

# WVM Alert Frequently Asked Questions

## 1. What is WVM Alert?

WVM Alert is the Campus emergency messaging system used by West Valley and Mission colleges to ALERT students, faculty, staff, contractors and visitors of emergencies and other situations affecting our campuses.

As a part of this service you will periodically receive text, voice and email messages. The system is tested twice per semester and used for actual emergencies as necessary.

Messages are sent by West Valley Mission Community College District Police, Emergency Management personnel, the Public Information Officer or other trained staff.

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.

## 2. How are the messages sent to me?

Due to the mobile nature of many campus affiliates, cell phones are often the best way to reach the campus population during an emergency. Campus safety officials will use voice calls and text messages to cell phones to ensure delivery and comprehension of the message. Email messages and office phones may also be used.

**CREATE A CONTACT ON YOUR PHONE for WVM Alert. The phone number will always be the same 408-855-5544. That way you will know it is WVM Alert calling.**

WVM Alert is not the only way we notify you of emergencies.

- If you hear the fire alarm – evacuate the building
- If you hear instructions via the public address system – follow the instructions given. *The PA system is not available in every campus building at this time.*
- If a classroom phone rings – answer it and follow instructions
- If you are asked to take action by a Campus Emergency Response Team member wearing a reflective vest – follow their directions
- If you see instructions on the campus electronic signs or campus website – take appropriate action
- If you receive a message on Social Media (campus Facebook or Twitter) - be sure the message is from an Official source (campus police, campus President, etc) before taking action.

### 3. What situations prompt a WVM Alert?

Situations could include

- Lockdown – Active Shooter - Run or Hide or Fight based on situation
- Building Evacuation
- Campus Closure
- Shelter in Place - Event requiring everyone to stay indoors (different from a Lockdown)
- Semester System Test

### 4. What should I do when I receive a WVM Alert?

Each situation requires a different set of actions.

Watch the Campus Safety Video on the District website at [www.wvm.edu/emergency](http://www.wvm.edu/emergency) and click on “Safety Training”. You’ll find detailed Emergency Guidelines and other emergency information under “Emergency Guidelines”. There are also posters positioned around campus and in classrooms that provide instructions.

If you are driving and receive a WVM Alert pull over, when convenient, and read or listen to the message before you enter the campus.

### 5. How will you send out emergency updates?

Updates about the event will be posted on Facebook and Twitter. If you don’t have accounts, you can still access the information via links posted on the [www.wvm.edu/emergency](http://www.wvm.edu/emergency) site under “Emergency Info Updates”

#### Facebook:

- Mission College Facebook <https://m.facebook.com/pages/Mission-College/359222180118>

- West Valley College

Facebook [https://www.facebook.com/westvalleycollege?ref=br\\_tf&rf=110883848936359](https://www.facebook.com/westvalleycollege?ref=br_tf&rf=110883848936359)

- You do not have to have a Facebook account to view the Facebook page. Just type the link on the URL line on your web browser or save the link in your contacts.

#### Twitter:

- Mission College Twitter @missioncolleges (yes, there is an “s” at the end)
- West Valley College Twitter @WestValleyCC
- You do not have to have a Twitter account to get updates on Twitter. Just type the @name on the URL line on your web browser. Save it in your contacts for reference.

Note: There is an old twitter account called @missioncollege1, no longer in use

### 6. Is there a fee for this service?

The service does not charge any fees; however, your standard mobile device charges do apply.

## **7. Can anyone sign up for WVM Alert campus emergency notifications?**

Anyone may sign up for campus emergency messages sent to West Valley and/or Mission College. Click the **Other Affiliates** page to begin.

- If you are a student, full-time staff or faculty working the current semester, you are automatically registered. See Question #10 for log-in information.

## **8. Will you test the system?**

WVM Alert is tested every semester. You will receive an email notice at least 24 hours before the test so you can update your College Web Services Portal information if necessary. All test messages clearly say "THIS IS A TEST".

## **9. How will I know if I have an account?**

All students, faculty and full time staff should have an account.

If you are a student, full-time staff or faculty working the current semester, you are automatically registered. See Question #10 for log-in information.

## **10. How do I log in for the first time if I was automatically registered as Student/Staff/Faculty?**

Click on the WVM Alert link at the top of the home page of [www.wvm.edu](http://www.wvm.edu). The User Name is the email you use for College Web Services Portal. Click "**Forgot My Password**". Your temporary password will be sent to the email address. If no account exists, you will need to Self-Register.

## **11. I'm trying to register but the system says I already have an account.**

If you are student, faculty or full time staff, you were automatically loaded into the system. Use your College Web Services Portal email address as the User Name and Click "**Forgot My Password**". Your temporary password will be sent to your email address.

*If you share an email address with another person, only one set of contact information can be included. You can self-register with another email address or change your email address in College Web Services.*

## **12. How do I add myself to a group or change groups?**

### **For Self-Registered users**

You must ADD YOURSELF TO A GROUP. The groups are the places where you spend your time. It's how WVM Alert knows where you are.

- Do you attend classes or work at West Valley College? You should join the West Valley Campus OPT-IN group
- Do you attend classes or work at Mission College? You should join the Mission Campus OPT-IN group.
- Do you spend time on BOTH campuses? You should join BOTH groups.

1. Click on the **Groups** tab at the top of your Account page.
2. Pick the **"Actions"** button next to the college you want to select. (It looks like a magnifying glass).
3. On the next page scroll down to the **ACTIONS** section and click **"Join"**. **If you do not add yourself to a group**, you will not receive messages! Repeat this process if you want to join both college's groups.

**Note:** The default group WVMCCD Broadcast Alerts **DOES NOT** receive alerts. Ignore this option.

**Automatically registered users** are already set up in groups. If you feel you should be receiving alerts from both campuses and are not, log in to your account and follow steps above. See #10 to log in to your account.

### **13. The system is asking me to verify my cell phone number. Do I need to do this?**

#### **For Self-Registered users**

YES! You must follow the prompts to verify your cell phone number and enter the confirmation code - otherwise, you will not receive messages.

#### **For Automatically Registered users**

No. Verification is not necessary.

### **14. What is a confirmation code?**

#### **For Self-Registered users**

The confirmation code is generated by the WVM Alert system and sent to your cell phone. You must enter the confirmation code on your account page to activate messages to your cell phone.

#### **For Automatically registered users**

No need to confirm you cell phone.

### **15. I did not receive the confirmation code text message.**

If you do not receive the confirmation code within a couple of minutes:

1. Click the **"Confirm"** button on the **My Account** page
2. Use the **"Click here to resend now"** link provided on the **Enter Confirmation Code** page.

If you still fail to receive the confirmation text message

1. Click the edit button on the **My Account** page that is associated with [Mobile Contact (1)]
2. Confirm your mobile number and carrier are correct.
3. 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 shortcodes 67283 and 226787 to be delivered to your mobile device.

## **16. 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 WVM Alert 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**.

## **17. What are Voice Only Line Contacts used for?**

Broadcast Alerts can include a recorded voice message sent to your **Voice Only Line** contacts. When you specify a voice only line, you are requesting to receive any voice messages included as part of a campus emergency message.

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

### **For Self-Registered users**

Yes. To enter your mobile phone, visit the **My Account** tab, and click the “**Add**” button within the **Mobile Contacts** section. If you wish to provide a landline, VoIP, or other phone that cannot receive text messages, you can enter it within the **Voice Only Line contacts** section.

### **For Automatically Registered users**

Your phone numbers are already entered. Update them in the College Web Services Portal.

## **19. How do I edit my WVM Alert account information?**

### **Do you have access to the College Web Services Portal?**

If your College Web Services Portal account has current contact information, your WVM Alert contact information will be current as well. The College Web Services Portal information will overwrite any WVM Alert system contact edits made inside WVM Alert system.

### **No College Web Services Portal Access**

Log-in to your WVM Alert account and click “**Edit**”.

## **20. How do I update my information in College Web Services Portal?**

1. Login to College Web Services from the campus or District website
  - a. [https://ssb-prod.ec.wvm.edu/PROD/twbkwbis.P\\_WWWLogin](https://ssb-prod.ec.wvm.edu/PROD/twbkwbis.P_WWWLogin)
2. Select Personal Information
  - a. Select Update Addresses and Phones
  - b. Select Update Email Addresses

## **21. I'm not receiving voice messages on my cell phone.**

### **For Self-Registered users only**

Log-in to your account and make sure that you **Confirmed** your phone number. The system must send you a text code that you enter on the website to confirm that the phone number is correct. Until this is done, you will not receive calls.

Also check to see that you registered for a GROUP. (See #12 above.)

To receive voice messages on your mobile device, click the “**Enable Voice Message Delivery**” checkbox to turn on voice alert delivery for the selected phone.

#### **For Auto-Registered users**

Confirm that your phone number is current in College Web Services Portal. If you are still having problems, email [wvm.Alert@wvm.edu](mailto:wvm.Alert@wvm.edu).

### **22. I’m not receiving text messages on my cell phone.**

If you are not receiving text messages, your mobile carrier may be enforcing a text messaging block on your account. Contact your carrier and ask that messages from shortcodes 67283 and 226787 be delivered to your mobile device

#### **For Self-Registered users**

Also check to see that you registered for a GROUP. (See #12 above.)

If you have previously texted “Stop”, and now want to receive texts, you must delete the phone number, re-add it, and **Confirm** the number (see question #13).

### **23. How do I change my email address?**

#### **For Self-Registered users**

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.

#### **For Auto-Registered Users**

Update your email in the College Web Services Portal.

### **24. How do I change my mobile number?**

#### **For Self-Registered Users**

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.

#### **For Auto-Registered Users**

Updates to contact information in WVM Alert will be overwritten by the College Web Services Portal. Update contact information in the College Web Services Portal ONLY.

### **25. 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.

## 26. How do I remove text messaging?

You may remove text messages by texting **STOP** to 67283 or 226787 or 78015 or 81437 or 22911 from your registered mobile phone.

Note: Text messages are the fastest way to receive emergency messages.

When you remove this notification method, you may put yourself and others at risk because you are not aware of in progress campus emergencies.

The District is not responsible for any adverse consequences resulting from your decision. If you have questions, please email [WVM.Alert@wvm.edu](mailto:WVM.Alert@wvm.edu)

## 27. How do I stop voice messages to cell phones or landlines?

### For Self-Registered users and Auto-Registered users

Go to the **My Account** tab, and click the **Edit** link associated with your Mobile Contact.

**UNCHECK** the Enable Voice Message Delivery checkbox.

Self-Registered users may delete the number.

## 28. How do I set up my account to ONLY receive voice messages?

### For Self-Registered users

To receive ONLY voice messages on a particular mobile device (no text), text STOP to 67283 or 226787 or 78015 or 81437 or 22911 from your registered mobile phone.

Note: When you remove any notification methods, you may put yourself and others at risk because you are not aware of in progress campus emergencies.

The District is not responsible for any adverse consequences resulting from your decision. If you have questions, please email [WVM.Alert@wvm.edu](mailto:WVM.Alert@wvm.edu)

## 29. How do I delete my Account / Opt Out?

### For Self-Registered users

Log-in to your account and click "**Delete**". You may create a new account at any time.

### For Automatically Registered students, staff or faculty

If you click the "**Delete**" button, your information will NOT be deleted because the College Web Services Portal reloads all student, staff and faculty names into WVM Alert every evening. The only way for it to "stick" is to do the following:

You may Opt Out of text messages by texting STOP to 67283 or 226787 or 78015 or 81437 or 22911 from your registered mobile phone. You may also **UNCHECK** the **Enable Voice Message Delivery** checkbox, effectively removing you from all methods except email.

**Auto-Registered users may not Opt Out of email messages.** We encourage you to enable as many messaging methods as possible to increase the likelihood and speed of receiving a given emergency message.

Note: When you remove any notification methods, you may put yourself and others at risk because you are not aware of in progress campus emergencies. The District is not responsible for any adverse consequences resulting from your decision. If you have questions, please email [WVM.Alert@wvm.edu](mailto:WVM.Alert@wvm.edu)

### **30. I deleted my account but I'm still getting messages.**

If you are part of the automatically registered group, you cannot delete your account. Your information is being reloaded every evening. You may STOP text messages and uncheck the Enable Voice box in your account. (See FAQ #29). You will still receive landline phone calls and email.

If you are no longer a student/staff/faculty, our records may need to be updated. (See FAQ #32) for phone numbers to call. If all else fails, email [wvm.Alert@wvm.edu](mailto:wvm.Alert@wvm.edu)

#### **For Self-Registered users**

Try the Delete option again. (See FAQ #29)

### **31. What happens when I opt out completely?**

Opting Out will remove you from the WVM Alert notification system.

You will no longer receive campus emergency notifications to your phone or email.

Note: When you remove any notification methods, you may put yourself and others at risk because you are not aware of in progress campus emergencies.

The District is not responsible for any adverse consequences resulting from your decision.

#### **For Self-Registered users**

Only self-registered users may completely opt out.

#### **For Automatically Registered users**

Students, staff and faculty must receive email messages (See FAQ #29). If you have questions, please email [WVM.Alert@wvm.edu](mailto:WVM.Alert@wvm.edu)

### **32. I am no longer a student, staff, faculty but I'm still getting the messages.**

*If you were automatically registered* in the system, contact the following people to have your campus records updated.

Students – West Valley Admissions and Records 408-741-2001

Students – Mission Admissions and Records 408-855-5000

Faculty, Community Ed Instructors – Human Resources 408-741-2061

Classified Staff - Human Resources 408-741-2161

Part time or Student Hourly – Human Resources 408-741-2171

The system records will not update unless the campus records are up-to-date.

*If you self-registered*, you may log into your WVM Alert account and delete it (See FAQ #29)

### **33. You have the wrong number!**

If you believe that you are receiving this information in error, email

[wvm.Alert@wvm.edu](mailto:wvm.Alert@wvm.edu). If you are a former student, staff or faculty member, see #32 above.

### **34. What is Rave Mobile Safety?**

On July 1, 2015, Rave Mobile Safety was contracted by the District as the notification platform to support campus emergency messages.

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 or 78015 or 81437 or 22911.**