PCCAlert Frequently Asked Questions

Q. What type of events will activate the PCCAlert text messaging system?
A. PCCAlert will be activated in cases of:

- Active threat on campus
- Immediate threat to Pima Community College (PCC, aka College) community, including off-campus events, Hazards, including:
  - Major fires
  - Hazardous material leaks or spills (with a threat to health and safety)
- Major disruptions to college activity, including:
  - Building closures, campus closures
  - Severe weather
  - Major utility shutdowns
  - Information Technology emergencies
- Other: Any unforeseen emergency or situation that dictates the issuance of an alert

Q. Who can sign up for PCCAlert?
A. Anyone can sign up: students, parents, employees, and members of the community.

Q. How do I sign up for PCCAlert text messages?
A. Depending on your affiliation with the College, you can sign up in the following manner:

- Employees sign up through their Banner account. Follow Employee Signup Instructions
- Students sign up through Banner. Follow Student Signup Instructions
- Parents and members of the community sign up by following the instructions found in the **Text Messages** section of the PCC Police Department Help in Emergencies webpage.

When you sign-up with your cell phone, you will receive a confirmation message.

NOTE: contact your carrier to see if there will be a charge, you can request for emergency alerts to be non-chargeable.

Q. How do I sign up for PCCAlert email messages?
A. All actively affiliated employees, staff, and currently enrolled student email accounts will automatically be enrolled in the system to meet federal safety requirements.

Q. What if I want to change my PCCAlert information?
A. Students and employees can update their phone number through the Banner Self Service portal available in MyPima. IMPORTANT: The College will not remove college email accounts from PCCAlert to ensure that active community members receive this important safety information.

Q. Parents and community members: I texted the appropriate hashtag location to the number provided, but did not receive the validation message. What do I do?
A. Contact Facilities Work Control support center (520) 206-2733. They will ask you for your phone number to verify account information. Follow instructions as directed by the support center.

Q. How do I stop receiving PCCAlert text messages?
A. If you are an actively affiliated staff or faculty member or a currently enrolled student, you may remove your text message option through the Banner Self Service Portal. If you signed up for one of the temporary distribution lists by texting one of the hashtags to the PCCAlert number, you can stop the messages by texting "*(insert hashtag)* STOP"

IMPORTANT: The College strongly encourages you to continue receiving text messages so that you can be informed when incidents occur that may impact your safety and wellbeing.

Q. Will this cost me anything?
A. Maybe. Certain cell phone providers may charge you a fee for the delivery of text messages. Contact your carrier to see if, as an emergency text system through the College, they will waive any costs for emergency texts.

Q. How do I control what shows up on my cell phone?
A. You will only receive text messages from PCC's PCCAlert system in the event of an emergency. We do not send any other messages on the PCCAlert system

Q. Will I receive unsolicited messages (spam) on my cell phone?
A. No. PCCAlert enforces a ZERO SPAM policy that clearly prohibits unsolicited messages, and PCCAlert does not sell the contact information of our subscribers to third-party marketers. You will only receive text messages from PCC's PCCAlert system in the event of an emergency. If the text message is not from (833) 683-4202 or (520) 462-3389, then it is not from PCCAlert.

Q. Can I receive PCCAlert on more than one phone?
A. You may register up to three phones to receive text messages. Additional phones can be added through the Banner self service portal in MyPima.

Students who have parents that wish to receive these notifications are encouraged to enroll their parents cell phone numbers as one of their three phones.

Q. When will my PCCAlert text or email account expire?
A. Staff and faculty will no longer receive MyPima texts or emails when they are no longer actively affiliated with the College (e.g. an active job). Students will no longer receive MyPima text messages and emails when they are no longer enrolled in courses. Individuals who have signed up for one of the distribution lists by texting a hashtag to the provided number will expire 32 days after the initial enrollment.

Q. Do I need to install software on my cell phone?
A. Not at the moment. Additional features will come out in 2026 that will include an option to install an application.

Q. What if I have questions or need assistance in regard to PCCAlert?
A. If you have questions regarding PCCAlert or need assistance, contact Facilities Work Control support center (520) 206-2733 or maintinfo@pima.edu.

Q. How can I find out more information about emergencies at the college?
A. Learn more about emergency information and services on PCC's Emergency webpage.

Q. How do I know the system is working?
A. The PCCAlert system will be tested at least once a year. In some cases, testing may occur once per semester. Every effort will be made to notify the College community in advance of testing by regular means of communication (i.e. web page, MyPima, E-Mail).

Q. Can I sign up for a temporary distribution list (hashtag) using an internal phone number?
A. No, only US-based phone numbers can be used to register for temporary distribution lists.