



Contents

What is SouthernAlert?.....	1
When will it be used?.....	1
How do I receive emergency notifications?.....	1
How can my family receive notifications?	2
What does the iOS or Android app do?	2
Are alerts location specific?	2
Why am I receiving duplicate alerts to my email?	2
What if my phone number or email address changes?	2
What if I forgot my username and password?	2
How do I opt out?	2
Help and Support	2

What is SouthernAlert?

SouthernAlert is Southern Connecticut State University's emergency notification system, conveying important information to the campus community in the event of an emergency event, criminal activity, weather-related closing/delay/early dismissal, or other potentially hazardous situations. This system is designed to provide concise and timely notifications via text messaging, voice mail, and email. SouthernAlert may be used in conjunction with other, more traditional means of communication.

Remember, the effectiveness of SouthernAlert depends on you to provide accurate and up-to-date personal contact information, so be sure to update your information frequently.

When will it be used?

This system will be used in the event of an emergency event, criminal activity, weather-related closing/delay/early dismissal, or other potentially hazardous situations.

How do I receive emergency notifications?

SouthernAlert notifications are sent to each student, faculty & staff's email address. It is very important to edit your SouthernAlert Profile to include the other methods of communication. There are 7 total

delivery methods including Personal Email 1, Personal Email2, SMS1 (text message), SMS2 (text message), Personal cell phone, Home phone and Business cell phone.

How can my family receive notifications?

SouthernAlert is an open-enrollment system. Anyone can sign up to receive notifications.

What does the iOS or Android app do?

You can download the Everbridge Member app to your phone so that you can edit your SouthernAlert profile. Also, the app will provide another avenue for notification.

Are alerts location specific?

Right now, Southern Connecticut University does not perform any alerts based on location. In all cases, alerts will be distributed to all SCSU email addresses and any additional contact information provided in your SouthernAlert profile.

Why am I receiving duplicate alerts to my email?

All students, faculty and staff will receive these alerts via email by default so there is no need to include your SCSU email in your SouthernAlert profile. To stop receiving duplicate email alerts, sign in to your profile and remove your SCSU email from your profile.

What if my phone number or email address changes?

You have the ability to edit your SouthernAlert Profile at any time. You are strongly encouraged to periodically review your information and update as needed.

What if I forgot my username and password?

You can simply go to the SouthernAlert page and use the “Forgot Username” or “Forgot Password” feature available at the login page.

How do I opt out?

Your SCSU email will always receive notifications. For all other contact methods, you can simply sign in to your SouthernAlert profile and remove the personal email or phone number that is receiving the unwanted alerts.

NOTE: In some cases, a wireless carrier (Verizon, ATT, T-Mobile, etc.) will redistribute an old phone number. If you have no affiliation with Southern Connecticut State University but are receiving unwanted alerts on a personal cell phone then please contact the SCSU Help Desk at 203.392.5123.

Help and Support

The [SouthernAlert page](#) has documentation and how-to guides to walk you through the registration process, updating your profile, how to use the mobile application and more. Also, [The Information Technology Help Desk](#) is available to support the SouthernAlert system.