Moody Alert Test | October 28, 2014 (10:50 a.m., Central Time)
Frequently Asked Questions

Q: Who is conducting the October 28 test of Moody Alert and why?
A: If an emergency arises on or near one of Moody’s campuses, and to comply with federal law, Moody Global Ministries will use Moody Alert, its emergency mass notification system, to deliver official information and instructions through phone, email, and text message to students and employees. The test on Tuesday, October 28, 2014, at 10:50 a.m. (Central Time), is being conducted by Moody’s Department of Public Safety & Security to confirm that each communication mode (phone, email, and text message) is fully operational and that accurate information for each student and employee is on file.

Q: Who is included in the test, and when will it take place?
A: All employees and students will be included in the test on Tuesday, October 28, 2014, at 10:50 a.m. (Central Time).

Q: How will students and employees receive the test?
A: Students and employees will receive a test message via the contact information provided during the emergency contact information collection process in September 2014, which may include phone, email, and text.

Q: I did not receive a test message via text message during the October 28 test, but would like to in the future. How do I opt-in my cell phone number?
A: Please email publicsafety@moody.edu with the subject line, “Opt-In Moody Alert.” In the body of the email please indicate that you would like to opt-in your cell phone number, and then provide your full name, Moody I.D., and cell phone number.

Q: Can I opt-out of Moody Alert?
A: Students and employees may not opt-out their Moody phone number or email address, but they may opt-out of being contacted via their home phone number or cell phone number (including text message). To opt-out of receiving emergency mass notification via a home phone number and/or cell phone number (including text message), please email publicsafety@moody.edu with the subject line, “Opt-Out Moody Alert Contact Information.” In the body of the email, please indicate that you would like to opt-out your home phone number and/or personal cell phone number (including text). Please also provide your full name and the phone number(s) at which you would like to no longer receive emergency mass notification.

Q: Will there be future tests of Moody Alert?
A: Yes. In an effort to ensure that the emergency mass notification system is fully functioning, student and employee contact information is accurate, and the Moody community is prepared for an emergency, the Department of Public Safety & Security will conduct periodic tests of Moody Alert for students and employees. Advance notice will be given.
Q: I received a text message before the test? Was that part of the test?
A: Yes. When students and employees provide a cell phone number they receive the following one-time confirmation message from one of Moody Alert’s official short codes (53291, 23177, or 63079), indicating that their cell phone is set to receive text messages from Moody:

You are now confirmed to receive alerts from us. More info text reply "HELP" or "STOP Moody" to opt-out

Moody’s Department of Public Safety & Security highly encourages students and employees to save 53291, 23177, and 63079 in their mobile device as “Moody Alert” so when future phone calls and text messages are delivered during tests or actual emergencies, Moody Alert will show up on their caller I.D.

Q: Who should I contact if I have further questions about Moody Alert?
A: For more information about Moody Alert, Moody Global Ministries’ emergency mass notification system, please contact Brian Stoffer, chief of Public Safety & Security, at brian.stoffer@moody.edu or 312-329-4357.