

OneAlert Instruction Manual



Ventura College

Quick Guide and In-depth Instructions

Table of Contents

OneAlert Quick Guide

Page 2

OneAlert In-depth Instructions

Pages 3-8

Quick Guide - Getting Started

1) Download the OneAlert mobile app. Look for the OneAlert icon shown below.



2) Submit the Ventura College IT work order to request access:
<https://ithelpdesk.vcccd.edu/support/catalog/items/209>

3) After IT processes your request, you will receive a mobile invitation email from VCCCD: Ventura College Email Services. Use the registration link or QR code in that invitation to connect your phone to the service.

4) Register/sign in using your VCCCD credentials (username and password). If the registration screen requests the Ventura College Account ID, use 10802.

NOTE: Each time you change your VCCCD password, sign out of OneAlert and sign back in using your new password. Otherwise, the app may appear signed in but may not work correctly.

IMPORTANT: Do not send a test Request Assistance alert. A submitted alert can be treated as a real emergency and may notify police/activate the emergency alert process.

OneAlert App - Installation and Registration

These instructions explain how to request access, install OneAlert, register the app, and prepare it to receive campus notifications and request assistance.

- 1) Submit a request for access through the Ventura College IT Department ticketing system:
<https://ithelpdesk.vcccd.edu/support/catalog/items/209>

NOTE: If you already have the app but it is not working, use the same IT request form to ask for assistance.

- 2) After IT processes your request, open the mobile invitation email sent by VCCCD: Ventura College Email Services.
- 3) If OneAlert is not installed, open the invitation on your smartphone and use its App Store or Google Play link. You can also search your app store for OneAlert and confirm the icon matches the one shown below.



Current OneAlert app icon

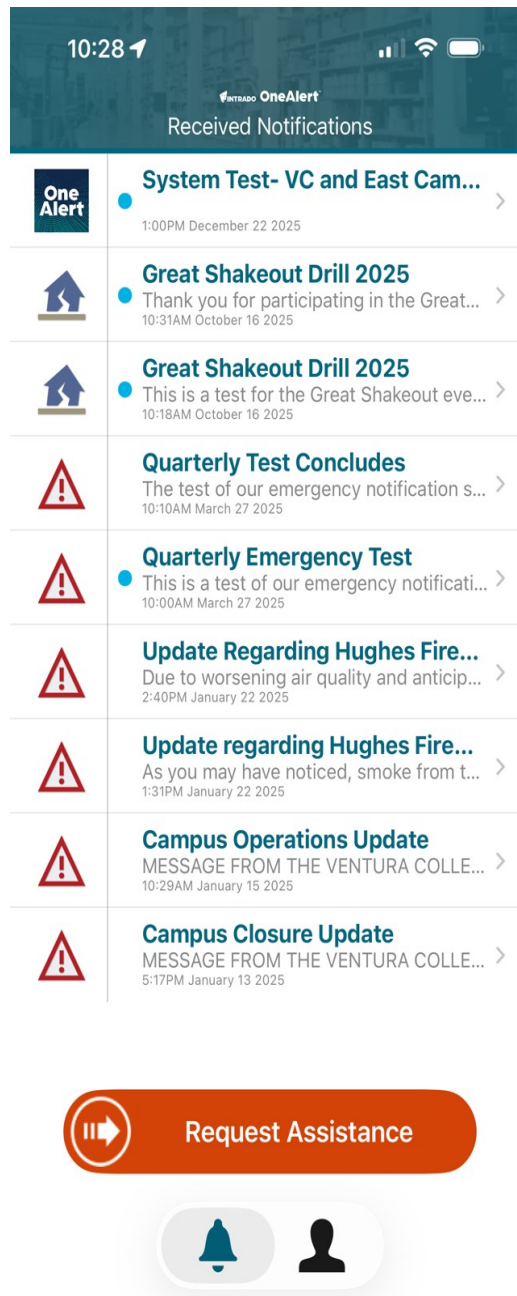
Register OneAlert

- 4) Open OneAlert and use the registration option provided by your invitation. If prompted to scan a QR code, allow camera access and scan the QR code from the invitation email.
- 5) When the invitation/registration code is loaded, continue with the REGISTER option.
- 6) If prompted for an Account ID, enter 10802. Sign in with your VCCCD username and the same password you use for the VCCCD portal or campus computers. Do not enter your full email address unless the sign-in screen specifically asks for it.
- 7) Allow OneAlert to send notifications. Also allow location access and Critical Alerts when prompted so the app can support emergency notifications and location-based assistance features.

NOTE: The exact registration screens can vary by app version. The current signed-in screens are shown on the following pages.

How to Use OneAlert - Notifications

After you are signed in, the bell tab displays Received Notifications. Campus emergency messages, tests, closure updates, and other notices appear here.



Current OneAlert Received Notifications screen

IMPORTANT: The orange Request Assistance control is for reporting an emergency or urgent campus disturbance. Do not activate it simply to test the app.

Requesting Assistance

In an emergency, use the orange Request Assistance control from the bell/notifications screen. The app will guide you to the appropriate assistance form for your campus/location.

When the form appears, provide a clear title and a detailed description of what is happening and exactly where it is happening.

Example of a useful report

Title: Irate student in VC President's Office

Description: Student in the President's Office in Administration is screaming and throwing items. Person has blue hair, a black hoodie and jeans, and is carrying a red backpack. Send help.

Avoid vague reports

Title: Irate person! Help!

Description: Send help!

NOTE: Give responders enough information to find the correct location and identify the situation. The map location may not always pinpoint the exact room or area.

Location and Sending an Assistance Request

If the assistance form offers an Include My Location option, keep it enabled only when your phone is physically at the location of the emergency. If you are reporting an incident somewhere else, clearly state the exact campus location in the title/description.

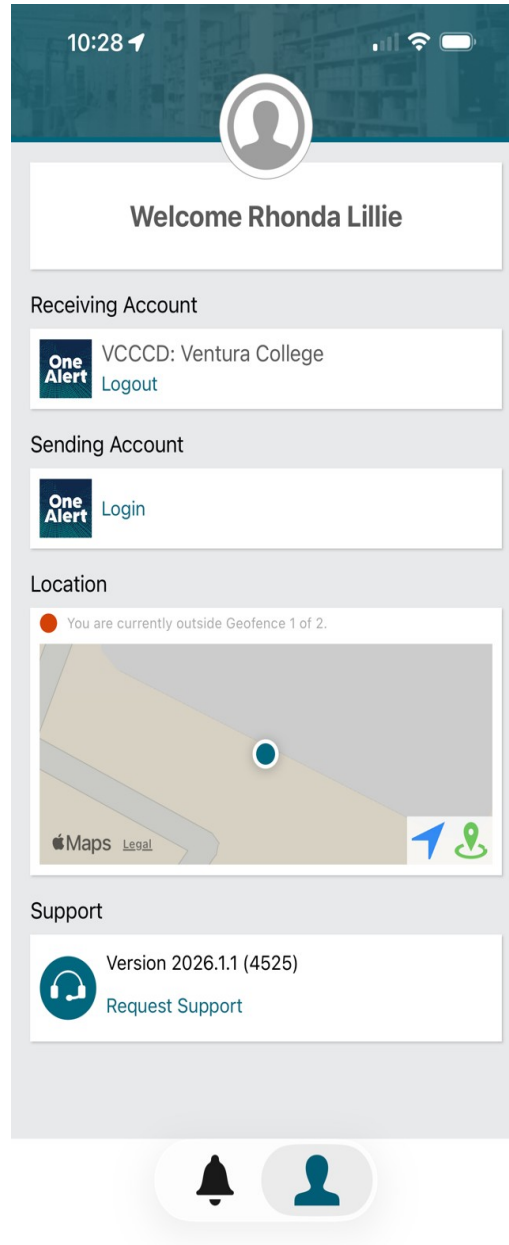
Before sending, review the map/location shown in the app. If it is not correct, make the written location especially specific.

Depending on the OneAlert version and the options available on the form, you may also be able to include supporting information such as an audio description or image.

IMPORTANT: Do not submit a 'test' emergency alert. Submitting Request Assistance can signal a real emergency, notify police, and activate the alert process.

NOTE: The screens that appear after Request Assistance is activated were not tested for this update, to avoid accidentally triggering an emergency. Follow the on-screen prompts and provide the most precise information possible.

Profile, Receiving Account, and Sending Account



Current OneAlert profile/account screen

The profile tab shows your Receiving Account, location/geofence status, app version, support link, and a separate Sending Account login area.

IMPORTANT: Do not log in to Sending Account unless you have specifically been issued a sending account. Most instructors use the Receiving Account. Sending Accounts are reserved for authorized personnel who send mass campus notifications.

To return to Received Notifications and the Request Assistance control, tap the bell icon at the bottom of the screen.

NOTE: After changing your VCCCD password, log out of OneAlert and log back in with the new password. For app access or technical help, submit the Ventura College IT work order listed in this manual.