

Cleveland Clinic Alert Service Frequently Asked Questions

What is the Cleveland Clinic Alert Service?

The Cleveland Clinic Alert Service (CCAS) is our emergency mass notification system. During a major emergency, Protective Services uses the system to alert caregivers quickly, using voice, text and email messages.

How do I sign up via text message?

You can sign up by texting the following:

- For Ohio Locations, Text **ClinicOH** to 333111
- For Florida Locations, Text **ClinicFL** to 333111
- For Las Vegas, Text **ClinicNV** to 333111
- For Cleveland Clinic School of Autism, Text **ClinicAutism** to 333111
- For the Health Education Campus (HEC), Text **ClinicHEC** to 333111

How do I stop receiving updates?

To stop receiving alerts, text the location code followed by the word "Stop" to 333111.

Is there a charge to receive notifications?

No. However, by registering for this service, please note that you are responsible for charges made by mobile service providers on your personal devices.

What kind of information will I receive?

You will receive update during an emergency event, such as an active shooter, evacuation, tornado, etc. Periodically, Cleveland Clinic will provide general safety and security alerts.

How often will I receive messages?

You will receive emergency information and security alerts as needed. Cleveland Clinic will test the system once every quarter.

What should I do when I receive an alert?

Read the message. Recognize that an emergency situation is occurring. Follow the instructions given in the message. If possible and appropriate, alert others.

Is there a mobile app I can download to manage my alerts?

No. There is currently not an app available for this feature.

Can I respond to the text message?

No. This is a notification system only; it does not support two-way communication.

Is my contact information safe?

The system is approved under the Federal Risk and Authorization Management Program (FedRAMP) and pass the internal Cleveland Clinic Cyber Security Risk Evaluation.

Have additional questions?

If you have additional questions, please contact us via phone at 216.444.8250 or email at protectiveservices@ccf.org.