Alverno College Incident Response Team

Communication in an Emergency

In the event of an emergency affecting Alverno College, we will communicate in multiple ways so that you receive messages in a timely manner. Emergency notifications are limited to such things as severe weather alerts, emergency building concerns, intruders or potential pandemics. We currently use the following means of communication: Alverno email; announcements on Alverno’s home page (alverno.edu) and campus digital signs; voice mail and text messaging to phone numbers registered on Rave Alert, an emergency communication service for colleges and universities; campus announcements and/or bullhorns; pop-up messages on Alverno computers.

Emergency Voice and Text Messaging
Alverno automatically enrolls all students, faculty and staff to receive emergency notification by voice and/or SMS text messaging. Those who are registered will receive a voice message and/or a text message within minutes of it being sent. The system is tested once a semester.

Frequently Asked Questions about Rave Alert
1. I just got my Alverno email address --OR-- I just got my Alverno ID number. How soon will I be registered in Rave Alert?
   • Students will be automatically registered in Rave Alert at the start of each semester. Employees will be registered for Rave Alert shortly after starting employment.

2. How can I see which phone numbers will be called and/or will receive text messages?
   • Login to Rave Alert at https://www.getrave.com/login/alverno with your Alverno network user name and password;
   • You will see the phone numbers for Mobile Phones and Voice Only Line Contacts on your My Account page.

3. How do I change or correct my phone numbers?
   • Login to IOL at https://iol.alverno.edu with your Alverno network user name and password;
   • On the Students, Faculty or Employees menu, click Update Name and Address;
   • Click Launch Form;
   • In the Address Changes section of the form, enter your new or corrected home or cell phone number;
   • Scroll down and click Submit Changes.

4. How can my parent sign up to receive emergency phone messages?
   • Login to Rave at https://www.getrave.com/login/alverno with your Alverno network user name and password;
   • Click the Add link after Mobile Phones or Voice Only Line Contacts on your My Account page;
   • Follow the prompts to add and confirm a parent’s phone number.

5. I do not want to receive emergency text messages. How do I stop receiving texts?
   • Login to Rave at https://www.getrave.com/login/alverno with your Alverno network user name and password;
   • Click the red minus (delete) icon for the Mobile Phones number you want to remove.
   • OR -- Once registered, you can opt out of SMS messages at any time by texting STOP to 67283 or 226787.

6. I do not want to receive emergency voice messages. How do I stop receiving calls?
   • Login to Rave at https://www.getrave.com/login/alverno with your Alverno network user name and password;
   • Click the red minus sign for the Voice Only Line Contact number you want to remove.

If you have any questions, email security@alverno.edu