforcement@amazon.com](mailto:lawenforcement@amazon.com) subpoena-criminal@amazon.com for further assistance.

## **I created an account in ALERT but received a message that my account request was being reviewed. When is the review complete and my account activated?**

We review and activate account creation requests Monday through Friday during business hours. Requests to create an account outside normal business hours will be reviewed the next business day. Once your account is activated, you'll receive a confirmation email.

## **Who can I contact if I have technical problems with ALERT?**

Please email [subpoena-criminal@amazon.com](mailto:subpoena-criminal@amazon.com) for technical assistance.