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

HSC Alert is the text message and email notification system for emergencies and campus closures at the UT Health Science Center San Antonio. You automatically receive HSC Alerts through your *uthscsa.edu* email address, but you can also **sign up** to have HSC Alerts sent to **two cell phones with text-messaging service** and **one alternate email address**.

With the instructions below you can:

- **Sign up for HSC Alert text messages or update your phone numbers**

- **Add or update your alternate email address**

- **HSC Alert Email went to your Junk Mail**

- **Select a phone carrier**

- **Join a campus group based on where you work or attend school**

- **Opt out of the HSC Alert system**

HSC Alert sign-up instructions for
ï **Students**
ï **Medical residents**

Sign up for HSC Alert text messages or update your phone numbers
You can designate two cell phones with text-messaging service:
1. **Go to inside.uthscsa.edu (portal) and sign in.**
2. Find the blue **Enterprise Menu** box and select "**Employee Self Service.**"
3. A new window will open titled "**Menu**." Click on "**Self Service.**"
4. From the **Self Service Menu**, click on "**Personal Information Summary**."
5. Scroll down to the **Phone Numbers section**.
6. Click on the blue **"Change phone numbers"** button.
7. Select **"Add a phone number**."
8. From the drop-down box, choose **"HSC Alert 1"** and **enter your first cell phone number**.
9. Click **"Save"** Click **"OK."**
10. If you want to add a second cell phone, return to the drop-down menu and choose **"HSC Alert 2"** and **enter the second phone number.**
11. Click **"Save"** and **"OK."**
12. If you want to add your alternate email address now, **click on the blue link at the bottom of the page, "Return to Personal Information,"** and continue with **Step 5** in the instructions below.

Add or update your alternate email address
You automatically receive HSC Alerts to your *uthscsa.edu* email address. To designate an alternate email address:
1. **Go to inside.uthscsa.edu (portal) and sign in**
2. Find the blue **Enterprise Menu** box and select "**Employee Self Service"**

3. A new window will open titled "**Menu**." Click on "**Self Service**"
4. From the **Self Service Menu**, click on "**Personal Information Summary**."
5. Scroll down to the **Email Addresses box**
6. Click on the blue "**Change email addresses**" button
7. Click on the blue "**Add email address**" button
8. From the drop-down menu, select **"HSC Alert Alternate"**
9. **Enter your alternate email address**
10. Click **"Save"** and **"OK"**
11. Sign out

HSC Alert Email went to your Junk Mail

Sometimes Microsoft Outlook 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 Outlook.
2. Find the email that was incorrectly marked as Junk.
3. Click the email to select it.
4. Find in the tool bar the Junk button and choose Not Junk.
5. The email will move to the inbox and future emails from that address will be delivered to the Inbox.

Select a phone carrier

Although there are many phone carriers, most are included in the AT&T network, the default carrier for HSC Alert.

To designate a specific carrier:

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 past the gray HSC Alert 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 gray "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**".

Join a campus group

Join a campus group based on the campuses where you work or attend classes.

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
5. Scroll to the bottom of the page and **click the gray "Save" button**

Opt out of HSC Alert

You automatically receive HSC Alert messages through your *uthscsa.edu* email address. If you no longer want to receive HSC Alert messages to your cell phone(s) and alternate email address:

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 gray "Save" button**
6. If you later decide to **opt in**, you can return to this page and click the **opt in** button and the gray **"Save" button** to continue receiving HSC Alert messages

If you need assistance, with the HSC Alert process, contact the IMS Service Desk at 210-567-7777.