COMMUNITY COLLEGE
system of New Hampshire

NCC ALERTS

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

Registering for NCC Alerts
Students, faculty and staff should register for NCC 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 NCC Alerts (Rave Wireless) by visiting https://www.getrave.com/login/nashuacc 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 email address and/or password, there are links to help with this on the login page. *Remember that the Alerts password is not the same as your email password unless you make it so.*

NCC ALERTS is just one method the NCC will use to communicate information during an emergency. NCC will continue to use a variety of other notification methods as appropriate.

NCC ALERTS Frequently Asked Questions

What should I do when I receive a NCC ALERTS message?

When you receive an NCC ALERTS notification message, there are three things you should do:

1. **Read/Listen to the message** - don't ignore it!

2. **Alert other people**. Let coworkers know about the alert. If you are leading a class, be sure to leave yourself a way to receive messages. It is also important to leave a way to receive messages that is not disruptive, for example, leaving your phone on vibrate. *It is 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 sent to update you.

How can I be sure my telephone number won't be given out?
The information you provide for NCC Alerts belongs to Nashua 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/nashuacc. If you wish to receive alerts for more than one campus, you will need to register for each campus you want to receive the alerts from. *Keep in mind the reliability of the NCC 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 during meetings?
Yes. While all NCC faculty and staff are part of the NCC ALERTS system, you can only be notified of an emergency if your cell phone is on. It is also important to leave a way to receive messages that is not disruptive, for example, leaving your phone on vibrate.

How much does NCC 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 NCC 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 CCSNH 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/nashuacc to update any of their information.

Will I receive unsolicited messages ("SPAM") on my cell phone or e-mail account?
No. NCC Alerts and Rave Wireless will not sell your contact info to third party marketers.

How do I stop receiving NCC 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, faculty and staff should contact the NCC Help Desk at NCCITSupport@ccsnh.edu and submit a ticket or visit the IT department on campus, located in the Main Building.

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.*