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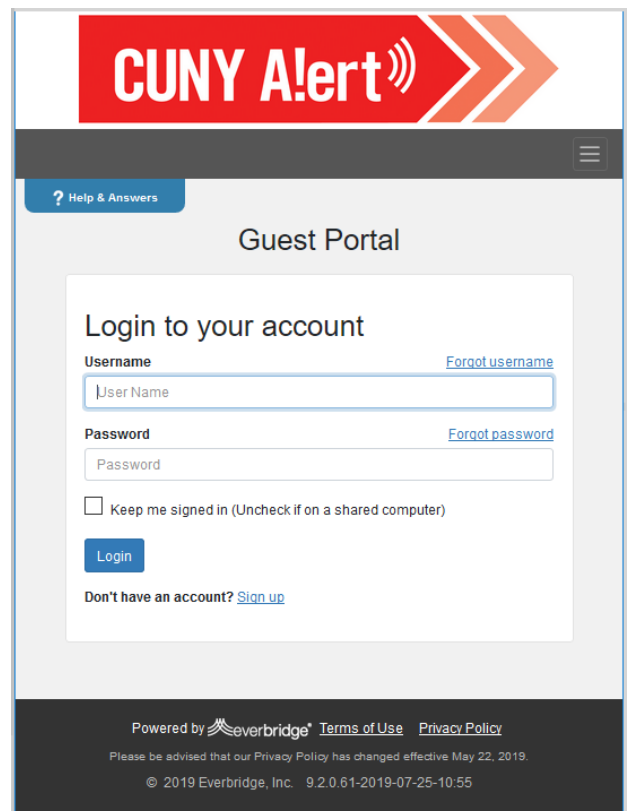
> **Note:**
> If you have access to CUNYfirst as a student, faculty or staff member, you should manage your CUNY Alert contact preferences in CUNYfirst. See the CUNY Alert page and FAQs on the CUNY web site for more information.

Creating a CUNY Alert Guest Account

To create a CUNY Alert guest account:

1. 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

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.
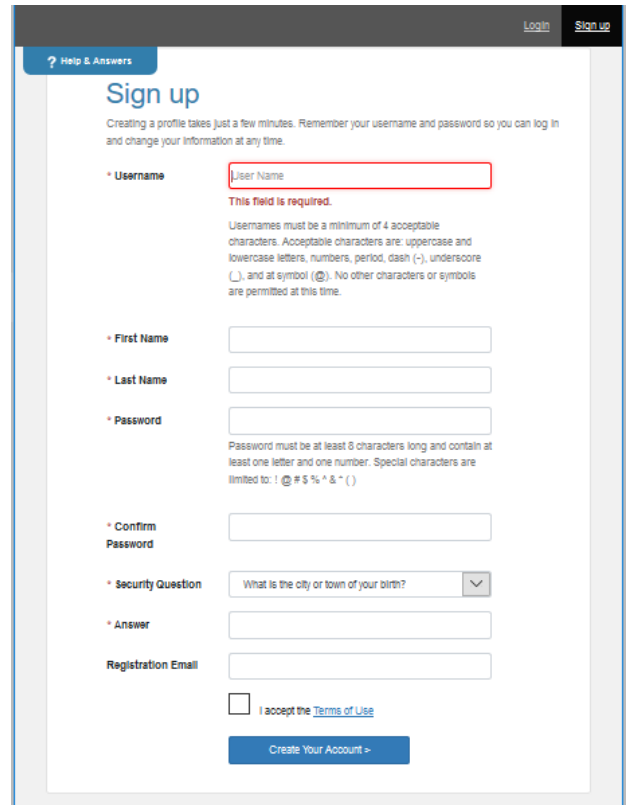
5. Click the **I accept the Terms of Use** checkbox to continue signing up for the CUNY Alert service.

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.

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.
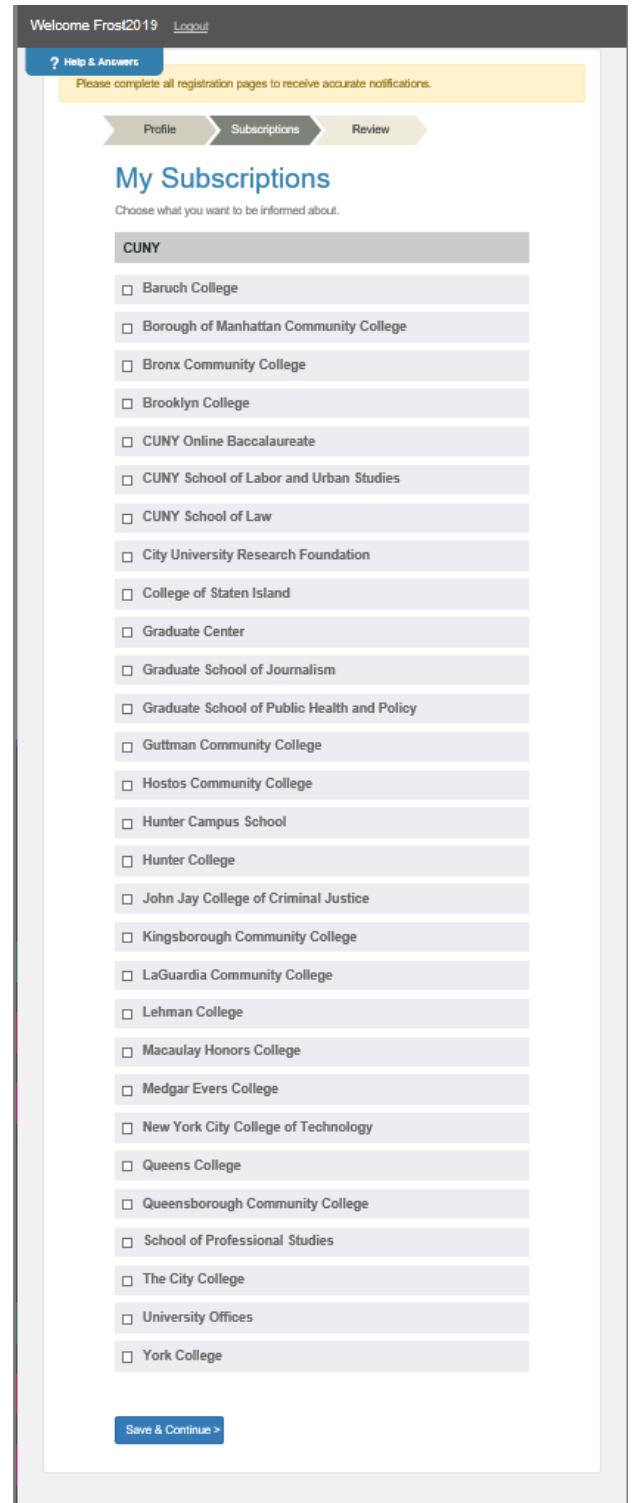
Choosing your CUNY Alert Subscriptions

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.

Welcome Frost2019   Logout

? Help & Answers

Please 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

☐ Lehman College

☐ Macaulay Honors College

☐ Medgar 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:

1. 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.
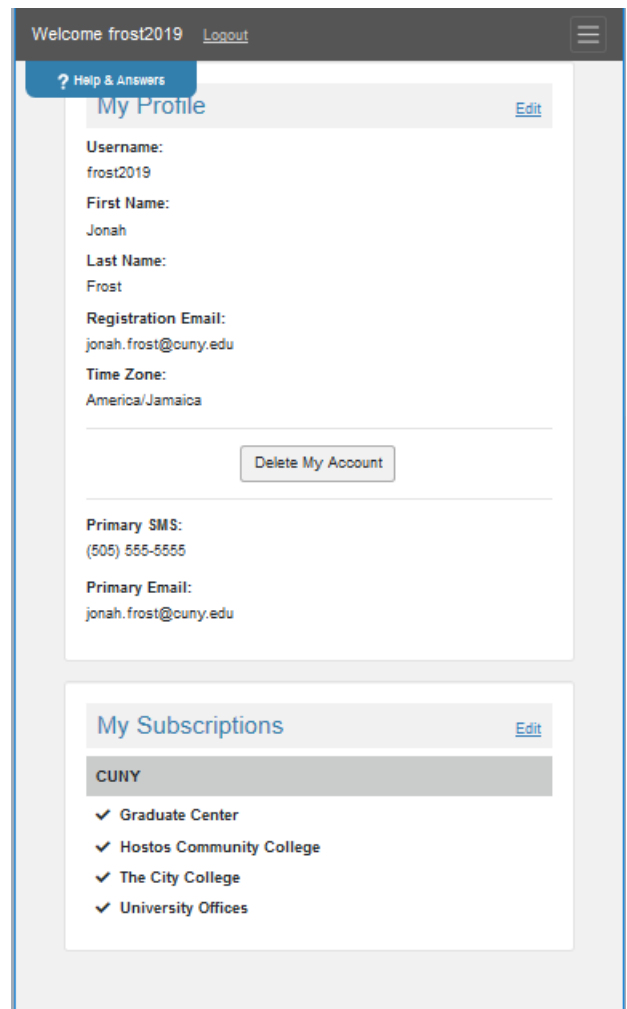
   Your current CUNY Alert guest account profile information is displayed.

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.

If you Forgot your CUNY Alert Guest Account Username

To request an email from Everbridge containing your CUNY Alert guest account username:
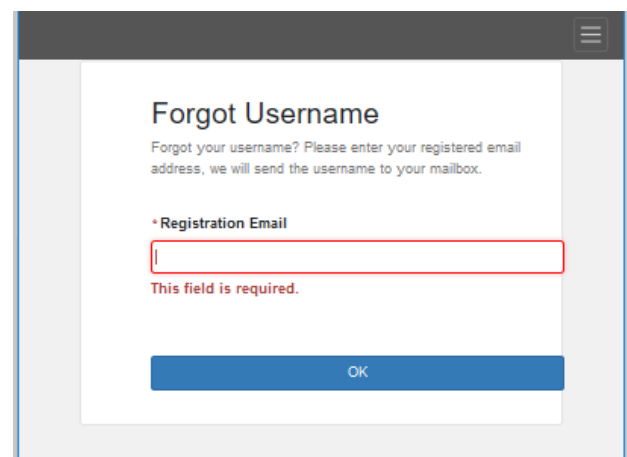
1. Click the **Forgot Username** link on the CUNY Alert Guest Portal login page.

   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.

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

Deleting your CUNY Alert Guest Account

To delete your CUNY Alert guest account:

1. 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 CUNY Alert page on the CUNY web site for answers to frequently asked questions about CUNY Alert.