• **What Is LoboAlert?**
  LoboAlert 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.

• **Why did I receive a LoboAlert? I didn’t sign up.**
  The LoboAlert system integrates with the University’s Banner system allowing persons with active records to automatically be enrolled.

• **Who is automatically included in the LoboAlert system?**
  Persons with active Banner records including current students, faculty, staff, contractors, etc., are automatically enrolled in the system.

• **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 numbers can be updated and tested directly from the site.

• **I am in Banner, but have not created a NetID. What do I need to do?**
  See the NetID Accounts information page at: http://it.unm.edu/accts/

• **How do I change my contact information?**
  There are actually two places to update your contact information. If you log into my.unm.edu, you can update your UNM contact information. This information is automatically uploaded to LoboAlerts each night. If you log into loboalerts.unm.edu, your LoboAlerts contact information can be updated, but the UNM system will not.

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

• **What do I do if I receive a LoboAlert?**
  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.

• **I received an alert, but the person next to me didn’t. 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.

• **The person next to me received an alert, but mine was delayed. What happened?**
  Messages are sent from the LoboAlert 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.

• **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”.

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• **How do my parents / family members / friends receive LoboAlerts?**

LoboAlerts are automatically sent to the UNM Twitter and Facebook accounts. Individuals without active Banner records who want to receive LoboAlerts can follow UNM Twitter at http://twitter.com/unm, or the UNM Facebook at http://www.facebook.com/universityofnewmexico.

• **I live / work nearby and would like to receive LoboAlerts. How can I do this?**

LoboAlerts are automatically sent to the UNM Twitter and Facebook accounts. Individuals without active Banner records who want to receive LoboAlerts can follow UNM Twitter at http://twitter.com/unm, or the UNM Facebook at http://www.facebook.com/universityofnewmexico.

• **How do I opt out of LoboAlert messages?**

Individuals who choose not to receive LoboAlerts can visit loboalerts.unm.edu and follow the instructions. If you opt out, you will **NOT** be notified via text messaging in the event of a campus emergency.

• **Will my information be kept private?**

The information that you add to the LoboAlerts system is private and will not be shared with anyone.

• **How often will I receive a LoboAlert?**

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.

• **Will I receive unsolicited messages (“SPAM”) on my mobile phone or e-mail account?**

NO. The University manages and maintains the 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.

• **What if my cell phone number changes?**

There are actually two places to update your contact information. If you log into my.unm.edu, you can update your UNM contact information. This information is automatically updates LoboAlerts each night. If you log into loboalerts.unm.edu, your LoboAlerts contact information can be updated, but the UNM system will not.

• **What if my cell phone provider changes?**

If you keep the same mobile number, and simply change cell phone provider, you do not have to change anything however it may take several weeks for your mobile provider to update the Rave Alert system. During that time it is possible that you will not be able to receive messages unless you login to update your carrier information.