

UC Police Department Nixle FAQ

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Description of Nixle

What is NIXLE?

Nixle is UCPD's newest campus and community communication system.

Nixle provides real-time, relevant public safety and service information directly to communities, residents and businesses. Nixle introduced its platform to the public in 2009 and has since grown to support over 7,000 public safety and government agencies at the local, county and state level, and over 2,000,000 opt-in users. Messages, delivered by email or text, come in three categories: **Alerts, Advisories and Community**.

Alerts involve situations when UCPD would like our campus community and the public to be aware of situations that require more immediate attention.

Advisories typically notify recipients about events that could affect their movements around the campus or city of Berkeley.

Community messages focus on areas such as crime prevention or events taking place within our local area.

UCPD will be utilizing NIXLE to provide timely notification of such situations as Crime Alerts, Clery Notifications or congested areas as the result of traffic, demonstrations or other law enforcement activities. Nixle provides a vehicle to get "**campus safety information**" out to a larger audience in a **timely** manner.

One major advantage NIXLE will provide is the ability for individuals not directly affiliated with UC Berkeley to receive, ALERTS, ADVISORY AND COMMUNITY communications about the campus and activities associated with the University. For the first time parents, friends of students, staff and faculty, and even our Berkeley neighbors can stay abreast with the "happenings" at the same time our campus community is hearing about it.

WarnMe

Will Nixle replace WarnMe?

NIXLE will not replace UC Berkeley's WarnMe system (<http://warnme.berkeley.edu>) for providing critical notifications regarding major emergency and potential life safety situations here at UC Berkeley, but will enhance and supplement our ability to provide ALERTS, ADVISORY and COMMUNITY type communications. Nixle is an additional comprehensive communications tool that UCPD will utilize to enhance the dissemination of the department's urgent and non-urgent communications.

Getting Started

I am part of the UC Berkeley community. What do I need to do?

If you are part of the UC Berkeley community as of the date we last refreshed the data, then you were added to Nixle's **UC Berkeley's Private Group** to receive email communications at your Official Berkeley Email Address and SMS text communications at the number you reported in WarnMe (<http://warnme.berkeley.edu>). **You need not do anything further.** Members of the UC Berkeley community are described further down on this page. The date we last refreshed the data is further down on this page.

I am not part of the UC Berkeley community. Can I sign up?

Yes, you can sign up by creating a personal registered Nixle account. See further below for instructions.

Who is Eligible to Sign Up

Who can sign up to receive Nixle communications from the UC Berkeley Police Department?

1) UC Berkeley community: In general, this includes students, faculty, staff, and affiliates. If you are part of the UC Berkeley community as of the date we last refreshed the data, you were added to Nixle's **UC Berkeley's Private Group** to receive email communications at your Official Berkeley Email Address and SMS text communications at the number you reported in WarnMe (<http://warnme.berkeley.edu>). **You need not do anything further.** Members of the UC Berkeley community are described further down on this page. The date we last refreshed the data is further down on this page.

While Nixle is routinely an “opt in” program, in order to reach our entire campus community with communications required for compliance with Clery, we will enroll everyone who receives “WarnMe” notifications into the Nixle system using their Official Berkeley Email Address and SMS. Individuals can choose to “unsubscribe” from Nixle.

2) Anyone: For the first time parents, friends of students, staff and faculty, and even our Berkeley neighbors can stay abreast with the “happenings” at the same time our campus community is hearing about it. **Anyone** can sign up for a **personal registered Nixle account** to receive **NIXLE Wire messages**. See instructions below on how to create a personal registered Nixle account.

Signing Up for an Account

How do I create a personal registered Nixle account?

If you are a member of the UC Berkeley community, you are already part of our UC Berkeley Private Group. Nixle will automatically send you emails to your Official Berkeley Email Address and text messages to your SMS.

If you are a parent, a friend of a student, a Berkeley neighbor, or someone who is just interested in Berkeley communications, you can stay abreast with the “happenings” at the same time our campus community is hearing about it. **Anyone** can create a **personal registered Nixle account** to receive **NIXLE Wire messages** by simply going to the Nixle.com website, select "A Resident", click on “Resident Login” then "Not Registered? Sign Up!"

How do I sign into my Nixle account?

If you are a member of the UC Berkeley community, you were automatically added to the UC Berkeley Private Group in Nixle to receive Nixle email and text messages. You do not have an account to sign into unless you created a personal registered Nixle account on your own.

If you have a personal registered Nixle account, go to Nixle.com, select "A Resident", click on “Resident Login” in the top right hand corner.

How will I receive communications from Nixle? Will it be by email or SMS?

If you are a member of the UC Berkeley community, you were automatically added to the UC Berkeley Private Group to receive Nixle email and text from the UC Berkeley Police Department. Nixle will send you emails to your Official Berkeley Email Address and text messages to the number you added in WarnMe (<http://warnme.berkeley.edu>).

If you have a personal registered Nixle account, you may receive Nixle Wire emails and text messages, depending on what you've chosen for your Nixle account settings. Note: Email settings on www.nixle.com only control Nixle Wire settings. They do not control the UC Berkeley Private Group settings.

Subscriptions

How do I subscribe to Nixle communications from the UC Berkeley Police Department?

If you are member of the UC Berkeley community, you were automatically added to the UC Berkeley Private Group to receive Nixle email and text messages from the UC Berkeley Police Department. Nixle will send you emails to your Official Berkeley Email Address and text messages to the number you added in WarnMe (<http://warnme.berkeley.edu>).

If you have a personal registered Nixle account, go to Nixle.com, select "A Resident", click on "Resident Login" in the top right hand corner. Sign in. To subscribe to the UC Berkeley Police Department Nixle Wire, go to the Settings tab, select "Search for it here", and enter in "University of California Police" in the "Find" box. When UCPD appears, select the "Subscribe to" checkbox, then click on the "Subscribe to selected agencies" button.

How do I subscribe to Nixle communications from other agencies, associations, and businesses, such as fire and police departments, schools, and hospitals?

If you are a member of the UC Berkeley community, you were automatically added to the UC Berkeley Private Group to receive Nixle email and text messages from the UC Berkeley Police Department. You will need to create a personal registered Nixle account to be able to subscribe to receive Nixle messages from other agencies, associations, and businesses. See instructions above on how to create a personal registered Nixle account. Once you've created your personal registered Nixle account, follow the steps below.

If you have personal registered Nixle account, sign into your personal registered Nixle account. Go to the Settings tab. Select "Search for it here." Enter in the agency name. When the agency appears, select the "Subscribe to" checkbox, then click on the "Subscribe to selected agencies" button.

Information Specific to UC Berkeley Students, Faculty, Staff, and Affiliates

Which affiliations are included in the UC Berkeley community for the UC Berkeley Private Group in Nixle?

AFFILIATE-TYPE-ADVCON-ALUMNUS
AFFILIATE-TYPE-COMMITTEE MEMBER
AFFILIATE-TYPE-CONCURR ENROLL
AFFILIATE-TYPE-CONSULTANT
AFFILIATE-TYPE-DIRECTORY ONLY
AFFILIATE-TYPE-EMERITUS
AFFILIATE-TYPE-HHMI RESEARCHER
AFFILIATE-TYPE-INDEPENDENT CONTRACTOR
AFFILIATE-TYPE-LBL/DOE POSTDOC
AFFILIATE-TYPE-LBLOP STAFF
AFFILIATE-TYPE-STAFF OF UC/OP/AFFILIATED ORGS
AFFILIATE-TYPE-STAFF RETIREE
AFFILIATE-TYPE-TEMPORARY AGENCY STAFF
AFFILIATE-TYPE-VISITING SCHOLAR
AFFILIATE-TYPE-VISITING STU RESEARCHER
AFFILIATE-TYPE-VOLUNTEER
EMPLOYEE-STATUS-EXPIRED
EMPLOYEE-TYPE-ACADEMIC
EMPLOYEE-TYPE-FACULTY
EMPLOYEE-TYPE-STAFF
STUDENT-TYPE-NOT REGISTERED
STUDENT-TYPE-REGISTERED

We include people in the EMPLOYEE-STATUS-EXPIRED and STUDENT-TYPE-NOT-REGISTERED affiliations as of the date we pull the data from our database. In general, these people are still in the system because they are retained for a certain length of time (grace period), depending on their affiliation. For instance, students who graduated will still be in our system for 274 days.

More info on grace periods are here:

<https://calnetweb.berkeley.edu/calnet-people/info-new-users/grace-periods>

We will periodically refresh the data to remove people who are no longer within the grace period.

I am part of the UC Berkeley community but am not receiving Nixle communications from the UC Berkeley Police Department.

Here are some reasons why you might not be receiving Nixle communications from the UC Berkeley Police Department.

- You are new to the campus, so your data has not been uploaded to the UC Berkeley Private Group in Nixle yet. Next time we refresh the data, you will be added. The date we last refreshed the data is further down on this page.
- You are not one of the affiliate types that we included. The list of affiliate types is on this page.
- You are one of the affiliate types that was included, however your Official Berkeley Email Address was blank. To add an Official Berkeley Email Address, see further instructions below.
- You unsubscribed from the UC Berkeley Private Group.
- You opted out of WarnMe. We did not include people who opted out of WarnMe. To opt back into WarnMe, sign into <https://warnme.berkeley.edu> and change your opt-in setting. The next time we do a refresh of data into the UC Berkeley Private Group in Nixle, you will be included.

What is my Official Berkeley Email Address?

If you are part of the UC Berkeley community, go to <http://www.berkeley.edu/directory> and choose "Update your listing." Authenticate and then you will see your Official Email listed under "Edit Person Information". You can change your Official Email by choosing "Edit Person Information". If you change it, it will not be reflected in the UC Berkeley Private Group in Nixle until the next time we refresh the data in Nixle.

If your Official Berkeley Email Address is blank and your SMS in WarnMe is blank, you will NOT be added to the UC Berkeley Private group in Nixle and you will NOT automatically receive Nixle communications from the UC Berkeley Police Department. Please enter in a valid Berkeley.edu email address <http://www.berkeley.edu/directory> or enter in your SMS contact into WarnMe (<http://warnme.berkeley.edu>).

When did you last refresh the UC Berkeley Private Group data in Nixle?

We have used Nixle since March 2016. We refreshed it on September 8, 2016 with data from August 22, 2016.

How often do you refresh the UC Berkeley Private Group data in Nixle?

We will refresh the UC Berkeley Private Group data periodically to include new students, new employees (faculty and staff), and new affiliates. This will also remove non-registered students and employees who are no longer affiliated with UC Berkeley. At this time, we are not sure when we will refresh the data again.

How come I am back in the UC Berkeley Private Group in Nixle when I unsubscribed from Nixle before?

The population from March 2016 was completely deleted from Nixle. We refreshed it completely for the new semester. The date of the refresh is listed above. We are doing this because campus roles change and world events happen. People need to reconsider whether they want to receive emergency, advisory, and community messages. In September 2016, we also decided to add SMS contact information into Nixle. Previously, we only used the Official Berkeley Email Address.

I'm new to the campus. I'm not in Nixle yet because I wasn't here when the last refresh happened. How do I get added?

Send an email to the UCB Police Department. Contact info is listed at the end of this page. Be sure to include the keyword "Nixle" in the subject line of your email. Ask them to check if you are in Nixle, and if you're not, you want to be added. Provide your UID, first and last name, email address, and SMS. **Also, and this is very important**, be sure you have added your Official UCB Email Address to the **campus directory** (<http://www.berkeley.edu/directory> – update listings) **AND** added your SMS to **WarnMe** (<http://warnme.berkeley.edu>). This will ensure we have your information for the next Nixle refresh.

How do I see which UC Berkeley Private Groups I am subscribed to?

If you are part of the UC Berkeley community then you are in the UC Berkeley Private Group in Nixle. Open one of your emails from Nixle and click on "to manage your email settings" at the bottom of your email. You will be taken to a Nixle page for Directories and Subscriptions and you'll be able to see which UC Berkeley Private Groups you're subscribed to. As of this writing (9/8/2016) there is only one main group that we have for the UC Berkeley community.

If you have a personal registered Nixle account, then you are not part of the UC Berkeley Private group. To see what you are subscribed to, sign into your Nixle account at <http://www.nixle.com> and go to the Settings tab. You may need to click on the left side to select your locations that correspond with your subscriptions.

I am no longer a member of the UC Berkeley community. I'd like to continue receiving Nixle communications from the UC Berkeley Police Department.

If you are no longer a member of the UC Berkeley community, you will be removed from the UC Berkeley Private Group after the grace period (<https://calnetweb.berkeley.edu/calnet-people/info-new-users/grace-periods>). In order to continue to receive Nixle Wire communications from the UC Berkeley Police Department, you should create a personal registered Nixle account and subscribe to the UC Berkeley Police Department. For further info on how to create a personal registered Nixle account and how to subscribe to the UC Berkeley Police Department, see instructions above.

Hardware/Software

Does Nixle require any hardware or software?

If you are a member of the UC Berkeley community, to receive the UC Berkeley Private Group communications from the UC Berkeley Police Department, you will need to have a way to read your email or a way to read text messages, such as with a cell phone. Nixle does not charge for the SMS service, but carrier message and data rates may apply.

If you created a personal registered Nixle account, you may have registered your personal email address and/or your SMS number. If you included your email address, you will need to have a way to read your email. If you included your SMS number, you will need a way to read your SMS messages, such as with a cell phone. Nixle does not charge for the SMS service, but carrier message and data rates may apply.

SMS/Text Messages

Do I get charged to receive SMS/text messages?

Nixle does not charge you anything — and some level of text messaging is included in most wireless service plans. However, some cell phone customers may be charged by their cell phone provider if text messaging is not included in their service plan. Carrier message and data rates may apply.

I added my SMS number to WarnMe. How come I am not receiving SMS Nixle messages from the UC Berkeley Police Department?

If you are part of the UC Berkeley community then you are in the UC Berkeley Private Group in Nixle. If you listed an SMS contact method in WarnMe (<http://warnme.berkeley.edu>) then that should also be in Nixle unless you unsubscribed by issuing the reply "STOP". Contact the UCB Police Department if you believe you should be receiving SMS messages. Contact information is at the end of this page.

I added my SMS number to my personal registered Nixle account. How come I am not receiving SMS messages from the UC Berkeley Police Department?

If you have a personal registered Nixle account and you added your SMS number, to receive SMS from the UC Berkeley Police Department, you would need to subscribe to the UC Berkeley Police Department. Information on how to subscribe is listed on this page. Note: Your **personal registered Nixle account** does **NOT** share information with the **UC Berkeley Private Group**. The UC Berkeley Private Group and your personal registered Nixle account are not synced together. **They are separate**. If you added your SMS to your personal registered Nixle account, the UC Berkeley Private group will not have a copy of it.

Unsubscribing

How do I unsubscribe so that I stop receiving communications from Nixle?

If you are part of the UC Berkeley community then you are in the UC Berkeley Private Group in Nixle. If you wish to unsubscribe from the UC Berkeley Private Group, follow these instructions:

- **Email:** To unsubscribe from email communications, open one of your emails from Nixle, click on "unsubscribe" at the top of your email. You will be taken to a Nixle page for Directories and Subscriptions. You can unsubscribe from the Private group.
- **SMS:** To unsubscribe from SMS communications, reply to an existing Nixle text message and reply STOP to 888777. No charge but Message and Data rates may apply. Message Frequency Varies. You should receive a reply that looks something like this: "Nixle Local Alerts: You are now opted out of Nixle and will receive no further messages. Questions? Contact support@nixle.com"

If you have a personal registered Nixle account, go to <https://local.nixle.com/> and sign in. Select the Settings tab. You may need to click on the left side to select your locations that correspond with your subscriptions. You can un-select the checkboxes for the subscriptions you want to stop and then click Save.

Known Issues

I'm using Yahoo on an internet browser to read my email, and the text looks "squished"

In our tests with Yahoo email, we've noticed the paragraph breaks are missing. This has been reported to Nixle. When we read Nixle email using Yahoo via a smartphone, in most cases the paragraph breaks were fine and the text was not "squished."

Contacts

Who do I contact for Nixle questions that relate to receiving UC Berkeley Police Department communications from Nixle?

University of California Berkeley Police Department (UCPD)
Email: police@berkeley.edu

Be sure to include the keyword "Nixle" in the subject line of your email.

Who do I contact for help with my personal registered Nixle account?

Go to <http://www.nixle.com> and select Contact Us at the bottom of the page.

Who do I contact for all other UC Berkeley police business?

University of California Berkeley Police Department (UCPD)
Email: police@berkeley.edu
Phone, emergency: 510-642-3333
Phone, non-emergency: 510-642-6760, 24 hours a day
Fax: 510 643-4655
Web site: <http://police.berkeley.edu/>

Location: 1 Sproul Hall (basement), near Telegraph Avenue & Bancroft Way, Berkeley
Mail: University of California Police Department, Berkeley, Records Unit, 1 Sproul Hall, MC #1199, Berkeley, CA 94720-1199

More Nixle Information

Nixle web site

<http://www.nixle.com>

Nixle FAQs

<http://www.nixle.com/resident-faqs/>