

## 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](http://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.

**SUCCESS** 

We have sent email to your site email address.

Click on the link in the message. You will be taken to the Rave website and permitted to change your password.

[Continue](#)

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:

Your Name  
Your username  [Edit](#)

 Password  [Change](#)

 Mobile Phones [+ Add](#)

Phone Number  [Test](#) [Edit](#) [Remove](#)

 Voice Only Line Contacts [+ Add](#)

Phone Number  [Edit](#) [Remove](#)

 Email [+ Add](#)

icc.email  [Test](#)

Preferred email  [Test](#) [Edit](#) [Remove](#)

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:

## Mobile Contact

Enter Mobile Number   Confirm Carrier   Complete

**10-Digit Mobile Number:**

Enable Voice Message Delivery:

Text messages are recurring and sent on an as-needed basis. Text **STOP** to 226787 or 67283 or 78015 or 81437 to cancel messages.

Message and data rates may apply. We do not charge for this service, however your mobile phone company may charge for text messages. Please refer to your mobile phone's service plan for more information.

You may access technical support by texting **INFO** or **HELP** to 226787 or 67283 or 78015 or 81437 at any time.

**CONTINUE** CANCEL

When you add your cell phone, you will be asked to confirm the carrier and to complete a test.

Enter Mobile Number   **Confirm Carrier**   Enter Confirmation Code   Complete

**Mobile Number:**

**Confirm your carrier**

Verizon Wireless

If your phone can receive texts and is not blocked, a 4-digit confirm number will be sent to you confirm, text messages are recurring and sent on an as-needed basis. Reply **STOP** to cancel and **HELP** for text support. Message and data rates may apply. Once

Alerts sent via SMS may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond Verizon's control may interfere with message delivery, including the customer's equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be timely received and that Verizon does not guarantee that alerts will be delivered.

**CONTINUE** CANCEL

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.

Enter Mobile Number > Confirm Carrier > **Enter Confirmation Code** > Complete

Check your mobile phone. We have sent a text to  
If you have not received the text message containing a 4-digit code, [click here to resend now](#).  
If the mobile carrier is incorrect, [click here to modify](#).

**Confirmation code**

Message and data rates may apply. Once you confirm, text messages are recurring and sent on an as-needed basis. Reply **STOP** to cancel and **HELP** for text support.

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 226787, 67283, 78015 and 81437 delivered to your mobile device.

DELETE PENDING NUMBER    RESEND CONFIRMATION CODE    **CONTINUE**    CANCEL

**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.