

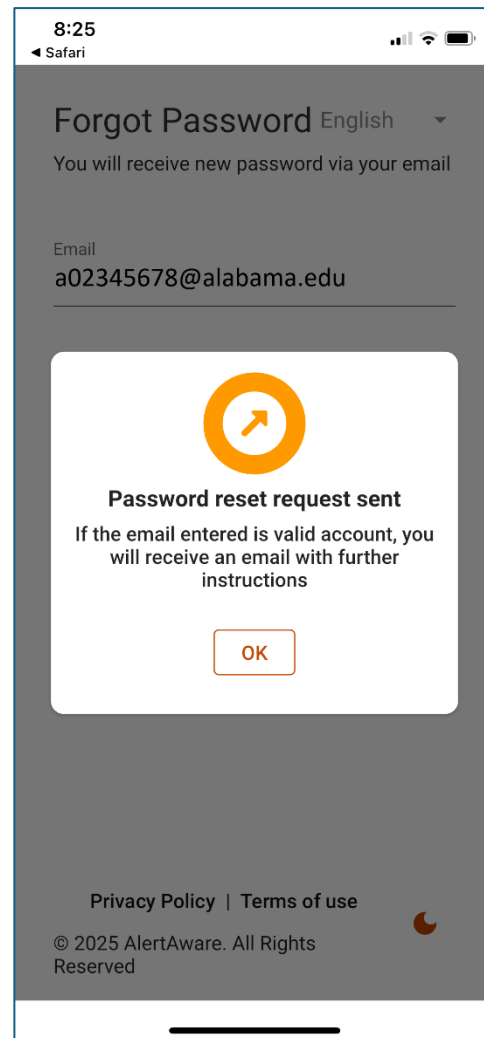
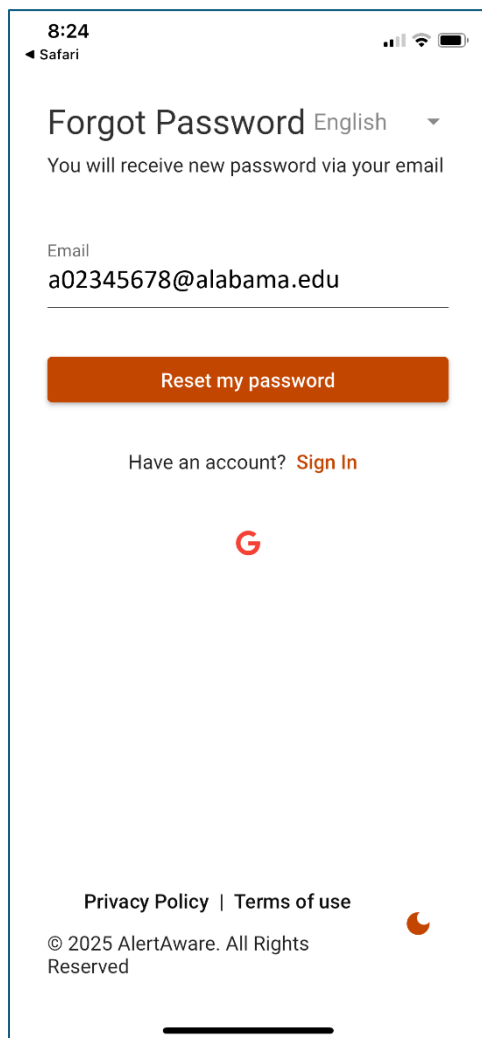
AlertAware Setup Guide for Students

The Alertus Emergency Notification system has a new mobile app called AlertAware Mobile. This app can be easily set up on your smartphone or mobile device allowing you to receive alerts and other notifications direct to you wherever you are.

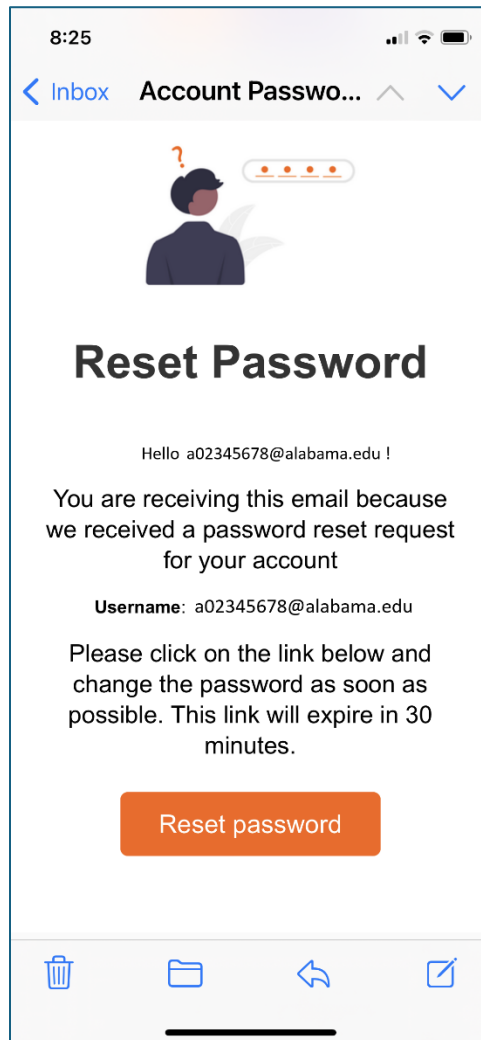
Get Started

A user account for AlertAware has been created for you. Your [A#@alabama.edu](#) is the username of the account, (ex. [A02345678@alabama.edu](#)). The first step in setting up your account is to reset your password. You received an email that has a “Complete Account Setup” link. Click on that link to start the account setup process.

The first screen of the account setup process is the “Forgot Password” screen. Enter your Alabama.edu email address and click on “Reset my password”. You will get this popup message (shown on the right) letting you know that you will receive another email. Click on “OK” to clear it.

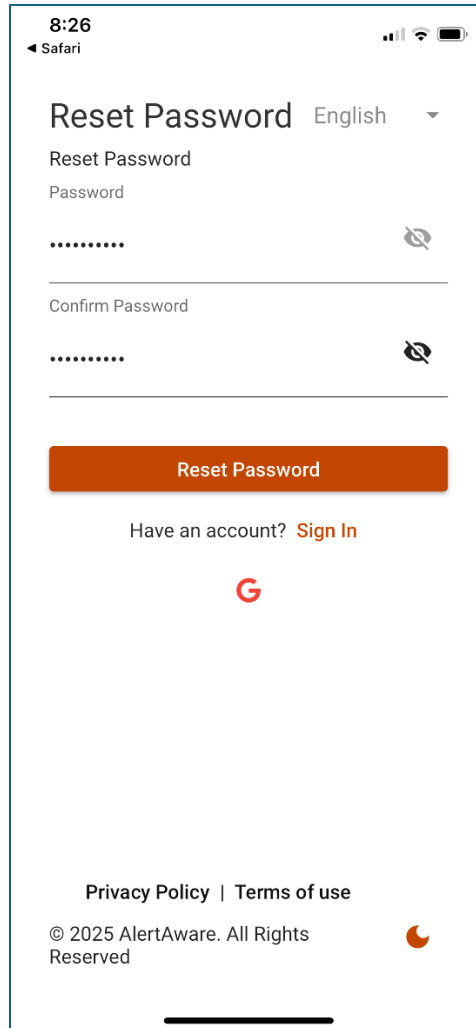


Look in your inbox for an email titled “Reset Password”. Use the “Reset password” link at the bottom of the email to continue.



Set Your Password

On the Reset Password screen shown below, set a password for your account using the Password and Confirm Password boxes, then click on “Reset Password”. You should get a “Password reset Successful” message. Click on “OK” to clear it. You will also get an email from AlertAware that reports your password has successfully been changed.



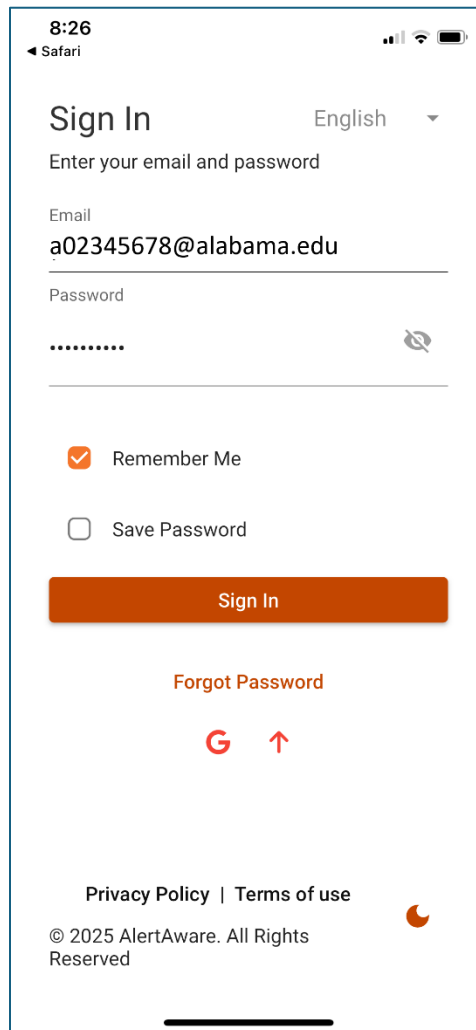
The screenshot shows a mobile application interface for resetting a password. At the top, the status bar displays the time 8:26, signal strength, Wi-Fi, and battery icons. Below the status bar, the text "Safari" is visible. The main heading is "Reset Password" with a language dropdown menu set to "English". There are two input fields: "Password" and "Confirm Password", both containing masked characters (dots) and a toggle icon for visibility. Below the input fields is a prominent orange button labeled "Reset Password". Underneath the button, there is a link: "Have an account? [Sign In](#)". At the bottom of the screen, there are links for "Privacy Policy" and "Terms of use", followed by the copyright notice "© 2025 AlertAware. All Rights Reserved" and a small orange logo.

Password requirements

All passwords must contain the following: at least one number, one special character, a combination of capital and lower-case letters, and at least eight characters.

Sign In

Now that you have your password set for your account, you can sign in. Enter your email address and password. Select the “Remember Me” and “Save Password” options as you like, then click on “Sign In”.



The image shows a mobile sign-in form in a Safari browser. At the top, the time is 8:26 and the browser is in Safari mode. The page title is "Sign In" with a language dropdown set to "English". Below the title, there is a prompt to "Enter your email and password". The form contains two input fields: "Email" with the value "a02345678@alabama.edu" and "Password" which is masked with dots. Below the password field, there are two checkboxes: "Remember Me" (checked) and "Save Password" (unchecked). A large orange "Sign In" button is centered below the checkboxes. Below the button is a "Forgot Password" link. At the bottom of the form, there are links for "Privacy Policy" and "Terms of use", and a copyright notice: "© 2025 AlertAware. All Rights Reserved".

8:26
Safari

Sign In

English

Enter your email and password

Email
a02345678@alabama.edu

Password
.....

Remember Me

Save Password

Sign In

Forgot Password

G ↑

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Select a Few Settings

There is just a few steps left with setting up your AlertAware account. On this screen, select “Yes” for the push notifications and click on “Proceed”. Next, select “Yes” to allow location access and click on “Proceed”. Location is only used when reporting an incident.

8:27
Safari

English

Push Notifications

Push Notifications

1/4

Would you like to receive push notifications?

Yes

No, I do not want to receive push notifications

Proceed

Location Access

Email Notifications

Privacy Policy | Terms of use

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This screenshot shows the first step of a four-step settings process. The title is 'Push Notifications' with a progress indicator '1/4'. The question asks if the user wants to receive push notifications. The 'Yes' option is selected with an orange checkmark. A 'Proceed' button is visible at the bottom right. A vertical progress bar on the left shows the current step is active. At the bottom, there are links for 'Privacy Policy' and 'Terms of use', and a copyright notice for 2025 AlertAware.

8:27
Safari

English

Push Notifications

Location Access

Location Access

2/4

Would you like to allow location access?

Yes

No, don't allow location access

Back **Proceed**

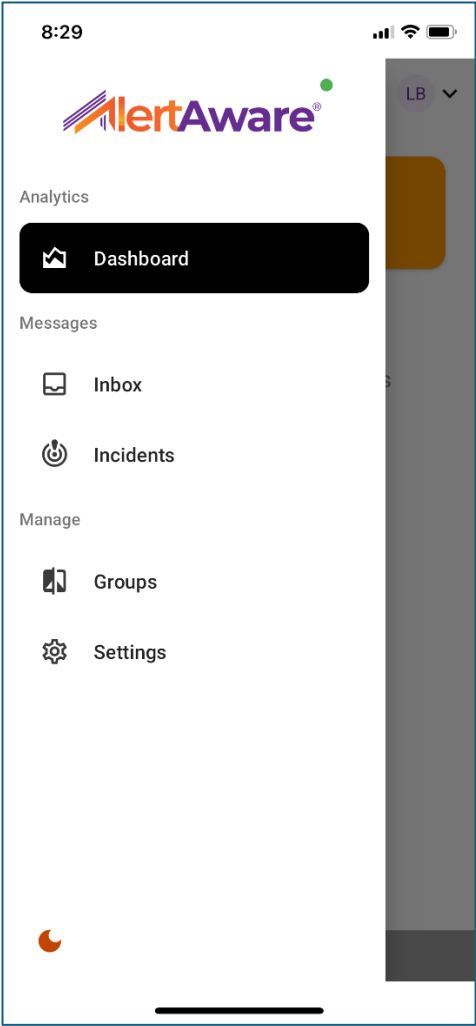
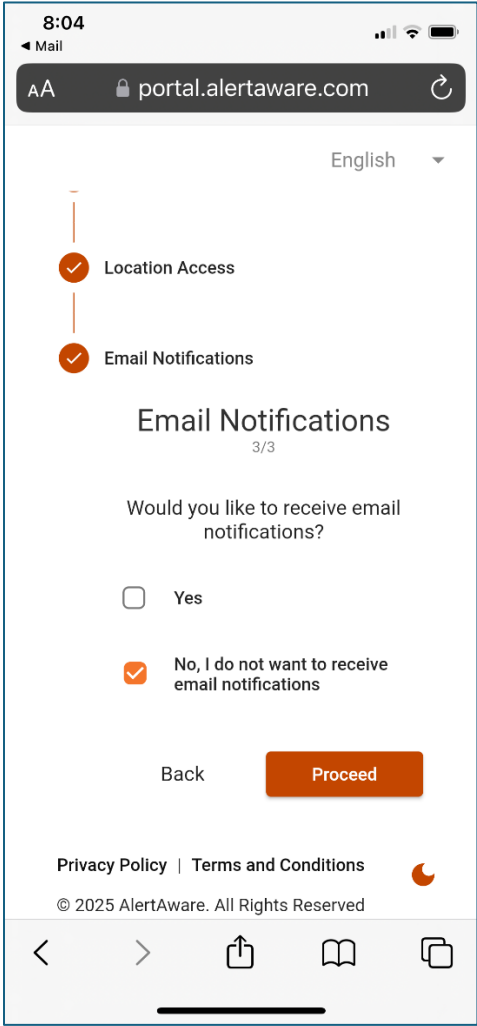
Email Notifications

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This screenshot shows the second step of the settings process. The title is 'Location Access' with a progress indicator '2/4'. The question asks if the user wants to allow location access. The 'Yes' option is selected with an orange checkmark. A 'Proceed' button is visible at the bottom right, and a 'Back' button is visible at the bottom left. A vertical progress bar on the left shows the current step is active. At the bottom, there are links for 'Privacy Policy' and 'Terms of use', and a copyright notice for 2025 AlertAware.

On this last screen, you can specify whether you want to also receive alert notifications by email. Specify your preference with the “Yes” or “No” boxes and click on “Proceed”. You should now be logged in and see the dashboard.



Note: This option can be changed later in Settings.

The next step is to download and install the AlertAware Mobile app.

Download and Install the App

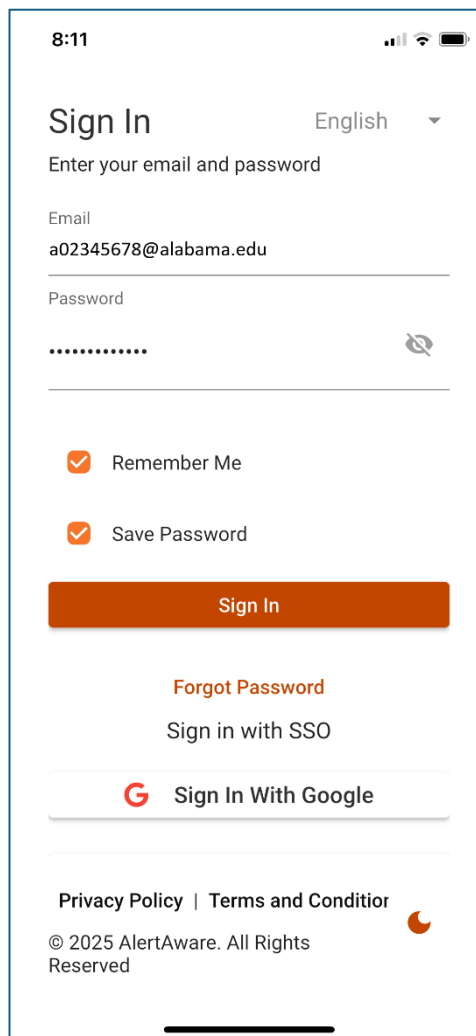
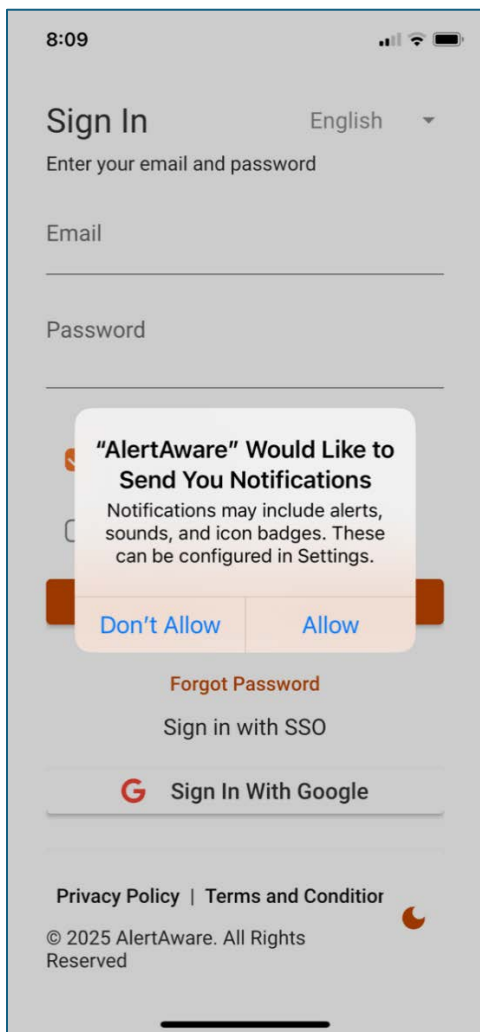
To receive alert notifications on your smartphone or mobile device, you need to download and install the AlertAware Mobile app. You can search for the app in the app store for your type of phone by searching for “AlertAware Mobile”, or you can scan the appropriate QR code below.



Note: Be sure to download the app that has this AlertAware logo:

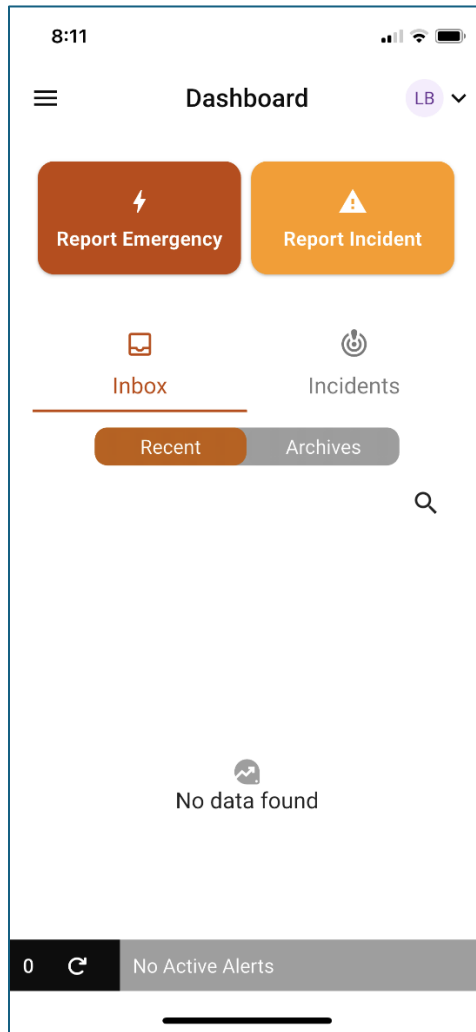


Once you have the AlertAware Mobile app installed, open it to continue the setup process. The first screen you will see will ask you to allow the app to send you notifications. Click “Allow”. To sign in on the app, enter your email address and password. Check the boxes for your preferences and click “Sign In”.



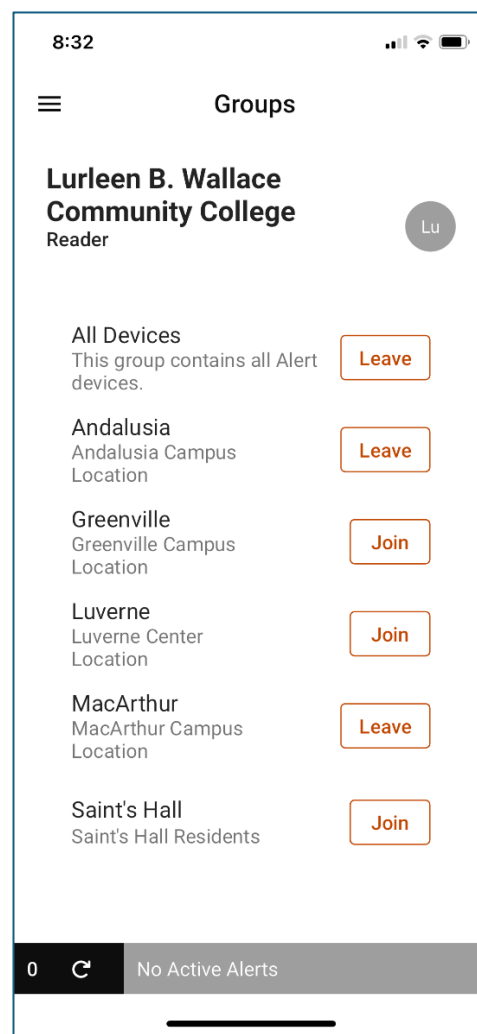
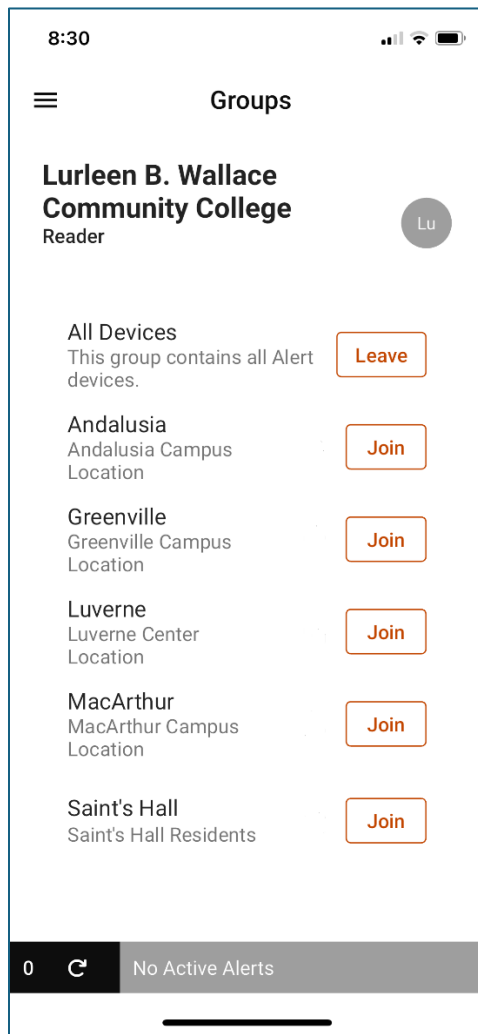
Get the App Ready

You should now see the AlertAware app's Dashboard. Tap on the three bars icon in the upper left corner to display the main menu.



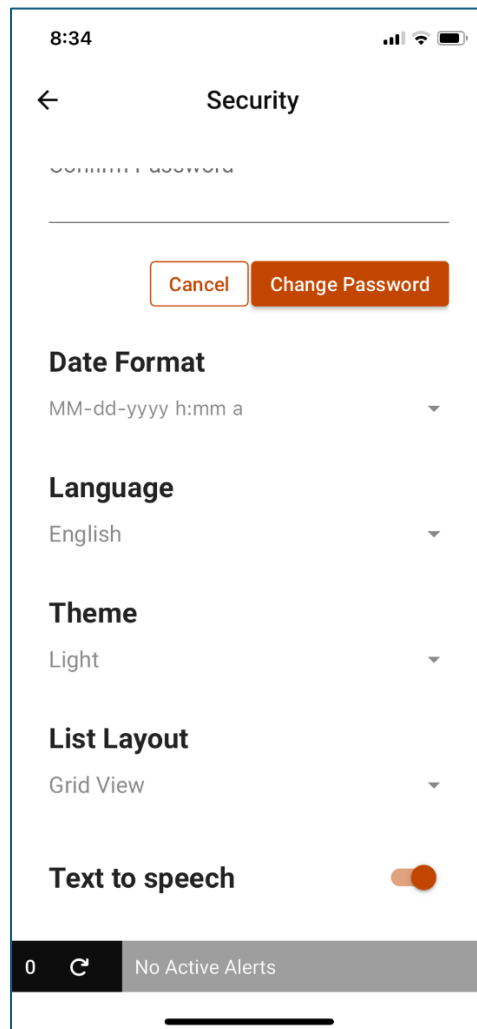
The next step is to join the desired campus groups. To receive alerts that pertain to a specific campus, you need to be a member of the campus group.

To see a list of available groups to join, tap on “Manage”, and then tap on “Groups”. To join a campus group, simply tap “Join” next to the campus name. After you have joined a group, the button to its right will change to a “Leave” button.



You can change your group membership at any time. To do that, open the AlertAware app to view the Dashboard. Tap the three bars in the upper left corner to display the menu. Tap “Manage” to open a sub list of options. Tap on “Groups” to see the available groups. Use the “Join” or “Leave” buttons to change your group memberships. The groups that are locked are not available to join.

The last setting change you need to make is to turn on “Text to speech”. To do this, tap the three bars again and tap “Settings” at the bottom of the menu. Now go to “Security & Preferences”. Scroll down to the bottom of the page and set the “Text to speech” option to the “On” position. Turning on this setting will cause the app to read aloud the alert notification text. This will make the message much more noticeable when it is received.



You now have the AlertAware app set up on your smartphone and are ready to receive alerts or other notifications based on the groups you joined.

Need Assistance?

If you have any questions or need assistance with setting up your AlertAware account or the AlertAware Mobile app, you may contact the IT department at helpdesk@lbwcc.edu.