

HSC Alert could save your life.

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

Medical Residents: 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 to make changes:

1. Go to inside.uthscsa.edu (portal) and **sign in**
2. In the blue **Enterprise Menu** box, select “**Change HSC Alert Settings**”
3. Look in the lower right part of the page to find and select the **Residents** link

HSC Alert sign-up instructions for

- [Faculty and staff](#)
- [Students](#)

Follow the instructions below according to the task you want to accomplish.
With the instructions below you can:

- [Add up update an alternate e-mail address](#)
- [Sign up for HSC Alert text messages or update your phone numbers](#)
- [Join a campus group based on where you work or attend school](#)
- [Opt out of the HSC Alert system](#)
- [HSC Alert Email went to your Junk Mail](#)

How to add or update an alternate e-mail address

1. Find the box labeled ‘**Alert Alt Email.**’ Enter your personal e-mail address
(HSC Alerts are automatically sent to uthscsa.edu e-mail addresses. Please enter a different e-mail address here.)
2. If this is all you want to do, click “OK,” then “save.” You can now “Sign out” of the system.
3. If you want to **enter or change your cell phone numbers**, disregard #2 and continue.

How to sign up for HSC Alert text messages or update your phone numbers

1. Find the box labeled “Alert Phone 1.”
2. Enter your first cell phone number that has text-messaging capability.
3. Click on the magnifying glass next to this box.

4. From the drop down menu, **select your phone company**. (*There are many carriers, but most are included in the AT&T network, which is the default carrier for HSC Alert messages.*)
5. If you have a second HSC Alert cell phone number to enter, **go to “Alert Phone 2” and enter the second phone number**.
6. **Click on the magnifying glass** next to this box and **select your phone company**.
7. Click **“OK.”**
8. You will be directed back to the main **“Change HSC Alert Settings”** page
9. At the bottom of the page, **click the gray “Save” button**
10. **Sign out** now or **continue on to select campus groups**
11. **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”.**

How to join a campus group

1. On the **Change HSC Alert Settings** page, look on the right side of the page for the **HSC Alert Group Membership** box
2. **Click on the box** next to the campus group or groups you want to designate
3. Scroll to the bottom of the page and **click the gray “Save” button**

How to opt out of HSC Alert

You will automatically receive HSC Alert messages through your *uthscsa.edu* e-mail address.

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

1. On the **Change HSC Alert Settings page**, scroll down to the **Opt in or out** box.
2. Choose **opt out**.
3. Scroll to the bottom of the page and **click the gray “Save” button**
4. 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

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.

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