

Setting up the Alertus Emergency Alert Mobile App

The Alertus Mobile Recipient App allows users to receive alert notifications dispatched by University of Calgary's Alertus Server. This will allow the University to convey the most important information quickly to all devices that have installed the app.

Important: To ensure you have the latest version of Alertus app, we ask that you uninstall any previous version and reinstall from the app store/Google Play store.

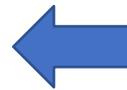
Available for Android and iOS:

1. [iOS App Store](#)
 2. [Play Store](#)
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Please complete all steps as shown below:

1. Select App

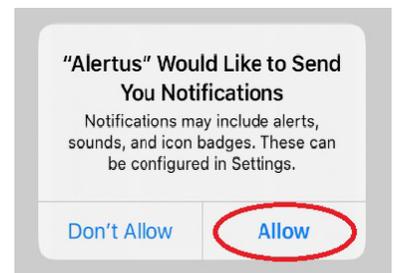
In your app store, you will see two available Alertus apps to choose from (Alertus + and Alertus Activator). Choose **Alertus +** (yellow icon).



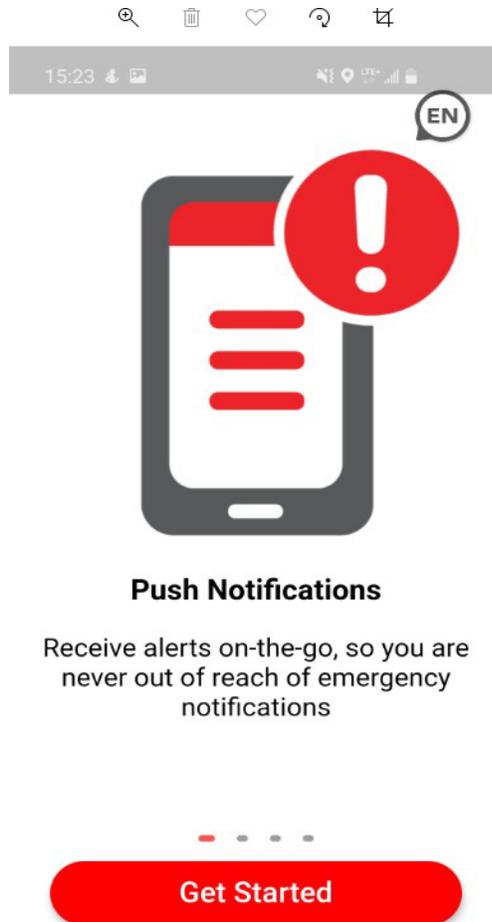
2. Open App and Allow Notifications

Upon opening the app, you will be prompted to allow notifications. Select **Allow**.

Note: Choose the "always" setting so that alerts always appear and are not restricted when the phone is locked.



3. Get Started (this is displayed on only some version of the android and IOS software)



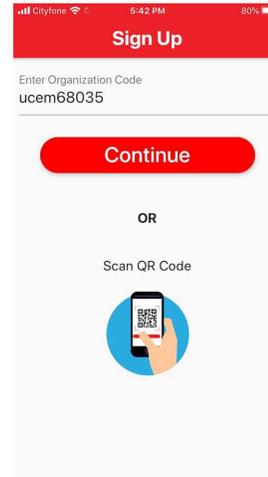
Push Notifications

Receive alerts on-the-go, so you are never out of reach of emergency notifications

Get Started

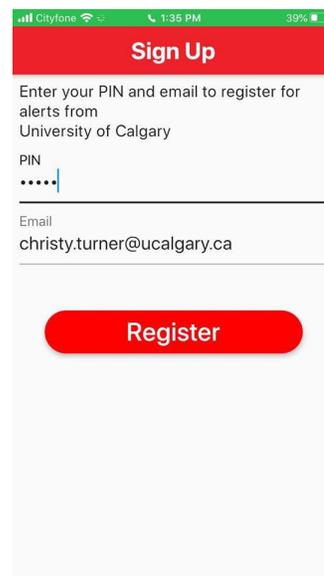
4. Enter Organization Code

Enter **ucem68035** on the sign-up page and select **Continue**.



5. Enter PIN

Enter PIN code **68035** at the Sign-up page and your UCalgary domain email address. Note: entering a non-UCalgary address will result in an error. Select **Register**.



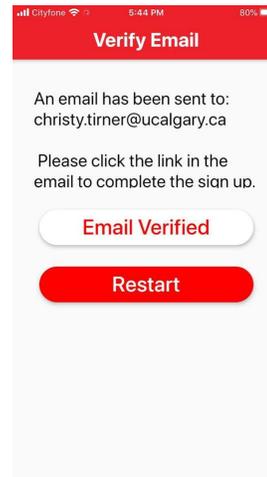
Error:

Your organization does not accept e-mail domain: gmail.com

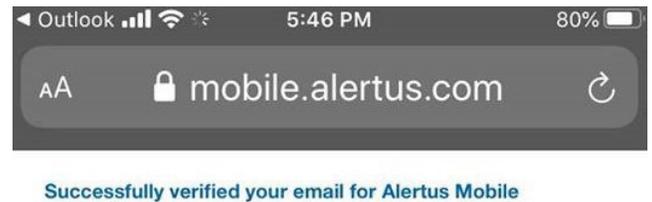
6. Confirm your account

Complete the sign-up process by clicking the link you receive in your UCalgary email. Upon clicking the link, you will receive this message.

Note: If you do not receive an email, check your Junk and Clutter folders. If you still don't see the message, it is possible the message is being quarantined. If the message is quarantined, you must "release" it.



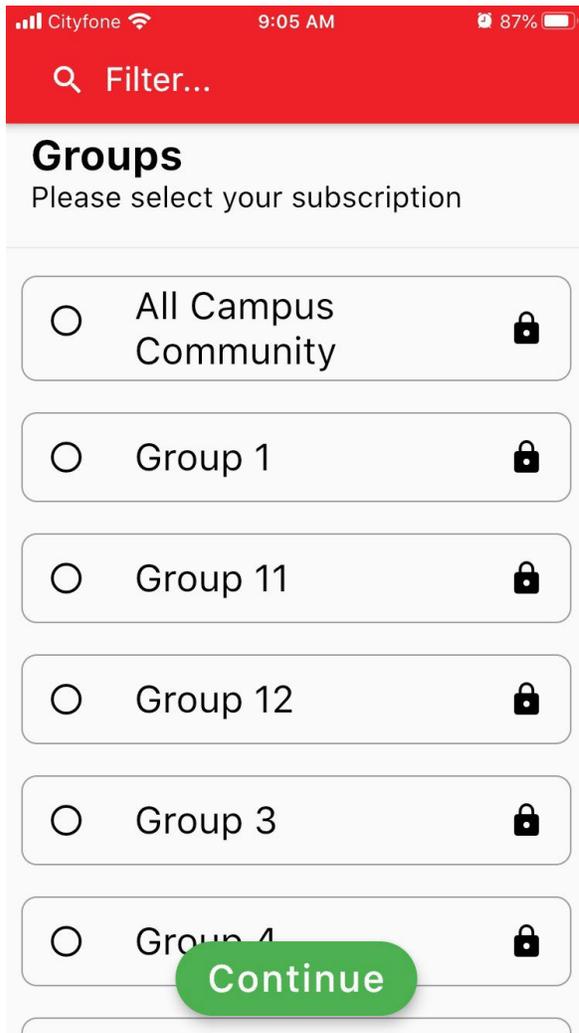
Upon clicking the link in your email, you will receive the following message:



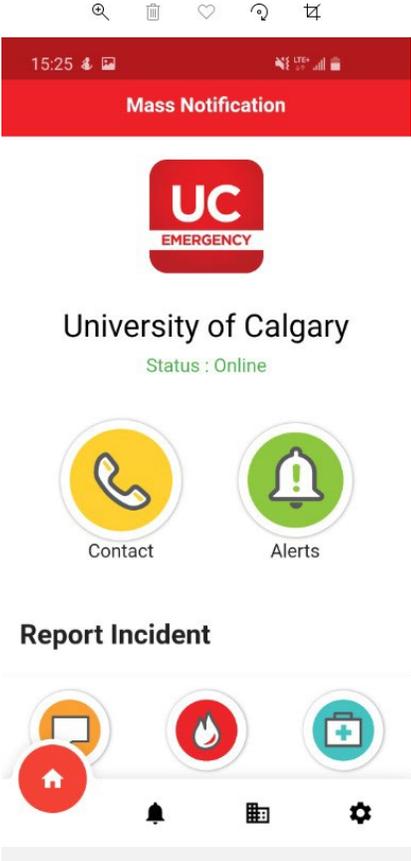
7. Confirm your subscription

Click on the Subscription icon on the toolbar to confirm your auto-subscription to the **All Campus Community**.

PIN:25573

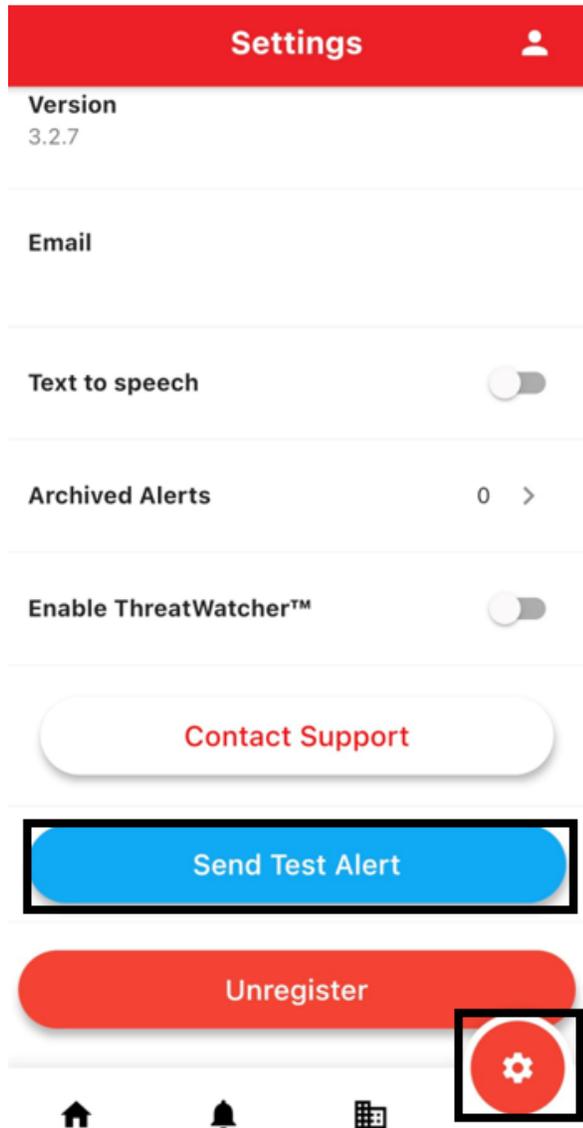


8. Registered device will display the following screen



9. Test your device

Go into the App settings and press the "Send Test Alert" button. If you don't get a push alert, un-register/re-register or re-install the app.

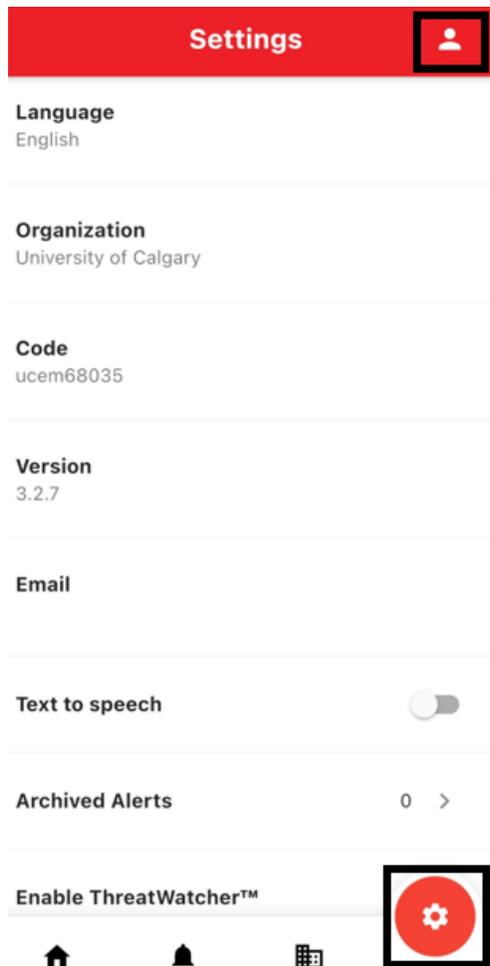


Recommended:

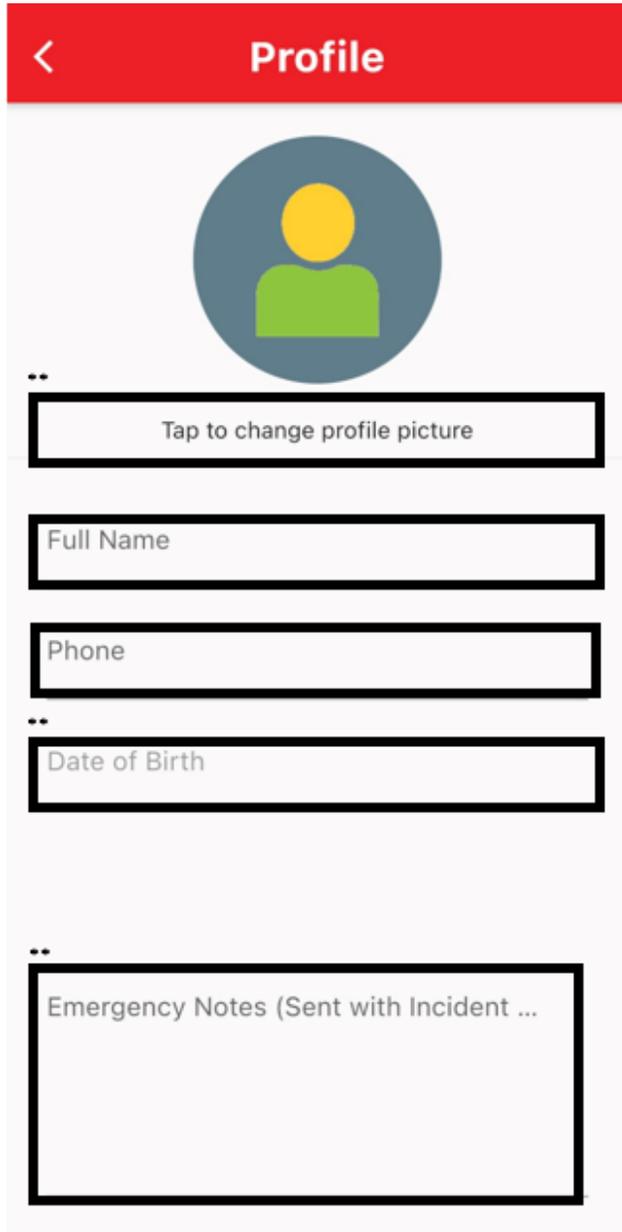
Creating a profile within the Alertus app can help Campus Security respond more efficiently to you in the event of an emergency. Profile information is forwarded on to Campus Security along with your emergency message, allowing Campus Security to have all the information necessary to respond and contact you if needed.

10. Create your profile

Go into your settings and click the person icon at the top



Add your full name and phone number. **As an option, you can include your date of birth, any emergency notes that may be pertinent and a profile picture.



< Profile

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Tap to change profile picture

..

Full Name

Phone

..

Date of Birth

..

Emergency Notes (Sent with Incident ...)

**Technical issues relating to download or setup of the app:
please contact the Emergency Management team at
emergencymgmt@ucalgary.ca.**