



## EMERGENCY NOTIFICATION SYSTEM FREQUENTLY ASKED QUESTIONS

**August 2007**

Cal State Fullerton has recently implemented the Connect-ED service to allow administration and security professionals the ability to reach faculty and staff with time-sensitive information during unforeseen events or emergencies using voice, email and text messaging. During critical situations, Cal State Fullerton officials can use the system to broadcast pertinent information and provide details on appropriate response.

This information will not be shared with other entities and it will be kept private and confidential. This system will be used only for official university communication purposes.

Please provide your most current contact information now by logging into the faculty/staff portal at [www.fullerton.edu](http://www.fullerton.edu) and clicking on the CMS HR tab.

### Frequently Asked Questions:

**QUESTION:** What contact data should I provide the University?

**ANSWER:** Connect-ED allows storing of up to six phone numbers, two email addresses and a phone number representing your text messaging device. The best emergency contact number is probably your mobile phone.

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

**ANSWER:** It is possible that we do not have your contact information loaded in Connect-ED, or it may be inaccurate. Log into the CSUF faculty/staff portal at [www.fullerton.edu](http://www.fullerton.edu) and update your contact information by clicking on the CMS HR tab.

**QUESTION:** I heard that my colleague received a SMS (text) message on his cell phone from the University but I did not. Why?

**ANSWER:** We are not able to send SMS messages yet but will soon be able to do so. To receive text messages, you will need to provide the University with your mobile phone number and carrier information (eg. Verizon, T-Mobile, etc). When we are able to send text messages you will be asked to provide your telephone information for this purpose via the faculty/staff portal.

**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 [www.microsoft.com](http://www.microsoft.com) or [www.apple.com](http://www.apple.com) and install on your computer to listen to messages.

**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.