

## **Frequently Asked Questions**

### **Q: What is Omnilert?**

**A:** Omnilert gives you *info on the go*<sup>TM</sup>. Signup and then receive customized, up-to-date school information such as emergencies, weather, and school closings.

### **Q: How do I sign up for Omnilert alerts?**

**A:** If you are a student or employee, please visit [TU Emergency Notification Page](#) to sign up for Omnilert.

### **Q: How long will my registration be good for?**

**A:** Your registration is valid for a two year period. Thirty days prior to your registration expiration, you will receive either a text alert or an email alert advising you to renew your registration, depending on what services you requested.

### **Q: Will this cost me anything?**

**A:** Probably not. Our system sends standard text messages and email. Standard text message charges may apply from your wireless provider, depending on your text message plan. If you have an unlimited text messaging plan, then there would be no additional charge. We will never charge individuals for premium messages or services.

### **Q: Can I change my contact preferences?**

**A:** Yes. You can change your account settings to add different email addresses or phone numbers.

### **Q: How do I Opt-Out (remove myself) from receiving Omnilert alerts?**

**A:** Please log into your account to opt-out for Omnilert alerts. You may opt-out of email alerts only, SMS alerts only, or the entire service. If you cannot log into your account, you can simply reply to any text message from us with the word "STOP" and only the word "STOP".

### **Q: How do I control what shows up on my phone?**

**A:** You are given an opportunity to choose the kinds of messages you wish to receive on your mobile phone through a checkbox listing of groups. You can adjust your preferences from your Group settings.

### **Q: Will I receive unsolicited messages ('SPAM') on my mobile phone or email account?**

**A:** NO, Omnilert enforces a ZERO SPAM policy which clearly prohibits unsolicited messages, and e2Campus does not sell the contact information of our subscribers to third party marketers.

**Q: Does your service work on multiple cell phone networks?**

**A:** Yes. Omnilert is a cross-carrier service. They work with all of the major carriers.

**Q: Do I need to install software on my phone?**

**A:** No. Omnilert uses the industry standard SMS text messaging protocol to send messages to your phone. Your mobile phone plan will need to accept text messages to work properly.

**Q: I am not receiving text alerts on my phone, what could be wrong?**

**A:** There could be a number of reasons why you are not receiving text alerts. The cell phone number you entered could not have been validated, the carrier information may be incorrect, or your carrier may not properly receive texts from this service (contact your carrier for more information). For validations or carrier selection, log into your account and choose the Services tab.