

# Amber Alert

## Missing/Abducted Child Response Procedures

A **STARLIGHT MESSAGE** announces the Amber Alert for a missing/abducted child in your area and runs until the Alert is cancelled.

An **IMMEDIATE MESSAGE** is sent to your Altura terminal screen marked "Urgent, Subject: Amber Alert." It **MUST** be opened to continue normal terminal operations:

1. Press **READ** to open the **IMMEDIATE MESSAGE**.
2. Scroll down through the enclosed Alert information. Press **PRINT**.
3. Press **PRINT** multiple times to have copies ready for interested customers.
4. After printing, press **OKAY**. The terminal resets to the Main Screen.
5. Display the Alert information for customers using the reverse side of these instructions.
6. If updated messages are issued during the Alert repeat Steps 1-5.
7. Call 911 or a number issued with the Alert if you see a missing child, suspect or wanted vehicle.

**NOTE:** The Amber Alert IMMEDIATE MESSAGE will **NOT** interrupt a sales transaction, the printing of a ticket or a report. An Alert could be received, however, while you are in the process of scanning a series of tickets. Once the Alert is read, printed and posted, use the Sales Display Screen to verify where you left off when you resume scanning.

An **AMBER ALERT PHOTOGRAPH** may be sent to your terminal. When this occurs:

- The photo will appear in the middle of the Main Screen.
- It will most likely be a photo of a missing child, but could be a suspect, or vehicle.
- The photo will remain on-screen until the Alert is over.
- It cannot be printed or deleted.
- It does not affect Lottery terminal transactions.
- The photo is for your use only. **DO NOT** allow customers access to the terminal to view it.
- You could receive an Amber Alert photo and not be part of the Alert. (See below)

Unlike Amber Alert terminal messages, photographs cannot be sent to specific geographic areas. Amber Alert photographs will be received by every Altura terminal in the state.

**If you receive a photo but do NOT receive the STARLIGHT MESSAGE and the must-read IMMEDIATE MESSAGE you are not part of an Amber Alert!**

In this instance you will be sent a regular message you may open at your convenience. It confirms that the photo is associated with an Alert issued outside your region and that no action from you is necessary. Do not post this confirmation message.

# MISSING/ABDUCTED CHILD ALERT



[amberalertwisconsin.org](http://amberalertwisconsin.org)

