MY PCC Alert
Frequently Asked Questions

SMS/Text-messaging Related Questions

**QUESTION:** What is an SMS or text-messages?

**ANSWER:** SMS stands for Short Message Service and is a service that allows short text messages to be sent via mobile phones (up to 160 characters). The message is read on the display of the mobile phone and is generally known as texting. You can check with your mobile phone provider to find out if your device accepts SMS. You may need to subscribe to a text messaging plan in order to receive or reply to text messages.

**QUESTION:** How do I opt-in to receive text-messages from Pueblo Community College?

**ANSWER:** Students, Faculty, and Staff can opt-in by logging into their myPCC portal account and clicking on the "myPCC Alert" link, under Safety & Security. You will see a link titled “Your Alert System” on the bottom of the page. Enter the information requested and enter the Mobile Phone and check the box for “Text enabled”. Once saved you will be enrolled for receipt of text messages.

**QUESTION:** What happens after I sign up (opt-in) for text messaging via SSB?

**ANSWER:** After you sign up online, the emergency notification service will automatically send a text message to your mobile phone to confirm your request. You should receive this message within 24 hours or opt-in.

**QUESTION:** What will these text messages display?

**ANSWER:** For all carriers other than T-Mobile the confirmation message will read the following:

_PCC ALERT:_ You are now confirmed to receive alerts from us. More info text reply HELP or STOP PUEBLO to opt-out.

For T-Mobile subscribers the following message is sent, instructing the subscriber to perform an action:

_PCC ALERT:_ You have asked to receive SMS alerts from us. You must text reply Y PUEBLO to confirm this request.

After the T-Mobile subscriber sends the text reply, the system will send the following message:
PCC ALERT You are now confirmed to receive alerts from us. More info text reply HELP or STOP PUEBLO to opt-out

QUESTION: From what number will these text messages display?

ANSWER: You will see 23177 as the text messaging number sending you the confirmation message and all subsequent messages. Please save this number and program it as MY PCC ALERT so that you can quickly recognize this number as the official source of Pueblo Community College’s messages.

QUESTION: I did not receive a confirmation message. What happened?

ANSWER: Please check with your mobile phone provider to find out if your device accepts SMS. You may also want to check with your provider to see if text messaging has been enabled. You may need to subscribe to a text messaging plan in order to receive or reply to text messages.

QUESTION: I did not receive a confirmation message because my phone was not text enabled. I have since contacted my mobile phone provider to enable it. Do I need another confirmation message sent?

ANSWER: No. If your SMS phone was already submitted to our database, you should be confirmed to receive SMS alerts from us. However, you may also test to find out by texting the word “SUBSCRIBE PUEBLO” to 23177 and you will receive a reply with the following message:

PCC ALERT: This phone number has already been opted in. More info text reply "HELP" or "STOP PUEBLO" to opt-out

QUESTION: How do I opt-out?

ANSWER: You may opt-out at any time by texting “STOP PUEBLO” or “QUIT PUEBLO” to 23177.

QUESTION: What if I opted-out but later decide I would like to opt-in again?

ANSWER: You may request to begin receiving text messages by checking the box next to text enabled in your personal information in SSB.

QUESTION: If I change mobile phone providers but keep the same number, do I need to opt-in again?

ANSWER: No. Once your phone number has been opted-in, it stays registered within the system.
**Data Related Questions**

**QUESTION:** What contact data should I provide PCC with?

**ANSWER:** The notification system allows storing multiple phone numbers and one email address. The best emergency contact number is probably your mobile phone. Please provide PCC with multiple points of contact to ensure message delivery.

**QUESTION:** I heard that my colleague received a voice message from PCC but I did not. Why?

**ANSWER:** It is possible that we do not have your contact information loaded in the notification system. Please verify your contact information on Banner Self Service (SSB) on the student or employee opt-in page.

**QUESTION:** I share the same phone number as my colleague, will it call me twice?

**ANSWER:** No, the system will call the phone number only once.

**Call Related Questions**

**QUESTION:** How does the notification system respond to busy signals or no-answer situations?

**ANSWER:** For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for no-answer and call-waiting. If the phone is answered by a message recorder, the message will be left on the answering device. If, after several attempts the call does not successfully go through, the system will stop attempting and report your number to be busy.

**QUESTION:** I provided multiple phone numbers, email addresses and SMS, which device will get the message first?

**ANSWER:** The notification system delivers messages to phones, emails, and SMS independently and simultaneously. That means if we were to send emergency messages, it will be delivered to all your available phone numbers at the same time; which means you may have your mobile and work/home phone ring concurrently. Email and SMS deliveries are dependent on your service providers and in most cases, they come through quite fast.
**QUESTION:** I received the message but I missed the information. What should I do?

**ANSWER:** While on the call, you can replay the message by pressing the star key (*) at the end of the message. You may also check your email to locate the link for that message.

**QUESTION:** I received the message but it kept looping/repeating. Why?

**ANSWER:** The system does its best to detect whether it has reached a live person or an answering machine. Sometimes loud ambient noises may cause the system to loop. If this happens, use the mute feature on your phone or move to a quieter location to prevent the message from looping or repeating.

**QUESTION:** I see a caller ID display of 719-502-2411. Who is this?

**ANSWER:** When PCC sends a call out using the notification system, it will always display Caller ID information. Please save this number on your cell phone to quickly identify MY PCC Alert calls.

**QUESTION:** I provided the phone number and I have verified that it is correct. The call report indicates that you are reaching me live at that number. Why do I still not receive any calls from you?

**ANSWER:** This might happen if you have call forwarding activated to forward calls to another phone number or voicemail. By deactivating this feature, you should resume receiving messages from us.

**QUESTION:** I received the calls at my mobile and my home phone but my campus phone call came much later, why?

**ANSWER:** The campus phone system can only handle a limited number of simultaneous incoming calls. If we call all numbers at once, it is going to result in busy signals. Therefore, we batch campus phone numbers into separate groups which might result in your call group receiving the calls later than others.

**QUESTION:** I received the message in my email inbox, but when I clicked the link to play the message nothing happened. Why?

**ANSWER:** You may not have a default media player like Windows Media Player or Quicktime installed. Download these players from [http://www.microsoft.com](http://www.microsoft.com) or [http://www.apple.com](http://www.apple.com) and install on your computer to listen to messages.