



Christian Academy®
SCHOOL SYSTEM

This document provides an overview of CALERT, the official Christian Academy emergency alert system, powered by RenWeb (student information system) *and* Rave Alert (emergency notification system).

Every 12 hours, we export data from RenWeb into Rave Alert, which sends simultaneous text, voice, and email notifications about school-related emergencies, closings, and cancellations.



It is essential that you maintain current phone numbers and email addresses in RenWeb, as these are the numbers/addresses we will use to communicate with you.

Why use RenWeb + Rave Alert?

RenWeb is an excellent student information system (SIS). Rave Alert is a world class emergency alert system. By combining these two systems, we leverage the strengths of each while still giving students and parents one place to maintain demographic information. Rave Alert serves large customers in education, government, enterprise, and so on. Rave is also market-dominant in higher education, serving UK, UofL, and many others. See below for a brief overview of Rave customers:



Kentucky Smart911 Advocates



How do I register for CALERT?

All students and parents/guardians are automatically registered for this service at the time of enrollment. You simply need to keep your information current in RenWeb. For more information, see <http://caschools.us/renweb>. All employees must email a cell phone number to support@caschools.us.

How do I opt out of CALERT?

To opt out of CALERT, please email support@caschools.us. However, we strongly advise against opting out of this service, as CALERT will remain our primary method for communicating with you about emergencies, closings, and cancellations.

How much will this cost me?

We have enrolled all Christian Academy students, parents, and employees at no additional cost to you. Christian Academy pays the fee to use this service, and that fee is included with your tuition. Message and data rates may apply. Although we do not charge for this service, your mobile phone company may charge for text messages. Please refer to your mobile phone's service plan for more information.

Who will receive the alerts?

We will send the alerts to all students, parents/guardians, and employees. **At this time, we do NOT send alerts by default to persons entered only as emergency or pickup contacts in RenWeb.** If it is critical that we alert one of your child's contacts, please email support@caschools.us.

What types of alerts will I receive?

We will only use this system for emergencies, closings, or cancellations. At least two times per year, we will also send an alert to test the functionality and capacity of the system.

You will receive a combination of text alerts, voice alerts, and email alerts. We will:

- a. **Text:** Send text alerts to each student, parent, and employee cell phone.
- b. **Voice:** Send voice alerts to each student, parent, and employee home phone. Depending on the nature and severity of the incident, we might send voice alerts to cell phones as well.
- c. **Email:** Send email to each student, parent, and employee email address. We will always email the student's and employee's school-issued email address. You are not able to change the student or employee email address in the CALERT system.

Will I get SPAM or advertisements?

No, never. We respect your privacy and you will never receive anything except for official Christian Academy emergencies, closings, and cancellations.

What mobile phone carriers are supported?

Rave Alert supports all U.S. mobile carriers.

Can I still receive alerts if I don't receive SMS (text)?

Yes. You will still receive voice alerts and email messages.

What if I do not receive alerts as expected?

If you do not receive alerts as expected:

1. Make sure your information (cell number, home number, email address) is correct in RenWeb.
2. Contact your cell carrier to make sure you can receive messages from SMS short codes 226787, 67283, 78015, 81437, and 22911.
3. Email the Christian Academy Help Desk at support@caschools.us. Please include the name of at least one child enrolled in our schools, as well as the school your child attends.

You may also access Rave Alert's technical support by texting INFO or HELP to 226787 or 67283 or 78015 or 81437 at any time. However, we recommend you follow the above steps in sequence.

How do I prevent alerts from going to junk mail?

Email messages sent from Rave Alert are sent from the email address **caschools@getrave.com**. Check your email software and make sure this email address is an approved email you wish to receive. You may need to work with your organization's IT department to make sure this email address is allowed.

Is the information I provide secure?

The data is secure in how it is collected and stored. Both RenWeb and Rave use a minimum of 128-bit encryption (https:), as well as commercial data centers to house their servers and limit access.

How do I get more information or help?

For more information, see the following resources, or email support@caschools.us:

<http://caschools.us/renweb>

<http://www.renweb.com/>

<http://www.ravemobilesafety.com/>