



## Shasta College / RAVE Alert Emergency Notification System

### Frequently Asked Questions:

#### Rave Website

<https://www.getrave.com/login/shastacollege>

#### What is Rave Alert?

Shasta College has partnered with Rave Mobile Safety, to offer an emergency notification system, Rave Alert, capable of sending users text, and email messages.

#### What type of messages will I receive?

Shasta College/Rave Alert will only send you messages related to emergencies and timely notifications.

#### Will I receive advertisements or text messaging SPAM?

No, never. We respect your privacy and you will never receive anything besides official Shasta College communications.

#### If I did not enter my mobile phone number during registration, can I go back and enter it at a later time?

Yes you have the ability to add up to (3) three mobile phone numbers for alerts. To enter your mobile phone, visit the *My Account* tab, and click the **Add** button within the **Mobile Contacts** module.

#### What is my username?

Your username will be your **email address** as supplied in My Shasta. If you need to update your email address, please log in to My Shasta to update your address and the system will automatically push the change in to Rave overnight.

#### What is my password?

Your initial password is randomly generated and sent from the system to the email address that is on file within My Shasta.

#### What if my mobile phone provider changes?

If you keep the same mobile number, and simply change your mobile phone provider (switching from Sprint to Verizon), you do not have to change anything however it may take several weeks for your mobile provider to update the Rave Alert system. During that time it is possible that you will not be able to receive messages unless you login to update your carrier information.

#### How do I change my mobile number?

Visit the **My Account** tab, and click the **Edit** button 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**.

When changing Mobile Contact (1) [your primary mobile number], you will receive a text message containing a 4-digit confirmation code. You must enter this confirmation code within this website to complete the primary mobile phone registration process.

#### I did not receive the confirmation code text message. What do I do?

If you do not receive the confirmation code within a couple of minutes, click the **Confirm** button on the **My Account** page, and **Click here to resend now** link provided on the **Enter Confirmation Code** page. If you still fail to receive the confirmation text message, click the edit button on the **My Account** page that is



associated with [Mobile Contact (1)], and confirm your mobile number and carrier are correct. Make changes as necessary.

Please Note: Confirmation codes are only sent to [Mobile Contact (1)].

If you do not receive a confirmation text message after following the above steps, your mobile carrier may be enforcing a text messaging block on your account. Contact your carrier and ask that messages from short codes 67283 and 226787 to be delivered to your mobile device.

**If you already have my Registration email address, why do you need a Preferred email address?**

Specifying a Preferred email address allows for the delivery of Rave-generated email to addresses other than the one you used when registering for this service. If you frequently use an email account other than the one specified within the Registration email field, we recommend you add these addresses as Preferred email addresses. Preferred email addresses may be added at any time within the **My Account** tab under **Email**.

**How do I change my Preferred email address?**

Visit the **My Account** tab. Within the **Email** section, click the **Edit** button associated with the email address you wish to modify. Follow the instructions for entering your new Preferred email address.

**How will I identify incoming messages from Campus Alert?**

You will be sent messages from what are known as short codes. The messages will come from either 67283 or 226787. We encourage you to save these numbers into your phone so you will recognize them when messages are sent. Some smaller carriers do not support short code messaging. For these carriers, you will receive messages from @getrave.com.

**How do I opt-out of receiving text messages on my phone?**

There are three ways to stop receiving messages on your phone:

1. Text STOP to 67283 or 226787 from your registered mobile phone. You will no longer receive **ANY** messages from Rave Alert. Use the STOP command with caution, as this will also block delivery of Broadcast Alert messages.
2. Delete the phone using the delete button provided within the **Mobile Phones** section of the **My Account** tab

**How do I change my password?**

Click on the **My Account** tab. Within the **User Profile** section, click the Edit link. Instructions for changing your password are provided. In some cases, the organization sponsoring this service manages your password. This will be noted on the **User Profile** edit page. Where this is the case, please contact your community's technical support staff to change your password.

**Important Note Regarding Broadcast Alerts:**

You cannot completely opt-out of receiving Broadcast Alerts. You may express a preference for receiving alerts via text message, email, OR both. *We encourage you to enable as many Broadcast Alert methods as possible to increase the likelihood of receiving a given Broadcast Alert message.*

**Who do I contact for assistance?**

If you are unable to login with the information provided in your welcome email, please use the "forgot username or forgot password" links on the RAVE login page or contact us at [campussafety@shastacollege.edu](mailto:campussafety@shastacollege.edu)



### **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.