

FAQ About Smart Message Popup Software & Emergency Response Boxes

August 4, 2010

1. What will I see in the popup or come over the box?
 - a. Your popup message will show you a text form of any message that is being relayed over the campus emergency speakers. This will consist of tests, warnings, and other such notifications.
 - b. The emergency response box will voice any message that is being relayed over the campus emergency speakers in your office. This too, will consist of tests, warnings, and other such notifications.
2. Will we get weather alerts?
 - a. This system is set up only to relay messages to the campus about the campus. It is not going to give you messages about weather watches/warnings from the NWS. It will however, give you weather warnings in the instance that campus is going to be experiencing a severe weather event such as a tornado warning.
 - i. Example: A tornado warning that is for Northern Coles County and does not include Charleston, will not trigger a warning for the campus. If campus/Charleston is expected to experience such an event or warning, you will then be informed.
 - ii. This should not affect the weather alert phone tree as they are not the same.
 - iii. To monitor weather watches & warnings you can visit NOAA:
<http://www.crh.noaa.gov/ilx/>
3. Who controls the messaging system? / Who sends out the messages to campus?
 - a. University Police and Coles County ESDA have control to send out messages and warnings when deemed necessary for the protection of the campus community.
4. When will I see a message or hear a message on the box?
 - a. The first Tuesday of every month at 10:00am and 10:30am. This will be ran with the normal monthly tests of the sirens. You will get a test weather alert and a test emergency alert. Once you have seen/heard your system is working properly you can dismiss the popup or reset the box.
5. What happens when the alert button is pushed on the box?
 - a. A popup message is sent to a small group of computers that are equipped, and they are notified to call for help.
 - i. Please keep in mind that many people are out of the office by 4, if an emergency is to happen after hours, it is also suggested that you call 911 for help to ensure the response of emergency personnel.

6. If someone accidentally pushes the button who do we call?
 - a. No matter what the case, if the button is pushed during hours UPD will respond.
7. Who do I contact if my box or popup software isn't working correctly?
 - a. Gary Hanebrink at 581-7068 or gwhanebrink@eiu.edu