



FREQUENTLY ASKED QUESTIONS

1. Who gets an emergency alert message?

- Current faculty, staff and students

2. What type of emergencies might generate an alert message?

- Weather
- Loss of Utilities (power, water, heating)
- Workplace Violence/Terrorism
- Environmental Pollution

3. How are messages delivered?

- Mobile phone text/voice mail
- Campus email
- Home phone
- Campus computer alert
- Campus PA system
- Campus Information TVs
- WVU Parkersburg Facebook/Twitter pages
- WVU Parkersburg Website

4. How do I make sure I am notified of emergencies by text message?

- Go to <http://wvup.edu/alert/login> and click the Add option for Mobile Phones

5. What content is included in a message?

- Reason for alert (e.g. weather, loss of utilities, act of terrorism, etc.)
- The type of alert (e.g. class delay, daytime class cancellation, evening class cancellation, all day class cancellation, update class cancellation, etc.)
- Campus(es) impacted by alert
- Impact on personnel

6. Once an alert message has been sent, how often are messages updated?

- After initial message, at least once per day



7. How do I participate?

- As long as you are a current faculty, staff or student – you are automatically included in the alert system

8. How do I remove myself from participation?

- See “Opt-out Procedure” in [Emergency Alert System Procedures](#) on Website

9. Can I opt out of certain types of emergencies or emergency message delivery modalities?

- No, the system is all in or all out.

10. How do I log in to make changes to participation, mobile and home number updates/additions and voice mail participation/exclusion?

- See the appropriate section of the [Emergency Alert System Procedures](#) on Website

11. How do I know that an incoming text is from the Emergency Alert System?

- The text message comes from 67283 or 226787
- All alert messages will lead with **ALERT!**

12. Will my demographic information be shared with third parties?

- The software vendor that WVU Parkersburg is using **does not** share any participant information with any third party.

13. Will I receive advertisements or text messaging SPAM?

- No, never. We respect your privacy and you will not receive anything besides official WVU Parkersburg emergency alert communications.

14. Is there a charge for this emergency alert system?

- No charge is assessed to the WVU Parkersburg community. This program is developed to support your safety on or near campus.

15. How do I learn more about the Emergency Alert System?

- The WVU Parkersburg Website [Emergency Alert System](#) link takes you to details for the program – including Frequently Asked Questions.

16. How do I get assistance, if needed?

- Contact the **IT Help Desk** by opening a ticket with the [IT Help Desk](#) or call (304) 424-8215.