This list of Frequently Asked Questions is provided as an overview to the new LoboAlerts text messaging system, and to assist with common issues. If you have further questions please open a Chat session OR submit an "Ask a Question" via FastInfo (Staff/Faculty) or StudentInfo (Students). If none of these options provide a satisfactory resolution to your question then please call IT (Information Technologies) Customer Support Services at 277-5757.

I.   OVERVIEW

a. What Is LoboAlerts?

LoboAlerts is the updated emergency text messaging and email alert system. The University has had similar systems for years, but LoboAlerts, powered by RAVE, integrates with the Banner system allowing individuals to automatically be enrolled.

b. Why is TextMe going away?

The TextMe system has served its purpose in aiding the University's ability to notify the students, faculty and staff who chose to register with the "Opt-in" system. The LoboAlerts system, however, is an "Opt-out" system. This means that persons who have an active record in the University's Banner system (all faculty, staff, registered students, affiliates of UNM, and UNMH employees) will automatically be enrolled in the system. In addition, the system can be accessed with a University NetID; no additional login or passwords are required.

c. What is: Rave; Rave Alert; Rave Mobile; Rave Wireless; Rave Wireless, or Attendant?

Rave Wireless Inc. is the vendor for the new LoboAlerts system. Some of the proprietary information contained in the LoboAlerts system still refers to Rave, Rave Alert, Rave Mobile, Rave Wireless or the Rave Wireless Attendant. Users should consider these to be part of the LoboAlerts system.

d. Is there a "rave" on campus? Was this a "SPAM" message?

No and no. Please see "What is Rave?". LoboAlerts will only be used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities. While the system will not be used to announce a campus rave, individuals are expected to follow the instructions received via LoboAlerts. In addition, recipients should share the information with others in their immediate area, just in case others did not or have not yet received their own alerts.

e. Will I be charged for LoboAlerts?

UNM will not charge for the LoboAlerts system. Please be aware, however, that your cellular telephone carrier may charge you for each message, depending on your service agreement.

II. ACCOUNT MANAGEMENT

a. Why did I receive a LoboAlerts? I didn't sign up.
The LoboAlerts system integrates with the University's Banner system allowing persons with active records (all faculty, staff, registered students, affiliates of UNM, and UNMH employees) to automatically be enrolled.

b. How do I opt-out (remove myself) of LoboAlerts messages?
For your safety, it is strongly recommended that you consider maintaining LoboAlerts text messaging as a fast and reliable means of receiving emergency communications. However, individuals who choose not to receive LoboAlerts can login at http://loboalerts.unm.edu . From the "Groups" tab, uncheck the "Text" checkbox. If you opt-out you will **NOT** be notified via text messaging in the event of a campus emergency.

c. How do I log into LoboAlerts?
   i. Open a web browser and enter http://loboalerts.unm.edu in the address field
   ii. Click on the link that says "Click HERE to Sign in to LoboAlerts"
   iii. If you have already logged in to the University's Central Authentication Service, you will be automatically redirected into the system; otherwise,
   iv. Enter your UNM NetID into the NetID box, your UNM NetID password into the Password box and click LOGIN

d. Who is automatically included in the LoboAlerts system?
Persons with active Banner records including faculty, staff, registered students, affiliates of UNM, and UNMH employees, are automatically enrolled in the system.

e. I should have an active Banner record, but I did not receive a text message. Why not?
Persons can log into the LoboAlerts system and check their contact information. Cellular telephone numbers can be updated and tested directly from the site.

f. I am in Banner, but have not created a NetID. What do I need to do?
See the NetID Maintenance and Password Changes page at: https://netid.unm.edu

g. How do I change my contact information?
Log into loboalerts.unm.edu (see "How do I log into LoboAlerts). Click on the "My Account" tab. Here you can change your name, change cellular telephone numbers, change e-mail addresses and send tests to your text device or e-mail account.   Click on the My Account tab. Click on the Edit link next to the information you would like to change. Information updated in the LoboAlerts system will not be updated to the Banner system.

h. Do I need to change my contact information in both MyUNM and LoboAlerts?
Yes. Information updated in MyUNM will automatically be updated in LoboAlerts. Information in LoboAlerts, however, will not be passed to MyUNM.

i. I didn't receive an alert, but the person next to me did. What happened?
Individuals should log into the LoboAlerts system and check their contact information. Cellular numbers can be updated and tested directly from the site.

j. The person next to me received an alert, but mine was delayed. What happened?

Messages are sent from the LoboAlerts system to the individual cellular carriers. Differences among the carriers and an individual's location and signal strength can all affect the timing of message sending and receiving.

k. How can parents, community members, and other non-UNM individuals receive LoboAlerts?

LoboAlerts are automatically sent to the LoboAlerts Twitter and Facebook accounts. Individuals without active Banner records who want to receive LoboAlerts can follow the LoboAlerts Twitter at http://twitter.com/loboalerts, or the LoboAlerts Facebook at http://tinyurl.com/loboalerts, or sign up for the UNMCommunity site at www.getrave.com/login/unmcommunity.

l. Will my information be kept private?

Yes. The information that you add to the LoboAlerts system will only be used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities.

m. Will I receive unsolicited messages ("SPAM") from LoboAlerts on my cellular phone or e-mail account?

No. The University manages and maintains the LoboAlerts system, and will only use it used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities.

n. What if my cellular phone number changes?

Log into loboalerts.unm.edu (see "How do I log into LoboAlerts). Click on the "My Account" tab. Click on the Edit link next to the cellular number you would like to change. Enter the new cellular number you want to use in the fields provided. Click Next. For changes to your primary cellular number, you will receive a text message, with a 4-digit confirmation code to the cellular phone associated with the cellular number. Enter 4-digit code in the appropriate field. If you did not receive your 4-digit code, select the link: click here to resend now. Click Finish. Information updated in the LoboAlerts system will not be updated to the Banner system.

o. I did not receive my 4-digit confirmation code on my cellular phone from LoboAlerts. How do I proceed?

Once you enter your cellular phone number on the on the My Account page, the LoboAlerts system will send you a 4-digit confirmation code used to verify your wireless number and carrier. Please note that confirmation codes are only sent to your primary cellular number. Enter 4-digit code in the appropriate field. If you do not receive the code within a couple of minutes, select the link: *click here to resend now*. If the carrier listed is incorrect, select the link that reads: *click here to modify*. Select *Finish*.

p. **It's been a while and I STILL haven't received a confirmation code during registration.**

Failure to receive a confirmation code can happen for a number of reasons including it being a new or recently ported number, billing issues, or if a user has ever challenged a "premium" text charge.

Many times, the user's mobile number is looking up as deactivated on their carrier. A deactivated status means that the mobile number is deactivated for receiving SMS messages (text messages via short code). This would not affect calling the number, and will not even affect text messaging from another mobile phone.

Our aggregators have recently informed us that their carrier partners have specifically asked that they not activate an MDN if it has been deactivated by carrier request unless the carrier specifically authorizes activation. Blocking occurs for a period of time specified by the carrier and varies from 37 to 90 days.

A short code block due to a text dispute could also cause a missing message. Whenever a carrier receives a request by a subscriber to block a single short code, they blacklist all short codes as standard practice. This would effectively halt any attempts that are made by the Rave system.

To correct this type of problem, a user needs to call their carrier's customer care to make sure that they do not have any blocks on their account that would prevent them from receiving messages from short codes. Specifically, they need to ask about receiving messages from the short codes 67283 and 226787; these are the short codes used by Rave to send all alerts.

Any pervasive issues can be redirected back to techsupport@ravewireless.com

q. **What if my cellular phone provider changes?**
If you keep the same cellular number, and simply change cellular phone provider, you do not have to change anything. However, it may take several weeks for your cellular provider to update the LoboAlerts system. During that time it is possible that you will not be able to receive messages unless you login to update your carrier information.

r. **How do I sign up for LoboAlerts?**
Faculty, staff, registered students, affiliates of UNM, and UNMH employees do not need to sign up for LoboAlerts. The system integrates with the University's Banner system allowing persons with active records to automatically be enrolled. Individuals without active Banner records who want to receive LoboAlerts can follow the LoboAlerts Twitter at http://twitter.com/loboalerts, or the LoboAlerts Facebook at http://tinyurl.com/loboalerts, or sign up for the UNMCommunity site at www.getrave.com/login/unmcommunity.

s. **What is the difference between signing up for the social networking sites and the community site?**
This really is a "user's choice" issue. Some individuals use Twitter and Facebook accounts on a daily basis. For these individuals, adding the LoboAlerts feeds to their accounts is easy and will allow them to receive messages through their current channels. For those who do not regularly use Twitter and Facebook, it becomes a matter of which service would you like to sign up for (Twitter, Facebook, or UNMCommunity)?

t. **If I opt-out (remove myself), how do I get back in?**
To turn the LoboAlerts back on simply log into LoboAlerts (see "How do I log into LoboAlerts). From the "Groups" tab, check the "Text" checkbox.

u. **If I enter my cellular telephone number, will it be published in the on-line directory?**
No. Information entered into the LoboAlerts system will only use it used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities.

v. **Is LoboAlerts just for cellular telephones?**
No. The LoboAlerts system can send messages to any device that can receive text messages through cellular service or e-mail, such as cellular telephones, text pagers, BlackBerrys and some wireless PDAs. LoboAlerts may also be sent to e-mail addresses registered through the system.

w. **What if I go home during the semester break? Can I turn LoboAlerts off?**
Yes. There are two ways to stop receiving messages on your phone: 1) Visit loboalerts.unm.edu. From the "Groups" tab, uncheck the "Text" checkbox; or 2) text STOP to 67283 or 226787. If you opt-out you will **NOT** be notified via text messaging in the event of a campus emergency. To turn the LoboAlerts back on simply log into LoboAlerts (see "How do I log into LoboAlerts). From the "Groups" tab, check the "Text" checkbox. If you turn the alerts off by texting STOP, you must text START to 67283 or 226787 to turn them back on. Although you receive a confirmation when texting STOP, you receive no such confirmation by texting START.

x. **What if I don't have a cellular telephone?**
LoboAlerts is just one part of the University's emergency notification system. The other components include the campus warning siren system, e-mail alerts and web page updates. Individuals can also follow the LoboAlerts Twitter at http://twitter.com/loboalerts, or the LoboAlerts Facebook at http://tinyurl.com/loboalerts.

y. **I don't have a text-messaging capable phone. Does this mean I won't get messages?**
No, however, without a text-capable messaging device one would not be able to receive text messages. LoboAlerts is just one part of the University's emergency notification system. The other components include the campus warning siren system, e-mail alerts and web page updates. Individuals can also follow the LoboAlerts

Twitter at http://twitter.com/loboalerts, or LoboAlerts Facebook at http://tinyurl.com/loboalerts.

z. **I tried to login to LoboAlerts but got the error: "User is not known in the Rave system. Please contact the administrator of your site program to confirm your eligibility to use this application." What should I do?**
You need to log completely out and then log back into the UNM Central Authentication System.   This can be accomplished by clicking on the following link: https://login.unm.edu/cas/logout.

III.   EMERGENCY POLICY

a. **What do I do if I receive a LoboAlerts?**
Individuals are expected to follow the instructions received via LoboAlerts. In addition, recipients should share the information with others in their immediate area, just in case others did not or have not yet received their own alerts.

b. **How do I know if an alert is real or just a test?**
The Campus Warning System, which includes sirens, web pages, email and text messaging is tested at the beginning of each semester. These tests are advertised in advance, and messages will indicate that they are indeed a "test".

c. **How often will I receive a LoboAlerts message?**
You will receive at least three test messages each year. The entire Campus Warning System (warning siren system, text messaging, email messages and web page update) is tested at the beginning of each semester (spring, summer, and fall). Other than those test messages, LoboAlerts will only be used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities.

d. **What will LoboAlerts messages look like?**
LoboAlerts messages will come from 226787 or 67283, which are the Common Short Codes used by Rave, the vendor that provides the LoboAlerts system. Text messages received from these numbers are valid and part of the system.

It may help to add these number to your Address Book or Contact List, and modify the display name to LoboAlerts, in order to make it more recognizable to you for future messages.

e. **I received a text message from the number 226787 or 67283. What does this mean?**
226787 and 67283 are the Common Short Codes used by Rave, the vendor that provides the LoboAlerts system. Text messages received from these numbers are valid and part of the system.

It may help to add these numbers to your Address Book or Contact List, and modify the display name to LoboAlerts, in order to make it more recognizable to you for future messages.

f. Will the LoboAlerts system be made available to campus for non-emergency usage?
The LoboAlerts system will only be used to provide safety and weather alerts, or notification of any event which may pose a threat to the University's ability to conduct regular activities. The technology, however, does have the capability of providing this service. A cross-functional committee has been formed to evaluate and recommend non-emergency text messaging standards and practices for the University. The committee's recommendations will be announced as soon as they are available.

g. It is after September 14, 2010. Why have I not received any alerts?

Did you receive a "welcome" email? Individuals are sent an email from the LoboAlerts system when they become active. This email will also list the contact information for the individual.

    i. If you did receive the welcome email, is the cellular telephone number listed in the email correct?

        1. If the cellular telephone number listed for you in the email is correct, then check with your cellular telephone provider to assure that you have a text capable phone and that you have an associated text plan.

            a. If you do have a text plan and your telephone number is correct, then please contact the support desk for assistance.

            b. If you do not have a text plan, you have two options: update your plan and/or your telephone as needed; or, follow the information for alternative forms of communication.

        2. If the cellular telephone number listed for you in the email is incorrect, then you will need to log into the LoboAlerts system and update your contact information.

    ii. If you did not receive the welcome email, are you listed in the included groups?

        1. If you are listed in the included groups, then try to log into the LoboAlerts system and check your contact information. Were you able to login?

            a. If you were able to login to LoboAlerts, then you should check your contact information and update it as necessary. You can also send yourself a test message.

            b. If you are not able to login to LoboAlerts, then you should try to log into MyUNM (http://my.unm.edu). Were you able to log in?

                i. If you are able to log into MyUNM, but not LoboAlerts, contact the support center.

       ii. If you are not able to log into MyUNM, contact the support center.

2. If you are not listed in the included groups, are you an affiliate of the University that was specifically excluded?

    a. If you are an affiliate of the University and a member of a group that was specifically excluded, then check with your group administrator to request to be added to the LoboAlerts system.

    b. If you are not an affiliate of the University, then follow the instructions for alternative forms of communications.