

## **UNMC Alert FAQ**

### **What is UNMC Alert?**

Nebraska Medicine, UNMC, and Clarkson College have partnered with Rave Mobile Safety, AppArmor, and Alertus to offer UNMC Alert, an emergency notification system capable of sending employees, faculty, staff and students critical alerts in the form of texts, voice calls, email messages, computer crawler, digital signs, Voalte phones, and through an app. The system keeps everyone informed so that they can take proper precautions or actions in case of an emergency.

### **If I'm signed up for UNMC Alert, how do I change my cell or other phone numbers, or email?**

To edit any of your numbers or email addresses, log in to <https://getrave.com/login/unmc> and update your contact details. Remember to also update your number in your Workday profile if you are a Nebraska Medicine employee, your [MyRecords](#) profile if you are a UNMC student, and your [Firefly](#) profile if you are a UNMC faculty or staff member.

### **What kinds of messages will I receive?**

You will receive emergency alerts regarding imminent or potential threats to employees, faculty, staff, students, patients and visitors. This includes situations such as an armed intruder, bomb threat, fire, tornado warning, and other similar scenarios.

### **Will I receive advertisements or text messaging spam?**

Never. We respect your privacy, and you will never receive anything besides official Nebraska Medicine, UNMC, or Clarkson College emergency alerts.

### **What if I live or work outside of the Omaha area? Will I receive these alerts?**

It depends on the type of emergency. All employees, students, faculty and staff, regardless of their work location, will automatically receive alerts for active shooter, armed intruder, bomb threat and explosion situations because we want to ensure we are reaching any user who could be reporting to Omaha. All other alerts are primarily targeted to users based on their work location.

### **When I try to access the UNMC Alert web portal, I get an "access denied" message. What do I do?**

If you are a UNMC student, faculty or staff member or a Nebraska Medicine employee and receive this message when attempting to log in, please try the following steps:

- Clear your browser history/cache.
- Try a different web browser.
- Type the link manually on the web browser address line: <https://getrave.com/login/unmc>

**Who do I contact for assistance with my UNMC Alert profile/contact information, or if I have any other questions about UNMC Alert, including the app?**

If you need assistance, please contact UNMC Emergency Management at [emergencymgmt@unmc.edu](mailto:emergencymgmt@unmc.edu) .

**How will I identify incoming messages from UNMC Alert?**

You will be sent emergency alert messages via text from 78015, voice calls from 402.559.5100, and emails from [unmcalert@alerts.unmc.edu](mailto:unmcalert@alerts.unmc.edu). We encourage you to save this information in your cell phone contacts so that you will recognize them when messages are sent. Some smaller carriers do not support short code messaging. For these carriers, you may receive messages from @getrave.com.

**How do I stop getting messages?**

To stop getting emergency alert messages, you may login to <https://getrave.com/login/unmc> and remove your number/text/email, or reply to the text with the word "STOP". You will not be able to unenroll your official work/school email address as we are required to notify you through at least one method.

**Do I have to download the UNMC Alert mobile app to receive emergency alerts?**

No, you do not need to download the app to receive emergency alerts. The app is a separate – and free - feature within the UNMC Alert system that gives you access to other helpful tools and resources, such as friend walk, emergency preparedness guide, etc. All employees, faculty, staff and students are encouraged to download and use the app, but it is not a requirement. If you download the app and enable push notifications, you will receive push notifications for certain emergency alerts.

**Does the UNMC Alert mobile app always track me?**

No. Your privacy is of the utmost importance. You can only be located if you use the mobile blue light or friend walk features, which require your approval to show your location to dispatch when this security feature is enabled.

**Does the UNMC Alert mobile app let other people like my family or friends track me?**

Yes, if you use Friend Walk, which allows you to share your location with a person of your choosing for a period of time. But remember that you are in full control of this feature. It only works when you program it and share your location. At the end of the walk or when either of the parties disconnects, location sharing is disabled.

**Does the UNMC Alert mobile app work if I'm off campus?**

Yes, you can still access certain features within the app and report a concern if you are not located at a Nebraska Medicine or UNMC facility. However, if you have an emergency and you are located off property, you should dial 9-1-1 or use the feature to call 9-1-1. If you use the app to report a safety concern and the concern is off property, the information will be forwarded to the appropriate law enforcement agency.

**Can I get alerts if I'm on campus temporarily?**

Yes! This is a great option for contractors or volunteers. You can opt in to alerts by texting "UNMCALERT" to 226787. This is a permanent enrollment in UNMC Alert. If you wish to unenroll, text "STOP" or "LEAVEUNMCALERT" to 226787 and you will be unenrolled from alerts.

**Can anyone download the app?**

Yes, anyone can download the app named "UNMC Alert" from the Apple App Store or the Google Play Store. All publicly available information in the app is already available through other public avenues such as websites. There is a section for updating contact information that requires a UNMC/Nebraska Medicine login.

**What if I have a digital sign that isn't getting alerts?**

Submit a ticket to the HelpDesk that includes the location and identification number of the display (if you know it).