

## Frequently Asked Questions

*How do you send out notifications?*

We use a service District-wide called Regroup to send our emergency and informational messages, and we generally send notifications via voice phone calls, emails, and text messaging.

Individual campus departments may use other methods.

*What kind of messages will you send me?*

NOCCCD uses Regroup for official campus communications, which may include such things as emergency notifications, appointment reminders, informational messages and other official business. We understand that you don't want unnecessary or irrelevant messages coming your way, and we don't want to spam you either!

*How do I make sure I am signed up to receive these notifications?*

Log into myGateway, and in the "Personal Information" channel, visit "Update E-mail Addresses", "Update My Address and Phone", and "Set Text Message Alert Preferences" to make sure we have your current email and phone numbers.

*Can I opt-out of emergency notifications?*

By providing NOCCCD with your contact information, you are granting us permission to send you important and emergency notifications. You may remove your cell phone under "Set Text Message Alert Preferences" and "Update My Address and Phone" in the "Personal Information" channel in myGateway if you would prefer not to receive such information by text message.

*Do you have to be a current student/faculty/staff to receive emergency notifications?*

We send emergency notifications to students who have registered in a current or upcoming term, to faculty assigned to teach in those terms, and to current permanent employees and any other employees (including student workers and temporary workers) who have recently received a paycheck.

*If I'm a Fullerton College student, for example, will I receive notifications from Cypress College or the School of Continuing Education too?*

Generally no. However, you might if you have been employed recently by Cypress or SCE, or if you have registered even for just one class at Cypress or SCE.

