

Help with - MOBILE APP'S

The CodeRed mobile app requires you to register separately; it does not automatically take the username and password created on the website. The user needs to click “register” on the home page of the mobile app and create a username and password. This applies to the CodeRED Mobile App download on iTunes (iPhone users) and Google Play (Android users).

If the resident continues to have issues, we have a customer service email on the app that allows the resident to email an ECN Customer Support Specialist to assist with specific troubleshooting pertaining to their type of cellular device, or have them call to speak to a Customer Support representative at (866) 939-0911.