

EKU Alerts - SMS (Short Message Service/Text) to Opt-In

As you all should be aware, we currently use Rave Mobile Safety for our emergency mass notification system on campus. Since ECU IT moved to SSO authentication (to enhance our information security), we no longer have the ability for unaffiliated individuals to register to receive mass notifications. While ECU employees and students are automatically enrolled into Rave, other stakeholders, such as Aramark custodians, Aramark grounds, Aramark dining, other contractors, visitors, parents of students, etc. are not able to register themselves. A work-around to the SSO authentication has been acquired and set up, by providing a text to opt-in option for these, and other, populations.

We have created the SMS (Short Message Service/Text) to Opt-In feature for the general public, contracted employees, visitors, parents, etc. Now, interested parties can subscribe to our text alert method for emergency notifications and timely warnings. This allows interested parties to text our keyword "EKUAlerts" (this is not case sensitive) to any one of a number of Rave shortcodes. Then, whenever we send a message to all users, they can receive the text alerts.

Both internal and external members of the Richmond Campus Community now have the ability to Opt-in via SMS to receive Alerts.

Rave Mobile Safety's SMS shortcodes include: 67283 (MRAVE), 226787 (CAMPUS), 78015, and 81437.

Texting "STOP" to any of these short codes will cancel alert messages.

Texting "START" to any of these short codes will resume/reinstate the alert messages.

STOP and START are not case sensitive.

(Please Note) While Rave Mobile Safety does not charge our users for this service, message and data rates may apply. Depending upon the user's current mobile phone service plan and contract, their carrier may charge for text messages. Users should please refer to their current mobile phone service plan and contract for additional information.

Be informed. Text "EKUAlerts" to 67283 (MRAVE), 226787 (CAMPUS), 78015, or 81437.

Please share this information and let me know if you have any questions.

Respectfully

Gary D. Folckemer, Director of Emergency Management & Security

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