

FAQs

1. What types of zotALERT notifications will I receive?

Any emergency that requires immediate action or situational awareness per Clery will be sent via text message. It is one of several modes of emergency communication used at UCI.

2. How do I stop getting zotALERTs?

zotALERT text messaging is an opt-in service. To receive text messages, you need to add your mobile number to Student Access (students) or [Login | Registration Portal \(genasys.com\)](#) (employees). If you signed up for zotALERT text messages and want to stop getting the alerts, follow the steps below.

Students

1. Login to [StudentAccess](#)
2. Click **Contact Information**
3. Remove your number from the **Mobile Phone** field.

Faculty/Staff

1. Login to [Login | Registration Portal \(genasys.com\)](#)
2. Remove your number from the **Emergency Cell** field.
3. Click the **Submit Change Request** button.

If you cannot remove your phone number, please contact the OIT Help Desk for assistance at (949) 824-2222.

Automatic Removal Policy

- Students who have not enrolled in courses for the past two quarters and are not enrolled in the current quarter (or summer session) and are not a current employee or sponsored UCInetID holder will be removed from the zotALERT service.
- Students who become employees will continue to receive zotALERT messages.
- Employees who leave the University will be automatically removed from the zotALERT service when their directory entry is removed, which is approximately 60-90 days after their separation date.
- Retirees who no longer wish to receive zotALERT pages need to use the [Login | Registration Portal \(genasys.com\)](#) utility to remove their Emergency number.

4. Why am I not receiving zotALERT texts?

There are a variety of reasons that may be the cause of not receiving zotALERT text messages. Please take the following steps to resolve the problem with your particular cellular phone number.

It is critical that you take the time to correct the problem if you wish to receive future zotALERTs.

- 1. Verify that your emergency mobile number is correct.**
Faculty and Staff need to visit [Login | Registration Portal \(genasys.com\)](#) and **Students** need to visit www.reg.uci.edu/access/student/welcome/ to verify that the number listed as your emergency number is correct. We have found instances, where the number entered, was a home telephone (landline), was a disconnected number, had the incorrect area code, was one digit off, etc.
- 2. Ensure that the mobile number listed can receive text messages.**
If you do not use text messaging on a regular basis, confirm with your cellular service provider that your service plan includes text messaging. Plans vary among cellular service providers. Not all plans include text messaging. If you do not receive a ZotALERT message, the first troubleshooting step to try is to verify you are able to receive text messages by sending yourself a text message or asking someone else to send you one.*For users of Google Voice, you must enter your phone number provided by your cellular carrier. Google Voice does not directly accept text messages from service providers who use shortcodes to send text messages.
- 3. Ensure that your cellular device does not have text messaging blocked.**
Some cellular carriers will allow peer-to-peer text messaging, but they may block text messages from third party mass marketing services or zotALERT messages. For the zotALERT text messages to arrive successfully, no blocking should be on the account.
- 4. Ensure that you have sufficient text message credits available.**
If you are on a pre-paid or pay as you go cellular plan, ensure that you always have sufficient credits available to receive a zotALERT text message.

Please contact the OIT Help Desk at oit@uci.edu or by phone at (949) 824-2222 if you have questions.

5. Is there a way to receive zotALERT email messages?

An enhancement has been made to zotALERT that will send email copies of zotALERTs issued in emergency situations to all current faculty, staff, and students. This will provide an additional notification mechanism to text messaging, which is not

100% reliable. It will also help get the word out to those who do not have cell phones or find notification through text messaging ineffective. Redundancy is an important component of emergency communication strategy. Currently, the system is provided by Genasys. The service is fully hosted off-site by Genasys in redundant secure data center so it does not rely on on-campus system.

6. How does the zotALERT email messages differ from ZotMail?

The zotALERT text message system is complemented by the ZotMail email system, which is a **mandatory element of campus emergency communications**, as described on the [ZotMail website](#).

7. Can I still add additional phone numbers (i.e. family members) to my profile?

You are no longer able to add additional contact numbers to your profile. However, you can encourage them to register for alerts themselves at [Login | Registration Portal \(genasys.com\)](#).