

Weevil Alert

ESCC WEEVIL Alert Emergency Notification System

As part of ESCC'S ongoing effort to safeguard students, faculty and staff, ESCC has implemented an emergency communications system. Known as **WEEVIL Alert**, the system allows students, faculty and staff to receive time-sensitive emergency messages in the form of e-mail, voice and text messages.

Everyone who has an ESCC e-mail address will receive emergency alerts to their campus e-mail address. In order to also receive text and voice message alerts, members of the campus community will be asked to provide phone contact information. While participation in the text and voice messaging notification is optional, **enrollment is strongly encouraged**. The information you supply is considered confidential and will not be shared or used for other purposes. **You will only be contacted through the system in the event of an emergency or important notification.**

Once you have signed up for **WEEVIL Alert** you will be eligible for notifications after 24 hours.

WEEVIL Alert FREQUENTLY ASKED QUESTIONS

WEEVIL Alert FAQ provides answers to frequently asked questions about your information, how notifications will be sent, and supported features.

For assistance with the system contact the IT department at 334-347-2623 ext.2231 or email rhemphill@escc.edu .

What is WEEVIL Alert?

WEEVIL Alert is a mass notification system comprised of e-mail, voice and text messaging that is designed to send emergency messages to thousands of individuals in minutes. It supplements existing means of emergency communication, including outdoor warning sirens and severe weather alert radios.

Everyone who has an ESCC e-mail address will receive emergency alerts to their campus e-mail address. In order to also receive text and voice messages alerts, members of the campus community will be asked to provide phone contact information. While participation in the text and voice messaging notification is optional, enrollment is strongly encouraged. The information you supply is considered confidential and will not be shared or used for other purposes. **You will only be contacted through the system in the event of an emergency or important notification.**

ESCC students, faculty and staff have the opportunity to provide a primary mobile phone number for receipt of text messages, and up to three other phone numbers (mobile or other) for receipt of voice messages. Emergency messages will be sent via a system provided through High Ground Solutions/SchoolCast. **WEEVIL Alert** will be used in tandem with other campus communication tools.

Why should I sign up for the WEEVIL Alert voice and text message components?

Because students, faculty and staff are constantly on the move, this system provides the flexibility for you to receive emergency messages on multiple devices. **WEEVIL Alert** will be used to distribute important information regarding emergencies that dictate immediate action. It will be used along with other tools including outdoor warning sirens, severe weather alert radios, e-mail, the College web site, campus media and other methods.

Who can sign up for WEEVIL Alert voice and text messages?

All ESCC students, faculty and staff who have a valid ID are able to sign up to receive text and voice message alerts. You will need to log into ESCC Alert at <https://www.myschoolcast.com/go/ESCC> and enter your user name and password.

Will I receive WEEVIL Alert messages if I don't sign up at <https://www.myschoolcast.com/go/ESCC> ?

If you do not login to **WEEVIL Alert**, you will still receive emergency messages via your official campus e-mail address. However, you will not receive text or voice messages. ESCC strongly recommends that you provide at least one phone number (cell phone is recommended) for **WEEVIL Alert** to ensure that you receive important messages in a timely manner. Any contact information you provide will only be used for emergency notifications.

What kind of alerts will be sent?

Examples of alerts include severe weather, building evacuations, dangers requiring lock-down or shelter-in-place, important notifications, or other emergencies requiring immediate action. The message will direct you where to go for further information or what action to take. Following a warning, the alert system may be used to provide additional messages or an "all-clear" announcement. The **WEEVIL Alert** notification system will also be tested on a routine basis to ensure that we are able to reach all **WEEVIL Alert** participants in the event of an emergency.

Less urgent messages will be sent using the campus advisory e-mail system, Facebook, twitter, and the college website.

How does WEEVIL Alert Work?

WEEVIL Alert is a hosted and managed system. You will not need special hardware or software to receive messages. It is a multi-modal service that can disseminate emergency messages through:

E-mail: An alert message will be sent to your official campus e-mail address. You can also specify a secondary e-mail address for receiving these alerts.

SMS text messages: Faculty, staff and students may choose to register a cell phone number for receiving SMS text messages through **WEEVIL Alert**.

Voice messages: Faculty, staff and students may choose to register up to three additional phone numbers with **WEEVIL Alert**. Voice messages will be sent to these phone numbers.

Note: You will receive emergency alerts to all phone numbers and e-mail addresses registered with **WEEVIL Alert**.

Can I opt out of the system after I sign up and can I update my contact information after I have registered?

You can opt not receive text or voice mail alerts, however, you cannot opt out from receiving an alert on your official campus email address.

You can log into **WEEVIL Alert** at any time to update or delete your contact information. Whenever your phone number or alternate e-mail address change, it is very important that you update this with **WEEVIL Alert** to ensure you continue to receive alerts through the system.

Are there any costs if I sign up for the system?

If you do not have a text messaging contract as part of your cellular service, there may be a small charge for any text messages that you receive. You should check with your cell phone carrier to determine what these costs may be. There is no fee assessed student, faculty and staff for gaining access to the system.

How soon will I have the capability to receive text or voice mail emergency messages after I sign up?

You will be able to receive emergency messages within 24 hours of sign up. The system is updated on a daily basis.

Will my contact information remain secure, and will it be used for any other purposes?

The information collected for **WEEVIL Alert** is securely maintained and will not be shared. It is only used for notification of emergencies or other important notifications.

How can I recognize messages from WEEVIL Alert?

E-mail: sent from WEEVIL Alert will come from WEEVIL@escc.edu.

SMS text messages: Text messages will begin with: WEEVIL Alert and number 334/347-2623.

Voice Messages: The phone number you will see in your caller ID will be 334/347-2623. You should program this number into your phone so you will immediately recognize it as an urgent call.

What if I forget my password?

A “password retrieval” option has been added to WEEVIL Alert. In order for someone to “**Retrieve/Reset**” their password, they **MUST** have a “PRIMARY EMAIL ADDRESS” already set up on their USER RECORD/DASHBOARD so that the newly-reset “Temporary Password” can be securely emailed to them.

To set up a “Primary Email Address”:

After logging into your weevil Alert Dashboard

1. Locate the “orange asterisk” (*) that is followed by the statement: **Denotes your Primary Email Address, which is used for password recovery. Click here to change it.** Click that message to begin the “change Primary Email Address” process.
2. The user would then choose their “**Primary Email Address**” from the list of emails provided.

If there are currently no email addresses to select from, the User will need to **Enter/ADD** the email address that they would like to use as their “Primary Email Address” , and click “**Add Primary**”

Once a User has a “Primary Email Address” set up in **WEEVIL Alert**, they will now have access to the password retrieval feature.

To “Retrieve a Forgotten Password”:

To retrieve a forgotten password, the User simply clicks on the selection: **“Forgot my password”**. From there the user will need to enter their user name and click on Reset Password. **WEEVIL Alert** will Reset that User’s password and send an email to their primary Email Account containing this

“Temporary Password”. After receiving that email, the user should return to the www.myschoolcast.com/go/escc site and enter their user name and the newly provided “temporary password” to gain entry to **WEEVIL Alert**. The information you supply is considered confidential and will not be shared or used for other purposes. After the user gains access to **WEEVIL Alert**, they will be prompted to change their “Temporary Password” to a new one that they wish to use going forward.

Where can I find additional information about emergency procedures or emergency situations?

During an emergency, details and updated information regarding the specific emergency will be provided on the ESCC home page at www.escc.edu.