

## Rave Emergency Alert System

Union College has partnered with Rave Wireless to provide an emergency alert system capable of delivering messages to your Union and personal email addresses, as well as your mobile number and personal landline.

As a student or employee of Union College your "@union.edu" email account is automatically registered and will receive notifications along with your registered cell phone number, if provided to the college. You may add or manage contact information by visiting <https://www.getrave.com/login/union> and using your Union College login user name and password.

### Special Union College Information – Please be aware of the following items of importance:

1. Union College subscribers cannot change their login username or password or their primary email address in RAVE. The college maintains that database. If you need to change your login password call the Union Help Desk at 518-388-6400 or email [helpdesk@union.edu](mailto:helpdesk@union.edu).
2. For Employees - please do not add your college office landline to your profile as emergency calls will not be delivered to college office phones.
3. You can opt out of text messages but not email messages. Opt out from your RAVE profile, or from your device send STOP to short code 67283 or 226787. You can opt in from your RAVE profile or from the mobile device - text the word "START" to the original UC Alert text message or short code.
4. If you have any questions regarding the RAVE emergency alert system please email Union College Campus Safety Office at [campussafety@union.edu](mailto:campussafety@union.edu) or in an emergency, call Campus Safety at 518-388-6911.

### Changes to Primary Mobile Numbers or Primary Landlines

#### 1. For Employees:

Employees should notify Human Resources with address or phone number changes as soon as possible.

These changes can be made in any of the following manners:

- a. Employee Online - go to <http://www.union.edu/employee>. Choose Home Address from the Personal Information category. Click on Edit, make changes and Save. If changing a phone number, please indicate Home versus Mobile. **If you use your mobile phone as a home number, please specify Mobile phone, otherwise you will not receive text messages.**
- b. Email - send email to [agostas@union.edu](mailto:agostas@union.edu).
- c. Paper - send Human Resources a written request to change the address and/or phone number.

#### 2. For Students:

Students should notify the Office of the Registrar with address or phone number changes as soon as possible.

These changes can be made by submitting a Change of Address form to the Registrar's Office in one of the following manners:

- a. Print and Mail - Visit the Office of the Registrar web page at [www.union.edu/offices/registrar/](http://www.union.edu/offices/registrar/), print out a copy of the Change Of Address form, fill it out, sign it, and turn it in to the Office of the Registrar. (drop off or mail)
- b. Visit The Office of the Registrar - The Change of Address form is also available at the Office of the Registrar. You may stop by and submit the form in person.

February 11, 2014

## **Frequently Asked Questions:**

1. **What is Rave?** Rave is an emergency notification system that is fully supported to best ensure fast and reliable communication during emergencies.
2. **What does the Rave service cost?** Union College does not charge students, faculty or staff for sending or receiving messages through this service. However, your carrier's standard messaging and/or data charges may apply. Please consult the details of your mobile phone plan.
3. **What type of messages will I receive?** The College will only send you messages related to critical campus information and emergencies. You will never receive advertisements and your information is never provided to advertisers.
4. **Will I receive advertisements or text messaging SPAM from Rave Alert?** No, never. We respect your privacy and you will never receive any messages other than official Union College communications.
5. **How will I identify incoming messages from Rave Alert?** Messages will come in FRM Rave Alert, MSG UC Alert
6. **What is my username?** Your username is your Union College login username (first 7 letters of the last name and the first letter of the first name) and the login password.
7. **How do I change my password?** Union College manages this information as it is tied to your email account at the college. Please contact Union College Help Desk at 518-388-6400 or [helpdesk@union.edu](mailto:helpdesk@union.edu) if you need assistance changing your password.
8. **I already have contact information in the system. Where did this data come from?** The College pre-populated the Rave Alert System with campus email addresses, primary landline phone numbers, and primary cell phone numbers as provided.
9. **What if I did not receive a welcome email?** First verify that getrave.com, rave.com, and Union.edu are not excluded by use of any spam filters or block lists in your email settings, spam blocking programs or your email service (if you are forwarding email from Union.edu). If you did not receive a welcome email, you may still login by registering at <https://www.getrave.com/login/union>, using your campus email address and password. You must have an active Union College email address to register. If you do not

have an active email address at Union College and you believe this is in error, you will need to contact the Union College Help Desk at [helpdesk@union.edu](mailto:helpdesk@union.edu) or call 518-388-6400 for assistance.

10. **What mobile phone carriers are supported by the alert system?** All U.S. and Canadian mobile carriers are supported.
  
11. **What if my cell phone provider changes?** You may login to update your carrier on the [getrave.com](http://getrave.com) site.
  
12. **What if my cell phone number changes?** Primary Mobile Numbers (mobile number 1) or Primary Landline numbers (landline number 1) may not be changed in the RAVE system. These numbers are loaded from the College's data system and may be changed by contacting the appropriate offices on campus.
  - a. **For Employees:**

Employees should notify Human Resources with address or phone number changes as soon as possible. These changes can be made in any of the following manners:

    - i. Employee Online - go to <http://www.union.edu/employee>. Choose Home Address from the Personal Information category. Click on Edit, make changes and Save. If changing a phone number, please indicate Home versus Mobile.
    - ii. Email - send email to [agostas@union.edu](mailto:agostas@union.edu).
    - iii. Paper - send Human Resources a written request to change the address and/or phone number.
  - b. **For Students:**

Students should notify the Office of the Registrar with address or phone number changes as soon as possible. These changes can be made by submitting a Change of Address form to the Registrar's Office in one of the following manners:

    - i. Print and Mail - Visit the Office of the Registrar web page at [www.union.edu/offices/registrar/](http://www.union.edu/offices/registrar/), print out a copy of the Change Of Address form, fill it out, sign it, and turn it in to the Office of the Registrar. (drop off or mail)
    - ii. Visit The Office of the Registrar - The Change of Address form is also available at the Office of the Registrar. You may stop by and submit the form in person.
  
13. **How do I change my mobile numbers?** Visit the My Account tab, and click the Edit link next to the mobile number you would like to change. Enter the new mobile number you want to use in the fields provided, and click Continue. You will then be asked to confirm your mobile phone carrier. When changing your primary mobile number, you will receive a text message containing a 4-digit code. You must enter this confirmation code within this website to complete the primary mobile phone registration process. See #12 above to notify the College of Primary Mobile number changes.
  
14. **I did not receive the confirmation code text message. What do I do?** Once you enter your mobile phone number on the on the My Account tab, Rave will attempt to send you a text message containing a 4-digit confirmation code. This code is used to verify your wireless number and carrier. Confirmation codes are only sent to your primary mobile number (Mobile Contact 1). If you do not receive the

confirmation code within a couple of minutes visit the My Account tab and click the Click Here to resend now link. If you still fail to receive the confirmation text message, click the Edit link associated with Mobile Contact (1), and confirm your mobile number and carrier are correct, making any necessary changes. If you do not receive a confirmation text message after following the steps above, your mobile carrier may be enforcing a premium text messaging block on your account. To remedy this, contact your carrier and ask to have text messages from shortcodes 67283 and 226787 delivered to your mobile device.

15. **How do I opt out of receiving text message on my phone?** There are two ways to stop receiving the messages on your phone:
  - a. Click the Groups tab and use the Text checkbox option to specify your message delivery preference. You cannot opt out of receiving emails to your Union College email account.
  
  - b. Text STOP to 67283 or 226787 from your registered mobile phone. You will no longer receive ANY message from Rave Alert.
  
16. **Who do I contact for questions on the RAVE system?** You may contact the Union College Campus Safety through email at [campussafety@union.edu](mailto:campussafety@union.edu) and leave specific contact information and concern. For an emergency situation contact (518) 388-6911.

February 12, 2014

## **General Information**

Rave does not charge subscribers to send or receive SMS messages. Message and data rates may apply. Please refer to your mobile phone contract for more information. **You can opt out of SMS messages at any time by texting STOP to 67283 or 226787. For basic information at any time, text HELP to 67283 or 226787.**

By registering for this service you will periodically receive text messages. The frequency of these messages will depend on how you use this service, and how frequently your community sends messages through this service.

This service is compatible with the products and services provided by AT&T, Sprint, Verizon Wireless, T-Mobile, and most other mobile phone carriers. A complete list of supported carriers is displayed during phone registration.

Still having trouble?

**email:** [helpdesk@union.edu](mailto:helpdesk@union.edu)

**Phone:** 518-388-6400