Wildcat Alert FAQ provides answers to frequently asked questions about your information, how notifications will be sent, and supported features.

What is Wildcat Alert?

Wildcat Alert is a mass notification system comprised of e-mail, voice and text messaging that is designed to send messages to thousands of individuals in minutes. It supplements existing means of com**muni**cation, including emergency outdoor warning sirens and severe weather alert radios.

Everyone who has a Bishop State Community College e-mail address will receive alerts to their campus e-mail address. In order to also receive text and voice message alerts, members of the campus community will be asked to provide phone contact information. While participation in the text and voice messaging notification is optional, **enrollment is strongly encouraged**. The information you supply is considered confidential and will not be shared or used for other purposes.

Bishop State students, faculty and staff have the opportunity to provide a primary mobile phone number for receipt of text messages, and up to three other phone numbers (mobile or other) for receipt of voice messages. Emergency messages will be sent via a system provided by the High Ground Solutions/SchoolCast. **Wildcat Alert** will be used in tandem with other campus communication tools.

Why should I sign up for the Wildcat Alert voice and text message components?

Because students, faculty and staff are constantly on the move, this system provides the flexibility for you to receive messages on multiple devices.

Who can sign up for Wildcat Alert voice and text messages?

All Bishop State students, faculty and staff who have a valid ID are able to sign up to receive text and voice message alerts. You will need to log into **Wildcat Alert** at https://www.myschoolcast.com/go/bishop/ and enter your user name and password.

Will I receive Wildcat Alert messages if I don't sign up at https://www.myschoolcast.com/go/bishop/ ?

If you do not sign up with **Wildcat Alert**, you will still receive emergency messages via your official campus e-mail address. However, you will not receive text or voice messages. Bishop State strongly recommends that you provide at least one phone number (cell phone is recommended) for **Wildcat Alert** to ensure that you receive important messages in a timely manner.

Who implements Wildcat Alert?

Wildcat Alert is managed jointly through the Offices of Public Relations, Student Development Services, Computer Services and Campus Police.

What kind of alerts will be sent?

Note: **Wildcat Alert** will be used to distribute important information related, but not limited to, your student account, financial aid, student activities, and registration.

Examples of emergency alerts include severe weather, building evacuations and dangers requiring lock-down or shelter-in-place. The message will direct you where to go for further information or what action to take. Following a warning, the alert system may be used to provide additional messages or an "all-clear" announcement. The **Wildcat Alert** notification system will also be tested on a routine basis to ensure that we are able to reach all **Wildcat Alert** participants.

How does Wildcat Alert work?

Wildcat Alert is a hosted and managed system. You will not need special hardware or software to receive messages. It is a multi-modal service that can disseminate emergency messages through:

- **E-mail:** An alert message will be sent to your official campus e-mail address. You can also specify a secondary e-mail address for receiving these alerts.

- **Short Messaging Service (SMS) text messages:** Faculty, staff and students may choose to register a cell phone number for receiving SMS text messages through **Wildcat Alert**.

- **Voice messages:** Faculty, staff and students may choose to register up to three additional phone numbers with **Wildcat Alert**. Voice messages will be sent to these phone numbers.

NOTE: You will receive alerts to all phone numbers and e-mail addresses registered with **Wildcat Alert**.

Can I opt out of the system after I sign up and can I update my contact information after I have registered?

You can opt not to receive text or voice mail alerts, however, you cannot opt out from receiving an alert on your official campus e-mail address.

You can log into **Wildcat Alert** at any time to update or delete your contact information. Whenever your phone number or alternate e-mail address change, it is very important that you update this information with **Wildcat Alert** to ensure you continue to receive alerts through the system.

Are there any costs involved if I sign up for the system?

If you do not have a text messaging contract as part of your cellular service, there may be a small charge for any text messages that you receive. You should check with your cell phone carrier to determine what these costs may be. There is no fee assessed student, faculty and staff for gaining access to the system.

How soon will I have the capability to receive text or voice mail messages after I sign up?

You will be able to receive messages within 24 hours of sign up. The system is updated on a daily basis.

Will my contact information remain secure?

The information collected for **Wildcat Alert** is securely maintained and will not be shared.

How can I recognize messages from Wildcat Alert?

- **E-mail:** sent from **Wildcat Alert** will come from **wildcatalert@bishop.edu.** <u>**Note: This e-mail address is not monitored. Please do not reply to messages**</u>.

- **SMS text messages:** Text messages will begin with "**Wildcat Alert**" and number **251/432-7812**.

- **Voice messages:** The phone number you will see in your caller ID will be **251/432-7812**. You should program this number into your phone so you will immediately recognize it. <u>**Please do not reply to messages**</u>.

Where can I find additional information about preparedness?

More information is posted at h**ttp://www.bishop.edu/emergencyplan.html.** During an emergency, details and updated information regarding the specific emergency will be provided on the Bishop State home page at **www.bishop.edu** and at phone number 251-432-7812.

For technical assistance with the online form, please contact Computer Service at (251) 405-7071 or **mforsyth@bishop.edu.** For general questions about Wildcat Alert, please contact the Office of Public Relations at (251) 405-7135 or e-mail **hjordan@bishop.edu**.