

About myCommNet Alert:

myCommNet Alert is a notification system that delivers critical information to students, faculty and staff of the Connecticut Community Colleges in the event of an emergency. The system delivers emergency messages through text messaging over cellular phones. Emergencies may include campus-related immediate health or safety situations and may also include weather-related class cancellations.

Enrollment in myCommNet Alert is free and voluntary. If you do not enroll in the system, you will not receive emergency alert messages through this system. Enrollment is strongly recommended.

Enrollment is easy and takes only a few minutes.

myCommNet Alert is powered through MIR3, a worldwide provider of emergency notification systems. The contact information you provide will only be used for this system. Contact information will not be shared for any commercial purposes. myCommNet Alert will only be used for emergency notifications, testing and maintenance of the system. Tests are expected to be conducted once a year. You will not receive spam through the myCommNet Alert system.

Instructions for enrolling into myCommNet Alert:

It will be helpful to have two Web windows open on your browser for this process, one to your e-mail account and one to the myCommNet Alert enrollment page.

Step 1: Log in to the myCommNet portal from <http://my.commnet.edu>.

On the Home Tab's left column under the System Announcement Channel you will see the **myCommNet Alert** Channel. Click the **"Create Account"** link in the myCommNet Alert Channel. Then in the upper right-hand corner you will see the link to "Create Account", click this link to create your account profile.

Step 2: Once you click on **"Create Account"** in Step 1, enter your e-mail address when prompted. The system will send you a temporary password by e-mail. Again, it will be helpful to have two Web windows open on your browser for this process, one to your e-mail account and one to the myCommNet Alert enrollment page.

Step 3: Re-enter the myCommNet Alert enrollment web site, using the temporary password to log in, and then change your password if you wish.

Step 4: Enter data into all of the other fields. Be sure to include the appropriate area code for your number and please follow the following format: 7601234567 (No parentheses or dashes). A number in the **Cell Phone** field will result in an emergency text message sent to that number.

Step 5: From the **Primary College** field, select the college where you take classes or work. If you attend more than one college, please choose your primary college affiliation in the drop down list.

Step 6: When you've finished entering all your information, click on the "Submit" button at the bottom of the page. This will take you to a new page, at the bottom of which will be a "Confirm" button. If you're satisfied with the information you've entered, click on the "Confirm" button. Once you do so, you will have completed your registration and will be logged out of the registration system.

Who do I contact if I'm having trouble registering?

Read the FAQ or contact your local myCommNet Alert College Support Contact for assistance. Click [here](#) for the list of College Support Contacts.

FAQ:**Enrollment/Change/Deactivation****Who is myCommNet Alert's service provider?**

The Connecticut Community College System contracted with San Diego-based MIR3, a worldwide provider of emergency notification systems, for the myCommNet Alert system. MIR3 hosts the Web site where data is entered, and that is why its name appears in the enrollment address.

Where to locate the enrollment page?

Go back to **Step 1**: Go to the myCommNet: <http://my.commnet.edu> On the Home Tab's left column under the Public Resources Channel you will see the **myCommNet Alert** Channel. Click the **"Create Account"** link in the myCommNet Alert Channel. Then in the upper right-hand corner you will see the link to "Create Account", click this link to create your account profile.

What personal information goes into myCommNet Alert?

Your first and last names, cell phone number, and primary college are all you provide. The myCommNet Alert system does not accept or use social security numbers, student ID numbers, birthdates, or home or campus addresses.

What format do phone numbers need to be entered in?







When entering in your phone numbers into the registration form they should be in the following format: 7601234567 (No parentheses or dashes).

What if my cellular phone number changes during the year?

You are responsible for keeping your account up-to-date. myCommNet Alert has no way of knowing if you are using a different cellular number unless you make changes to your account. To make a change follow the next FAQ answer below.

How do I update my alert contact information?

Your Login ID is the email address you used when you registered on myCommNet Alert. Your password is whatever you chose (Not your campus NetID password). Simply log in to myCommNet <http://my.commnet.edu>, change your personal information, and then hit the "confirm" button at the bottom of the page. You will be sent an e-mail confirming the changes.

<p>Home Student Employee Library How to</p> <hr/> <p>System Announcements   </p> <p>Self Service Transcript Announcement</p> <hr/> <p>myCommNet Alert   </p> <p>Please join our new notification system that delivers you critical information in the event of an emergency. The system delivers emergency messages through text messaging over cellular phones. Enrollment in myCommNet Alert is free, voluntary, quick & easy.</p> <ul style="list-style-type: none"> • To Create your account on myCommNet Alert, select "Create Account" on the log in page • To update or change your myCommNet Alert profile, log in • myCommNet Alert FAQs 	<p>Click the log in link within the second bulleted item in the myCommNet Alert Channel to update or change your account profile.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> • To update or change your myCommNet Alert profile, log in </div>
--	---

If I change my contact information at the college, will it automatically update myCommNet Alert?

No, the alert system is not connected to any other systems at the college. You must update the Alert system separately. Continue to contact the college to update any student or employment records.

Can I remove my information from the system?

Yes. Contact your local myCommNet Alert College Support Contact for assistance. Click [here](#) for the list of College Support Contacts.

Will I be deleted from the system if I am not a currently registered student or I am no longer employed?

Lack of enrollment or termination of employment from the Connecticut Community College System will not result in your account being automatically deleted. Deletion from the system will occur automatically each year. If you wish to be removed sooner, contact your local myCommNet Alert College Support Contact for assistance. Click [here](#) for the list of College Support Contacts.

When will you deactivate my subscription?

Originally your contact information was set to be removed from myCommNet Alert automatically each year. However for this Academic Year (2009 – 2010) all accounts will remain active. When the time comes to have all accounts removed from the system, information about annual re-registration will be communicated via the myCommNet portal.

What if I attend more than one college?

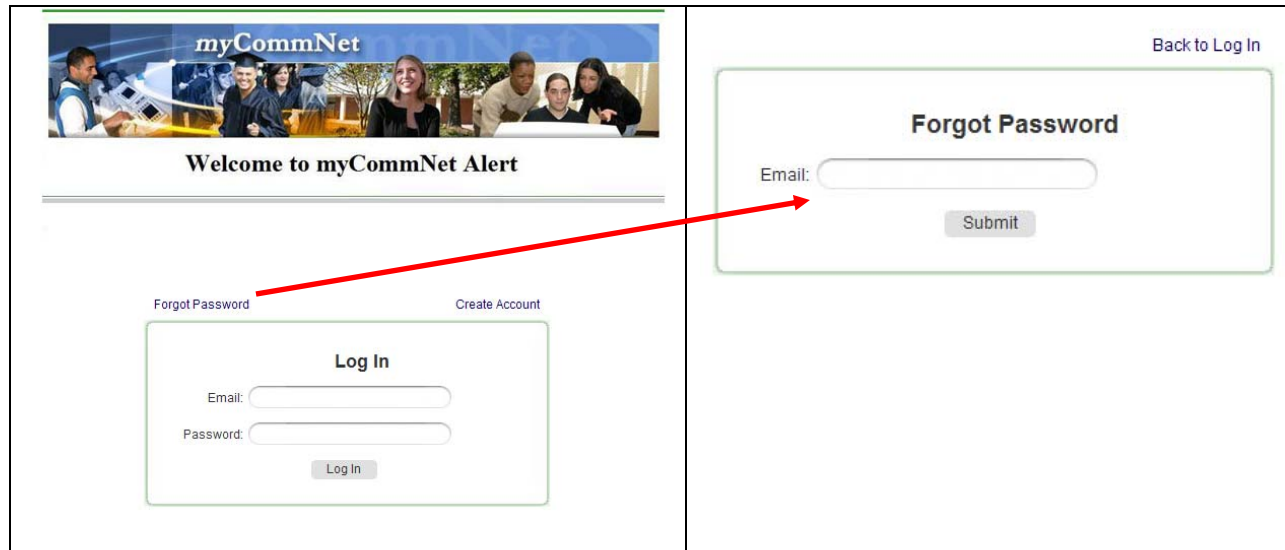
At this time, you can only register your cell phone to receive text message alerts at one college, therefore please choose your primary college when registering.

Is the myCommNet Alert password the same as the myCommNet password (i.e. NetID)?

No. The myCommNet Alert password is whatever you choose and will be needed to login and update your information.

What if I forget my myCommNet Alert login ID or password?

Click on the Forgot Password link on the login page, and an email will be sent with instructions on obtaining a new password.



If you still need assistance, contact your local myCommNet Alert College Support Contact for assistance. Click [here](#) for the list of College Support Contacts.

Who do I contact if I'm having trouble registering?

Contact your local myCommNet Alert College Support Contact for assistance. Click [here](#) for the list of College Support Contacts.

Messaging

What types of messages can I expect to see?

The message would be very short and direct. An example:

Emergency message from XX Community College. An evacuation has been ordered for (name of building). Leave the building at once. Check (college website) for updates.

Will myCommNet or MIR3 sell my e-mail address or phone numbers to an outside party?

No. The e-mail address and phone numbers entered into the system will only be used for emergency messages, testing and necessary maintenance.

Will myCommNet use the system for non-emergency communications, such as academic calendar reminders?

No. The system will only be used for emergency messages (including weather-related class cancellations), testing, and necessary maintenance.

Will I get spam through the system?

No. The system will only be used for emergency messages (including weather-related class cancellations), testing, and necessary maintenance.

Message Response

What action should I take if I do receive a myCommNet Alert?

In some instances, no immediate action is necessary other than to be aware of the situation. In other instances you may be directed to leave an area or to seek shelter. In either case, help spread the word by

telling those around you what is happening—word-of-mouth is an important form of notification. Notifying others by word-of-mouth (rather than by phone) leaves more phone lines open for the system to utilize.

How should I respond or reply to myCommNet Alerts?

Emergency messages from myCommNet Alert do not require an acknowledgment. As noted above, the message itself may contain some action items for you (to leave a certain building, for example, or to view the college web sites for additional information).

Privacy

What personal information goes into myCommNet Alert?

Your first and last name, cell phone number, and primary college are all you provide. The myCommNet Alert system does not accept or use social security numbers, student ID numbers, birthdates, or home or campus addresses.

How will my information be used?

The information you enter in myCommNet Alert will be kept completely confidential and will only be used for emergency notifications.

Is my information safe?

Your information when entered into the registration form is 128 bit encrypted and will only be stored in a database on the MIR3 servers. MIR3 is our contracted vendor for emergency notification services. Your information will never be shared and is only accessible by the Connecticut Community Colleges.

Is this confidential?

Your information and involvement in the notification is completely confidential. Your information will never be shared and is only accessible by the Connecticut Community Colleges.

What is MIR3's privacy policy?

MIR3's privacy policy can be viewed at: http://www.mir3.com/Privacy_Policy/index.php

Cost

What are the costs?

While subscribing to the service is free of charge, any charges currently associated with your cell phone or other telecommunication service that you subscribe to will be applicable (i.e., when receiving text messages from myCommNet Alert). If you are charged for incoming text, those charges would apply and be levied by your service provider. By subscribing to the myCommNet Alert, you are acknowledging that you are responsible for any such charges that are incurred.

My cellular phone calling plan doesn't cover text messages. Will I be billed to receive a text message?

If your calling plan doesn't include text messaging, you will be billed by your provider for receiving a text message if you open it, in accordance with the terms of your cell phone plan. However, the cost is very low, usually around 10 cents per text message. myCommNet Alert will only use text messages for emergencies, maintenance and annual testing.