

CCC Alert FAQ's for Students

What is the CCC Alert?

CCC Alert is City Colleges of Chicago's emergency notification system that allows us to notify you quickly in the event of an emergency. CCC Alert will send messages to your email addresses and voice messages to your phone numbers provided. CCC Alert can also send a text message to your cell phone (standard text messaging rates will apply).

CCC Alert will only be used for emergency notifications.

When might I receive a message from CCC Alert?

CCC Alert will send messages only to inform you of an emergency, such as a threat of violence, chemical hazard, health hazard, weather related school closing or power outage. You may receive CCC Alert test messages periodically.

Where can I get more information on CCC Alert?

For additional information visit:

<http://ccc.edu/alert>

Do students have to participate in the CCC Alert?

Participation is not mandatory, but is highly recommended.

Updating Contact Information

How do I add or update my contact information?

During Registration:

Provide your information during registration on your Student Information Card

After Registration:

Login to <http://my.ccc.edu> to update your information

Visit the Registrar's Office

What contact information should I add to receive CCC Alerts?

Include your personal email account, cell phone / text message number, home phone. We strongly encourage you to submit as many methods as possible to ensure delivery of notifications in the event of an emergency.

If I registered already can I still update my contact information?

Yes, you may use my.ccc.edu to update your information or visit the Registrar's office.

Who do I call if I have questions on the CCC Alert?

Visit <http://ccc.edu/alert> for additional information.

When do I need to add my contact information?

Students enrolled in Fall 2009 classes should enter their information by the first day of class. However students can update their information anytime during the term, either online or at the Registrar's Office.

Help with CCC Alert Text Messages

Why did I receive a text message stating that I am confirmed in CCC Alert? What does that mean?

It is required by law that we send out a confirmation text message to your mobile phone. You will receive the confirmation text message after the first day of class. See below for sample confirmation message.

CityCollegesChicago: You are now confirmed to receive alerts from us. More info text reply HELP or STOP CCC to opt-out

If T-Mobile is your cell phone provider, you will be required to reply to the confirmation message to participate. See sample T-Mobile confirmation message below.

CityCollegesChicago: You have asked to receive SMS alerts from us. You must text reply Y CCC to confirm this request

Reply with Y (space) CCC to the above message.
If you reply **incorrectly**, you will receive the following:

**The key code ??? was not recognized by our system. For more info
www.blackboardconnect.com/sms or 866.435.7684**

Why didn't I receive a confirmation message via text message?

Check with your cell phone provider to verify that you have a text messaging plan for your text-enabled device. Check My.CCC.edu to ensure that your cell phone number is correctly entered.

Who will it say the text messages are being sent by?

Text messages you receive will have a From address of **23177**. Please save this number in your phone as the number for the CCC Alert.

What if I opt-out of text messaging but later decide to opt-in again?

You may request to begin receiving messages by texting: **SUBSCRIBE CCC** to the number 23177. You will then receive a confirmation message as outlined above.

Do I need to opt-in again if I change providers, but keep the same phone number?

No, once your Text Messaging phone number has been opted-in, it stays registered within the system.

Will I be charged for text messages?

Yes, standard text messaging fees will apply.

Getting Help With CCC Alert

What if I cannot access my.ccc.edu or edit my phone numbers and email addresses?

Complete this form for assistance: <http://www.ccc.edu/help/>