

PCCAlert Frequently Asked Questions

Q. What type of events activates the PCCAlert text messaging system?

A. PCCAlert will be activated in cases of:

Violent activity, including:

- Active shooter
- Immediate threat to PCC 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?

A. There are a couple of options available. If you are a student or employee of Pima Community College, your email account will automatically be enrolled into the system for alerts and you do not need to do anything else.

College email accounts will be automatically loaded into the system.

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 cellphone, 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.

Create and manage your own account by accessing [PCCAlert - Registration](#).

A personal username and password will need to be setup.

Use this account to add non-College email address.

Q. I texted the word **alerts** to **79516** but did not receive the validation message. What do I do?

A. Contact support center at IT Helpdesk at (520) 206-4900 or Facilities Work Control (520) 206-2733.

They will ask you for your phone number to verify account information. Follow instructions as directed by the support center. [not part of FAQ: IT Helpdesk and Facilities Work Control would need a minimum of read access to system for support]

Q. How do I stop receiving PCCAlert messages?

A. You can text the word **stop** to **79516** to stop receiving messages. For personal accounts, you will need to login with your username and password and update to inactive or you can delete the cell phone(s) and/or email account(s). You cannot remove College email accounts (@pima.edu). College accounts will not be deactivated until after any affiliations with the college have been terminated.

Q. I texted the word **stop** to **79516** but still receiving email notifications. How do I stop these?

A. College accounts will not be deactivated until after any affiliations with the college have been terminated. Personal user accounts will need to be updated by logging in with your username and password and updating each email account to inactive or delete.

Q. Will this cost me anything?

A. Maybe. Certain cellphone providers may charge you a fee for delivery of text messages.

Q. How do I control what shows up on my cellphone?

A. You will only receive text messages from Pima County Community College's PCCAlert system in the event of an emergency. We do not send any other messages on the PCCAlert system. Contact service provider for control information related to your plan and phone model.

Q. Will I receive unsolicited messages (spam) on my cellphone?

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 Pima County Community College 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. Can I receive PCCAlert on more than one phone?

A. There is no limit in the number of cellphones that you can register to receive messages.

Q. When will my PCCAlert account expire?

A. Your PCCAlert account will expire in three years.

Q. Do I need to install software on my cellphone?

A. No. PCCAlert uses the industry standard SMS text messaging protocol to send messages to your phone. Your cellphone will need to have text messaging enabled in order for you to receive the messages.

Q. What if I have questions or need assistance in regard to PCCAlert?

A. If you have questions regarding PCCAlert or need assistance, contact IT Helpdesk at (520) 206-4900 or Facilities Work Control at (520) 206-2733.

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 annually. Every effort will be made to notify the College community in advance of the test by regular means of communication (i.e. web page, MyPima, E-Mail).

Q. Can I update my college user account?

A. No. College accounts are managed by Pima Community College.

Q. How do I update or change my personal user account information?

A. Go to the [PCCAlert - Registration](#) and click on Log in. Log into your account. If you have forgotten your password, click on Forgot Password? Follow instructions. If you have questions, you can contact Work Control at 206-2795. NOTE: you will not be able to change your college email account.