

# RAVE Alert System User Guide

1. Log into RAVE. The link can be found on the Mercy Hub/Mercy College Home page or click below.

<https://www.getrave.com/login/mercycollege>

2. On your first login to RAVE, you must agree to the Rave Terms of Use agreement shown below. Click on the box “I have read and agree to the Rave Terms of Use” and click on **SUBMIT**

The screenshot shows the RAVE login interface. At the top left is the Mercy College logo. At the top right, a user is logged in as "Hi, Jane". Below this is a dark grey header with the text "Terms of Use". Underneath, the version "1.17 2019-09-06 13:14:23" is displayed. A scrollable text area contains the following text: "Date of Last Revision: September 2019", "These Terms of Use (the 'Terms') describe the terms under which you may access and use the mobile and web-based messaging and telecommunication services (the 'Services') provided by Rave Wireless, Inc. dba Rave Mobile Safety ('Rave') and, if applicable, the client of Rave who has licensed certain applications from Rave and through which you were granted access to the services (the 'Client').", "The Services are a set of applications accessed through the web or mobile devices, the features of which vary based on which applications are licensed and to which you are granted access to and for which you register. These Terms may be modified by Rave at any time without prior notice. Changes to the Terms will be posted on this page, and this page will indicate at the top the date these Terms were last revised. You agree to be bound by any such modifications once they are posted on this web site (the 'Site'), and your continued registration to use, or use of, the Services following any such posting constitutes your acceptance of such modifications.", and "PLEASE READ THESE TERMS OF USE CAREFULLY AS THEY CONTAIN IMPORTANT INFORMATION REGARDING YOUR LEGAL RIGHTS, REMEDIES AND OBLIGATIONS." Below the text area is a checkbox labeled "I have read and agree to the Rave Terms of Use" and a "SUBMIT" button. At the bottom of the page, the RAVE logo is shown, along with links for "Privacy Policy" and "Terms of Use", and a copyright notice: "© 2019 Rave Mobile Safety. All rights reserved."

3. You will now be presented with the Main Menu screen show below. By default, all users of the system have been set up with their Mercy College email address.

The screenshot displays the user account management page for Jane Doe. At the top left is the Mercy College logo. To the right, a user greeting 'Hi, Jane' is shown with a dropdown arrow. Below the logo are three navigation tabs: 'My Account', 'Groups', and 'Opt-In Lists'. A red banner across the page reads: 'To take full advantage of this service, you must add at least one Mobile Contact.' with a yellow 'REGISTER PHONE' button. The main content area contains several rows of user information and settings:

- Name:** Jane Doe, Jane.Doe@mercycollege.edu, with an 'EDIT' button.
- Password:** with a 'CHANGE' button.
- Mobile Phones:** with an 'ADD' button.
- Voice Only Line Contacts:** with an 'ADD' button.
- Email:** with an 'ADD' button.
- Registration email:** Jane.Doe@mercycollege.edu, with a 'TEST' button.

At the bottom left, the RAVE logo is displayed, along with links for 'Privacy Policy' and 'Terms of Use', and a copyright notice: '© 2019 Rave Mobile Safety. All rights reserved.'

4. To add or make changes to your Password, Mobile Phone, Voice Only phone or add additional email addresses, simple click on each item shown.

See next page for detailed instructions on how to select or make changes to your password or alert notification selections.

5. **Password Change:** Click on the Change box next to Password and the screen below will be shown.

The screenshot shows the Mercy College user interface. At the top left is the Mercy College logo. At the top right, there is a user profile dropdown menu showing "Hi, Jane". Below the logo and user menu are navigation tabs for "My Account", "Groups", and "Opt-In Lists". The main heading of the page is "Change Password". Below this heading are three input fields: "Old password", "Enter New Password", and "Re-enter New Password". At the bottom left of the form is a green "SAVE" button, and at the bottom right is a grey "CANCEL" button. At the very bottom of the page, there is a footer for "RAVE" with links for "Privacy Policy" and "Terms of Use", and a copyright notice: "© 2019 Rave Mobile Safety. All rights reserved."

Enter in your current password in the Old Password box. Default passwords (Old password) were set up using **Mercy123** (case sensitive).

Enter in the New Password and Re-Enter to validate.

Click **SAVE**

**NOTE: Passwords need to be at least 8 characters and contain an Upper-Case letter, Lower Case Letter and a number.**

6. **Mobile Phones:** Click on the **+Add** button to add or modify existing mobile phone entries. You can create multiple cell phone numbers.

MercyCollege Hi, Jane

My Account Groups Opt-In Lists

**Mobile Contacts**

Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete

Mobile Number:

Enable Voice Message Delivery:    
Text messages are recurring and sent on an as-needed basis. Text **STOP** to 226787 or 77295 to cancel messages.   
Message and data rates may apply. We do not charge for this service, however your mobile phone company may charge for text messages. Please refer to your mobile phone's service plan for more information.   
You may access technical support by texting **INFO** or **HELP** to 226787 or 77295 at any time.

CONTINUE CANCEL

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Enter in the **new Mobile Number** in the box shown and click **Continue**.

MercyCollege Hi, Jane

My Account Groups Opt-In Lists

**Mobile Contacts**

Enter Mobile Number Confirm Carrier Enter Confirmation Code Complete

Mobile Number: 419-251-9999

Confirm your carrier

If your phone can receive texts and is not blocked, a 4-digit confirm number will be sent to 419-251-9999. Message and data rates may apply. Once you confirm, text messages are recurring and sent on an as-needed basis. Reply **STOP** to cancel and **HELP** for text support.

CONTINUE CANCEL

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Click the **drop down box** to locate your mobile phone carrier and click on **Continue**. You will receive a text message with a confirmation code to validate your phone entry.

Enter the Confirmation Code and click on **Continue**.

### Mobile Contacts

Enter Mobile Number > Confirm Carrier > **Enter Confirmation Code** > Complete

Check your mobile phone. We have sent a text to 419-740-0540. If you have not received the text message containing a 4-digit code, [click here to resend now](#). If the mobile carrier is incorrect, [click here to modify](#).

Confirmation code

Message and data rates may apply. Once you confirm, text messages are recurring and sent on an as-needed basis. Reply **STOP** to cancel and **HELP** for text support.

Failure to receive a confirmation code during mobile registration may be due to a premium messaging block placed by your carrier. If you do not receive a confirmation code, please contact your carrier and ask to have messages from shortcode 226787 or 77295 delivered to your mobile device.

DELETE PENDING NUMBER RE SEND CONFIRMATION CODE **CONTINUE** CANCEL



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Enter the Confirmation Code and click on **Continue**.

You will receive the following screen showing the phone was successfully added. Click **DONE** to return to the main menu.

### Mobile Contacts

Enter Mobile Number > Confirm Carrier > Enter Confirmation Code > **Complete**

Successfully added 419-740-0540 to your contacts list.

**DONE**



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The Main Menu Screen below will appear showing the Mobile Phone entries created and confirmed.



7. **Voice Only Line:** This is for typical "Land Line" phone numbers. Click on the **+Add** button to add or modify existing Voice Only phone entries. You can create up to 3 entries if needed. The screen below will appear.

A screenshot of a web application interface for adding a "Voice Only Line". At the top left is the "MercyCollege" logo. At the top right is a user profile dropdown showing "Hi, David". Below the logo are navigation buttons for "My Account", "Groups", and "Opt-In Lists". The main heading is "Voice Only Line". Below this heading are two input fields: "Phone Number" and "Extension". The "Phone Number" field has a dropdown menu currently set to "Land Line 1". Below the input fields are two buttons: a green "SAVE" button and a grey "CANCEL" button. At the bottom of the page is the "RAVE" logo and footer text: "Privacy Policy - Terms of Use" and "© 2019 Rave Mobile Safety. All rights reserved."

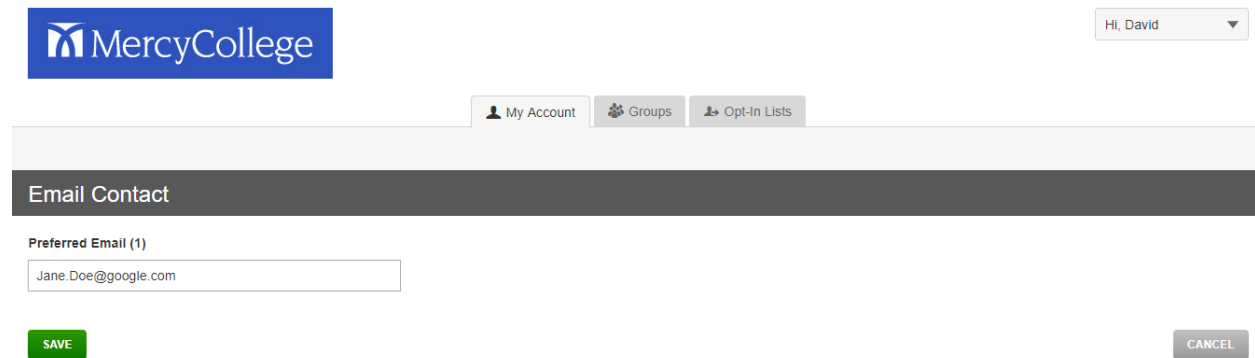
Enter in the Phone Number and any extension if needed for work numbers. If adding additional lines, select Land Line 1, Land Line 2, etc. for each. Only 3 total entries area allowed.

Click **SAVE**

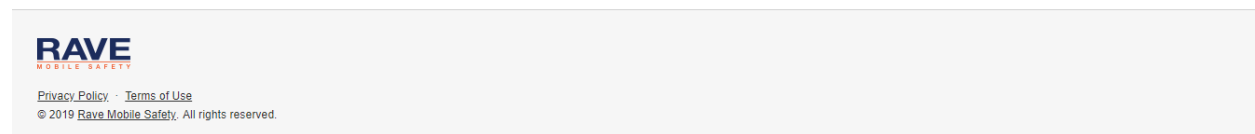
The Main Menu Screen below will appears showing the Voice Only lines.



8. **Email:** Click on the **+ADD** button to add or modify email addresses to be notified.



The screenshot shows the Mercy College user interface. At the top left is the Mercy College logo. At the top right, a user profile dropdown shows "Hi, David". Below the logo are three navigation buttons: "My Account", "Groups", and "Opt-In Lists". A dark grey header bar contains the text "Email Contact". Below this, the section "Preferred Email (1)" contains a text input field with the email address "Jane.Doe@google.com". At the bottom of this section are two buttons: a green "SAVE" button and a grey "CANCEL" button.



Click **SAVE**

You will be returned to the Main Menu shown below with the new entries added to your college email default.



The screenshot shows the "Email" main menu. It features an envelope icon and the word "Email". In the top right corner, there is a "+ ADD" button. Below this, there are two email entries. The first entry is "Registration email: Jane.Doe@mercycollege.edu" with a yellow "TEST" button to its right. The second entry is "Preferred email (1): Jane.Doe@google.com" with a yellow "TEST" button, a pencil icon, and a red "X" icon to its right.

You can always perform a **TEST** of any entry by clicking on the **TEST** button to verify you receive the email test alert message.