

# Rollins Alumni App FAQs

## How do I get the App?

The Rollins Alumni Network app is available from the [iTunes App Store](#) (Apple devices) and [Google Play](#) (Android devices).

## What devices are compatible?

The app is available for iPhone, iPad, and Android devices and is only available to confirmed alumni of Rollins College. If you experience any problems logging in, please contact us at [alumni@rollins.edu](mailto:alumni@rollins.edu) or 800-799-ALUM.

## iOS Supported Devices

We always support the current version of iOS and one previous version. Currently we support iOS 6 and iOS 7. We always recommend updating your iOS software for the best user experience (not only for the Rollins app, but also for your iOS experience in general).

## Android Supported Devices

Currently, the Alumni App supports most Android devices running version 4.0.3 of the Android operating system or later. The Android ecosystem is very diverse and not all manufacturers and carriers use the same versions of Android. Please inquire at [genius@evertrue.com](mailto:genius@evertrue.com) if your device has difficulty running the app.

## Will the app work on Windows phones?

No, the Alumni App is not supported on Windows phones. We currently are only developed for iOS and Android.

## What can I do with the Rollins Alumni Network app?

The Alumni App is an asset for all alumni. Whether you're looking for a first job, thinking about a career change, or interested in hiring a fellow Rollins grad for your business, the Alumni Network is a handy resource. By using the app, you are agreeing to comply with our privacy and communications policy. Alumni information is not to be used for solicitations.

## How do I log in for the first time?

Once you have downloaded the app, you will be asked to log in with your first and last name and email address. If the email address matches what is on file in our database, you will receive an authentication message in your email inbox. You need to open the email you receive on the mobile device that you used to download the app. Then click "Verify," and you will be granted access to the app! If the email address provided is not on record, you will receive an email telling you that you need to update your email address with us.

[See the how-to video for more details](#)

## What personal information will be available for alumni to see?

The information in the app is comprised of information from the College's database such as name, class year, and contact information. Once you log in, you will be prompted to sync your profile with LinkedIn and submit any necessary updates using the "Update this Profile" button at the bottom of your profile.

## How do I edit or hide my personal information displayed in the app?

To edit your personal information, select the "Update this Profile" button on the bottom of your profile and list any necessary changes. If you prefer to only have your email address and phone number displayed or just your name and business information visible, we can do that! Let us know what information you would like to have hidden in the app. Please allow 5-7 business days for your request to be processed. To be removed completely from the app, please contact the alumni office at [alumni@rollins.edu](mailto:alumni@rollins.edu) or 800-799-ALUM.

## Can I opt out of the app completely and not be part of the app?

Yes, you can contact us any time at [alumni@rollins.edu](mailto:alumni@rollins.edu) or 800-799-ALUM and let us know that you do not wish to be part of the app. When you opt out, you will not show up in any directories or be part of the Alumni App.

### **What if my record is marked confidential?**

If you have requested to have your record marked confidential, your name and class year are the only things that have been loaded into the app out of respect for your request of privacy.

### **What does it mean if I request to have my record marked confidential?**

It is standard practice of alumni offices across the nation to make alumni contact info available to other alumni once their college affiliation has been confirmed. By marking your record confidential you will not only be removed from the app and unable to use it but will be left off of future communication from your classmates. If you are only concerned about specific pieces of your contact information then you can request to have that suppressed from the app by using the "Update this profile" button at the bottom of your profile.

### **Can I update my profile information directly in the mobile app?**

You can submit updates to your profile in the app, but the changes will not take effect immediately as the alumni office is responsible for implementing any requested updates. In order to better protect the integrity of the database, you can't alter contact information in real time through the app. To suggest an update for a fellow classmate, friend, or family member, click the "Update this Profile" button at the bottom of their profile.

### **How do I locate alumni using the Alumni Nearby tool?**

The Alumni Nearby tool has many great functions that allow you to easily reconnect with fellow alumni. Click on the "Alumni Nearby" tab on the home screen to see a map of your current location with alumni in the area. Select any of the blue "R" pinpoints to discover more about the alumni on the map. You can also choose to view this information in list form by clicking "List" in the lower right-hand corner of the map.

Additionally, you can click on the magnifying glass in the header, which allows you to do a more advanced search. You can also zoom out by pinching two fingers together on the screen, and then dragging your fingers to the desired location on the map. A blue "R" pinpoint indicates alumni in that area.

### **Does the app show my current location?**

No, your current location will not be tracked by Evertrue or Rollins. The Nearby function simply pinpoints your preferred address and would not show anyone your current location.

### **Using the directory, can I search for a list of my classmates?**

Yes, click on the "Classmates" link included on your home screen. To broaden your search criteria, click on the "Directory" link (also on the home screen) and select the magnifying glass icon on the top right corner. There, you can expand the range of class years you're looking for as well as apply other filters to your search.

### **Can I email or call another alum directly from the app?**

Yes. After you find an alum's profile, you will have the option to contact them through whatever information they have available. You do this by clicking on "Contact Information," which will prompt your phone to either open up your email messenger, or by initiating a phone call. If you find a friend or personal contact that doesn't have any of their information, you can also "Suggest an Update" to make sure their information is up-to-date.

### **How do I connect the app with my LinkedIn account?**

You can connect to your LinkedIn account one of two ways. The first step is logging in to the app using your LinkedIn account. The second option is to click on the settings option in the top right-hand corner of the home screen. You can then switch the button to turn on the LinkedIn connection. You'll be directed to a login screen where you will need to use your LinkedIn login information. Any information that is provided by LinkedIn will appear on your profile screen with the LinkedIn icon to the right. If your work address or any other information is different from what's displayed in the app, send us an update!

### **How are profile photos pulled into the app?**

Profile photos are pulled in from LinkedIn after you connect your accounts. Users can't upload profile photos.

