

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 these instructions:

Text the word **alerts** to **79516** from your cell phone.

(Ignore any hyphens that your phone might insert in the number)

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. College email accounts will automatically be enrolled into the system when the individual signs up for the text messages. Additional email accounts, as well as parent and community member email accounts, can be added by contacting the Facilities Work Control support center (520) 206-2733 or maintinfo@pima.edu. You may also contact Facilities Work Control to request discontinuance of non-college email accounts.

Q. I have already signed up and received these text messages. Why do I have to sign-up again?

A. The College has changed the process to better enhance notifications required under the Clery Act. Also, as determined by ELT, we are asking that all employees, even ones with a cell number already subscribed to PCCAlert, follow the instructions to notate your cell number in the Banner field for Emergency texts. Given this mandate, this method will be utilized to subscribe new enrollees and ensure compliance with the mandate.

Q. What if I want to change my PCCAlert information?

A. Students and employees can update their phone number through Banner. Parents and community members can contact the Facilities Work Control support center (520) 206-2733 or maintinfo@pima.edu. IMPORTANT: The College will NOT remove college email accounts from PCCAlert to ensure active community members are receiving this important safety information.

Q. Parents and community members: I texted the word alerts to 79516 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. You can text the word “stop” to 79516 to stop receiving messages.

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. What happens if I click on the OPT OUT option?

A. When you OPT OUT, you send a notice to the system to stop sending messages to this email. This will prevent you from receiving emergency alerts. The College strongly encourages you to continue receiving emails so that you can be informed when incidents occur that may impact your safety and wellbeing.

Q. I texted the word “stop” to 79516 but still receive email notifications. How do I stop these?

A. College accounts will remain in effect until affiliation with the college has been terminated (for students this can be up to three years). Parents and community members can contact the Facilities Work Control support center (520) 206-2733 or maintinfo@pima.edu and request discontinuance of non-college email accounts.

Q. Will this cost me anything?

A. Maybe. Certain cell phone providers may charge you a fee for delivery of text messages. Contact your carrier to see if there will be a charge. You can request for emergency alerts to be non-chargeable. Identifying 79516 as an emergency text system through the College, some carriers will remove 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. Contact your service provider for control information related to your plan and phone model.

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 short code is anything other than 79516 or 50911, then it is not from PCCAlert.

Q. Will the College enforce a ZERO SPAM policy on the phone number I enter through Banner?

A. Please be assured that these text alerts are used ONLY as emergency notifications, so the number you receive will be limited. As a point of reference, in all of FY2019-2020, 26 emergency text alerts were sent out in regard to 6 incidents.

Q. Can I receive PCCAlert on more than one phone?

A. There is no limit to the number of cell phones that you can register to receive messages. Additional phones can be added by texting alerts to 79516. IMPORTANT: For students and employees, the primary text alert phone numbers must be added through the Banner system within your employee or student information. For more information, please refer to the previous FAQ on how to signup.

Q. When will my PCCAlert text or email account expire?

A. Your PCCAlert text message will not expire, you will need to text the word STOP to 79516. Emails will expire depending on affiliation with the College. Employee college email accounts will expire when affiliation with the college has ended. Student college email accounts will remain in effect for approximately three years after the last attended semester. Personal email accounts can be removed by contacting the Facilities Work Control support center (520) 206-2733 or maintinfo@pima.edu.

Q. Do I need to install software on my cell phone?

A. Maybe. PCCAlert uses the industry standard SMS text messaging protocol to send messages to your phone. Your cell phone will need to have text messaging enabled in order for you to receive the messages. International students can download an app to prevent charges applied to their accounts. Send a request to maintinfo@pima.edu for more information.

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).