

Get flood warnings

Frequently Asked Questions for Sign up for flood warnings users – Citizens

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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 members of the public (citizens) can easily sign up for flood alerts and warnings through the Sign up for flood warnings service on GOV.UK. This service allows quick registration for notifications based on specific locations.

After launch, citizens will access their flood warning account or register for flood messages through the new Get flood warnings website on GOV.UK.

Users signing up to the new service for the first time will be able to choose whether signing up for a Standard or Professional account best suits their needs based on the number of locations that they have an interest in.

The new Get flood warnings website will offer the same core features as the previous service, ensuring continuity for citizens. In addition, it will introduce some enhanced capabilities designed to improve the overall user experience as outlined below.

When will the Get flood warnings service 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. However, we recognise the unpredictable nature of weather events. This may have an impact on our timeline.

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

The new Get flood warnings website will offer the same core features as the previous service, ensuring continuity for citizens. In addition, it will introduce further features. These will allow individual users to personalise their accounts, tailor alerts/warnings and settings to better suit their specific needs and preferences.

At launch users will have the ability to:

- **sign up** to Get flood warnings online and **receive messages** via SMS, email and telephone for a property or location of interest.
- **amend their contacts or locations** of interest.
- **unsubscribe** from Get flood warnings online.
- **receive assistance** to sign up, amend or unsubscribe via **Floodline** if they are a non-digital user.
- get additional information via the **Check for flooding** service on GOV.UK or by calling Floodline and listening to a recorded message on the 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.

User Specific FAQs

How do I access the Get flood warnings service?

Members of the public 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 account move from one system to another?

As part of the transition to the new system, all account data from the current Sign up for flood warnings service is being securely transferred ahead of the launch. On the day the system goes live, a full move to the new service will be completed. Users will not need to take any action during this process as all existing accounts and preferences will be migrated. There will be no need to re-register if a user already received flood alerts and warnings.

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

On launch day, users of the Get flood warnings service will notice changes to how they sign in and manage their accounts. Most notably, passwords will no longer be required. Instead, users will receive a one-time passcode to access their account. All existing accounts will be automatically migrated to the new system, ensuring that flood warnings and alerts for subscribed areas continue without interruption. There will be no need to re-register.

How do individuals register for the Get flood warnings service?

To sign up first time users will need to visit Get flood warnings on GOV.UK. In order to register they will need:

- an email address to sign up with.
- a way to be contacted at any time of the day or night – users can choose to get a call, text or email.
- organisation details, if signing up for an organisation.

Current users of the Sign up for flood warnings service will not need to register again. If a user is already signed up and has an email address registered, they will be able to sign into their account to:

- update their details.
- remove warnings.
- delete their account.

If an account does not have an email address registered, users can call Floodline to add one. Once an email address has been added, users will be able to log in online to view and update their details.

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

When users first log into their Get flood warnings account, they will notice some features that were not available before. These enhancements include:

- **passwords will no longer be required** to access the account. Instead, users will be sent a one-time passcode to their email address.
- Email addresses and phone numbers added to receive flood warnings are also validated with a **one-time passcode** to ensure they are correct. This validation can be done later if the contacts belong on a family member or friend.
- **maps** to easily see the areas covered by the flood warnings they receive.
- **additional information** about what the flood warnings mean.

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.

Will I be able to add additional contacts to my account?

All individual users (citizens) will be provided with the standard Get flood warnings service account. 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).

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

You can choose whether your contacts receive both flood warnings and flood alerts, or flood warnings only. However, if you are registered for a location where only flood alerts are available, your contacts will automatically receive alerts for that area.

In these cases, opting out of flood alerts is not possible. This is because alerts are the only type of notification provided for those locations. Automatically subscribing contacts to alerts ensures they continue to receive important information about potential flood risks, even in areas not yet covered by the full flood warning service.

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

In a change from the current service, 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 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 still receive additional operational messages?

In some cases, users receive additional bespoke messages via the current flood warning system. 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.

Will I be able to sign up for multiple locations and locations that are not within flood warning areas?

Get flood warnings enables users to register up to 15 locations or addresses of interest under a single account. This allows individuals to monitor multiple areas that matter to them, such as their home, workplace or other properties. To support this flexibility, the system includes a versatile search function. Users can search by a specific address, place name, or town, making it easy to find and select relevant locations.

If a user's chosen property or location is not directly within a designated flood warning area but is located within 500 metres of one, the system will offer the option to receive alerts for the nearest warning area. If that nearby area is classified as a flood warning zone, users can opt to receive both detailed flood warnings for that specific area and broader flood alerts for the surrounding region.

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

Non-digital users will continue to be supported through Floodline who 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 service.

Will the role of Floodline be impacted by the Warning system?

Floodline provides free live flooding information and advice on how to prepare for or cope with the impacts of flooding 24 hours a day, 7 days a week. Floodline will continue to offer the same service to the users as at present. Agents will be fully trained on how to use the new system and will have access to updated guidance and support materials. We are working closely with the Floodline team to ensure that all service changes are carefully managed, so the transition to the new system is smooth and does not impact the quality of support provided to users.

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

Floodline

Telephone: 0345 988 1188 Textphone: 0345 602 6340

Free service, Open 24 hours a day, 7 days a week

How will my personal information be used?

We collect your personal data from you directly when you sign up.

Personal data rules that apply to the account holder also apply to any family and friends added to the account.

During sign up, we collect your name, contact details and locations you added to Get flood warnings

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](#)