

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