Emergency Text Messages

How to Receive Text Messages from RAVE Alert

Students

Update your phone number in ctcLink **BEFORE** an emergency.

Lower Columbia College uses RAVE Alert to send out emergency notification messages. You will only receive emergency text and email messages through this system (e.g. nothing promotional). **Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details.**

Students and employees are automatically signed up for this service. This information comes from the contact information listed in ctcLink. In order to receive text notifications, your phone number **MUST BE LISTED** in ctcLink as a **MOBILE** number. Making sure your mobile number is entered correctly will enable you to receive text messages in case of an emergency. For additional information, see IT's Knowledgebase article on emergency notification messages. (helpdesk.lowercolumbia.edu/kb/faq?id=41 1)

Sign Up for Emergency Notification Messages from RAVE Alert

For students who work on campus, be sure to follow the instructions for employees on this page. The information in your employee record will override any information in your student record.

Update Your Mobile Phone Number in ctcLink (for students):

• Step-by-Step Instructions with Pictures:
  • Mobile Version (docs.google.com/document/d/1Eo-Pxs6XHKlXvsTTTF60EdLmt_oBVn7AWuLVwiqljFM/)
  • Web Version (docs.google.com/document/d/1y0HKhc_aR9gu5HGYcUtv0iWAkoA6STEisL4NiF37UxQ/)

- Shortcut Instructions:
  1. Log in to the mobile view of ctcLink (wa130.ctclink.us/)
  2. Select the **ctcLink Login** tile to go to the Dashboard
  3. Select **My Profile** from the menu bar on the left
  4. **Enter your mobile phone number as a mobile phone number** (NOT as "Home")
     - If your mobile number is not listed, then *add a mobile number*.
     - If your mobile number is already listed as a mobile number, then *edit the number* if necessary.
     - If your mobile number is listed as a HOME number, then *add the number again as a mobile number*. It is OK to have the same number listed twice.
  5. **Save** the changes
- Prevent RAVE Alert messages from being marked as spam (helpdesk.lowercolumbia .edu/kb/faq?id=437)

Employees

Update your phone number in ctcLink **BEFORE** an emergency.

Lower Columbia College uses RAVE Alert to send out emergency notification messages. You will only receive emergency text and email messages through this system (e.g. nothing promotional). **Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details.**

Students and employees are automatically signed up for this service. This information comes from the contact information listed in ctcLink. In order to receive text notifications, your phone number **MUST BE LISTED** in ctcLink as a **MOBILE** number. Making sure your mobile number is entered correctly will enable you to receive text messages in case of an emergency. For additional information, see IT's Knowledgebase article on emergency notification messages. (helpdesk.lowercolumbia.edu/kb/faq?id=43 5)

Sign Up for Emergency Notification Messages from RAVE Alert

- Log in to ctcLink (gateway.ctclink.us/)
- Select the **HCM** pillar
- Select the **Personal Details** tile
- Select the **Contact Details** tile
- **Enter your mobile phone number as a mobile phone number** (NOT as "Home")
- Prevent RAVE Alert messages from being marked as spam (helpdesk.lowercolumbia .edu/kb/faq?id=437)

Refer to the "Add Update Phone Number (http://ctclinkreferencecenter.ctclink.us/m/79 746/l/929078-9-2-ess-add-update-phone-number-fluid) " section in the Employee Self Service (ctclinkreferencecenter.ctclink.us/m/79746) section of the ctcLink Reference Center for assistance. For a short knowledgebase article that includes pictures,

see .

Parents and Community Members

If you do not have an @lowercolumbia.edu email address, you can still sign up to receive Rave Alert messages.

Sign up to receive emergency notification messages **BEFORE** an emergency. You will only receive emergency text and email messages through this system (e.g. nothing promotional).

Lower Columbia College uses RAVE Alert to send out emergency notification messages. **Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details.**

Sign Up for **Emergency Notification Messages from RAVE Alert**

- Go to https://getrave.com/login/lowercolumbia
- Click the **Register** button
- Enter the requested information
- Check the box for **I have read and agree to the Rave Terms of Use**
- Click the **Proceed to Next Step** button
- Confirm your mobile number and carrier
- Prevent RAVE Alert messages from being marked as spam (helpdesk.lowercolumbia .edu/kb/faq?id=437)

How to prevent RAVE Messages From Being Marked as Spam

Your cell phone may think the alert message is spam. Here's how to get the message.

Text alert messages from Lower Columbia College come from the following numbers:

- 226787
- 67283
- 78015
- 81437
- 77295

Voice alert messages from Lower Columbia College come from: **360-442-2311**.

Apple/iOS:

- On your iPhone's home screen, tap the **Settings** menu to open it.
- Scroll down and tap **Phone**.

- Under the Call Silencing and Blocked Contacts list, tap **Blocked Contacts** to see which contacts are listed. Check for any of the numbers listed above.
- If you have **Filter Unknown Contacts** enabled, you will need to make a contact with the above numbers. Any missed alerts should appear in your unknown contacts filter.
- To view filtered messages, open the **Messages** app, then tap **Filters**. On the next screen, you'll see folders for your text messages. Tap **Unknown Senders** to see messages from accounts not in your Contacts list.

Android Users:

- Open the **Messages** app
- Click the **three vertical dots** at the right of the search bar
- Select **Spam & Blocked**
- Any incoming alerts in this list can be opened. Select them and mark them as not spam.

How to Opt Out/Unsubscribe from RAVE Alert

Once registered, you can opt out of SMS messages at any time by texting STOP to 226787

- Opt out from receiving SMS messages at any time by texting **STOP** to **226787**.
- Manage your email subscriptions by registering your account at https://getrave.com/login/lowercolumbia.

How to Receive Text and Email Messages from FlashAlert

In addition to Rave, you can also sign up to receive text messages from FlashAlert, a regional communication platform that LCC uses to inform the media about campus closures and other emergencies.

LCC subscribes to FlashAlert to provide closure information to major media outlets (such as TV and radio). Individuals can also sign up to receive the information directly from FlashAlert.

How to Sign Up for a FlashAlert Account (do this first)

1. You can sign up to receive email notifications from FlashAlert (www.flashalert.net/id/lcc) at https://www.flashalert.net/id/lcc.
2. Create an account using your email address.
3. You will be prompted to select a password to use with your account.
4. You must sign up for and manage your FlashAlert account from a PC.

How to Receive Text Messages from FlashAlert

1. You can sign up to receive push notifications on your mobile device by downloading the "FlashAlert Messenger" app from the iTunes app store or Google Play.
2. You must link the app to the FlashAlert account you set up from your computer.
3. You must manage your FlashAlert Account from a PC.
4. If you get a new device, change your phone plan, or change your email address, you may need to update your account from a PC and re-link your app to your account.
5. For more information about issues with texts from FlashAlert, please visit Text Messaging FAQs (www.flashalert.net/latetext/) at https://www.flashalert.net/latetext/.
6. Standard text messaging charges apply.

How to Opt Out/Unsubscribe from FlashAlert

1. You can manage your subscriptions, including unsubscribing from Lower Columbia College, by visiting https://www.flashalert.net/login.html.
2. Log in with your email address and password.
3. Select "my subscriptions" and uncheck Lower Columbia College.
4. Select update to save your selection.