

EMERGENCY MESSAGING SYSTEM FAQS

What type of messages will I receive?

NCCC will only send you messages related to emergencies. You will never receive advertisements and your information is never provided to advertisers.

What mobile phone carriers are supported?

All U.S. mobile carriers are supported.

What if my cell phone number changes?

If your mobile number ever changes, please follow the instructions mentioned on your emergency management information page.

What if my cell phone provider changes?

If you keep the same mobile number, and simply change cell phone provider, 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.

Will I receive advertisements or text messaging SPAM?

We respect your privacy and the College will never send you anything besides official NCCC communications.

Who do I contact for assistance?

If you need assistance, please contact NCCC Security at 716-614-6400.

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 ncccalert@niagaracc.suny.edu



NCCC PUBLIC SAFETY RAVE Emergency Alert

How can I register to receive emergency text alerts on my cellular phone?



Niagara County Community College (NCCC) has partnered with Rave Mobile Safety, the leader in mobile safety, to offer an emergency notification system, Rave Alert, capable of sending users text and email messages. These options will only be used in the event of an on-campus emergency, an unscheduled College closing, or a delay of or cancellation of classes due to, for example, severe inclement weather



Niagara County Community College Public Safety Department

3111 Saunders Settlement Rd. | Sanborn, NY 14132
716 614-6400 | securitydepartment@niagaracc.suny.edu

TEL: 716-614-6400

STUDENTS

Students have automatically been enrolled in to the emergency management system. Any information you have provided to the College will be used as a means of communicating with you. At any time students can opt out from this service and/or assure that their information is current and up-to-date.

To opt in or opt out of services you can do so by accessing Banner Web through the College's main website.

Under Banner Web go to:

- Personal Information
- NCCC Emergency Alert Registration

**If you opt out of this service, you will still receive alerts through your College provided email address.*

If you are unable to access Banner web, you must either visit the Registration & Records with ID or call 716-614-6254 to request your credentials to be mailed to your address on file. The information you provided to the College will be displayed on the alert registration page.

By default the information shown is set to opt in. You can change this by choosing the radio buttons and then click sub-mit.

If you do not have a personal email address on file, you can do so by following the on page click here instructions to add a personal email address to your record and click submit.

Add additional email addresses

(up to two personal email addresses can receive alerts)

To do so, follow the steps below:

- Personal Information
- Update Email Addresses
- Select type of email to insert from dropdown
- Click submit
- Enter email address information - Click submit

Add additional phone numbers:

(up to three phone numbers can receive alerts)

To do so, follow the steps below:

- Personal Information
- Address Update Request
- Fill out address and phone information—Click submit

**please note that this may take up to 24 - 48 hours to take effect.*

EMPLOYEES

All College employees have automatically been enrolled in to the emergency management system. Any information you have provided to the College will be used as a means of communicating with you. At any time College employees can opt out from this service and/or assure that their information is current and up-to-date.

To opt in or opt out of services you can do so by accessing Banner Web through the College's main website.

Under Banner Web go to:

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PUBLIC: (COLLEGE ASSOCIATION EMPLOYEES, CAP STUDENTS, ETC.)

To sign up for this service go to:

www.getrave.com/login/niagaracc and click on Register to setup their credentials.

To create an account the following information is needed:

- First Name
- Last Name
- Registration Email (will serve as the individual's username)
- Password (password must contain an uppercase letter and a number or non-alpha numeric character)
- Mobile Number (required for the registration process)

After completing the registration information the individual will be required to read the Terms of Use and accept the terms before moving onto the next step in the process.

Note: *Terms of Use can be found below.*

After accepting the Terms of Use, the individual must select their cell carrier. After selecting the appropriate carrier a text and email is sent to the individual. The individual must open the email and click on the link found in the email. The link will take the individual to a web page where they are instructed to enter a code that is sent in a text to the phone number provided in the previous step.

After entering in the code the user is successfully registered with Rave. The individual can now edit their information (opt in/out).

To opt out of receiving text messages the individual can either log into their account and remove their cell phone or send STOP to 67283 or 226787.

The individual must access the portal to be able to re-move their account in its entirety.