e2Campus 3.0
USER GUIDE

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1 Subscribing

Subscribing to e2Campus must be completed online. The location and exact subscription forms and process will vary depending upon the options implemented by your local e2Campus administrators.

Please check with your local IT administrators for details specific to your institution.

To subscribe for e2Campus alerts, follow each of the steps outlined here.
1.1 The My e2Campus Page

Your institution will provide a registration web page for you. This may be a link or a page on your institution's website.

Here we see a typical "My e2Campus" web page:

The My e2Campus web page provides access to your e2Campus service. To register click the "I Need to create an account" link.

The My e2Campus page provides a log in box for returning users and links to create a new account. Click I need to create an account to get to the sign up form.
1.2 Creating a New Account

Once you’ve clicked “I need to create an account” you will be taken to the Sign Up Now page.

NOTE: When creating your e2Campus account, you will be sent a unique, 4-digit validation code. You will need to have your cell phone with you to receive and enter the code when prompted.

The sign up page on your institution’s website may appear slightly different with different options, depending upon the setup used at your institution.

Fill out the registration form. Be sure to enter your full, 10-digit mobile phone number, including the area code and select your mobile carrier from the list. (If your carrier is not listed, see the Troubleshooting section of this document.)

If you wish to sign up for alerts via e-mail instead of SMS (text messages), click the Click Here to Sign Up Using EMAIL Only link provided. This link will take you to a separate form to create your account using an e-mail address. You will then be sent a confirmation e-mail to validate your account.

Once the form is complete, click Create Account to proceed.
1.2.1 Validating your phone

In order to activate e2Campus text message alerts to your phone, you'll need to validate your phone number by receiving and entering your unique, 4-digit validation code.

This code will be in the BODY of the text message your receive.

You must enter the validation code to complete registration for e2Campus text alerts.

Please note: Standard text messaging charges apply to texts from e2Campus. While e2Campus does not bill subscribers for texts, you may be responsible for any texting charges from your mobile carrier as dictated by your service plan. Please contact your carrier directly with any questions regarding the cost of receiving text messages or your texting service plan.

Once registered, you will be sent a 4 digit validation code.

Receive and enter the code here to activate service.

Enter your validation code and click VALIDATE to activate your e2Campus alert service.
**Note:** e2Campus will **not** send alerts to your phone until you successfully validate your number within the system. You can click **Resend Validation SMS** to resend your code if you've accidentally deleted the code before entering it.

*If you do not receive a validation code on your phone, see the **Troubleshooting** section of this guide.*

Once validated, your phone will appear in green highlight, like the phone shown below.

![Sample University Services](image)
2 Managing Your Account

Once you've created your account, you may log in to make changes through your institution's website or the "My e2Campus" page provided by your institution.

Log in with the username and password used to register your account. If you've forgotten that password, click the Forgot Your Password? link to send yourself a new password via text message (or e-mail).

2.1 Dashboard

The e2Campus Dashboard is your personal overview of e2Campus.
The e2Campus Dashboard displays the most recent messages sent to your subscribed groups.

The Dashboard page displays your current account info, recent messages sent to you, and links to other functions.

To manage your phone numbers, e-mail address and RSS feeds, visit the Services page.

To manage your optional subscription groups, visit the Groups page.

To change your password, visit the Account page.
2.2 Services

The Services page of e2Campus is used to manage your devices. This includes SMS (text messaging), e-mail addresses, and (if offered by your institution) voice calling. You may also add e2Campus alerts to your favorite personal portals the the e2Campus RSS feed links provided.

You may remove and/or deactivate your number at any time to stop receiving alerts.

You may also add an additional SMS device, e-mail address, or voice number to your account. The options available are determined by your institution.

Add additional devices to your account. The number and type of devices available may differ depending upon your institution's e2Campus configuration.

Adding SMS (text messaging) phone numbers and e-mail address requires validation to activate the devices.
Other Services

e2Campus also provides support for receiving alerts via other services and web portals, such as Twitter (www.twitter.com), iGoogle, My AOL, My Yahoo, Windows Live, and any RSS reader.

Personal portals, such as My Yahoo or iGoogle can display e2Campus alerts via RSS. Use the links provided to set up these connections.
2.3 Groups

The Groups page is used to manage any optional e2Campus subscription groups offered by your institution. The groups offered will vary depending upon the setup used by your local e2Campus administrator.

You may subscribe to and unsubscribe from any optional groups through the GROUPS page in e2Campus.
2.4 Account

The account page provides the option of changing your e2Campus user account password.

Account

Dashboard  Services  Groups  Account

User Information

⚠️ If you forget your password, you can have it reset and sent to your default device from the login screen.

To change your password, enter your current password and then your new. There is no limit to how long your password can be. The longer the better.

Current Password: 

New Password: 

Verify New Password: 

Update

You may change your password at any time. This password is typically used only for e2Campus and not necessarily the same as your e-mail password.
3 Troubleshooting

If you are having difficulty registering for or accessing your e2Campus account, please follow this troubleshooting guide.

Some basic requirements for receiving text message (SMS) alerts are:

- Your mobile device can receive text messages. (Most mobile phones acquired after 2002 have this capability.)
- Your cellular service includes a text messaging plan.
- Your text messaging plan includes **mobile terminated messaging**. While e2Campus does not charge for messages, your carrier may charge fees for texting. Please check with your carrier for any billing questions with regards to your texting plan.
- You have adequate cell signal to receive alerts and/or your validation code.
- Your phone is charged and on when messages are sent to you.

3.1 Not Receiving Validation Code

In some cases, you may not be able to receive your account validation code. There are several possible causes, including:

1) **You do not have enough cell signal to receive a text message.**

   If you have no "bars" of signal, you may not be able to receive any messages.

   **Solution:**
   A cell signal is required to receive a text message. You will receive the code once you have an adequate cell signal. This may be as easy as moving to another room or cycling the power on your cell phone.

2) **Your mobile service does not include "Mobile Terminated Text Messaging".**

   **What is "mobile terminated" messaging?**

   There are two types of text messaging:
   1. **Mobile-to-Mobile** (sending a text message from one phone to another)
   2. **Mobile Terminated** (a non-cellphone to a cell phone)

   While your service may include "mobile-to-mobile" texting, it may not include "mobile terminated" messaging used by services such as e2Campus.

   **Solution:**
   Contact your carrier and request that this type of message service be added to your mobile plan.

3) **Your carrier is not listed**

   **Solution:**
   Contact your carrier and ask that they add support for e2Campus. e2Campus adds new carriers regularly and will work with your carrier if approached by the carriers. It is our hope that your carrier will wish to participate in e2Campus to provide better service for their customers.
3.2 **Not Receiving Validation E-mail**

If you have registered to receive alerts via e-mail and have not received your validation e-mail with your validation link, you may wish to try the following:

1) Check your SPAM or JUNK folders for a message from validate@omnilert.net
2) Log into your account and make sure you’ve entered the address properly.
3) Add validate@omnilert.net to your e-mail addressbook or contacts. *(This can help prevent "Spam blocking" on some e-mail accounts.)*

3.3 **Session Has Ended Error**

If you receive a "Your Session Has Ended, Please Log in Again" error when attempting to register or validate your device, there are 2 possible options:

1) **Web Page Timed Out**

If the e2Campus sits for a long time, the secure connection used to submit your information may have "timed out". Simply re-register or log in if you’ve already submitted a registration form.

2) **Web Browser Security Conflicts**

All e2Campus transactions are made through secure connections for your safety.

Some web browsers may exhibit a "security conflict" if the e2Campus registration or validation pages are opened while another secure page is still active. (Other secure pages include banking websites, secure e-mail, or secure web portals at many universities.) This security conflict can cause the secure session for e2Campus to end, resulting in a "SQL error" in some rare cases.

*This issue occurs most often with Microsoft Internet Explorer.*

If this occurs, simply close all browser windows, then re-open your browser and log into your e2Campus account. Alternatively, use another browser, such as Mozilla Firefox, Apple Safari, or Google Chrome, to avoid this conflict.

3.4 **Changed cell carriers and can't receive alerts**

If you’ve changed mobile carriers, you may need to log into your account and visit the Services section to update your carrier selection.

3.5 **I want to Cancel My Alerts**

If you no longer wish to receive alerts via SMS (text message) from e2Campus, you have several options:

1) **Via the Web**

Log into your account and visit the Services page. Click "Change Status" for your phone and set the device to "Inactive".
2) Via your phone

Simply text STOP to 79516 from your cell phone to cancel your alerts to your phone. You will receive a confirmation text to confirm that your service has been canceled.

3) Contact your local e2Campus administrators

Your institution's website should list a local contact for inquiries into account management. Please check with your institution for the appropriate support contact information.

4) Contact e2Campus Support

You may contact e2Campus support services at support@e2Campus.com