

## Campus Alerts: Emergency Text Messaging

As part of the Campus Alerts system, emergency text messages provide time-sensitive notifications to subscribers' cell phones about situations that pose an immediate risk to the safety of the campus or could significantly disrupt its activities.

- Subscribing to emergency text messages is free, but your carrier may charge you to receive text messages. Check with your phone company for details.
- The University will only use your cell phone number for emergency notifications. Your number will not be shared with commercial entities.

### Subscribe to Emergency Text Messaging

#### WHERE

In SPIRE at <https://spire.umass.edu/>

#### NEEDED

- **An OIT or SPIRE Account.** If you do not have an OIT or a SPIRE Account, go to OIT Account Management, A113 LGRC Lowrise with a picture ID (M - F, 8:30 a.m. - 4:45 p.m.)
- **A cell phone that can receive text messages.** Check with your carrier for more information.

#### HOW

1. Log on to SPIRE with your NetID (OIT Account user name) and password or with your SPIRE logon information.
2. In the left *Menu*, go to *Campus Alerts > Cell Phone Info*. The *Cell Phone Information* page opens.

Figure 1.0. The Cell Phone Information page in SPIRE

3. On the *Cell Phone Information* page, in the *Cell Phone Number* field, enter your cell phone number starting with the area code (e.g., **413/222-3333**). All 10 digits of your phone number are required. **Note:** You must have a U.S.-based carrier in order to subscribe.
4. Click **Save**. The *Save Confirmation* page appears, confirming your subscription.
5. On the *Save Confirmation* page, click **OK** to return to the *Cell Phone Information* page.

You will also receive a 'Welcome' text message from Connect-ED (our service provider) within 24 hours. **Note:** Your subscription is not complete, and emergency text messages cannot be delivered to your cell phone until you receive the 'Welcome' message from Connect-ED.

(continued on reverse)

## Update Your Subscription

To ensure that you are receiving emergency text messages in a timely manner, keep your cell phone number up-to-date in SPIRE.

1. Make your changes directly on the *Cell Phone Information* page, then click **Save**. The *Save Confirmation* page will appear, confirming your edits.
2. Click **OK** to return to the *Cell Phone Information* page. Check your phone for a new ‘Welcome’ text message from Connect-ED within 24 hours.

## Unsubscribe

Unsubscribe from Campus Alerts during the summer or any other time you are going to be away from campus for an extended period of time.

Your subscription to Campus Alerts ends automatically when you leave the University (e.g., graduate, etc.)

1. On the *Cell Phone Information* page, simply click **Delete**. The *Delete Confirmation* page appears, asking you to confirm that you want to unsubscribe.
2. On the *Delete Confirmation* page, click:
  - **Yes - Delete** to unsubscribe
  - or -
  - **No - Do not delete** to maintain your subscription.

You will be re-directed to the *Cell Phone Information* page (the *Cell Phone Number* field will be blank if you choose to unsubscribe.)

## When You Receive a ‘Campus Alert’ Text Message

The message, labeled ‘*Campus Alert*’, will be transmitted from 23177 and will include instructions about what you should do. If you are a student and are in class, tell your instructor about the message. **Note:** Please adhere to your instructors’ policies about cell phone use.

## Get Help

### *Technical Questions*

For technical questions, including help with your subscription in SPIRE, contact the *OIT Help Desk* at 413-545-9400.

### *General Information*

For general information about emergency communications, contact *Ed Blaguszewski*, public information officer for the Emergency Operations Center, at 413-545-0444 or e-mail: [edblag@admin.umass.edu](mailto:edblag@admin.umass.edu).