

CUNY Alert Guest Account Instructions

CUNY Alert is the emergency notification service of the colleges and offices of the City University of New York.

The CUNY Alert service is hosted by Everbridge as part of its state-wide <u>NY-Alert</u> contract with New York state. CUNY Alert guest accounts are created and managed through an Everbridge web site.

This document provides instructions on setting up and managing a CUNY Alert guest account so that you can receive CUNY Alert messages through email, telephone calls or SMS text messages.

Note:

If you have access to CUNYfirst as a student, faculty or staff member, you should manage your CUNY Alert contact preferences in CUNYfirst. See the <u>CUNY Alert page and FAQs</u> on the CUNY web site for more information.

Creating a CUNY Alert Guest Account

To create a CUNY Alert guest account:

 Click on the following hyperlink or copy and past the link in your web browser to display the Everbridge CUNY Alert Guest Portal login page:

https://member.everbridge.net/index/453003085617989

- 2. Click on the Sign up link available in either the:
 - page menu at the top right-corner of the page
 - following "Don't have an account" under the Login button



CUNY Alert Guest Account Instructions



The sign up page is displayed.

3. Complete the following fields on the Sign up page:

Username — this is your CUNY Alert guest account username

First Name — type your first name

Last Name — type your last name

Password — type a password that meets the criteria displayed below the field

Confirm Password — retype your password

Security Question — choose a security challenge question to be used when you have forgotten your password and are requesting a password reset

Answer — type the answer to your security challenge question

Registration Email — enter a valid email address to be used by Everbridge when communicating with you regarding your CUNY Alert guest account

- 4. Click on the **Terms of Use** link to view the legal, security and privacy terms and conditions for using the Everbridge site and CUNY Alert service.
- 5. Click the **I accept the Terms of Use** checkbox to continue signing up for the CUNY Alert service.

You must accept the terms of use to receive CUNY Alert emergency notifications.

6. Click the Create Your Account button.

Once your CUNY Alert guest account has been set up, the My Profile page displays so that you can enter your notification method preferences.

See "Choosing your CUNY Alert Notification Preferences" on page 3 for instructions on setting up your notification method preferences.

		<u>Login</u>	<u>Siqn up</u>
? Help & Answers			
Sign up			
Creating a profile takes ju and change your informati	st a few minutes. Remember your username and password so you on at any time.	can log in	
* Username	Liser Name		
	This field is required. Usemames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and invercase letters, numeries, period, dash (-), underscore (_), and at symbol (@). No other characters or symbols are permitted at this time.		
 First Name 			
* Last Name			
* Password	Password must be at least 8 characters long and contain at least one letter and one number. Special characters are limited to: $! \oplus \# 5 \%^{+} \%^{-}()$		
* Confirm Password			
* Security Question	What is the city or town of your birth?		
* Answer			
Registration Email			
	I accept the <u>Terms of Use</u> Create Your Account >		



Choosing your CUNY Alert Notification Preferences

Your CUNY Alert guest account registration email address is, by default, your primary notification method after you create your guest account. You can set up the following additional CUNY Alert notification methods:

- Up to 2 devices, such as mobile telephones, to receive a SMS text message
- A secondary email address
- A mobile telephone number to receive a voice message
- A business telephone to receive a voice message
- A home telephone to receive a voice message

Note:

You only need to change the country from the default "United States" if your telephone number requires an international call.

To choose your CUNY Alert guest account notification preferences on the My Profile page:

- 1. Select your time zone from the **Time Zone** drop down menu.
- 2. Add/update your email address(es) or telephone number(s) to the following fields to establish your CUNY Alert notification preferences:

Primary SMS

Secondary SMS

Primary Email

Secondary Email

Primary Mobile

Business Phone

Home Phone

3. Click the Save & Continue button.

The My Subscriptions Page is displayed.

See "Choosing your CUNY Alert Subscriptions" on page 4 for instructions on subscribing to CUNY Alerts from specific colleges or University offices.

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	r tast compte	an regionation pages to reserve	
	Profile		
	My Prof	ile	
	* First Name	Joan	
	* Last Name	Frost	
	Registration Email	jfrost@comnet.net	
	Time Zone	Please select	\sim
	Here's ho	w to contact m	e.
	1) Primary SMS		
	United States		xample (201) 555-0123
	2) Primary Email		
	Jfrost@comnet.ne	t	
	3) Secondary SM S		
	United States	✓	xample (201) 555-0123
	4) Secondary Emai		
	email@email.com		
	5) Primary Mobile		
	United States	✓	xample (201) 555-0123
	6) Business Phone		
	United States	✓	xample (201) 555-0123
		Ext Exampl	le 5555
	7) Home Phone		
	United States	✓ ■ E	xample (201) 555-0123
		Save & Continue >	
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	Please be advised © 2019	mat our Privacy Policy has chan Everbridge, Inc. 9.2.0.61-2019	geo enective May 22, 2019. -07-25-10:55

Choosing your CUNY Alert Subscriptions

You can choose to subscribe to CUNY Alerts sent to one or more CUNY colleges and the University offices.

To choose your CUNY Alert subscription(s):

- 1. Click on the checkbox next to each college or the University Offices to subscribe to its CUNY Alert messages.
- 2. Click the Save & Continue button.

The Review the information you entered page is displayed.

- 3. Confirm your My Profile notification preferences and My Subscriptions.
 - To change your notification method preferences, click the **Edit** link in the My Profile bar.

See "Choosing your CUNY Alert Notification Preferences" on page 3 for information on modifying your notification preferences.

 To change your subscriptions, click the Edit link in the My Subscriptions bar.

See "Choosing your CUNY Alert Subscriptions" on page 4 for information on changing your subscriptions.

4. Click the **Finish** button when done.

ne Frost2019 Logout
Answers ase complete all registration pages to receive accurate notifications.
Profile Subscriptions Review
My Subscriptions
Choose what you want to be informed about.
CUNY
Baruch College
Borough of Manhattan Community College
Bronx Community College
Brooklyn College
CUNY Online Baccalaureate
CUNY School of Labor and Urban Studies
CUNY School of Law
City University Research Foundation
College of Staten Island
Graduate Center
Graduate School of Journalism
Graduate School of Public Health and Policy
Guttman Community College
Hostos Community College
Hunter Campus School
Hunter College
John Jay College of Criminal Justice
Kingsborough Community College
LaGuardia Community College
Lemman College Macaulay Honors College
Mednar Evers College
New York City College of Technology
Queens College
Queensborough Community College
School of Professional Studies
The City College
University Offices
York College
Save & Continue >

Changing your CUNY Alert Notification Preferences or Subscriptions

To change your CUNY Alert notification method preferences or college subscriptions:

 Click on the following hyperlink or copy and paste the link in your web browser to access the CUNY Alert Guest Portal login page:

https://member.everbridge.net/index/453003085617989

2. Enter your username and password, then click the **Login** button.

Your current CUNY Alert guest account profile information is displayed.

3. To change your notification preferences, click the **Edit** link in the My Profile bar.

See "Choosing your CUNY Alert Notification Preferences" on page 3 for information on modifying your notification preferences.

4. To change your subscriptions, click the **Edit** link in the My Subscriptions bar.

See "Choosing your CUNY Alert Subscriptions" on page 4 for information on changing your subscriptions.

Prep & Answers Edit My Profile Edit Username: frost2019 First Name: Jonah Last Name: Frost Registration Email: jonah.frost@coury.edu Time Zone: America/Jamaica Delete My Account Delete My Account Primary SMS: (505) 585-5855 Primary Email: jonah.frost@coury.edu Jonah.frost@coury.edu Edit My Subscriptions Edit CUNY Graduate Center Hostos Community College The City College University Offices 	Welcome frost2019 Logout	
Username: frost2019 First Name: Jonah Last Name: Frost Registration Email: jonah.frost@cuny.edu Jime Zone: America/Jamaica Delete My Account Delete My Account Primary SMS: (505) 565-6655 Primary Email: jonah.frost@cuny.edu jonah.frost@cuny.edu Edit CUNY Graduate Center Hostos Community College The City College University Offices 	? Help & Answers My Profile <u>Edit</u>	
Delete My Account Primary SMS: (505) 555-5555 Primary Email: jonah.frost@cuny.edu My Subscriptions Edit CUNY Graduate Center Hostos Community College The City College University Offices 	Username: frost2019 First Name: Jonah Last Name: Frost Registration Email: jonah.frost@ouny.edu Time Zone: America/Jamaica	
Primary SMS: (505) 555-5555 Primary Email: jonah. frost@cuny.edu My Subscriptions Edit CUNY Graduate Center Hostos Community College The City College University Offices 	Delete My Account	
My Subscriptions Edit CUNY Graduate Center Hostos Community College The City College University Offices 	Primary SMS: (505) 555-5555 Primary Email: jonah.frost@cuny.edu	
My Subscriptions Edit CUNY Graduate Center Hostos Community College The City College University Offices		
CUNY Graduate Center Hostos Community College The City College University Offices	My Subscriptions	
 ✓ Graduate Center ✓ Hostos Community College ✓ The City College ✓ University Offices 	CUNY	
	 ✓ Graduate Center ✓ Hostos Community College ✓ The City College ✓ University Offices 	

If you Forgot your CUNY Alert Guest Account Username

To request an email from Everbridge containing your CUNY Alert guest account username:

1. Click the **Forgot Username** link on the CUNY Alert Guest Portal login page.

The Forgot Username page is displayed.

- 2. Enter the **Registration Email** address you specified when you created the CUNY Alert guest account.
- 3. Click the **OK** button.

Everbridge sends an email containing your CUNY Alert guest account username to your registration email address.

Forgot Username Forgot your username? Please enter your registered email address, we will send the username to your mailbox.	
* Registration Email	
This field is required.	
ОК	



If you Forgot your CUNY Alert Guest Account Password

To reset your CUNY Alert guest account password if you cannot remember it:

1. Click the **Forgot Password** link on the CUNY Alert Guest Account login page.

The Forgot Password page is displayed.

2. Complete the following fields in the Forgot Password page:

Username — the username you entered when you created the CUNY Alert guest account.

Registration Email — the email address you entered when you created the CUNY Alert guest account.

Security Answer — the answer to the displayed security question you entered when you created the CUNY Alert guest account.

3. Click the **OK** button.

Everbridge sends an email containing a password reset link to your registration email address.

4. Open the email and click on the password reset link provided.

The Reset Password page is displayed.

5. Complete the following fields in the Reset Password page:

Password — type a password that meets the criteria displayed below the field

Confirm Password — retype your password

6. Click **OK**.

After successfully resetting your password, you can now log in to your CUNY Alert guest account by clicking on the following hyperlink or copying and pasting the link in your web browser to display the Everbridge CUNY Alert Guest Portal login page:

https://member.everbridge.net/index/453003085617989

Forgot Password? Please enter your username and registered email address, we will send a reset password link to your mailbox. • Username		
Forgot your password? Please enter your username and registered email address, we will send a reset password link to your mailbox. *Username This field is required. *Registration Email Security Question What is the city or town of your birth? * Security Answer OK	Forgot Password	
* Username	Forgot your password? Please enter your username and registered email address, we will send a reset password link to your mailbox.	
This field is required. *Registration Email Security Question What is the city or town of your birth? * Security Answer OK	*Username	
This field is required. *Registration Email Security Question What is the city or town of your birth? *Security Answer OK]
* Registration Email Security Question What is the city or town of your birth? * Security Answer OK	This field is required.	
Security Question What is the city or town of your birth? * Security Answer OK	*Registration Email	
What is the city or town of your birth? • Security Answer	Security Question	
• Security Answer	What is the city or town of your birth?	
ОК	* Security Answer	
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Reset I	Password
* Password	
	Password must be at least & characters long and contain at least one letter and one number. Special characters are limited to: ! @ # \$ % ^ & * ()
• Confirm Password	



Deleting your CUNY Alert Guest Account

To delete your CUNY Alert guest account:

 Click on the following hyperlink or copy and paste the link in your web browser to access the CUNY Alert Guest Portal login page:

https://member.everbridge.net/index/453003085617989

2. Enter your username and password, then click the **Login** button.

Your current CUNY Alert guest account profile information is displayed.

3. Click the Delete My Account button.

The "Are you sure you want to delete your account" confirmation message is displayed.

4. Click Yes to delete your account.

Frequently Asked Questions (FAQs)

See the <u>CUNY Alert</u> page on the CUNY web site for answers to frequently asked questions about CUNY Alert.

Welcome frost2019 Longuit		
My Profile	Edit	
Username: frost2019 First Name: Jonah Last Name: Frost Registration Email: jonah.frost@cuny.edu		
Time Zone: America/Jamaica		
Delete My Account Primary SMS:		
(505) 555-5555 Primary Email: jonah.frost@cuny.edu		
My Subscriptions	Edit	
CUNY		
✓ Graduate Center		
 ✓ Hostos community conege ✓ The City College ✓ University Offices 		