

Cold Weather & Heat-Health Alert Service Administration Message

Message Issued on Friday, 13 November 2020 at 11:28

It has come to our attention that some users have experienced issues with the sign-up for the Cold Weather & Heat Health Alert Service in GovDelivery. This includes users receiving emails saying that their subscriptions have expired after only 7 days, and also users who don't seem to be receiving the products after apparent sign-up. This appears to be down to some missed steps during sign-up. If this has happened to your account, please read the instructions below for the steps required for a successful sign-up.

The key steps to ensure successful subscription:

1. The Cold Weather & Heat Health Alert subscription service is served on the following link:
<https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new?qsp=PHE>
This is slightly different to our subscription link for severe weather warnings and other bulletins, which doesn't have the PHE extension on the end. Unfortunately you cannot access the PHE alert topics from our other subscriber page.
2. After submitting an email address using this link, on the next page under Subscription Topics, ensure the tick box next to 'Public Health England' is selected, which will also auto-tick the box next to 'Heat Health and Cold Weather Alert Service' as shown below. Then click Submit.

Subscription Topics

- Public Health England
- Heat Health and Cold Weather Alert Service

Submit

Cancel

Some users have reported they are not receiving the products, later finding out that these topics were not selected in the initial subscription. To remedy this, please refer to the "Subscriber Preferences Page" link found on your original confirmation email and re-select these options.

3. On the next page, select the region(s) you work in (this is used for internal reporting) and click 'Submit'.
4. You may then be presented with another page with a long list of other topics to subscribe to:

You may also be interested in information from these organisations.

Subscribe by checking the boxes; unsubscribe by unchecking the boxes. By clicking "Submit", you are sending your email address to these partners.

Access your [subscriber preferences](#) to update your subscriptions or modify your password or email address without adding subscriptions.

 **Local Recommendations**
Suggested content based on your location [View Local Recommendations](#) 

Some users may have closed this page prematurely thinking that subscription has been completed. If presented with this page, please note that there is a data privacy policy tick-box and another Submit button at the very bottom of this page that need to be fulfilled before the PHE subscription is submitted.

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5. Having signed up, the address you entered for subscription will be sent an email to confirm that it was really you that signed up, as a security measure. This can be up to two emails.
- I. The first email depends on whether you have previously signed up to receive any other Met Office emails via GovDelivery (i.e. National Severe Weather Warnings). If this is your first time you will receive an email titled "Welcome New User (Confirmation Required)":

Important:

You have subscribed to updates from Met Office.

For security reasons it is required that you confirm your subscription now by following this link:

[Confirm Sign-up to Met Office Updates Now.](#)

If this account was created without your knowledge or you otherwise do not wish to keep it, no action is required.

Unconfirmed accounts will be removed automatically.

Thank you,

Met Office

You must click on the link in this email to confirm the subscription is genuine, or the address will expire within 7 days.

- II. If you have already subscribed (i.e. for other topics from the Met Office such as weather warnings) you may not get the above email as you will have already confirmed your address previously. Instead, the email you might see will be a confirmation of subscription change to 'Heat Health and Cold Weather Alert Service', and will be titled "Subscription Change Confirmation". **This may or may not also have a confirmation link to click, so please check.**

If you do not receive any confirmation emails, please check your junk mail folders. These are usually received within a few minutes of signing up. Emails will be sent from metoffice@service.govdelivery.com. If you still think you haven't been sent one, or encounter any other problems, please contact subscriberhelp.govdelivery.com.

For any other enquires relating to this service, please contact enquiries@metoffice.gov.uk.

Health Alerts are sent as required when the weather is likely to turn significantly hot or cold at any time of the year. Routine planning forecasts are sent on a Monday and Friday, during the Level 1 periods (Nov 1st - March 31st and June 1st to September 15th). If you haven't received the planners, such as the one sent this morning 13th Nov, then you know there may be a problem with your subscription to the service.

Thank you for reading, and we hope this helps with any problems that may have arisen from our initial migration to GovDelivery. We would like to ensure the service is provided to everyone that needs them or is encouraged to use them in their planning and operations, especially in the run up to the winter months.

Best Regards
PHE and the Met Office.

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