



Manchester Community College (MCC) has partnered with [Rave Wireless](#) (Rave Mobile Safety) to provide a new emergency alert system capable of delivering messages to your college email and personal email addresses, as well as your landline and cell phone. Below is new information on how to update or enroll in the new system

### **What is MCC ALERTS?**

MCC ALERTS is Manchester Community College's emergency notification system that will help ensure rapid and reliable mass communication to students, faculty, and staff. The MCC ALERT system is designed to communicate with cell phones (text and voice messages), landlines, and e-mail systems, should a crisis, emergency situation or weather closure/delay occur on the MCC campus.

### **Registering for MCC Alerts?**

Students, faculty and staff should register for MCC alerts to receive the latest information on campus emergencies delivered to their cell phone (voice or text message) and email account.

You can register for MCC Alerts (Rave Wireless) by visiting [www.getrave.com/login/mccnh](http://www.getrave.com/login/mccnh) and click the register button. **You must have a CCSNH email address to register**, this includes students, faculty and staff. If you have forgotten your username and/or password, there are links to help with this on the login page.

***Note:** Please read the disclaimer below\* as there is not a guarantee of delivery due to situations which are outside of the CCSNH or Rave Wireless control.*

## **MCC ALERTS Frequently Asked Questions**

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### **What should I do when I receive a MCC ALERTS message?**

There are three things you should do when you receive an MCC ALERTS notification message:

1. Read/Listen to the message - don't ignore it!
2. Alert other people. During classes, professors and other students may have their cell phones turned off. If you're in a classroom, please advise the professor so that he or she may assist you in taking appropriate action. If you're at work, let your coworkers know about the alert. It's very important to help spread word.
3. Follow any instructions given with the message. The instructions will be direct and specific to the particular situation. Be sure to follow them carefully. If the situation requires it, additional messages will be transmitted to update you.

### **How can I be sure my telephone number won't be given out?**

The information you provide for MCC Alerts belongs to Manchester Community College. Our vendor (Rave Wireless) ensures that none of your cell phone or e-mail information will be sold, offered or shared in any way with anyone. It's against federal law for them to share or sell personal student information.

### **Do students, faculty and staff need to register to activate this service?**

Yes if you wish to receive notifications via text/phone calls or email. All students, faculty and staff are strongly encouraged to register and provide their emergency contact information at <https://www.getrave.com/login/mccnh>. If you wish to receive alerts for more than one campus you will need to register for each campus you want to receive alerts from. Keep in mind the reliability of the MCC Alerts system is dependent on the accuracy of the contact information you provide - please keep it updated.

### **Does this mean that I should leave my cell phone on in class?**

No. Classroom cell phone use will continue to be guided by policies set by MCC or the individual instructor.

**How much does MCC Alerts cost?**

There is no charge for registering - the total cost is covered by the College. However, costs associated with text messaging are dependent on the phone plan you are on. Some phone plans apply nominal charges for text messages which MCC alerts will not reimburse, so be sure to check your cell phone contract.

**What if I change my cell phone service provider?**

When you change cell phone providers, but keep your existing cell phone number, it is considered "ported," and doesn't need to be reregistered for the MCC Alerts system.

**What if I change my cell phone number or e-mail address?**

Students, faculty and staff should update their contact information by logging into the Rave Wireless site at <https://www.getrave.com/login/mccnh> to update any of their information.

**Will I receive unsolicited messages ("SPAM") on my cell phone or e-mail account?**

No. MCC Alerts and Rave Wireless will not sell your contact info to third party marketers.

**How do I stop receiving MCC Alerts?**

Students, faculty and staff can discontinue receiving messages at any time by logging into the Rave Wireless site and removing their contact information.

**What if I need help registering or changing my contact information?**

For assistance with the alert system students should contact the MCC Help Desk at 603-206-8080 or [www.mccnh.edu/helpdesk](http://www.mccnh.edu/helpdesk). Staff and Faculty should reach out to the Human Resources office at x8006 or [mcchr@ccsnh.edu](mailto:mcchr@ccsnh.edu).

**Disclaimer**

*\*CCSNH has retained a vendor (Rave Wireless) to provide emergency notification services to those who request it. Both CCSNH and the vendor will attempt to provide accurate information and appropriate instruction in a timely manner using the contact information you have provided. By registering for these services, you recognize and agree that neither CCSNH nor the vendor will be held liable in the event of a failure to provide notice or in the event that inaccurate information or faulty instructions are given. CCSNH reserves the rights to use emergency contact information for the critical business of the college but only after other methods of contact have failed. CCSNH and the vendor will not share, sell or otherwise provide your information, without your permission, to any other person or entity.*