

## REVIEWING AND UPDATING YOUR INFORMATION ON THE GARRETT ALERTS NOTIFICATION PORTAL POWERED BY EVERBRIDGE

### Accessing the Portal

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You can access the portal at: <https://member.everbridge.net/index/453003085618852#/login>. You will need to log in. If you have forgotten your username or password, there are links on the log in page you can click to be able to automatically receive and/or change your username and password. If you have never logged into the system, then you will need to contact [campus.safety@garrett.edu](mailto:campus.safety@garrett.edu) so we can send you a link directly from the portal to enable you to set up your username and password.

### Reviewing and Updating Your Contact Methods

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After you have logged into the portal, click the “Edit” link in the “My Profile” section and make sure your phone, SMS, and email information is correct. If the information is not correct, you can make corrections within the portal by clicking in the field you want to change and typing in your edits then selecting “Save” at the bottom of the page. Please make sure the contact types are only for you. If you would like your emergency contact to receive text alerts from the Garrett Alerts Notification System, then ask them to text the word GARRETTALERTS to 888-777. Please note, there is no charge to them for the Garrett Alerts service but messaging and data rates may apply.

When editing your profile, please note: your cell phone number may be in one of the “phone” fields and in the “SMS” field. When it is listed in the phone field, it means you will receive a phone call at that number with the emergency message. When it is listed under SMS, you will receive a text message with the emergency message. There is also the possibility that in Jenzabar, our database, you have your mobile phone associated with your home address, so it may be listed in two different phone fields, in which case, you can feel free to delete the duplicate(s).

### Setting or Updating Your Contact Preferences

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Once you have selected the “Edit” link in the “My Profile” section, you will also see each contact type (phone, email, SMS) is numbered 1-7 and next to each number are two arrow buttons. These arrow buttons enable you to put your contact types in the order in which you would want to receive notifications. So, if you want a text to your mobile phone to be the first way you receive notifications, then you would want to select the up arrow button next to “Primary Cell SMS” until it is at the top of your list as #1.

Please note: When we send messages from Everbridge, depending on the type of emergency, rather than you receiving the notification on all of your contact types at once, you will receive messages in one minute increments based on the order of your contact types until the system confirms receipt (an opened email, text message, phone call, or when you respond to the message so we know you received it). This is why you will want to order your contact types in the order you prefer to receive notifications.

### **Reviewing and Updating Your Location(s)**

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When you are back on the home screen, below “My Profile,” you will see a box labeled, “My Locations.” You can select the “Edit” link to view and edit your locations. For emergency notifications, we intend to send messages to everyone; however, in the future, having correct address information would enable us to send notifications to specific people based on their location. For instance, if the power was out in the Sherman Apartments, we can send a notification to Sherman residents based on having the correct address information in Everbridge. Please make sure your home address, local address, and, for employees only, work addresses are correct. You can add additional addresses to your profile or delete duplicate addresses if your local and home addresses are the same.

Please note: In Jenzabar, for faculty and staff, we typically only use the home address field. For some students, home address may be where their parents or families live and local address identifies where they live near campus. For notification purposes, it is most important for students that we have your address local to campus if it is different than your home address.

### **Questions or Additional Assistance**

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If you have questions or need additional assistance, please contact [campus.safety@garrett.edu](mailto:campus.safety@garrett.edu). Erin Moore or Shane Nichols will respond to your request.