1. How do I log in to Olin EAS to register?

Log in to the system by clicking on the following link: Olin EAS Self-Registration Portal. Once you are on the site complete the following steps:

a. Click the “Register” button. This will take you to the Step 1: Agreement.
b. Select “I agree” option, and check both boxes regarding the Privacy Statement.
c. Click the “Submit” button. This will bring you to Step 2: Registration-User Information.
d. Enter your data on all three tabs (User Information, Contact Information, and Additional Information). Please note that you can go between the three tabs without losing any updates.
   i. Note: Under “User Information” tab, you MUST use your olin.edu or students.olin.edu email address as your login. [cross-registered students use your babson.edu or wellesley.edu email address]
   ii. Note: Under “Contact Information” tab, please be sure to check the boxes for ‘Call me’ and/or ‘Text me’ for your phone numbers as applicable.
   iii. Note: Each of the phone numbers entered must be unique (e.g. If you use your cell phone as your home phone, enter the number under the cell phone field.
   iv. Note: Under “Additional Information” tab, please select your Group (either Staff, Faculty, Student, or Cross-Registered Student)

e. On the final tab, click the “Submit” button. This will bring you to Step 3: Verification.
f. Select “I agree” option

g. The system will send a confirmation to the Olin email address you entered in the “User Information” tab.

h. Open your email account, find the message from olin.eas@olin.edu

i. Click on the link in the email in order to verify your email address. You are now registered on Olin EAS.

2. I’ve forgotten my password, how do I re-set it?

a. Log in to https://olin.sendwordnow.com/HomePage.aspx. This will bring you to the below screen.
b. Click on the LOGIN button. This will bring you to the below screen.

c. Type in your Olin email address

d. Click on FORGOT PASSWORD? Link/text at bottom of box underneath the Login button

e. You should receive an email with a link so that you can reset your password.

3. I lost, deleted or can’t find my confirmation email? How do I verify my email address to complete the registration process?
Go to Olin EAS by clicking on the following link: Olin EAS Self-Registration Portal. Under the “Login” button, select the “Resend confirmation email” link.
4. How does Olin EAS work?

When the Public Safety Department (PSD) determines that there is an active emergency in which the public safety of most of the campus may be at risk, PSD will initiate an urgent notification through Olin EAS. In order to receive these urgent notification alert messages, faculty, staff and students may register up to ten communication devices, such as email addresses, text message devices, cell phones or desk phones. Registration is through the Olin EAS Self-Registration Portal.

5. Why can’t you use information I’ve already submitted?

At this time we are unable to migrate any existing information which may have been previously submitted through another means, such as surveys through the Office of Student Life and information collected by Human Resources, therefore everyone must enter their personal emergency contact information as part of this effort.

6. When will Olin EAS be used?

This system will be used only in the instance of a campus-wide emergency, such as when a major destructive storm is predicted to strike the campus, or when a chemical spill impacts a large portion of campus, or if a person presenting an active threat to the safety of the community is on campus. Please note that these are just a few examples of potential scenarios that may instigate a campus-wide emergency alert.

7. What kinds of messages will NOT be broadcast via Olin EAS?

The system will NOT be used to send messages regarding inclement weather (e.g. snowstorms), miscellaneous events, nor will it be used to inform about minor incidents that impact only a few people. The system will be used only to notify of major events that impact the majority or all of the campus.

8. Will the college test Olin EAS and will we get advanced notice?

Olin plans to test the system on a regular basis (once per semester). Advanced notice of exact dates and times for the tests will not be provided. If the message is a test of the system, it will be delivered with the subject line: (e.g. “TEST: Olin EAS Alert., or FIRE DRILL” Any message that does not include the word “TEST” or “FIRE DRILL” should be considered an emergency message.

9. Once an alert has been sent, will we receive a second “all clear” message?

Any situation other than a “Test” of the system will end with an “all clear” message.
10. What should I do when I get an alert?

The alert message should tell you what if any actions you should take for the situation occurring at that time. It will also inform you that updates will be provided as information becomes available.

Unless you have a personal health/safety emergency which requires immediate assistance, or you have additional information pertinent to the alert incident, we ask that you please do not call X5555 (Public Safety Department). Requests for updates about the alert situation should be directed to Public Safety’s Recorded Information Line at 781-239-4636. Public Safety personnel will be very busy working the issue which caused the alert, and non-emergency calls may impede their progress. Updates will be sent as needed.

11. How will I know the alert is legitimate?

The alerts will indicate they are an Emergency Alert. The Caller ID for the incoming alert calls will be:

- Public Safety Department: 781-239-5555
- Public Safety Recorded Information Line: 781-239-4636

12. What other ways will the College alert the community about an emergency?

Depending upon the specific situation, there may be other methods the Public Safety Department and the College may use to notify the community about an emergency including emails, calls to the various Olin departments, and updates to Olin’s Emergency Preparedness website.

13. What devices/numbers should I register?

**Olin Students:** You MUST register your Olin email address. You may also add alternate email addresses, and phone numbers. You should register the telephone numbers that most frequently reach you, such as a mobile or cell phone number, and any alternate phone numbers. Please do not list your parent’s phone numbers or any other phone numbers other than your own.

**Cross-Registered Students:** You MUST register your Babson.edu or Wellesley.edu email address. You may also add alternate email addresses, and phone numbers. You should register the telephone numbers that most frequently reach you, such as a mobile or cell phone number, and any alternate phone numbers. Please do not list your parent’s phone numbers or any other phone numbers other than your own.

**Staff and Faculty:** You MUST register your Olin email address. You may also add alternate email addresses, and phone numbers. Please include your own personal number and not that of your receptionist. If you do not have a direct-dial office phone number but share one with
14. **Is there a charge for registering for the Emergency Alert system?**

No. Olin will not charge a fee. However, by registering for this service, please note that you are responsible for charges made by mobile service providers related to text messages and mobile phone calls - for both actual and test messages. We expect to test the Alert system at least once a semester.

15. **Is my contact information confidential? Will my contact information be shared with anyone?**

The contact data that you enter will be provided to the third-party vendor which owns the system that the Olin College has employed for the purpose of making the urgent notifications. No identifying information (such as your name, etc.) will be provided to the third-party vendor. The third-party vendor has agreed that they have no right to use your contact information for any purpose other than notifying you via the Alert system.

16. **Will I receive marketing text messages?**

No. The only type of message you will ever receive from Olin EAS should be either a test or actual emergency alert.

17. **What happens if I don’t register any telephone numbers?**

For your safety, we urge you to register your cell phone or other telephone numbers. That being said, should you register only an email address(es), when an urgent notification is activated, you will receive the alert via the email account(s) you registered.

18. **If I leave campus for the summer or for an extended period, how do I make sure I do not receive the telephone messages?**

Before leaving campus, you should edit your registration on Olin EAS. See question #23.

19. **If I leave Olin, graduate or am no longer employed at Olin will I still receive these notifications?**

No. Once you are no longer employed by, a student of, or live at Olin, your Olin EAS login account will be deleted and any existing contact information will be purged.

20. **What if my telephone numbers change?**
You can edit the telephone numbers to which alerts are sent by signing into Olin EAS’ self-registration portal and editing information under the ‘Contact’ or ‘Additional Information’ tabs.

21. Will I get messages to every number I list in the system?

Yes, in the case of an actual emergency, Olin EAS will send a voice and/or text messages to all of the devices you registered, as well as an email message to your registered email addresses.

22. Who won’t be able to register?

The Emergency Alert system is intended for current faculty, staff and students, including employees of Olin College. In order to ensure timely delivery of information to people currently living, working and attending classes on campus, alumni, parents, visitors and people not affiliated with the College will not have access to register at this time.

23. I have additional questions/comments that have not been captured in your list. Who should I contact regarding them?

If you have additional questions or comments, please send them to olin.eas@olin.edu.

24. When and how should I change or deactivate my Olin EAS account?

If you are permanently departing from Olin for any reason (e.g. graduation, transfer, withdrawal, new job etc.), you should deactivate your Olin EAS account on your last day at the College. Your Olin EAS login account will be deleted and any existing contact information will be purged so that you no longer receive alerts.

To deactivate your account permanently:

b. Sign in using your user login and password
c. On the “User Information” tab, click the DEACTIVATE MY ACCOUNT button and follow prompts.

If you are temporarily leaving the college (e.g. Study-Abroad, Leave of Absence, Sabbatical, etc.), and are concerned about incurring costs due to actual and test emergency notifications sent by Olin EAS to your mobile phone, you may want to edit your contact information to turn off phone and/or text messaging when your temporary leave commences and you are no longer on campus.

To deactivate your account temporarily:

b. Sign in using your login and password
c. Go to the “Contact Information” tab (2nd tab)
d. Under the Phone section, de-select the Call Me and/or Text Me check boxes under “Options”. You will no longer be notified by phone call or text messages.

Note: You will need to log back in to the system and turn the checkbox(es) back on once you return to campus in order to receive emergency alerts.