Introduction
SouthernAlert is Southern Connecticut State University’s emergency notification system, conveying important information to the campus community in the event of an emergency event, criminal activity, weather-related closing/delay/early dismissal, or other potentially hazardous situations. This system is designed to provide concise and timely notifications via text messaging, voice mail, and email. SouthernAlert may be used in conjunction with other, more traditional means of communication.

Remember, the effectiveness of SouthernAlert depends on you to provide accurate and up-to-date personal contact information, so be sure to update your information frequently.

Forgot Username
If you are still having problems logging in and think you have the wrong username or simply can’t remember it then you can use Forgot Username feature to assist you with your login problem. From the SouthernAlert login page, click the Forgot Username link.

On the subsequent page, type your email in the provided box and click “Ok.” When successful, you should check your email for a message sent to you by the SouthernAlert system.
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In the email you receive from the SouthernAlert system, you will see your username. The email is sent fairly quickly so check your Junk or Spam folder if you find yourself waiting for the email from the system.

**Forgot password**

If you are having problems logging in to the member portal then you should use the password reset feature to gain access to your account. If you don’t know your username then you should follow the instructions earlier in this document before proceeding with the forgot password feature. To initiate the process, select the “Forgot Password” link from the SouthernAlert member portal page.
On the subsequent page, you will be asked to enter your username and registration email. After the system recognizes your account, your security question will be available to you. Enter your answer and click “Ok.”

When successful, you should check your email for the message sent to you by the SouthernAlert system.

In the email you receive from the SouthernAlert system, you will see a clickable link that will take you to the final step of the password reset process. The email is sent fairly quickly so check your Junk or Spam folder if you find yourself waiting for the email from the system.

After you click on the link in your email, you will be taken to a webpage that will let you change your password.
Once you have successfully changed your password, you’ll be taken to the confirmation screen. From there, click on the Login button on the top right corner of the page and sign in with your new password.

Help and Support
The SouthernAlert page has documentation and how-to guide to walk you through the registration process, updating your profile, how to use the mobile app and more. Also, The Information Technology Help Desk is available to support the SouthernAlert system.