

## CStateAlert

As part of a comprehensive effort to inform our community of any emergencies that might arise on campus, Cincinnati State offers an emergency notification system via email, voice, or text. If you have the same phone number listed for text and voice message, the system will only send the text message. This service is a partnership between Cincinnati State Public Safety and ITS.

This document contains four sections:

- [How we use your numbers](#)
- [For school closing](#)
- [CStateAlert: Emergency Notification Service](#)
- [Frequently Asked Questions](#)

### *How we use your numbers*

All cell-phone numbers provided to the college will be subscribed to the Cincinnati State emergency text-message system, CStateAlert. In the event of a campus emergency, Cincinnati State Public Safety will send an email, voice and/or text message to all faculty, staff, and students who have not specifically declined to accept such messages by opting out of this service through CStateAlert directory services.

Public Safety will use the system, at their discretion, if there is an imminent threat to the safety and security of the campus community. For example, text-messages would strongly direct you to take immediate action to avoid injury from a natural disaster; tornado, blizzard, or chemical spill. In the event of an active shooting that targets a person without provocation on or around campus, an emergency text-message would be sent to the entire campus community.

Although the college offers the ability to opt-out of receiving emergency messages, Public Safety strongly recommends that you do not opt out. In an emergency, accurate and up-to-date information is critical to your safety and security. We will use this emergency notification system only when absolutely necessary.

The college will test the system occasionally to determine if it is working properly. You will not receive non-emergency or advertising messages. Cincinnati State will not sell your information. The user is responsible for any charges from their phone carrier.

### ***For school closing***

You are automatically added to the CStateAlert system when you register for classes or become an employee of Cincinnati State. However, you have the choice to decline to accept notifications from the system which will exclude you from all notifications. If you choose to be excluded, you may do so by “unchecking” the *Text Authorized* field on your cell phone on the User Profile screen within [Self-Service](#) and this will exclude this number from all notifications including school closings and emergency situations. The user is responsible for any charges from their phone carrier.

### ***CStateAlert: Emergency Notification Service***

CStateAlert is Cincinnati State’s primary emergency notification system and is provided by One Call Now. CStateAlert is used to alert the Cincinnati State community of a public safety emergency that could impact the campus (such as an active shooter/hostile intruder, severe weather conditions, hazardous material release, etc.) and to provide protective action instructions. CStateAlert is also used to notify the Cincinnati State community of serious crimes on campus, in off campus areas contiguous to the campus, and in nearby areas frequented by community members. In addition, CStateAlert is used to notify the College community of emergency campus closings.

CStateAlert notifications can be delivered via cellular phone calls, text messages, e-mail, and landline telephones.

The College loads all current students, faculty, and staff contact information from its student database — including Cincinnati State e-mail address, personal e-mail address, and phone numbers into the CStateAlert system. You are automatically added to the CStateAlert system when you register for classes or become an employee at the College.

## Privacy

Cincinnati State is concerned about the security of every member of the College community, but we also respect your privacy. Therefore, anyone can decide to opt out (withhold or withdraw personal phone or e-mail information) from the CStateAlert system. However, everyone is required to receive notifications via their Cincinnati State e-mail address.

## Self-Service

All students, faculty, and staff have access to **User Profile** through Self-Service to manage their contact information. To access **User Profile**, click **Self-Service** from the primary tab across the top of MyCState/Blackboard (Figure 1). Click the **User Options** menu item on the left menu in Self-Service (Figure 2) and then click **User Profile** (Figure 3).

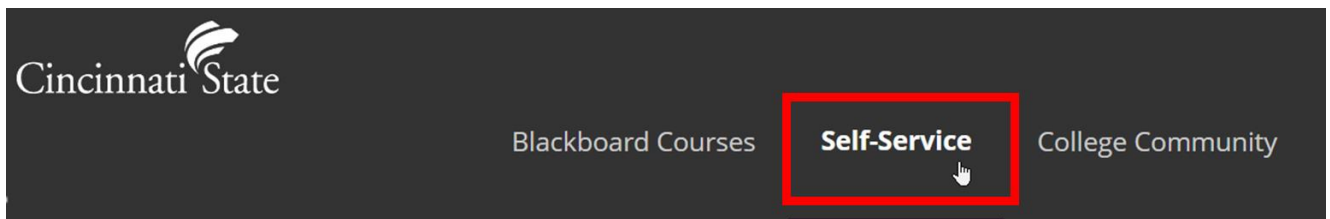


Figure 1

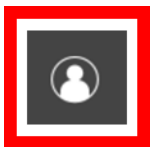


Figure 2

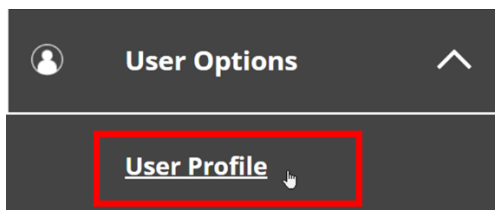


Figure 3

For campus closure notifications (during severe weather, hazardous material release, etc.), be sure you have a **CELL phone** added that has the *Text Authorized* field “checked” (see Figure 4 below). If you don’t have a **CELL phone** *phone type*, click the **+ Add New Phone** button to add

it and be sure to “check” the *Text Authorized* field. To opt-out of receiving text messages “uncheck” the *Text Authorized* field.







Phone Number	Type	Text Authorized	Edit or Remove
513-111-1111	CELL phone	✓	 
513-222-2222	Business		 
513-333-3333	Home Phone		 

Figure 4

To receive an email to your personal email address, be sure to add an *Internet* email address (see Figure 5 below). If you don’t have an **Internet** *email type*, click the **+ Add New Email** button to add it.

Email	Type	Preferred	Edit or Remove
chris.johnson@cincinnatiastate.edu	World Wide Web	✓	
cjohnson21889@gmail.com	Internet		 

Figure 5

## External Entities

If you would like to get closure notifications but you’re not an employee or student, you can submit the **Emergency Contact Notifications Opt-In** eForm using the link below.

[https://web3.cincinnatiastate.edu/eforms/eform.aspx?form\\_id=2095](https://web3.cincinnatiastate.edu/eforms/eform.aspx?form_id=2095)

## Prerequisites:

There are no preconditions for receiving CStateAlert notifications.

## ***Frequently Asked Questions:***

### **What is CStateAlert?**

CStateAlert is an emergency notification system for the Clifton, Evendale, Harrison and Middletown Campuses. This system is used to keep you informed in an emergency.

### **What is One Call Now?**

One Call Now is the provider of the Cincinnati State emergency notification system. One Call Now is a provider of mass notification systems for many colleges and universities.

### **How will I receive CStateAlert messages?**

You can receive CStateAlert messages using the following contact methods:

- Voice message to your cell phone
- Text message to your cell phone
- Email to your Cincinnati State email address
- Email to your Personal email address
- Voice message to your home telephone
- Voice message to your business/office telephone

~~Up to three cellular phone numbers, three landline telephone numbers and three email addresses can be used.~~

### **When will I get CStateAlert messages?**

You will receive CStateAlert messages:

- In the event of a dangerous situation on or near campus that threatens the safety of the campus community;
- When classes are canceled because of weather conditions, a power outage, or other emergency

### **How will I know the message is from CStateAlert?**

The message sender will appear as follows:

- For a text message: 22300
- For a phone call: (513) 569-4770
- For an e-mail: mail@notify.onecallnow.com

### **How do I subscribe to the CStateAlert system?**

You are automatically added to the CStateAlert system when you register for classes or become an employee at Cincinnati State. Your contact information in the student database is loaded into the CStateAlert system. See [Self-Service](#) and [External Entities](#) sections within this document.

### **How do I update my contact information in the CStateAlert system?**

Use the User Profile screen withing [Self-Service](#) to access your contact information and enter the appropriate changes.

### **Do I have to confirm receipt of the message?**

Confirmation of CStateAlert messages is not required.

### **Will I receive duplicate CStateAlert messages?**

Depending on the delivery methods used to send the messages and the contact information you have provided, you may receive duplicate messages. Emergency messages may be repeated and/or sent by multiple delivery methods to help ensure that you receive critical information.

### **Why am I not getting CStateAlert messages via a delivery method for which I provided contact information?**

That particular delivery method may not have been used for the broadcast. The delivery methods chosen may vary depending on the nature of the notification and the time of day.

There are two different reasons you may not be getting alerts,

- 1) You have opted out of receiving messages on the *User Profile* screen in [Self-Service](#).

- 2) Your number may be listed/flagged on One Call Now as “do not call” you can email the number that you have questions about to [Support@onecallnow.com](mailto:Support@onecallnow.com) or contact the Client Services at 1-877-698-3262.

**Does Cincinnati State College test the CStateAlert system?**

Yes, the College runs live tests of the CStateAlert system at least once per semester. The campus community will be notified in advance of these tests.

**Is there a charge for subscribing to receive messages via CStateAlert?**

There is no charge to you for using the CStateAlert system. This is a service that the College provides to help keep our community safe.

**Can I choose not to participate in the CStateAlert system?**

No. CStateAlert will be used to communicate urgent information to students, faculty, and staff in an emergency. For that reason, Cincinnati State requires that all members of the College community receive CStateAlert messages to their college e-mail account. The College also encourages you to provide current information for all available delivery methods. You can always update your contact information in [Self-Service](#).

**When would the College remove me from the CStateAlert system?**

You are automatically removed from the CStateAlert system if you are not registered for classes, or if you are no longer employed or affiliated with Cincinnati State.

**Will I be notified when my subscription to CStateAlert is deactivated?**

Students and employees who leave Cincinnati State will not be notified when their subscription to CStateAlert is deactivated.