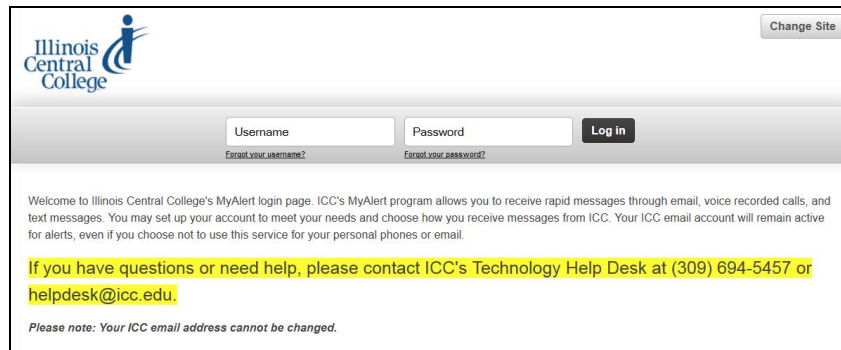


Student Instructions for Using the MyAlert Service

ICC's MyAlert provides free emergency and other notifications through emails, text messages, and voice messaging. **You always will receive these at your official ICC email. Please make sure you regularly check your ICC student email.**

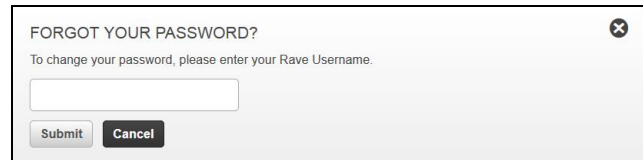
If you listed a landline or cell phone in your eServices account, the system automatically calls those numbers for emergency notification. If you have texting capabilities, you will also receive a text message. If you don't want to receive text messages, you need to turn off that function in your MyAlert account. (Instructions appear later.)

ICC's messaging service is provided by a company called Rave. During the set-up process, you may receive messages from "Get Rave" or "Rave," as well as from ICC. To register or to make changes to your ICC MyAlert account, visit www.icc.edu/MyAlert. You will see the screen below. (Your username is your ICC login ID PLUS @ lab.icc.edu. Example: ICC Network Username: xx123c; MyAlert Username is xx123c@lab.icc.edu. To find your username, visit www.icc.edu and select the "Find Login ID.")



The screenshot shows the Illinois Central College MyAlert login page. At the top left is the college logo. In the top right corner is a "Change Site" button. Below the logo are two input fields: "Username" with a "Forgot your username?" link underneath, and "Password" with a "Forgot your password?" link underneath. To the right of these fields is a "Log in" button. Below the input fields is a welcome message: "Welcome to Illinois Central College's MyAlert login page. ICC's MyAlert program allows you to receive rapid messages through email, voice recorded calls, and text messages. You may set up your account to meet your needs and choose how you receive messages from ICC. Your ICC email account will remain active for alerts, even if you choose not to use this service for your personal phones or email." Below this is a highlighted yellow box containing the text: "If you have questions or need help, please contact ICC's Technology Help Desk at (309) 694-5457 or helpdesk@icc.edu." At the bottom, there is a note: "Please note: Your ICC email address cannot be changed."

Next click the "Forgot your password?" link. You will see this screen.



The screenshot shows a modal window titled "FORGOT YOUR PASSWORD?". Below the title is the instruction: "To change your password, please enter your Rave Username." There is a single text input field. At the bottom of the modal are two buttons: "Submit" and "Cancel".

Enter your student ICC email address in the box. Click "Submit."

You will see this screen.



The screenshot shows a modal window titled "SUCCESS". Below the title is the message: "We have sent email to your site email address." Below this is the instruction: "Click on the link in the message. You will be taken to the Rave website and permitted to change your password." At the bottom of the modal is a "Continue" button.

Check your ICC student email for a message from no-reply@getrave.com. Click on the link that appears in the email.

This screen will appear when you select the link you received in the email. Fill in the information and select “Submit.”

(Remember your Username for MyAlert is your ICC student email address.)

The alert system will tell you if your password is strong enough. You may be asked to provide a more complex password before being allowed to continue.


When the system accepts your password, you see this screen.

Select the “Back to Login.” Login to the MyAlert system to make changes or additions to your account.



Choosing How You Want to Be Notified

Cell Phones and Texting



You will always receive messages at your ICC student email address. However, you may want to receive messages on your cell phone, home phone, or at another email address. MyAlert allows you to set your preferences.

When you login, you will see a screen like this. Your screen may have more or fewer phone numbers and emails.

Adding Mobile Phones

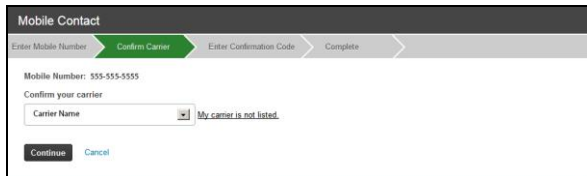
When you add a mobile phone that has texting capabilities, the MyAlert system will assume you want to receive text messages. To stop receiving texts, you will need to make some changes. We will cover that shortly.



The screenshot shows the 'Mobile Contact' form at the top of the page. The progress bar indicates the first step, 'Enter Mobile Number', is active. The form contains a text input field for the '10 Digit Mobile Number', a checkbox for 'Enable Voice Message Delivery' which is checked, and 'Continue' and 'Cancel' buttons at the bottom.

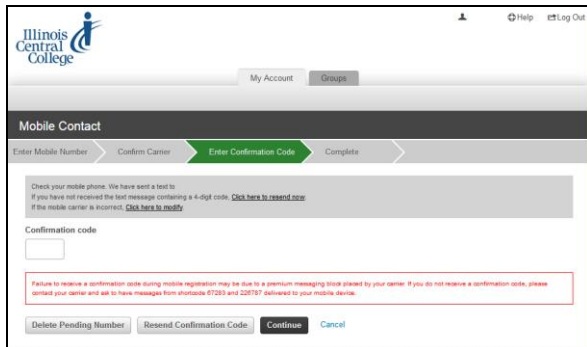
To add a mobile phone number for notifications, select the “Add” box in the menu. This screen appears.

Add your mobile phone number in the box without parentheses () or dashes. To receive a phone call, as well as text messages, make sure the “Enable Voice Message Delivery” box is checked. If you do not want MyAlert to call your cell phone, uncheck “Enable Voice Message Delivery.” Select “Continue.”



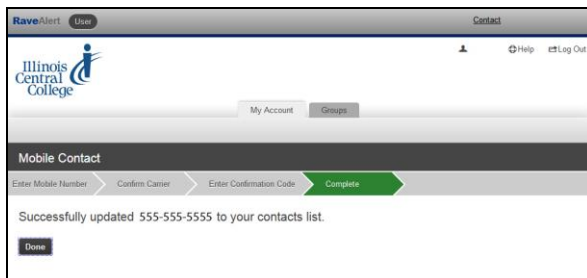
The screenshot shows the 'Mobile Contact' form at the top of the page. The progress bar indicates the second step, 'Confirm Carrier', is active. The form shows the 'Mobile Number: 555-555-5555' and a 'Carrier Name' dropdown menu with the text 'My carrier is not listed.' below it. 'Continue' and 'Cancel' buttons are at the bottom.

Choose your carrier from the drop-down menu and select “Continue.” A confirmation code text message will be sent to your cell. If your cell phone is not equipped to receive text messages, you still can add your cell phone number under “Voice Only Line Contacts.” We cover this a little later.



The screenshot shows the 'Mobile Contact' form at the top of the page. The progress bar indicates the third step, 'Enter Confirmation Code', is active. The form contains a text input field for the 'Confirmation code'. Below the field is a red-bordered box with instructions: 'Failure to receive a confirmation code during mobile registration may be due to a premium messaging block placed by your carrier. If you do not receive a confirmation code, please contact your carrier and ask to have messages from shortcode 67233 and 228787 delivered to your mobile device.' 'Continue' and 'Cancel' buttons are at the bottom.

Select “Continue.” This screen appears.

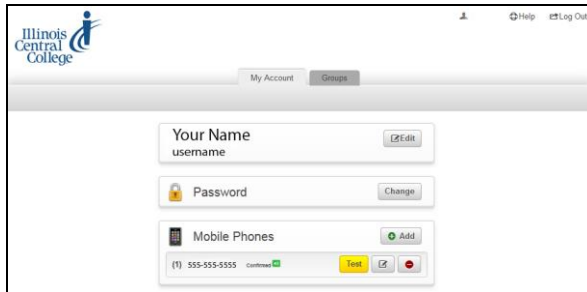


The screenshot shows the 'Mobile Contact' form at the top of the page. The progress bar indicates the fourth step, 'Complete', is active. The form displays the message: 'Successfully updated 555-555-5555 to your contacts list.' and a 'Done' button at the bottom.

Enter the confirmation code you received and select “Continue.” This screen appears.

You will receive a text message that says:
icc: Your phone is confirmed. Reply HELP for Help, STOP to Cancel. Msg&data rates may apply.

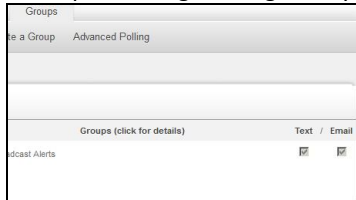
If you do not want to receive text messages from ICC, reply **STOP** to the text message.



You also can test your phone to make sure you ARE receiving emergency notifications. Select the “Test” box. You will receive a text message that says: **This is the test message you requested. Reply with “STOP” to unsubscribe.**

To Stop Receiving Text Messages

To stop receiving messages on your phone, do one of the following:

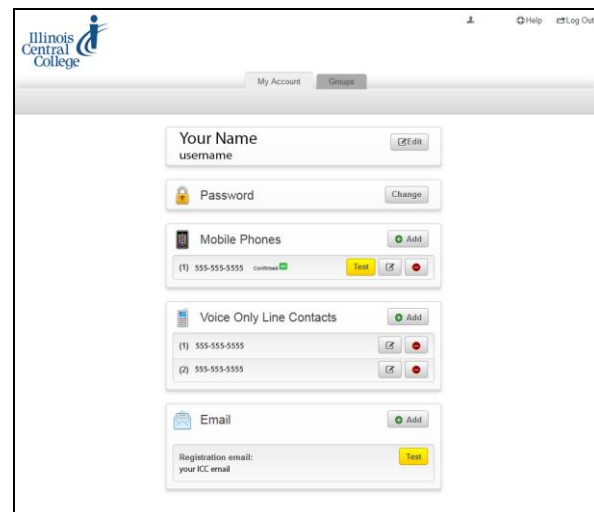


1. Click on the **Groups** tab and uncheck the Text box. You cannot uncheck the email box. Messages always will be sent to your ICC email address.
2. Text STOP to 67283 or 226787 from your registered mobile phone. You will no longer receive **ANY** messages from MyAlert. **Choose the STOP command with caution. This means you will NOT RECEIVE any text messages from ICC, including those regarding weather closures and other emergency notifications.**

Landline, Voice Only Cell Phones, and Other Email

To add landlines (or cell phones at home that are used as landlines where you DON'T want to receive text messages), select the “Add” button for Voice Only Line Contacts. Add as many numbers as you want, following the screen prompts.

You also may add emails to your notifications. Your ICC email ALWAYS will receive a notification, but if you would like to receive notifications at other emails, you may add them by selecting the “Add” box under “Email.” However, we strongly suggest that you rely on your ICC student email address for up-to-date information. Some email providers, such as Yahoo and some cable company emails WILL NOT RECEIVE emails sent by MyAlert. To be sure, enter the email account and use the TEST message. If you do not receive a message similar to the one below, you will not be able to receive messages from ICC at that email address.



“This is the test message you requested. Illinois Central College is now able to reach you at this address.”

Testing the System

ICC will regularly test the MyAlert the Friday after census day at 2 p.m. (Census day occurs on the twelfth day of classes during the semester.) You will receive a test message on your phone and through your student email.