

ITS Support: Alert-US Desktop Notifications

Alert-US (Alertus) is a critical component of our emergency notification system. When an emergency alert is issued, the Alert-US software delivers a full-screen or pop-up notification directly to your university-managed desktop or laptop, ensuring you receive timely and potentially life-saving information.

If you are using a university-managed workstation, the software should already be deployed to your machine. You can verify its installation by following the steps below.

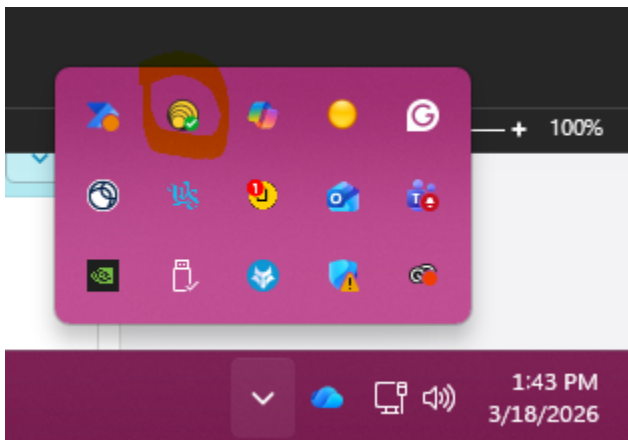
How to Verify Alert-US is Installed

For Windows Machines

1. **Locate the System Tray:** Look at the bottom right corner of your screen, on your Windows taskbar (near the clock).



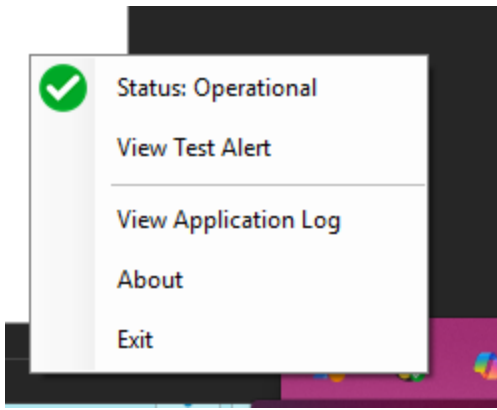
2. **Expand the Menu:** Click the small "up arrow" (^) icon to show hidden icons.



3. **Locate the Icon:** Look for the **Alert-US (yellow globe) icon**.



4. **Check Status:** If the icon is present, the software is installed and running. You can click your mouse over the icon to verify that its status says "Alertus Desktop: Operational"



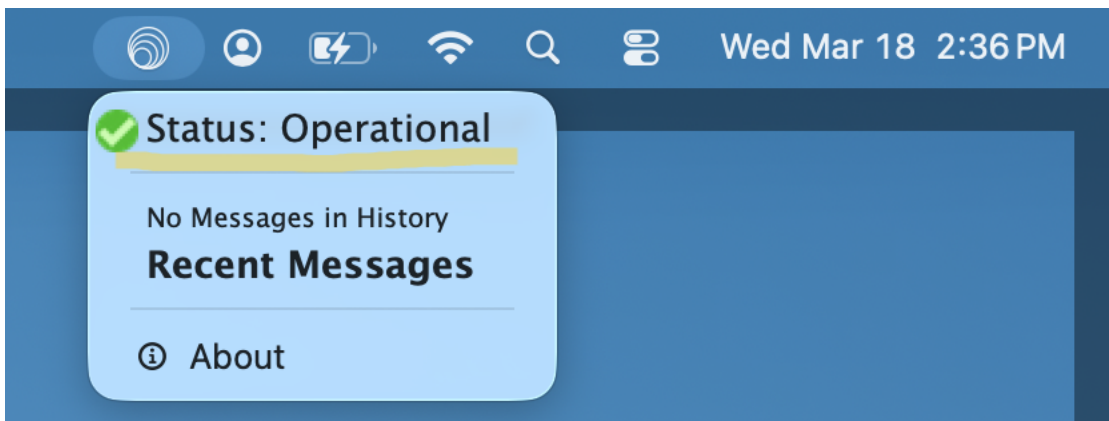
For Apple (macOS) Machines

Locate the Menu Bar: Look at the top right corner of your screen (near the clock, battery, and Wi-Fi icons).

Locate the Icon: Look for the Alert-US (yellow or white globe) icon in this top menu bar.



Check Status: If the icon is present, the software is installed. You can click on the icon to ensure it states that the client is connected and operating normally



If you do not see the Alert-US icon on your university-managed computer, or if you have questions about whether the software is communicating properly, the ITS Helpdesk is here to assist you.

Please reach out to us using any of the methods below, and a technician will help ensure your machine is properly enrolled:

- **Submit a Ticket:** helpdesk.famu.edu
- **Call Us:** 850-412-4357

- **Email Us:** helpdesk@famu.edu

Note: If you are using a personal, non-university device, Alert-US desktop notifications are not currently supported. Please ensure your mobile number and email are updated in the main emergency alert portal to receive SMS and email notifications.