Instructions for Using My Alert

ICC’s MyAlert provides emergency and other necessary notifications through emails, voice messaging, and text messages. You will always receive notifications at your official ICC email (either @icc.edu or @lab.icc.edu). Please make sure you regularly check your ICC email.

If you listed a landline or cell phone in your eServices account, the system will call those numbers for an emergency notification. If your cell phone has texting, you will receive text messages when they are sent. If you have texting capabilities and DO NOT want to receive text messages, you will need respond STOP to the first text message you receive.

To register and/or update your account, please visit icc.edu/MyAlert. (We suggest using Mozilla Firefox as your browser. You may see “clipped” screens with Chrome or Explorer.)

Unless you have already edited your Username, your default user name is your ICC email address. If you have not logged in before or have forgotten your password, select the “Forgot Your Password?” link. You will receive the message below.

The email you receive will provide you with a link to reset your password. Follow the required instructions, then login to your account. You will see a screen like this:
There are several areas where you can edit your information:

- Your username – you can change your username if you’d like
- Your password – you can change your password as often as you’d like
- Mobile phone – you can add mobile phones to your account; you will need to know the name of your cell phone provider
- Email – you can add emails, but you cannot change your registration email

Test
You may select any of the “Test” buttons to check to see if your account is operating correctly.

Cell Phone
When you add or change a cell phone, you will be required to complete a series of steps. When you select “Add” under mobile phones, you will see this screen:
When you add your cell phone, you will be asked to confirm the carrier and to complete a test.

When you click on the “continue” button, you will be asked to enter a confirmation code. You may need to select the “resend” link if you don’t receive the confirmation code.
If you do NOT want to receive text messages, you will need to reply STOP to the confirmation code message you have received.

Help
If you don't know your ICC username or ICC email address, contact the ICC Technology Services Help Desk, (309) 694-5457.