

MCCC Frequently Asked Questions

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CONTACT INFORMATION

1. What contact information should I provide Mercer County Community College for *M-Alert*?

The MCCC *M-Alert* system stores up to 3 phone numbers (including a cell phone number for delivering text messages to you) as well as 3 e-mail addresses. The phone numbers and e-mail addresses that you supply are up to you – whatever you decide is best and however you prefer *M-Alert* to contact you.

Plus, you can [log into your *M-Alert* account](#) at any time to update your contact information and/or adjust your notification settings.

User Information *		Contact Information	Additional Information *		
Phone					
Label	Location	Country Code	Phone Number	Call	Text
Home:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 
Work:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 
Cell:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/> 
Email					
Label	Address				
Home Email:	<input type="text"/>				<input checked="" type="checkbox"/> 
Work Email:	<input type="text"/>				<input checked="" type="checkbox"/> 
MercerMail:	<input type="text"/>				<input checked="" type="checkbox"/> 

2. If I change cell phone providers but keep the same number, do I need to adjust my *M-Alert* contact information?

No. Once you have specified a particular phone number, it remains in the *M-Alert* system.

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3. What happens after I enter my phone information?

You can test it by clicking on the “Test It Now!” icon.



VOICE MESSAGES

4. With a recorded voice call from MCCC *M-Alert*, the caller ID I see displayed is "609-570-3565." Who is this?

Whenever calling by *M-Alert*, MCCC will always display caller ID information. Please save this number on your cell phone as a contact (e.g., **MCCC M-Alert**) so that you can quickly recognize this number as the source of official incoming MCCC *M-Alert* calls.

5. I heard that my classmate received a voice message from MCCC *M-Alert*; but I did not. Why?

It is possible that you have not registered on the *M-Alert* system or the contact information that you supplied is inaccurate.

6. I received an *M-Alert* message but missed the information. What should I do?

While on the call, you can replay the message by pressing the star key (*) at the end of the message. You may also check your e-mail to locate the link for that message.

7. I received an *M-Alert* message but it kept looping/repeating. Why?

The *M-Alert* system does its best to detect whether it has reached a live person or an answering machine. Sometimes loud ambient noises may cause the system to loop. If this happens, use the mute feature on your phone or move to a quieter location to prevent the message from looping or repeating.

E-MAIL MESSAGES

8. What happens after I enter my e-mail information?

You can test it by clicking on the “Test It Now!” icon.



9. I received an MCCC *M-Alert* message in my e-mail inbox, but when I clicked the link to play the message nothing happened. Why?

You may not have a default media player like Windows Media Player or Quicktime installed. Download one of these players from www.microsoft.com or www.apple.com and install it on your computer to listen to messages.

TEXT MESSAGES

10. How do I begin to receive text messages from MCCC M-Alert?

In your [M-Alert account](#), click on (select) the box for “Text” -- highlighted yellow, below – associated with the Cell phone number that you supply.

User Information *		Contact Information	Additional Information *		
Phone					
Label	Location	Country Code	Phone Number	Call	Text
Home:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	- -	<input type="checkbox"/>	
Work:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	- -	<input type="checkbox"/>	
Cell:	<input checked="" type="radio"/> USA/Canada <input type="radio"/> International	1	- -	<input type="checkbox"/>	<input checked="" type="checkbox"/> 
Email					
Label	Address				
Home Email:	<input type="text"/>				
Work Email:	<input type="text"/>				
MercerMail:	<input type="text"/>				

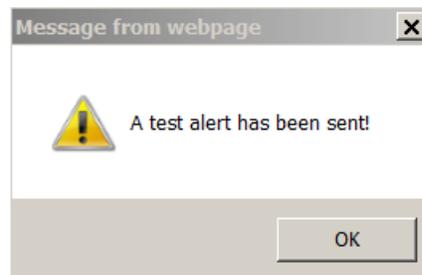
11. What happens after I enter my cell phone information and specify “Text” for text messaging via my M-Alert account?

You can test it by clicking on the “Test It Now!” icon.



12. Will there be a test confirmation?

You will get a pop-up window notifying that a test alert message has been sent.



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13. From what number will these text messages arrive from?

You will see either **82104** or **38671** as the “sent from” number sending you the confirmation text message as well as all subsequent *M-Alert* messages. Please save this number on your cell phone as a contact (e.g., **MCCC M-Alert**) so that you can quickly recognize this number as the source of official MCCC *M-Alert* messages.

14. I did not receive a test text message. What happened?

Please check with your cell phone provider to determine if your device accepts text messages. You may also want to check with your provider to see if text messaging has been enabled. You may need to subscribe to a text messaging plan in order to receive or reply to text messages.

15. I did not receive a test text message because my phone was not text enabled. I have since contacted my cell phone provider to enable it. Can I test again for an *M-Alert* text message to be sent to my phone?

Yes. Just click the “Test It Now!”  icon within your [M-Alert account](#).

DISCONTINUING *M-Alert* NOTIFICATIONS

16. How do I cancel my *M-Alert* account?

If you no longer wish to receive *M-Alert* notifications, you may unsubscribe at any time by clicking on this button within your [M-Alert account](#). >>

DEACTIVATE MY ACCOUNT

17. What if I chose to discontinue receiving *M-Alert* notifications but later decide that I would like for them to resume?

You can [register](#) your contact information again at any time.