<u>Ferris State University</u>

<u>Emergency Alert Text Message Service</u>

<u>Frequently Asked Questions:</u>

Who can enroll in the FSU Emergency Alert Text system?

All current students and employees may enroll in the Ferris Emergency Text Alert messaging service.

Whom will the Emergency Text Alert come from?

You will receive Ferris emergency notifications from one of the following two numbers: 67283, or 226787. You may wish to create a mobile device contact for each of these two numbers to help you recognize them.

How do I add my mobile number?

Log in to your MyFSU account (myfsu.ferris.edu). Within the "MyFSU" tab, follow the instructions in the "Emergency Text Alerts" channel.

What kind of messages do you send out through text messages?

Situations related to the safety of the University community, including campus closings due to weather.

Will my cell phone work?

Ferris uses the text messaging (SMS network) feature of your cell phone to deliver alerts. The alerts come across like a page on a pager. All cell phone carriers and paging companies offer text messaging. Nearly all phones purchased within the past few years are capable of receiving text messages. If you are unsure, contact your carrier to ask about your phone and text messaging.

I don't have a cell phone; how can I find out about emergencies?

Ferris uses several methods in addition to text alerts to communicate information in the event of an emergency. Please see http://www.ferris.edu/alert/index.htm to learn about other ways we get the word out about emergencies.

Will this cost me any money?

Depending upon your plan normal texting rates apply

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How do I opt-out of receiving text messages on my phone?

Logging into MyFSU and removing your mobile number is the preferred method.

You can reply with STOP to 67283 or 226787 from your registered mobile phone if you will no longer receive **ANY messages** from the Ferris Emergency Text Messaging service. Use the STOP command with caution, as this will also block delivery of Broadcast Alert messages. If you use the STOP command and later decide you would like to receive the text alerts, you will need to contact your cell phone provider and have them un-block alerts from Ferris Emergency Text Messaging.

How do I change my password?

Your password is synced with your "MyFSU" password and cannot be changed.