

Rave Emergency Notification System

Frequently Asked Questions

What is the purpose of the Rave Emergency Notification System?

The Rave Emergency Notification System is used to send mass emergency and weather-related closing notifications to the Lawrence Tech campus community

How do I log in to the Rave Emergency Notification System?

Log in at <http://www.getrave.com/login/ltu> using your Lawrence Tech Computer username and password. (See [LINK] login instructions page)

What is pre-populated into the Rave Emergency Notification System?

The following information is pre-populated into the system: First Name, Last Name, Lawrence Tech email address.

What if I want to change my name?

The information is pulled directly from Banner, the university's Information System. If a name change is required, faculty and staff must contact the Office of Human Resources, hr@ltu.edu. Students must contact enrollment@ltu.edu.

What methods can I use to receive notifications?

Currently, there are two methods used by the notification system: your email address (default) and an SMS text message to your mobile phone.

How many email addresses can I use as contacts:

In addition to the Lawrence Tech default address, you can add two other email addresses.

How many mobile phone numbers can be used as contacts?

You can add up to three mobile phone numbers.

How do I change my mobile number?

Visit the My Account tab and click the Edit link next to the mobile number you would like to change. Enter the new mobile number you want to use in the field provided. Click Continue. You will be asked to confirm your mobile phone carrier. Also, similar to when you added the mobile number initially, you will receive a text message containing a 4-digit confirmation code which you will need to complete the mobile phone registration process.

I did not receive the confirmation code text message. What do I do?

While adding or editing a mobile number to the university, Rave will attempt to send you a text message containing a 4-digit confirmation code. This code is used to verify your wireless number and carrier. Confirmation codes are only sent to your primary (1) mobile number.

If you do not receive the confirmation code within a couple of minutes, go to the My Account tab and click on the “Click here to resend code” link. If you still fail to receive the confirmation text message, click the Edit link associated with the primary (1) Mobile contact and confirm that your mobile number and carrier are correct.

If you still do not receive a confirmation text message after following the steps above, your mobile carrier may be enforcing a premium text messaging block on your account. To remedy this, contact your carrier and ask to have text messages from shortcodes 67283 and 226787 delivered to your mobile device.

If you already have my Lawrence Tech email address, why do you need additional email addresses?

Specifying a Preferred email address allows for the delivery of Rave-generated email to addresses other than the one provided by the university. If you frequently use a different email address, we recommend you add this address as a Preferred email. Preferred email addresses may be added at any time within the My Account tab under Email Contacts.

How do I change my Preferred email address?

Select the My Account tab. Within the Email Contacts section, click the Edit link. Follow the instructions for entering your new Preferred email address.

When I try to login, I'm getting an error message that states “Credentials not recognized.” What do I do?

Rave uses the same credentials (username and password) that you use to login to Lawrence Tech's computer. You must have an active account to log in. If you have an active account and still receive this error message, try re-starting your computer and then logging into Rave using the same credentials.

If unsuccessful, contact the HelpDesk (helpdesk@ltu.edu, extension 2330) for assistance in troubleshooting your campus computer credentials. If you are not on campus and want to test that your computer credentials are working properly, you can try logging into <https://tunnel.ltu.edu>. This site uses the same Lawrence Tech credentials.

Other General Information

Message and data rates may apply. Please refer to your mobile phone contract for more information. You can opt out of SMS messages at any time by texting STOP to 67283 or 226787. For basic information at any time, text HELP to 67283 or 226787. Rave does not charge subscribers to send or receive SMS messages.

By registering for this service, you will periodically receive text messages. The frequency of these messages will depend on how you use this service and how frequently Lawrence Tech sends out emergency and weather-related messages through Rave.

This service is compatible with the products and services provided by ATT&T, Sprint, Verizon Wireless, T-Mobile, and most other mobile phone carriers. A complete list of supported carriers is displayed during phone registration.

Further Inquiries and Assistance

For further assistance regarding the Rave Emergency Notification System, please contact the helpdesk at 248.204.2330 or at helpdesk@ltu.edu