How to update CougarAlert emergency contact information in MyCharleston

Note: CougarAlert is an emergency notification system capable of reaching students, faculty, staff and parents within minutes of a campus crisis.

For Students:

The CougarAlert system allows for 6 unique phone numbers, 1 text message, and 2 email addresses. 

**Order for selecting the 6 unique phone numbers** (select all of the first phone type before selecting any of the next phone type):

- Cell phone with text
- Cell Phone without text
- Residence Hall
- Mailing
- Home
- Parents
- Parent 2

**Order for selecting 1 text message:**

- Text Messaging - don’t call
- Cell Phone with text

1. Login to MyCharleston to access account
2. In MyCharleston, go to “My Accounts” to access CougarAlert
3. Select “Update Your Email Addresses for CougarAlert” to update email address only
4. Select “Update Your Phones for CougarAlert” to update phone numbers only
1. Select “Update Your Phone Number for CougarAlert” to update phone numbers only.
2. Enter updated Phone Number (enter 10-digit telephone number beginning with area code).
3. To enter a new number that is not listed in the system, click “Insert a New Telephone Number Not Listed Above.”
4. Enter Phone Type from the drop-down menu followed by the “Area Code, Phone Number” (enter your International Access Code and Phone Number if you have one).
5. Click Submit to update Phone Number (reset will clear information entered in the information boxes).
6. Enter updated E-mail address (it is optional to leave a comment).
7. Note: To delete an address, enter E-mail then click in the box “Delete this address” then click Submit.
8. Enter information and click Submit to update E-mail information.