MU Alert is the campus cell phone text messaging and email alert system. To sign up to receive emergency alerts and weather delays or cancellations, simply go to the MU home page and click on the Safety and Security link, then the MU Alert icon, or go directly to this link: mualert.millersville.edu. If there is a campus emergency, or a weather-related delay or cancellation, you will receive a text message on your phone and/or an email.

Follow the instructions in the message.

What You Should Do:
- React immediately.
- Never assume the alert is a mistake or a drill. Tests and emergency drills will be specifically noted as such.
- Follow the instructions that are provided. When you see or hear an alert message, listen and follow directions.
- Listen for follow up messages and further instructions. Visit the MU Web Site for updates and more information.
- For more information on emergency preparedness and emergency communication, visit the MU Police and Health & Safety web sites by clicking on the Safety and Security link at: http://www.millersville.edu.

Emergency Numbers
- Fire, police or medical emergencies: dial 3-911 or 911
- Ambulance, Fire Department, Haz Mat Unit: dial 911
- Campus Police – 872-3433
- Health & Safety – 872-3017
- Health Services – 872-3250
EMERGENCY Communication

In an emergency, timely and accurate communication of information to those who need it, is critical.

Effective emergency alerts should:
- Alert people to, and describe the emergency
- Tell people what they need to do to protect themselves

Millersville University has developed a systematic approach to emergency communication that utilizes multiple methods of communication and notification:
- MU Alert (Mass Text Message and Email Alerts)
- Mass Notification System (Siren and Public Address Alerts)
- Reverse-911 (Mass Phone Alerts)
- Website Alerts and Updates

The use of multiple communication technologies provides redundancy and allows more people to receive the alert.

Mass Notification System

The MU Mass Notification System is the outdoor siren/public address system. In an emergency, a series of tones will sound initiating the emergency alert message, which will be immediately followed by a voice alert describing the emergency and giving information people can use to protect themselves. The system is designed so the siren and voice announcements can be heard by anyone who is outdoors, anywhere on campus. The alerts will not be heard indoors.

Reverse-911

Reverse-911 is the campus indoor notification system which utilizes campus phones to broadcast the emergency information. The phone speaker will broadcast the message. If you are on the phone, the call will be placed on hold, you will hear the emergency message, then you will be reconnected to the party you were speaking to. The other party will not hear the message. All campus digital phones will broadcast the emergency message inside campus buildings.

Web Page Alerts

When an emergency is declared and the communication systems are activated, the same alert message will be posted on the MU home page. More information about the emergency will be posted on the web page than can be sent via other communication technologies. The web page will also offer frequent updates. Only basic campus information and services will be accessible through the web portal so long as the emergency is in effect. This allows more traffic to come to the home page so more people can read the alert messages. When the emergency is over, the web site will return to normal.

Integration

MU has a proprietary and state-of-the-art communication system that allows for activation of multiple technologies through a single portal. This speeds up the communication process and ensures a consistent message is being sent to the public.

Tests

On a periodic basis, all of the emergency alert systems are tested to make sure they are functioning properly.

Responsibility

The MU emergency communication policy assigns specific responsibility to individuals who are trained, and authorized to activate the emergency alert system. Multiple individuals are designated to provide adequate coverage.