

RAVE – Text Messaging Alert System

Get academic information alerts sent right to your phone.

Rave is a text messaging system in which you can receive text alerts regarding advisement information, bursar information, college schedule updates, financial aid information and more.

To opt in to the Rave text messaging alert system, visit www.getrave.com. Once on the webpage, you will be asked to enter the site name (College of Staten Island).

Google Chrome users may experience an error page due to the web browser auto-filling search results. Be sure to backspace anything after www.getrave.com.

This will take you to the College of Staten Island login page, where you will be prompted to login with your CIX credentials:

firstname.lastname@cix.csi.cuny.edu
Your current SLAS/Email Password

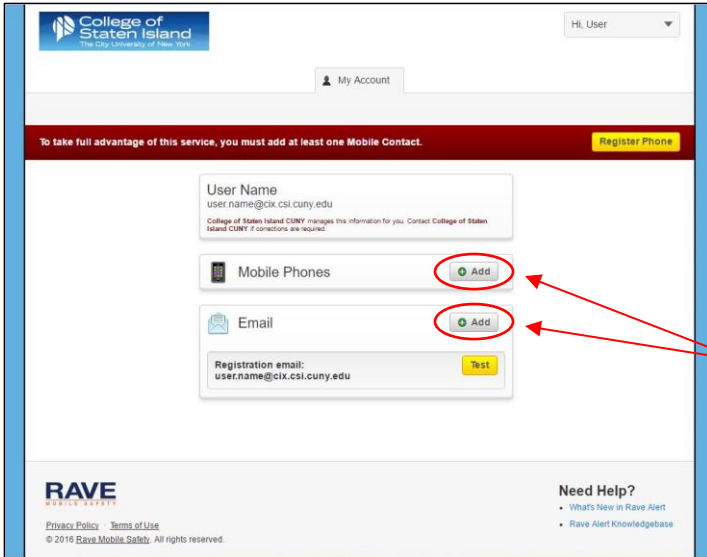
Once you enter this information and login, you will be asked to read and agree to the Rave Terms of Use.

Make sure the box is checked and then click submit.

Scan the QR code below to go to www.getrave.com:



Once you have agreed to the Terms of Use, you will be taken to the Rave Home Page for CSI.



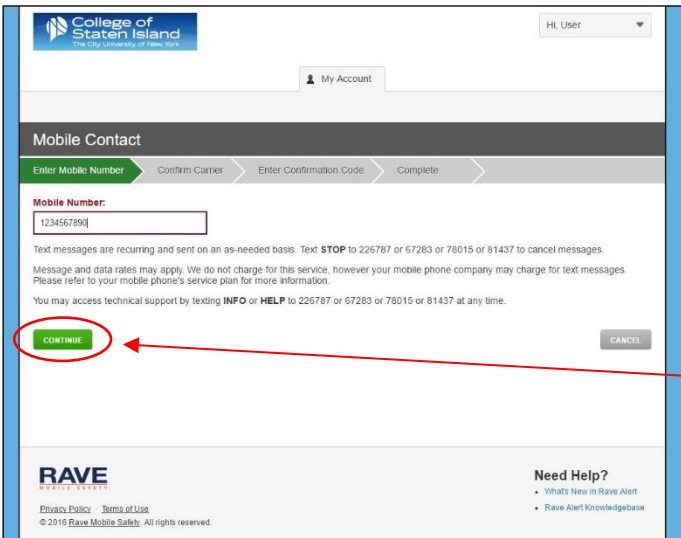
Here, you can:

- register your mobile phone number to receive text alerts
- add an alternate email to your account to receive alerts

By default, the CIX email will automatically be registered on your account.

To register a phone number and/or email, click the "Add" button to the right of the section.

Adding a Mobile Number to Your Account

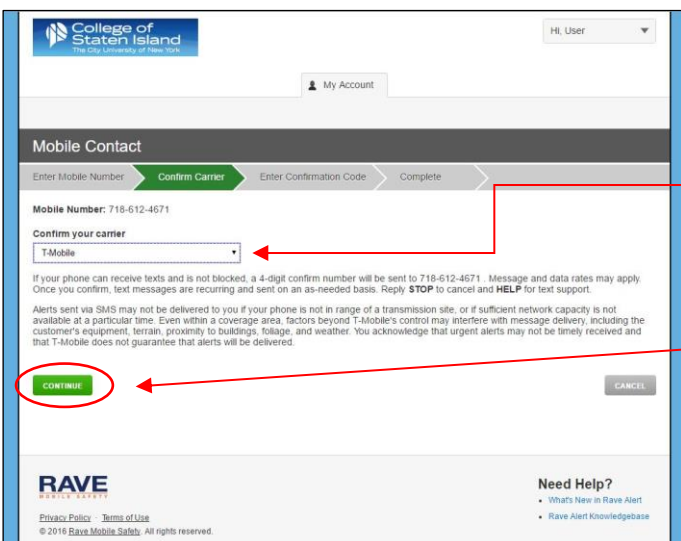


Once you have clicked the "Add" button under the Mobile Phones section, you will be taken to a page and prompted to type in your mobile phone number.

Please note: when typing in your phone number, do not add spaces or characters between numbers.

Example: 1234567890 (green circle) 123-456-7890 (red circle with slash)

Once you have typed in your phone number, click continue.



You will then be prompted to select your Mobile Phone Carrier (AT&T, Sprint, T-Mobile, Verizon, etc.) from the drop down menu.

Once you have selected your carrier, click continue.

College of Staten Island
The City University of New York

Hi, User

My Account

Mobile Contact

Enter Mobile Number → Confirm Carrier → Enter Confirmation Code → Complete

Check your mobile phone. We have sent a text to 123-456-7890. If you have not received the text message containing a 4-digit code, [click here to resend now](#). If the mobile carrier is incorrect, [click here to modify](#).

Confirmation code
[]

Message and data rates may apply. Once you confirm, text messages are recurring and sent on an as-needed basis. Reply STOP to cancel and HELP for text support.

Failure 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 ask to have messages from shortcode 226787, 67263, 78645 and 61437 delivered to your mobile device.

DELETE PENDING NUMBER RESEND CONFIRMATION CODE **CONTINUE** CANCEL

RAVE
MOBILE ALERTS

Need Help?
• What's New in Rave Alert
• Rave Alert Knowledgebase

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Rave will then send a 4-digit confirmation code to your phone. Once you receive this code, type it into the “confirmation code” section. Click continue.

If you do not receive a text message with a confirmation code within a few minutes, you can click on the link in the message area that reads:

If you have not received the text message containing a 4-digit code, [click here to resend now](#).

If you still have not received a text message with the 4-digit code, please see the information highlighted in red on the webpage.

College of Staten Island
The City University of New York

Hi, User

My Account

Mobile Contact

Enter Mobile Number → Confirm Carrier → Enter Confirmation Code → Complete

Successfully added 123-456-7890 to your contacts list.

DONE

RAVE
MOBILE ALERTS

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Your registration is complete and you should see that your phone number was successfully added to your contact list. When you click “done”, you will return to the home page where you will see that your mobile number is now listed on your account.

College of Staten Island
The City University of New York

Hi, User

My Account

User Name
user.name@cix.csi.cuny.edu
College of Staten Island CUNY manages this information for you. Contact College of Staten Island CUNY if corrections are needed.

Mobile Phones
Add
(1) 123-456-7890 confirmed **Test** [edit] [delete]

Email
Add

Registration email:
user.name@cix.csi.cuny.edu **Test**

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To make sure that you can receive text messages from Rave, you can click the yellow “Test” button, which will send a test text message to your phone.

If you would like to edit your mobile number, click on the edit ([edit icon]) icon.

To remove your mobile phone number from your account, click on the delete ([delete icon]) icon. A message box will pop up, asking if you are sure you want to delete the mobile number.

Adding an Alternate Email to Your Account

The screenshot shows the 'My Account' page. At the top, there is a 'Hi, User' dropdown menu. Below it is a 'My Account' section. A red banner at the top of the account section reads: 'To take full advantage of this service, you must add at least one Mobile Contact.' Below this banner are three sections: 'User Name' (with a text input field and a 'Test' button), 'Mobile Phones' (with an 'Add' button), and 'Email' (with an 'Add' button circled in red and a 'Test' button). At the bottom, there is a 'RAVE' logo and a 'Need Help?' section with links to 'What's New in Rave Alert' and 'Rave Alert Knowledgebase'.

Once you have clicked the "Add" button under the Email section, you will be taken to a page and prompted to type in your preferred email address.

The screenshot shows the 'Email Contact' page. At the top, there is a 'Hi, User' dropdown menu. Below it is a 'My Account' section. The main content area is titled 'Email Contact' and contains a 'Preferred Email (1)' section with a text input field containing 'user.name@gmail.com'. Below the input field is a 'Save' button circled in red and a 'Cancel' button. At the bottom, there is a 'RAVE' logo and a 'Need Help?' section with links to 'What's New in Rave Alert' and 'Rave Alert Knowledgebase'.

Please note: you will only be able to add one (1) preferred email.

Once you have typed in your email, click save.

You will be returned back to the home page where you will see a message "Success: Updated name@email.com in your contact list". You will see that your personal email is now listed on your account.

*Please refer to **Adding a Mobile Number to Your Account** section of the handout to view how to Test, Edit, or Delete your preferred email.*

FAQ

If you are having trouble with adding/removing information to your account or have any other questions, you can refer to the FAQ page. You can navigate to this page by clicking on your name in the top right corner.

This will provide you with information on how you can contact the Technology HelpDesk.

The screenshot shows the 'Frequently Asked Questions' page. At the top, there is a 'Hi, User' dropdown menu circled in red. Below it is a 'My Account' section. The main content area is titled 'Frequently Asked Questions' and contains a 'Still having trouble?' section with a text input field and a 'Test' button. Below the input field are the website, email, and phone information for the Technology HelpDesk. At the bottom, there is a 'RAVE' logo and a 'Need Help?' section with links to 'What's New in Rave Alert' and 'Rave Alert Knowledgebase'.

The close-up shows the 'Hi, User' dropdown menu with two options: 'FAQ' and 'Log Out'.

You are now ready to receive relevant text messaging from administrative departments.

This system **does not** replace **CUNY A!ert** for emergency messages.