UCB Police Department WarnMe/Nixle FAQ

- Updated 08/21/2017
- Description of Nixle
  - What is NIXLE?
- WarnMe
  - Will Nixle replace WarnMe?
- Getting Started
  - I am part of the UC Berkeley community. What do I need to do?
  - I am not part of the UC Berkeley community. Can I sign up?
- Who is Eligible to Sign Up
  - Who can sign up to receive Nixle communications from the UC Berkeley Police Department?
- Signing Up for an Account
  - How do I create a personal registered Nixle account?
  - How do I sign into my Nixle account?
  - How will I receive communications from Nixle? Will it be by email or SMS?
- Subscriptions
  - How do I subscribe to Nixle communications from the UC Berkeley Police Department?
  - How do I subscribe to Nixle communications from other agencies, associations, and businesses, such as fire and police departments, schools, and hospitals?
- 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?
  - I am part of the UC Berkeley community but am not receiving Nixle communications from the UC Berkeley Police Department.
  - What is my Official Berkeley Email Address?
  - When did you last refresh the UC Berkeley Private Group data in Nixle?
  - How often do you refresh the UC Berkeley Private Group data in Nixle?
  - How come I am back in the UC Berkeley Private Group in Nixle when I unsubscribed from Nixle before?
  - 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?
  - How do I see which UC Berkeley Private Groups I am subscribed to?
  - 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.
- Hardware/Software
  - Does Nixle require any hardware or software?
- SMS/Text Messages
  - Do I get charged to receive SMS/text messages?
  - I added my SMS number to WarnMe. How come I am not receiving SMS Nixle messages from the UC Berkeley Police Department?
  - 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?
- Unsubscribing
  - How do I unsubscribe so that I stop receiving communications from Nixle?
- Known Issues
  - I'm using Yahoo on an internet browser to read my email, and the text looks “squished”
- Contacts
  - Who do I contact for Nixle questions that relate to receiving UC Berkeley Police Department communications from Nixle?
  - Who do I contact for help with my personal registered Nixle account?
  - Who do I contact for all other UC Berkeley police business?
- More Nixle Information
  - Nixle web site
  - Nixle FAQs

Updated 08/21/2017

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 works with UC Berkeley's WarnMe system (https://warnme.berkeley.edu) for providing critical notifications regarding major emergency and potential life safety situations here at UC Berkeley and enhances and supplements 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 (https://warnme.berkeley.edu). You need not do anything further. Members of the UC Berkeley community is 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, 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 (https://warnme.berkeley.edu). You need not do anything further. Members of the UC Berkeley community is described further down on this page. The date we last refreshed the data is further down on this page.
While WarnMe/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 in WarnMe 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 (https://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 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. Nixle will send you emails to your Official Berkeley Email Address and text messages to the number you added in WarnMe (https://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-COMMITTEE MEMBER
- AFFILIATE-TYPE-CONCURR ENROLL
- AFFILIATE-TYPE-CONSULTANT
- AFFILIATE-TYPE-EMERITUS
- 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-VISITING SCHOLAR
- AFFILIATE-TYPE-VISITING STU RESEARCHER
- AFFILIATE-TYPE-VOLUNTEER
- EMPLOYEE-TYPE-ACADEMIC
- EMPLOYEE-TYPE-FACULTY
- EMPLOYEE-TYPE-STAFF
- STUDENT-TYPE-NOT REGISTERED
- STUDENT-TYPE-REGISTERED

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 listed above.
- 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 (https://warnme.berkeley.edu).

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

We have used Nixle since March 2016. We are refreshing it on August 22, 2017 with data from August 21, 2017.
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 students and employees who are no longer affiliated with UC Berkeley. If you are a member of the UC Berkeley community and want to be added immediately, please contact the UCB Police Department police@berkeley.edu by sending us an email from your "berkeley.edu" email address.

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

When we refresh the data, people who opted out of Nixle will be added back in if they are still in our UC Berkeley community. We do this because campus roles change and world events happen. People are given the opportunity to reconsider whether they want to receive emergency, advisory, and community messages. You can permanently opt-out by going to https://warnme.berkeley.edu and when we refresh the data again, you will not be included in Nixle communications.

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 police@berkeley.edu. 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, "berkeley.edu" 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 (https://warnme.berkeley.edu). This will ensure we have your information for the next Nixle refresh, but in the meantime, we will add you manually to Nixle.

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 (8/21/2017) 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 information 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?

For emails, you will need to have a computer or smartphone and an email account to read emails. You access your emails from Nixle the same way you currently access your other email messages.

For SMS text messages, you will need a way to read your SMS messages, such as with a cell phone. Nixle does not charge for the SMS.
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 (https://warnme.berkeley.edu) then that should also be in Nixle unless you unsubscribed by issuing the reply “STOP”.

If your mobile phone service is through Sprint, T-Mobile, or MetroPCS, then please read the “Resident FAQs - Nixle” page which gives information on blocked messages. http://www.nixle.com/resident-faqs/. Another resource is https://supportcenter.nixle.com/articles/Nixle/Unblocking-Nixle-SMS-Short-Codes .

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.

Your mobile phone provider might be blocking the messages. If you mobile phone service is through Sprint, T-Mobile, or MetroPCS, then please read the “Resident FAQs - Nixle” page which gives information on blocked messages. http://www.nixle.com/resident-faqs/. Another resource is https://supportcenter.nixle.com/articles/Nixle/Unblocking-Nixle-SMS-Short-Codes .

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/