

NHTI Alerts/RAVE Mobile Safety FAQ

What should I do when I receive an NHTI Alerts message?

There are three things you should do when you receive an NHTI Alerts notification message:

- Read/listen to the message; don't ignore it!
- Alert others. During classes, professors and other students may have their cell phones turned off. If you're in a classroom, advise the professor so they can assist you in taking appropriate action. If you're at work, let your coworkers know. It's critical to spread word.
- Follow any instructions given within the message carefully. They will be direct and specific to the particular situation. If the situation requires, additional messages will be transmitted to update you.

What if I forgot my username or password?

Use the appropriate links under the login fields at this link: <https://www.getrave.com/login/nhti>.

How can I be sure my telephone number won't be given out?

The information you provide for NHTI Alerts belongs to NHTI. Rave ensures that none of your cell phone or email information will be sold, offered, or shared in any way with anyone. It's against federal law for them to share or sell personal student information.

What if I attend more than one CCSNH college?

You will need a separate Rave alert account for each college, usually contained within your welcome letter. You can access other CCSNH logins at <https://www.ccsnh.edu/online-resources/>.

Should I leave my cell phone on in class?

Cell phone use is guided by policies and set by the individual instructor.

How much does NHTI Alerts cost?

There is no charge for registering – the total cost is covered by the college. Costs associated with text messaging are dependent on the phone plan you are on. Some phone plans apply nominal charges for text messages that NHTI alerts will not reimburse, so be sure to check your cell phone contract.

What if I change my cell phone service provider?

When you change cell phone providers but keep your existing cell phone number, it is considered “ported” and does not need to be reregistered for the NHTI Alerts system.

What if I change my cell phone number or my email?

You will need to update your contact information on NHTI Alerts at this link: <https://www.getrave.com/login/nhti>.

Will I receive unsolicited messages on my cell phone or email account?

No. Rave will not sell your contact info to third-party marketers.

How do I stop receiving NHTI Alerts?

You may discontinue receiving messages at any time by deleting your account from the NHTI Alerts system – though we highly recommend that you do not. To delete your account, log in to the system and click the “Edit” button next to your name on the “My Account” tab. This will take you to the User Profile screen, where you will find a “Delete Account” button.