In an emergency, LMU may send specific LMU Alerts to parents to notify them of an urgent emergency situation on campus and provide updates regarding the situation and services available to students. LMU Alert for Parents may be sent via phone, SMS text, and/or email depending on the nature of the emergency.

This service is facilitated through a 3rd party mass notification vendor. By signing up for this service, you agree to register only phone numbers and email addresses assigned to you. This service will automatically discontinue when your student is no longer an active student at LMU.

**Step 1:** Open a web browser and go to the address [https://lmualertforparents.bbcportal.com/](https://lmualertforparents.bbcportal.com/).

**Step 2:** As a new user, you will need to create a new account by clicking on the *Sign Me Up!* link to the right of the Login button.

**Step 3:** Complete the form with your name, email address and a password for this site. Click on the checkbox to agree to the User Agreement. Then, click on *Continue.*
Step 4: You will now be sent a verification email to the email address you provided in the previous form. Check your email and click on the link to activate your account.

Step 5: After clicking on the link from your email, you will be asked to provide questions and answers to 3 security questions in the event that you forget your password. Click Save to continue.

Step 6: Now that your account has been created, you can now login to the portal. Use the email address and password that you used during the earlier setup process.
**Step 7**: First, enter your student’s University ID number so that the system can associate your account to your student’s account. Next, provide a phone number or email address that was used by your student to register for LMU Alert, typically a cell phone number. This provides dual authentication and an extra layer of security.

NOTE: If you have more than one student at LMU, you only need to register once. In **Step 12**, you’ll see instructions for linking your account to multiple students.

**Step 8**: Once the system finds your student’s account, you can associate your account to theirs. Click on the **Associate** button to initiate this.

**Step 9**: You will be provided with the contact information already provided by your student. However, it is recommended that you click the **SKIP** button in the lower right hand corner of the screen and manually enter your contact information. Click on the Add Email or Add Phone buttons to add your own contact information.
**Step 10:** Select *LMU Alert for Parents*. Click on the Next button in the bottom right corner to proceed.

**Step 11:** Review the summary of your preferences for being contacted. Click on *Done* to complete this setup. This completes the setup process.

**Step 12:** If you have more than one student at LMU, we encourage you to associate your account with each student to ensure that your LMU Alert for Parents will remain active until your last student has graduated from LMU. To do so, click on *Contact Info* in the drop down menu at the top or *Find Contacts* in the left menu bar. You’ll be prompted to provide your other student’s University ID and contact information as you did to establish your account.

*IF YOU HAVE ANY QUESTIONS, EMAIL US AT EMERGENCYINFO@LMU.EDU.*