

Fordham University AlertAware Mobile App Registration Process

March 31, 2025



FORDHAM UNIVERSITY
THE JESUIT UNIVERSITY OF NEW YORK

Getting Started

- Install the AlertAware Mobile App
- Depending on your smart phone type, open the Google Play Store or Apple App Store
- Search for “AlertAware Mobile”
- Click to install the app on your device



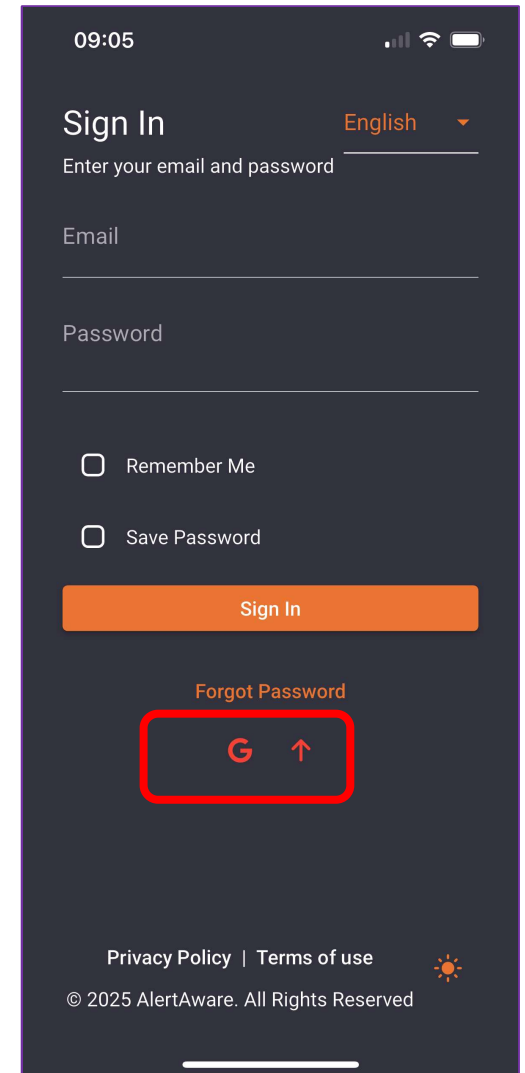
Google Play Store



Apple App Store

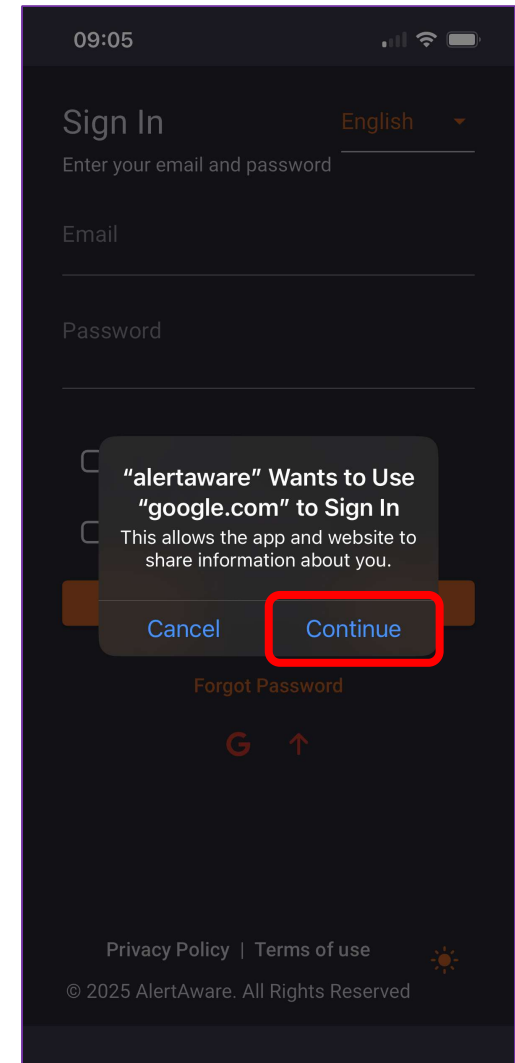
Sign Up

- Open your AlertAware Mobile App
- Click on the G to log in with your Fordham University Google account
- Do not use the “Forgot Password” link or any other login method other than Google



Sign Up

- After selecting Google SSO, select Continue
- Enter your fordham.edu email address
- Complete the Google SSO process by confirming your password if requested
- If the SSO login fails, contact the IT Service Desk at (718) 817-3999 or helpit@fordham.edu



Update Profile

- Enter your mobile phone number
- Ensure it is listed as “Mobile” and not “Home”
- Click “Save”

Update Profile

English ▾

Fill out the form below and click the Save button.

First Name

First

Last Name

Last


Username

myemail@fordham.edu |

Email

myemail@fordham.edu

+

▼  +1 ^{Phone Number} 2125551212 | Mobile ▾
10/10

+

Save

Skip

[Privacy Policy](#) | [Terms of use](#)

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Sign Up

- Select desired form language
- Opt in to receiving mobile alerts by clicking check box next to “Yes,” then click “Proceed”

English

✓ Push Notifications

Push Notifications
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Would you like to receive push notifications?

Yes

No, I do not want to receive push notifications

Proceed

✓ Location Access

✓ Email Notifications

Sign Up

- Select “Yes” to allow location access; location is only used when reporting an incident.
- Click “Proceed”

English ▾

✓ Push Notifications

✓ Location Access

Location Access

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Would you like to allow location access?

Yes

No, don't allow location access

Back **Proceed**

✓ Email Notifications

Sign Up

- Select the “No, I do not want to receive email notifications” option
- Click “Proceed”

- ✓ Push Notifications
- ✓ Location Access
- ✓ Email Notifications

Email Notifications

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Would you like to receive email notifications?

Yes

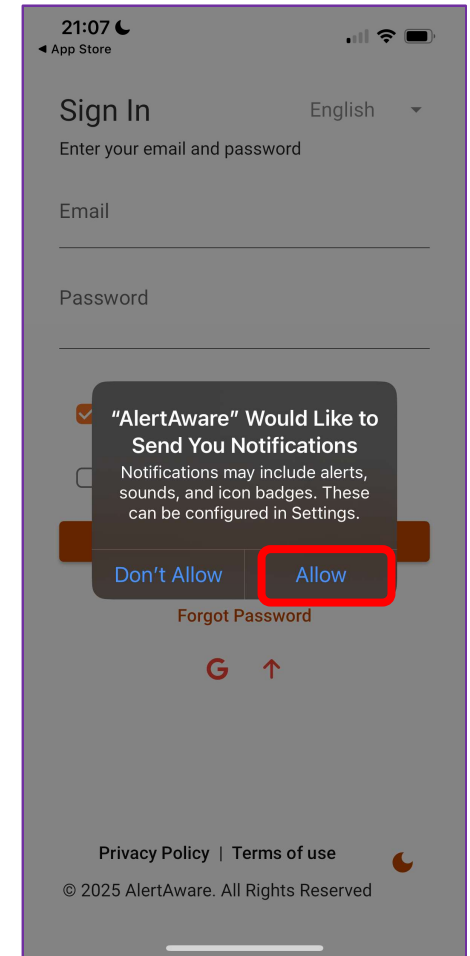
No, I do not want to receive email notifications

Back

Proceed

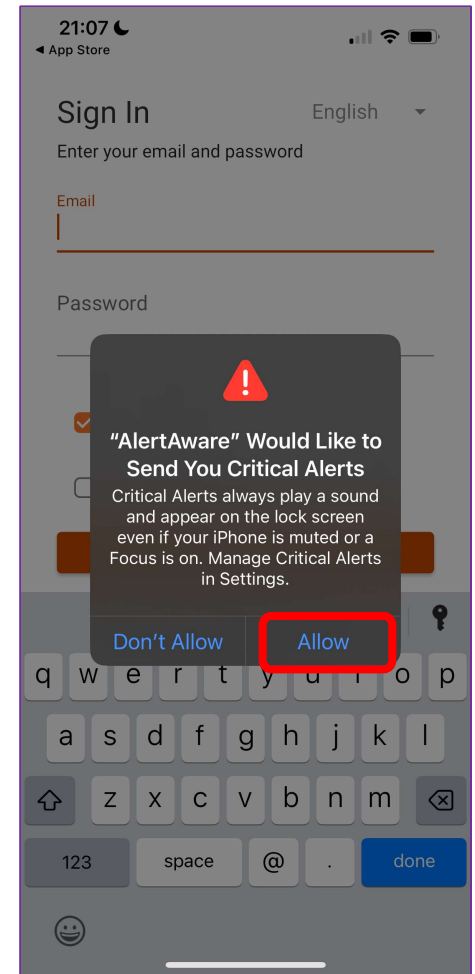
Subscribe to Groups

- The first time you log in to the AlertAware Mobile App, AlertAware will ask if you to allow AlertAware to send you notifications, Click on Allow



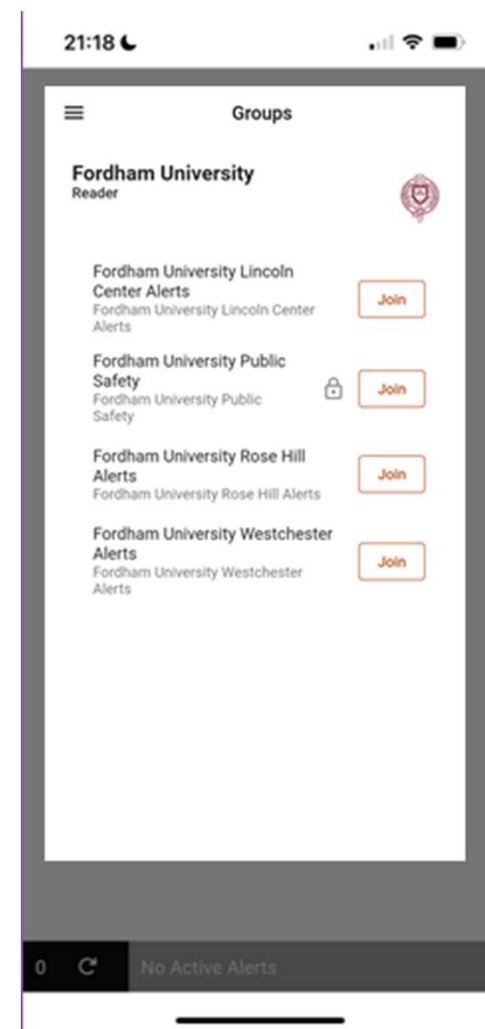
Subscribe to Groups

- AlertAware will next ask if you would like to allow AlertAware to send you Critical Alerts, Click on Allow to receive emergency alerts when you have your device set to Do Not Disturb



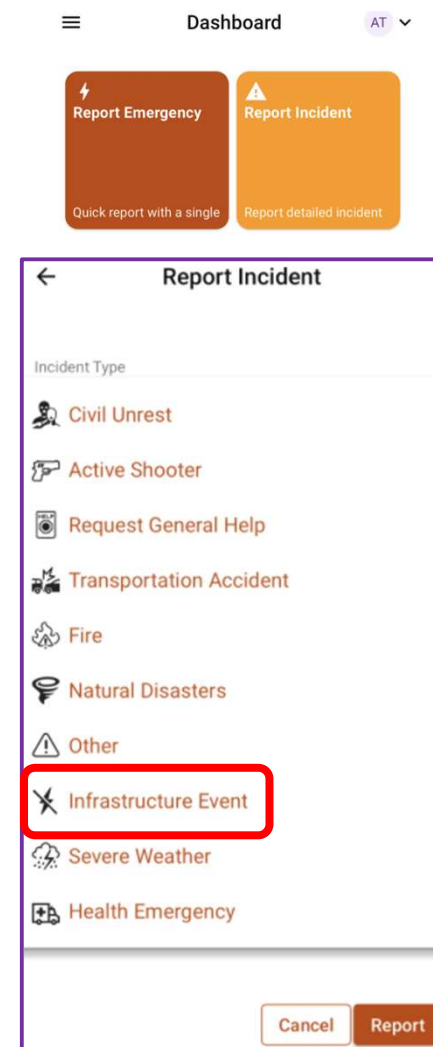
Subscribe to Groups

- From the Dashboard, click on “Groups” and select each Group or Groups you wish to join
- You may subscribe to all, one or none of the campus location-based groups available
- You will now be subscribed to all messages that are sent to the selected Groups
- If you do not select a group, you will only receive alerts sent to all Fordham community members
- Groups with a lock symbol are private and cannot be subscribed to unless invited



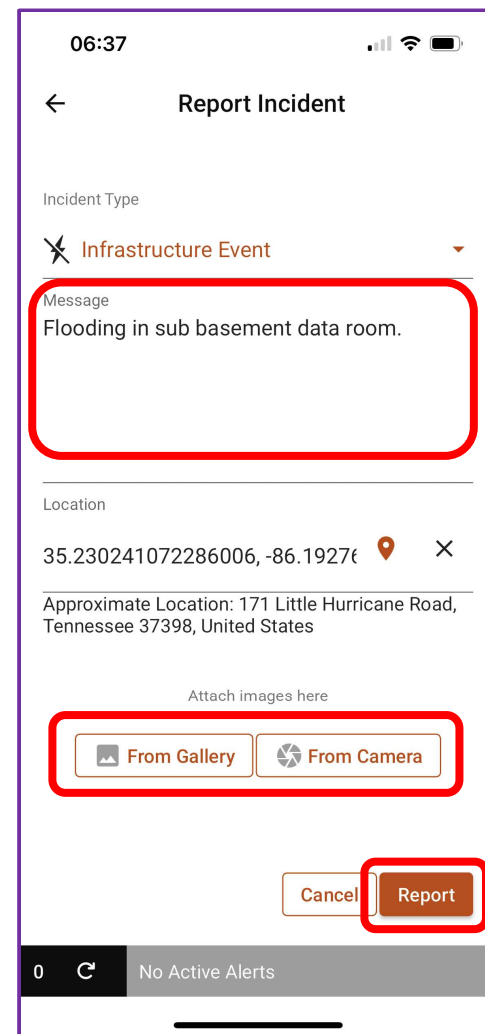
Reporting an Incident

- Open the AlertAware Mobile App
- Click the “Report Incident” button
- Click on the “Choose Incident Type” line
- Here you will find a set of 10 types of incidents that can be reported
- An incident report form will open



Reporting an Incident

- Type in your message in the box
 - As appropriate, include pertinent information such as:
 - Where you are?
 - What is the emergency/incident?
 - What would you suggest others do?
- If Location services are enabled, your physical location when reporting the incident will be sent
- If you can include a photo, click on the “From Gallery” or “From Camera” icon
 - This will prompt you to upload a photo or use the camera to take a photo
- Select “Report”



06:37

Report Incident

Incident Type

Infrastructure Event

Message

Flooding in sub basement data room.

Location

35.230241072286006, -86.19276

Approximate Location: 171 Little Hurricane Road, Tennessee 37398, United States

Attach images here

From Gallery From Camera

Cancel Report

No Active Alerts