



BCC's Emergency Notification System (ENS) Response Required

Dear Faculty and Staff,

Berkshire Community College's Emergency Notification System (ENS) went live in May 2008. As a new or returning employee, we would like to make you aware of this critical communications initiative.

This system enables us to rapidly send messages to you during time-sensitive situations via cell phones, email, text messaging, and landline phones. Using pre-recorded speech segments and text messages, the system makes simultaneous calls through computer and phone lines.

- It uses pre-programmed scenarios and call lists to contact each individual designated for notification.
- When no response is given, the system will continue sending the message to all your indicated devices.
- It continues to notify each person until everyone is notified or until the preset duration has expired.

In the event of a true emergency, we will use the emergency notification system to warn you of an imminent threat to your health or safety. To ensure that we can transmit the alerts as quickly as possible, we have limited the system to contact faculty, staff, and students. We ask that you go to BCC's **MyBCC** single sign-on web page (<https://portal.berkshirecc.edu/>), log in, and input your contact information (see enclosed instructions). If you have cell phones or email accounts, you may want to provide this information as well, as this will help us to further ensure that we can reach you in an emergency. For each device or email address, please indicate if you wish to be notified.

If you have any questions about the school's emergency notification system, please contact IT HelpDesk at (413) 236-3004. Our goal is to make sure every person on this campus receives emergency notification messages from this system.

Thank you for your support of Berkshire Community College.

Sincerely,

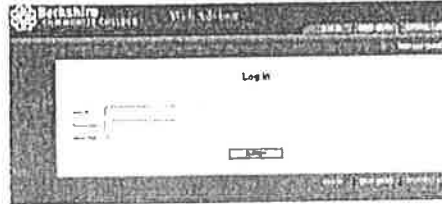
Melissa Liodice-Walker
Director of Human Resources



How to Log into BCC's WebAdvisor to set your Emergency Notification Options

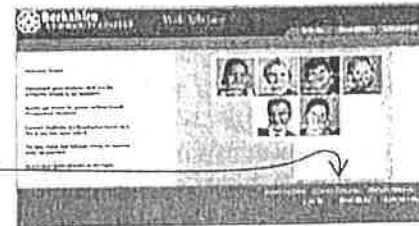
I. If you **HAVE** logged into BCC's WebAdvisor before:

1. Go to www.berkshirecc.edu
2. Click on WebAdvisor under Quick Links on the right side of the screen
3. Enter your **User ID**: examples:
 - a. Staff or Faculty: mmouse
 - b. Student: s0012345
4. Enter your **WebAdvisor Password**
5. Follow the directions on the next page

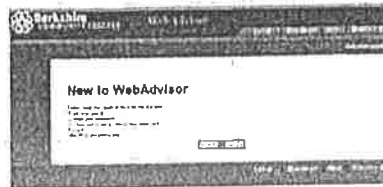


II. If you've **NEVER** logged into WebAdvisor before:

1. Go to www.berkshirecc.edu
2. Click on WebAdvisor under Quick Links on the right side of the screen
3. Click on *I'm New To WebAdvisor*



4. Click on **OK**



5. Enter your **Last Name**
6. Enter either your **SS#** or your **Student ID#**
7. Click on the **Submit** button



8. Select an email address to send the temporary password
9. Click on the **Submit** button



10. Once you've received your temporary password
 - a. Log into WebAdvisor using temporary password
 - b. You must reset your temporary password
 - 1) Enter your **User ID**
 - 2) Enter the **temporary password**
 - 3) Enter your **new** and **confirm** the new password
 - i. New password must be at least **6 to 9** characters, **both alpha and numeric**
 - 4) Give yourself a **Hint**
 - 5) Click on the **Submit** button
 - c. Follow the directions on the next page to set your Emergency Notification Options



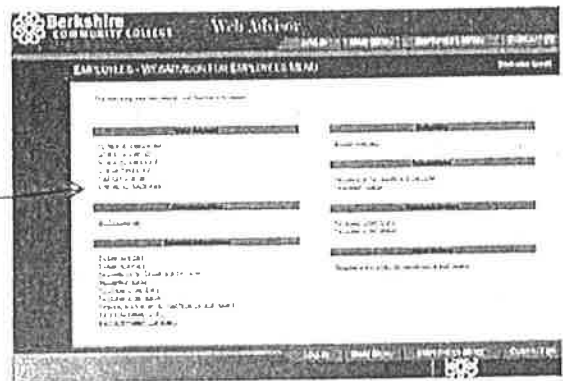
Setting your Emergency Notification Options

I. Log into WebAdvisor and click on the picture of your classification:

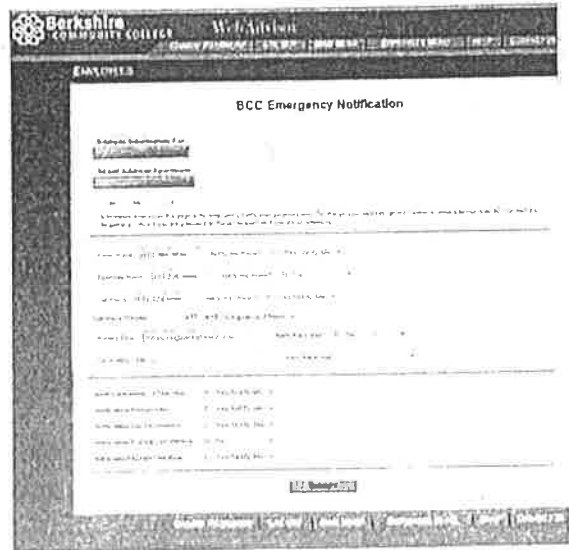
1. Faculty will click on **Faculty**
2. Staff will click on **Employees**
3. Students will click on **Students**



4. Under **User Account** click on the **Emergency Notification** link



5. Enter your phone number(s)
 - a. ###-###-####
 - b. #####
6. To receive Text Messages you must select your **Cell Phone Carrier**
7. Enter your internet email address(es)
8. Select **Yes** or **No** to notify for all options
 - a. *Text*, if Yes you must entered a cell #
 - b. *Emergency* = emergency evacuations
 - c. *Cancellations* = weather, power outage, etc.
 - d. *Test*, if Yes you will receive BCC's test messages
9. Click the **Submit** button
10. If you no longer wish to receive notifications, simply change all "notify" options to "No."



IMPORTANT: Please allow at least one business day for activation.

Example: If you change your options over a weekend those changes will NOT become active until 4PM of the next business day.

Information entered on this web site is for emergency notification purposes only. To change your address, phone number or email address with BCC contact the Registrar's Office in person or in writing, if a student, or Human Resources, if an employee.

What to do when you receive a Notification Message

When the notification system calls your home, work or cell phone (**Note:** presently the caller ID area code will be 615), you will need to give an auditory response. **The system always requires an auditory response.** This lets the system know that it has reached an individual or an answering machine. You will then get the following:

- *"Hello. This is the Berkshire Community College Emergency Notification System..."*
- The system will speak the notification message
- The system will ask if you need the message repeated
- Please respond promptly when you are required to answer a question.
- Please stay on the line until the system says *"Thank You, Good Bye."*
 - Failure to respond to ALL of the questions will result in delays throughout the entire scenario.
 - Failure to respond to ALL of the questions will also result in the system calling you again.
- When the notification system reaches your answering machine or voice mail it will leave a message and not call back.