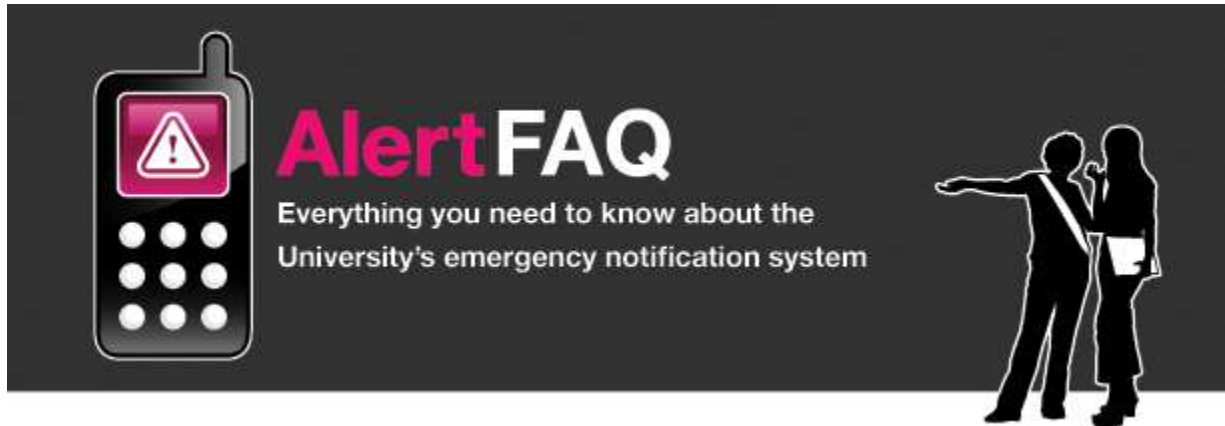# Rave Mobile Safety FAQ

What is Rave Alert?

Antelope Valley College has partnered with Rave Mobile Safety, the leader in mobile safety, to offer an emergency notification system, Rave Alert, capable of sending users text, voice, and email messages.

What type of messages will I receive?

Antelope Valley College will only send you messages related to emergencies. You will never receive advertisements and your information is never provided to advertisers.

Who can subscribe/use the service?

Any student, staff, faculty, or community member of the Antelope Valley College can subscribe to the Rave Alert service. Community members can sign up at Rave's registration site. Faculty, staff, and students can use the Rave channel inside myAVC.

What is my username?

Your username should be your Antelope Valley College email address and your password is whatever you set when you signed up.

What mobile phone carriers are supported?

All U.S. mobile carriers are supported.

What if my cell phone number changes?

If your mobile number ever changes, please login to the getrave.com site and update your contact details.

What if my cell phone provider changes?

If you keep the same mobile number, and simply change cell phone provider, you do not have to change anything however it may take several weeks for your mobile provider to update the Rave Alert system. During that time it is possible that you will not be able to receive messages unless you login to update your carrier information.

Will I receive advertisements or text messaging SPAM?

No, never. We respect your privacy and you will never receive anything besides official Antelope Valley College communications.

Who do I contact for assistance?

If you need assistance, please contact the ITS Help Desk at help@avc.edu or 661.722.6300, extension 6535.

How will I identify incoming messages from Campus Alert?

You will be sent messages from what are know as short codes. The messages will come from either 67283 or 226787. We encourage you to save these numbers into your phone so you will recognize them when messages are sent. Some smaller carriers do not support short code messaging. For these carriers, you will receive messages from @getrave.com.

How do I stop getting messages?

To stop getting message, you may login to the getrave.com site and remove your number, or text the word, "STOP" to 67283.