

# Information about our Rave Guardian Safety App

Bryant University is launching Rave Guardian, a free mobile app that turns your smartphone into a personal safety device.

You can invite friends and family to join your network as “Guardians”. You can then request one or more of your Guardians to virtually walk with you on or off campus. It’s like having an emergency escort system and a trusted friend with you at all times.

The app also has a safety feature that directly connects you to Bryant University’s Department of Public Safety (DPS)

6911 LINE  (or State 911 while off -campus) in an emergency



You also have the ability to submit an anonymous tip to DPS should you see something suspicious.



DPS encourages all students, faculty, and staff to enhance their personal safety and the safety of their friends and download the free Guardian app at the [Apple store](#) or [Google Play](#).

## Frequently Asked Questions

### Who can use Rave Guardian?

The application is available for use by all current Bryant University students and staff. Subscribers to the application must use a Bryant email address to login.

### Does RAVE Guardian transmit Bryant RAVE ALERTS emergency text and phone messages?

Yes, however, we recommend that all users continue to enroll in the original Rave Alert system. We encourage all faculty, staff and students who have not already done so to opt-in for Bryant’s RAVE ALERT text and voice messages on their mobile device.

### **Is Rave Guardian always tracking me?**

No. Your privacy is of the utmost importance. You can only be located if you have asked for help. Rave Guardian location information is only enabled when you choose to make an emergency call, send a tip, or when your safety timer expires and DPS has been designated as your guardian.

### **Can Bryant University Department of Public Safety track me whenever they want?**

No. DPS will only be able to obtain your information if you choose DPS as your guardian and your safety timer session expires. Rave Guardian location information is only activated when the location setting is enabled on your smartphone.

### **Is Bryant University Department of Public Safety notified every time my safety timer expires?**

No. DPS is only notified of your timer expiring if you select DPS as your guardian. If you select a personal contact to be your guardian and your timer expires, DPS will NOT be notified.

### **Will Rave Guardian let other people like my family or friends track me?**

Yes, if you assign family or friends as “Guardians” during any individual “timed” usage, they will have the capability to track your status. However, you are in full control of this feature. You must take the steps to request your person(s) of choosing as your Guardian(s). The Guardian will receive an invitation via text with a link to download the app. They must accept the invitation to be your Guardian. Guardians not associated with Bryant University are called “Social Guardians.” They will not have the “Call Public Safety Button” and “Eyewitness” features of the app.

### **What if I forget to turn off my safety timer?**

When using the safety timer, the user will receive a reminder text message 5 minutes before expiring. If it expires, a message immediately goes to your chosen guardian(s) and they can call your cell phone. If DPS is your chosen guardian, they will contact you by phone and/or send an officer to your location to verify that you are ok or assist you if you are in distress.

## **Are the tips sent through Rave Guardian anonymous?**

You can choose whether to send a tip anonymously each time you send in a text or photo tip via the chat. To send text or photo tips anonymously, tap the “Send a Tip” button and “Make Anonymous” is already checked for you. If you choose to send a tip anonymously, DPS will not be able to see your name, phone number, or any other identifying information about you. If you do not choose to send a text or photo tip anonymously, “uncheck” the “Make Anonymous” and your name, phone number and profile are displayed to DPS when you send a tip through the Rave Guardian app.

## **How does my profile information get collected and sent to Bryant University DPS?**

You will opt into this service and provide as much information as you like during the registration process. To maximize the full benefit of this service, your user profile should contain a current photo and accurate self-description. The more information you provide in your profile, the easier it will be for officers to locate you, if necessary. The only way DPS will be able to see any information in your personal profile is if you make an emergency call, send a tip, or if DPS is your guardian when your safety timer session expires. Personal profile information will be treated as confidential information.

Tip: The more information you provide, the more DPS will know if they need to assist you in an emergency. At a minimum, you should include your address (home and school), your vehicle information, as well as a physical description and a recent photo. If you have particular health issues or other personal safety concern, you can include that information as well. YOU decide what YOU provide.

## **Is my Rave Guardian profile secure?**

Yes. Rave Mobile Safety (the provider of Rave Guardian) uses the latest in security technologies and processes to ensure that all of your information is kept secure and private. Rave also undergoes regular security audits to ensure the data is secure.

## **Does Rave Guardian work off-campus?**

Yes, the Eyewitness Tip feature works whether you are on or off the Bryant campus; however, if you have an emergency at an off-campus location, you can activate Rhode Island’s E911 emergency icon with-in Rave Guardian



If you send a tip that is not on campus, the information will be forwarded to the off-campus law enforcement agency.

### **Does Rave Guardian work with any cell phone providers?**

The basic profile features of Rave Guardian work on any iPhone or Android smartphone running on any US-based mobile carrier network with the app installed on it. Rave Guardian can locate most smartphone devices on the AT&T, Sprint, and Verizon networks. Even if Rave Guardian cannot determine your phone's location, all other profile information will be made available to DPS when you use Rave Guardian.

### **Do I have to have “push notifications” turned on for the Rave Guardian?**

We recommend that you allow notification from Rave Guardian. This will alert you when your timer is about to expire, when you have received a response from DPS, or when someone has requested you as a Guardian.

### **Are there certain factors that can affect the location accuracy (GPS)?**

Yes. Factors include but are not limited to: whether or not you are calling from inside a building or a “dead spot;” the strength of your cell signal, such as proximity of cell towers or satellites; whether or not your phone is GPS enabled, and the type and quality of your phone; carrier and signal. If possible, you should provide detailed location information via text or voice. This will enable DPS personnel to reach you quickly when Rave Guardian is activated.

### **If I am no longer a student of Bryant University or I become inactive from the university, will my personal information still be available, and will I be able to use the Bryant Guardian service?**

Your Guardian account remains active until you delete it.