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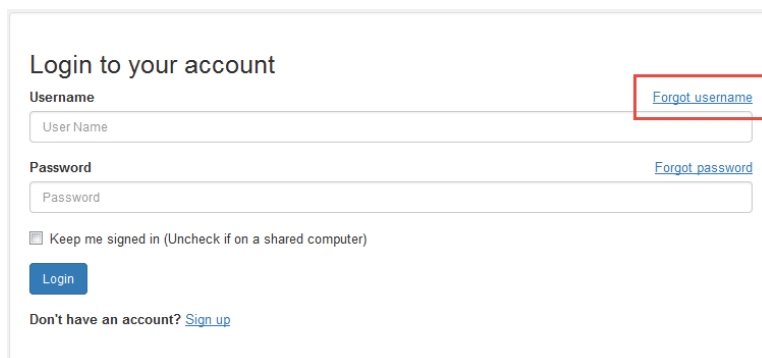
Introduction

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.

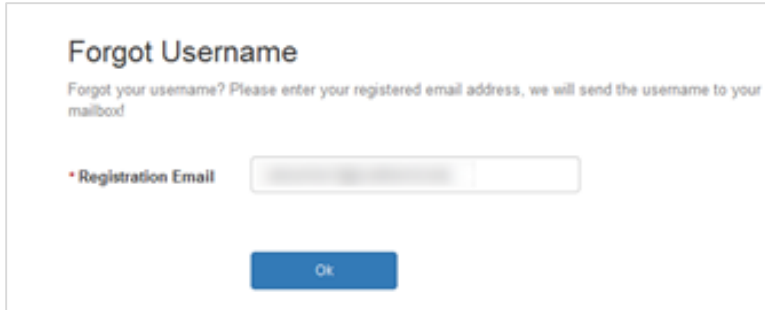
Remember, the effectiveness of SouthernAlert depends on you to provide accurate and up-to-date personal contact information, so be sure to update your information frequently.

Forgot Username

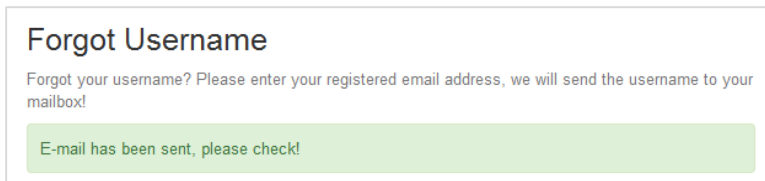
If you are still having problems logging in and think you have the wrong username or simply can't remember it then you can use Forgot Username feature to assist you with your login problem. From the SouthernAlert login page, click the Forgot Username link.

A screenshot of the SouthernAlert login page. The page is titled "Login to your account". It features two input fields: "Username" with a placeholder "User Name" and "Password" with a placeholder "Password". To the right of the Username field is a blue link labeled "Forgot username" which is highlighted with a red rectangular box. To the right of the Password field is a blue link labeled "Forgot password". Below the input fields is a checkbox labeled "Keep me signed in (Uncheck if on a shared computer)". At the bottom left is a blue "Login" button. At the bottom right is a link that says "Don't have an account? Sign up".

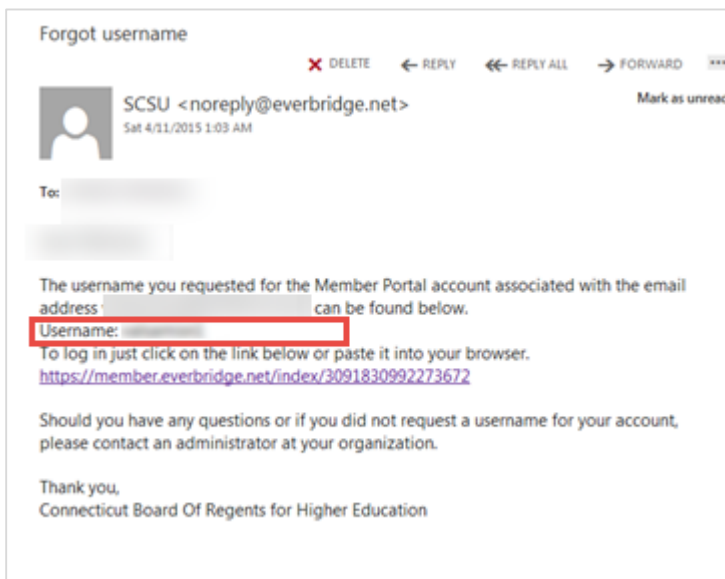
On the subsequent page, type your email in the provided box and click "Ok." When successful, you should check your email for a message sent to you by the SouthernAlert system.



When successful, you should check your email for the message sent to you by the SouthernAlert system.



In the email you receive from the SouthernAlert system, you will see your username. The email is sent fairly quickly so check your Junk or Spam folder if you find yourself waiting for the email from the system.



Forgot password

If you are having problems logging in to the member portal then you should use the password reset feature to gain access to your account. If you don't know your username then you should follow the instructions earlier in this document before proceeding with the forgot password feature. To initiate the process, select the "Forgot Password" link from the SouthernAlert member portal page.

Login to your account

Username [Forgot username](#)

User Name

Password [Forgot password](#)

Password

Keep me signed in (Uncheck if on a shared computer)

Login

On the subsequent page, you will be asked to enter your username and registration email. After the system recognizes your account, your security question will be available to you. Enter your answer and click “OK.”

• Username

• Registration Email

Security Question What is your maternal grandmother's

• Security Answer

Ok

When successful, you should check your email for the message sent to you by the SouthernAlert system.

Forgot your password? Please enter your username and registered email address, we will send reset password link to your mailbox!

E-mail has been sent, please check!

In the email you receive from the SouthernAlert system, you will see a clickable link that will take you to the final step of the password reset process. . The email is sent fairly quickly so check your Junk or Spam folder if you find yourself waiting for the email from the system.

Dear [redacted]

The link you requested to reset your Member Portal password can be found below.
To reset just click on the link below or paste it into your browser.

[\[Redacted Link\]](#)

Should you have any questions or if you did not request to reset the password for your account, please contact an administrator at your organization.

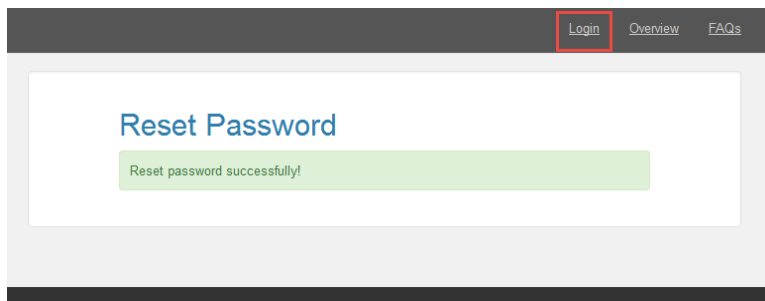
After you click on the link in your email, you will be taken to a webpage that will let you change your password.

*** Password**

Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&*().

*** Confirm Password**

Once you have successfully changed your password, you'll be taken to the confirmation screen. From there, click on the Login button on the top right corner of the page and sign in with your new password.



Help and Support

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