

Rave Alert System

WMed has partnered with Rave Mobile Safety to provide an emergency alert system to inform you of emergency situations, closures, and other important notifications. The system allows for emergency messages to be sent via text and email.

You have been enrolled in the Rave Alert system with a Registration email (your @med.wmich.edu email or one you provided to us). To ensure that you are informed in an emergency, you will receive notifications to your Registration email and cannot opt-out of the alert system. You will not be spammed, and you will only receive information pertaining to emergency, crisis, weather-related or other closing, and critical service announcements. It is highly recommended that a mobile contact number be included in the Rave Alert system as it may be the quickest way to notify you of an emergency. The service is free, though charges from your mobile device phone service carrier may apply where applicable.

To take full advantage of the Rave Alert system, please log into the system using your WMed network username and password at <u>https://www.getrave.com/login/wmichmed</u>. The process is straightforward and should only take a few minutes to complete. Login instructions are included in this document if you need assistance with the process. You can enter your mobile device numbers (up to three numbers) and additional email addresses (up to two emails) into your user account.

You must have the mobile device that will be your primary mobile number with you as the system will text you a confirmation code that you need to enter into the system to complete the set up process. There is not a confirmation process for the two additional mobile contacts, so you do not need to have the devices with you. Once you are finished, you log out and your user account is updated.

For all system users who have WMed-provided text pagers, your pager number has been uploaded into the system as your primary mobile number so that you can confirm the connection to the system. You click on CONFIRM and complete the steps to confirm your pager number. Your carrier must be selected as American Messaging, and a confirm code will be sent so that you have completed the process to successfully connect your pager with the Rave Alert system. In addition to the pager, we strongly recommend you also add a personal mobile device to your user account.

Thank you for your attention to this important matter. If you have any questions, please contact the IT Help Desk at helpdesk.helpdesk@med.wmich.edu or 269.337.4409. In the future, if you need to update your Rave Alert system user account, you can access the URL anytime from a link on the WMed intranet and student portal.

Login Instructions

- 1. Type web URL <u>https://www.getrave.com/login/wmichmed</u> into your browser's address bar.
- 2. Enter your WMed network username and password into the appropriate fields. Then click the Login button.

| WESTERN MICHIGAN UNIVERSITY Homer Stryker M.D. SCHOOL OF MEDICINE |
|---|
| Username: |
| Password: |
| View Disclaimer Login |

3. The first time you login to the Rave Alert System you will see the following Service Provider Authentication Federation Consent screen. Click on Yes.

| NetIQ Access Manager |
|---|
| Service Provider Authentication Federation Consent Cascal |
| The Service Provider being authenticated has requested account federation with this site. Service Provider domain: https://www.getrave.com/shibboleth-sp |
| Do you give consent for this federation? |
| |

4. The first time you login to the Rave Alert System you will see the following Terms of Use screen. Review the terms and check the box next to I have read and agree to the Rave Terms of Use. Click on Submit.

| Terms of Use Version: 112 2011-09-13 15:39:55 Date of Last Revision: March 2011 These Terms of Use (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the "Services") provided by Rave Wireless, Inc. (Rave") and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you wave granted access to the services (the "Client"). The Services are a set of apolications accessed through the wob mobile devices the features of which vary based on which apolications are licensed | arn Michoan University Dimer Stryker M.D. HOOL OF MEDICINE | re≇Log Out |
|---|--|------------|
| Version: 1.12.2011-09-13 15:39:55 Date of Last Revision: March 2011 These Terms of Use (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the "Services") provided by Rave Wireless, Inc. (Rave") and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you were granted access to the services (the "Client"). The Services are a set of adolications accessed through the work on mobile devices the features of which vary based on which adolications are licensed | | |
| Date of Last Revision: March 2011 These Terms of Use (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the "Services") provided by Rave Wireless, Inc. (Raver) and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you were granted access to the services (the "Client"). The Services are a set of adolications accessed through they on mobile devices the features of which vary based on which adolications are licensed | 13 15:39:55 | |
| These Terms of Use (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the "Services") provided by Rave Wireless, Inc. (Rave") and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you were granted access to the services (the 'Client'). The Services are a set of adolications accessed through the work is the features of which vary based on which adolications are licensed. | n: March 2011 | â |
| The Services are a set of applications accessed through the web or mobile devices, the features of which vary based on which applications are licensed | (the "Terms") describe the terms under which you may access and use the mobile and web-based messaging and encices (the "Services") provided by Raw Wireless, inc. ("Raws") and, if applicable, the client of Raw who has licensed cerve and through which you were granted access to the services (the "Client"). | ain |
| and to which you are granted access to and for which you register. These Terms may be modified by Rave at any time without prior notice. Changes to | et of applications accessed through the web or mobile devices, the features of which vary based on which applications are liv oranted access to and for which you register. These Terms may be modified by Raw at any time without prior notice. Chan | ensed |
| Y have read and agree to the Rave Terms of Use | igree to the Rave Terms of Use | |
| Submit | | |

5. You will be directed to your My Account screen. While a mobile contact is not required, it is highly recommended that you add at least 1 mobile contact. You can use the Register Phone (this button will disappear after you add one mobile device to your account) or the Mobile Phones • Add to add your mobile contact(s).

| Western Michigan University — Homer Stryker M.D. SCHOOL OF MEDICINE | ⊥ Test | ⊕ Help | ₽\$Log Out |
|---|---------------|---------------|------------|
| 1 My Account | | | |
| | | | |
| To take full advantage of this service, you must add at least one Mobile Contact. | | Regist | er Phone |
| Test Student test.student@med.wmich.edu Western Michigan University Homer Stryker M.D. School of Medicine manages this information for you. Contact Western Michigan University Homer Stryker M.D. School of Medicine if corrections are required. Image: Mobile Phones Image: Email Registration email: test.student@med.wmich.edu | | | |
| Privacy Policy Terms of Use | | RA | VE |

6. The first mobile device that you add will become your Mobile Contact (1) [your primary mobile number]. A required confirm code will be texted to your device as part of the set up process. Enter the 10-digit mobile number. Click on **Continue.**

| SCHOOL OF MEDICINE | | | |
|--|----------------|--------------|----------------|
| My Account | | | |
| Mobile Contact | - | | - |
| Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete | | | |
| 10-Digit Mobile Number | | | |
| Text messages are periodically sent on an as-needed basis. Text STOP to 67283 or 226787 to cancel messages. | | | |
| Message and data rates may apply. We do not charge for this service, however your mobile phone company may charge mobile phone's service plan for more information. | for text messa | iges. Please | e refer to you |
| You may access technical support by texting INFO or HELP to 67283 or 226787 at any time. | | | |

7. Confirm the Carrier. Click on **Continue**.

| BAVE | | |
|---|-------------------|-----------------------|
| WESTERN MICHICAN UNIVERSITY — Homer Stryker M.D. <u>SCHOOL OF MEDICINE</u> My Account | L Test € | ¢Help e≯Log Ou |
| Mobile Contact | | |
| Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete | | |
| Mobile Number: 269-806-5951 | | |
| Verizon Wireless | | |
| If your phone can receive texts and is not blocked, a 4-digit confirm number will be sent to 269-806-5951. Message and da we will periodically send text messages to your phone. Reply STOP to cancel and HELP for text support. | ita rates may app | oly. Once you confirm |
| Continue | | |

8. A 4-digit confirm code will be sent via text to the mobile device that you entered into the system. The message will include **wmichmed: Your confirmation code is** ####. You must enter the 4-digit confirm code in the system. Click on **Continue**. If the confirm code does not appear via text message, click on **Resend Confirmation Code**. If it still does not appear, contact the Help Desk.

| BAVE | | | | | | |
|--|--|--|--|--|--|--|
| My Account | | | | | | |
| Mobile Contact | | | | | | |
| Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete | | | | | | |
| Check your mobile phone. We have sent a fext to 269-806-5951 . If you have not received the text message containing a 4-digit code, <u>Click here to resend now</u> If the mobile carrier is incorrect, <u>Click here to modify</u> . | | | | | | |
| Confirmation code | | | | | | |
| Message and data rates may apply. Once you confirm, we will periodically send messages via text to your phone. Reply STOP to cancel and HELP for text support. | | | | | | |
| Falure to receive a confirmation code during mobile registration may be due to a premium messaging block placed by your carrier. If you do not receive a confirmation code, please contact your carrier and eask to have messages from shortcode 07283 and 220787 delivered to your mobile device. | | | | | | |
| Delete Pending Number Resend Confirmation Code Continue Jancel | | | | | | |

9. The process of adding your mobile contact is complete when you see this notification screen.

| BAVE | | _ | |
|--|---------------|--------|------------|
| WESTERN MICHICAN UNIVERSITY — Homer Stryker M.D. <u>SCHOOL OF MEDICINE</u> My Account | ⊥ Test | ⊕ Help | ₽3 Log Out |
| | | | |
| Mobile Contact | | | |
| Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete | | | |
| Successfully updated 269-806-5951 to your contacts list. | | | |

- 10. You will also receive a text message on your primary mobile device that includes **wmichmed: Your phone is confirmed**.
- 11. You can also click on to send a test message to your mobile device to test it. The text message will include **Test, this is the test message you requested**.

| RAVE | | _ | _ | |
|---|--|--------|---------------|-----------|
| WESTERN MICHIGAN UNIV — Homer Stryker SCHOOL OI | mbry 7 MEDICINE | よ Test | ⇔ Help | 면 Log Out |
| | My Account | | | |
| | | | | |
| Success: We have sent a test messag | e to 269-806-5951, you should receive the message shortly. | | | 0 |
| | Test Student test student@med wmich.edu Western Michigan University Homer Stryker M.D. School of Medicine manages this information for you. Cortact: Western Michigan University Homer Stryker M.D. School of Medicine of corrections are required. Image: Mobile Phones Image: Add (1) 269-806-5951 continued | | | |
| | Email • Add | | | |
| | | | | |

12. You can up to 3 mobile contact numbers.



| MICHIGAN UNIVERSITY | 🛓 Test | C Help | Pt Log O |
|--|--------|--------|----------|
| ner Stryker M.D. ——— OOL OF MEDICINE | | | |
| | | | |
| My Account | | | |
| | | | |
| Test Student | | | |
| test.student@med.wmich.edu Western Michiaan University Homer Stryker M.D. School of Medicine manages this information for | | | |
| you. Contact Western Michigan University Homer Stryker M.D. School of Medicine if corrections are required. | | | |
| Mohile Phones | | | |
| | | | |
| (1) 269-806-5951 continued Test | | | |
| (2) 269-760-0046 | | | |
| (3) 269-548-7159 Test 🖸 👄 | | | |
| | | | |
| Email • Add | | | |
| Desidentian amelia | | | |
| test.student@med.wmich.edu | | | |
| Preferred email (1): Test C 🕒 | | | |
| | | | |

13. If you have a WMed-provided pager, your pager number has been uploaded into the system as your Mobile Contact (1) [your primary mobile number] because we want you to have the

Confirm

ability to confirm that your pager connection is functioning correctly. Click on and complete steps 8 thru 12 as listed above. PLEASE NOTE: The Carrier for WMed-pagers is American Messaging.

| | SROW UNVESTIV Stryker M.D. OL OF MEDICINE | 🛓 David | ⊕ Help | e≇Log Out |
|-----------------------------|---|---------|---------------|-----------|
| | My Account | | | |
| You must complete the phone | confirmation process to take advantage of all Rave features. | C | Confirm 269 | -232-2367 |
| | David Spillers did spillers@med.mich.edu Wither Michige Uberendy Hoter Tayler 8.3. About of Michies energies this interaction are resulted a | | | |
| | Email Add Registration email: dealed amich ada | | | |
| | uerna-poet regorina. ettill | | | |

14. To add up to 2 more Preferred Email addresses, go to Email • Add the additional email address in the new open window. Click **Save**.

| RAVE | | | |
|---|--------|--------|-----------|
| WESTERN MICHIGAN UNIVERSITY — Homer Stryker M.D. SCHOOL OF MEDICINE My Account | L Test | ⊕ Help | ₽ Log Out |
| Email Contact Proferred Email (2) Save Cancel | | | |

15. You can also click on to send a test email message to your inbox. PLEASE NOTE: for a non-@med.wmich.edu email address, be sure to add @getrave.com as a safe domain from which to receive messages. If you do not need receive the test email message, check your spam filter or junk mail box to confirm that the email was not blocked.

| RAVE | | | | | | | |
|--|---|---|---|--|---------------|--------|-----------|
| WESTERN MICHIGAN UNIVER — Homer Stryker M <u>SCHOOL OF</u> | sity 1.D. ——— MEDICINE | My Account | | | ⊥ Test | ⊕Help | ₽ Log Out |
| Success: We have sent a test message | to test.student@med.wr | nich.edu, you sho | uld receive the | message sho | rtly. | | 0 |
| To take full advantage of this service, you n | nust add at least one Mobil | le Contact. | | | | Regist | er Phone |
| | Test Student set student@med.wmich.e setsen Michigan University Homer w. Const Western Michigan University Mobile Phon Image: Email Registration email: test.student@med.wmik | du Stryker M.D. School of M rristy Homer Stryker M.D. es | ndicine manages that School of Medicine II | information for corrections are Add Add Test | | | |

16. The test message will come from no-reply@getrave.com and look like the message below. Please do not reply to these messages. If you need to, contact the Help Desk.

| | 3 S | ocial Me | edia - | Mail F | rom: < | (no-rep | ly@getr | ave.c | om> | | | | | | | | <u>_ ×</u> |
|---|--|---|----------|---------|--------------|----------|-----------|---------|----------|--------|---------|-------------|----------|------|-------|------|----------------|
| F | File | Edit Vi | iew 7 | Actions | Tools | Accou | nts Win | ndow | Help | | | | | | | | |
| | X | Close | 6 | Reply | 8 0 R | eply All | Fo | rward | - 🗑 | - 1 | ⊵⊧ | (2) | Ŀ | | | | |
| | Mail | Prop | erties | Perso | nalize | Messag | je Source | Disc | ussion T | hread | H) | | | | | | |
| | F | rom: <n< th=""><th>o-repl</th><th>ly@getr</th><th>ave.co</th><th>m></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>11</th><th>1/12/</th><th>2014</th><th>11:06:11 AM</th></n<> | o-repl | ly@getr | ave.co | m> | | | | | | | | 11 | 1/12/ | 2014 | 11:06:11 AM |
| | To: Media, Social | | | | | | | | | | | | | | | | |
| | Sub | ject: Yo | ur tes | t messa | ge fron | n Wester | n Michiga | in Univ | ersity H | omer S | Stryker | M.D. S | ichool o | fMed | icine | | |
| I | Dear | r Test, | | | | | | | | | | | | | | | |
| | This is the test message you requested Western Michigan University Homer Stryler M.D. School of Medicine is now able | | | | | | | | | | | | | | | | |
| | to reach you at this address. | | | | | | | | | | | | | | | | |
| | | / | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |

17. In addition to the Registration email that has already been added to your account, you can

add up to 2 more email addresses. You can edit an email address using the **Edit**

or

delete an email address with the **Delete**

| | oniow University Stryker M.D. OL OF MEDICINE | 上 Test | ⊕ Help | E≇Log Oi |
|-------------------------|---|--------|--------|----------|
| 1 | My Account | | | |
| Success: Added micheles | erbpell@gmail.com to your contacts list. | | | |
| | Test Student Test student@Tend winch dou Weeken Mickings University Home: Stryker K.O. School of Medicine renarges this information for you. Cantos thereases Mickinges University Home: Stryker K.D. School of Medicine of correctors are regimed. | | | |
| | Mobile Phones (1) 269-306-5951 continued | | | |
| | (2) 269-560-0046 Test (2) (3) 269-548-7159 Test (2) (3) 269-548-7159 (2) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4) | | | |
| | 🖻 Email | | | |
| | Registration email: test.student@med.wmich.edu Preferred email [1]: social.media@med.wmich.edu | | | |
| | Preferred email (2): Test C • | | | |

18. If you need additional assistance, click on **Help** at the top of the page for written instructions.

| RAVE | |
|--|--------------------|
| Western Michigan University - Homer Stryker M.D | Test Help CLog Out |

- 19. Click on **Log Out** when you are finished updating your account. At any time, you can access the Rave Alert System using the URL <u>https://www.getrave.com/login/wmichmed</u> and update your mobile contact or preferred email information.
- 20. For questions about the Rave Alert System, contact the IT Help Desk at <u>Helpdesk.Helpdesk@med.wmich.edu</u> or 269.337.4409.