

HSC Alert could save your life.

**Check today to
Make Sure You Are Signed Up!**

Students: How to sign up for HSC Alert and manage your designations

HSC Alert is the text message and e-mail notification system for emergencies and campus closures at the UT Health Science Center San Antonio. You already receive HSC Alerts through your *uthscsa.edu* e-mail address.

You can have HSC Alerts sent to one or two text-enabled cell phones and to an alternate e-mail address.

To sign up for HSC Alert or make changes in your designations, sign in on the portal, inside.uthscsa.edu, and click on **Student Administration**.

HSC Alert sign-up instructions for

- [Faculty and staff](#)
- [Medical residents](#)

Follow the instructions below to:

- [Get text-message and e-mail alerts](#)
- [Designate a telephone carrier](#)
- [Add or change campus groups](#)
- [Opt out of the HSC Alert system](#)
- [HSC Alert email went to your Junk Mail](#)

How to receive text messages and e-mail alerts

1. Click on **Student Administration, Self Service** and **Student Center**.
2. Add HSC Alert phone numbers and Emails by clicking the **Personal Information** links.

The screenshot shows the 'Sample's Student Center' interface. The 'Personal Information' section is expanded, showing 'Contact Information' with fields for 'Permanent Address' and 'Home Address'. Below these, there are fields for 'Phone' and 'Email'. Two red arrows point to the 'Phone' and 'Email' fields respectively. The 'Email' field contains the text 'STUDENT@LIVEMAIL.UTSCSA.EDU'. Other sections visible include 'Academics', 'Finances', and 'Advisor'.

3. To add an HSC Alert phone number, click on the **Phone** link, then on

ADD A PHONE NUMBER

4. Select Phone Type **HSC Alert 1**, type in phone number and click

SAVE

5. You can also add a second HSC Alert phone number under **HSC Alert 2**.
6. You will automatically receive HSC Alert messages through your UTHSCSA e-mail account.

To add an HSC Alert Alternate e-mail address, click on **Email**, then

ADD AN EMAIL ADDRESS

7. Select Email Type **HSC Alert Alternate**

8. Type in the e-mail address and click

SAVE

Other designations in HSC Alert

After designating the cell phones and alternate e-mail address, you can also designate your specific cell phone carrier and a particular campus group or groups you wish to be associated with to receive HSC Alert messages. You can also opt-out of HSC Alert if you wish.

You can make these changes by clicking the link labeled **Link to HSC Alert Update page** on the page where you designated your two cell phone numbers and alternate HSC e-mail address above, or follow the instructions below:

How to designate a telephone carrier

There are many phone carriers, but most are included in the AT&T network, which is the default carrier for HSC Alert messages. To designate a specific carrier for your text-enabled cell phone:

1. **Log onto the portal** (<http://inside.uthscsa.edu>)
2. From the **Enterprise Menu box** on the top left, select **Change HSC Alert Settings**
3. To select a cell phone carrier for your text-enabled phone, scroll down past the gray Email Addresses box to **HSC Alert phone 1**.
4. **Click on the magnifying glass** to activate the drop-down list of carriers.
5. **Choose your carrier** from the drop-down list.
6. If you have a second HSC Alert phone, go to HSC Alert phone 2, and repeat steps 4 and 5.
7. Scroll to the bottom of the page and **click the yellow "Save" button**.
8. To test the carrier settings click [Test Carrier Settings Here](#) and follow the instructions. You may need to test all versions of the listings for your carrier until you find the one that works for your phone. Once the correct carrier version is found go back to step 5 and match the correct carrier version and click **"Save"**.

Add or change campus group

1. Log onto the portal (<http://inside.uthscsa.edu>).
2. From the **Enterprise Menu box** on the top left, select **Change HSC Alert Settings**
3. Look for the **HSC Alert Group Membership** box on the right.
4. **Click on the box** next to the campus group you want to designate.
8. Scroll to the bottom of the page and **click the yellow "Save" button**.

How to opt out of HSC Alert

You will automatically receive HSC Alert messages through your UTHSCSA e-mail address.

If you no longer wish to receive HSC Alert messages through your text-enabled cell phone and personal e-mail address, please follow the instructions below:

1. Log onto the portal (<http://inside.uthscsa.edu>).
2. From the **Enterprise Menu box** on the top left, select **Change HSC Alert Settings**.
3. Scroll down to the **Opt in or out** box.
4. Choose **opt out**.
5. Scroll to the bottom of the page and **click the yellow "Save" button**.
6. If you later decide to **opt in**, you can return to this page and click the **opt in** button and the yellow **"Save" button** to continue receiving HSC Alert messages.

HSC Alert Email went to your Junk Mail

Sometimes Microsoft Livemail will flag an email as Junk and send it to the Junk Mail folder.

To ensure inbox delivery of future emails from a specific address follow the following steps:

1. Go to the Junk Mail box of Livemail.
2. Find the email that was incorrectly marked as Junk.
3. Right click the email and select Not Junk.
4. The email will move to the inbox and future emails from that address will be delivered to the Inbox.

If you need assistance, please contact the IMS Service Desk at 210-567-7777.