



## How it Works

### **Q: Why use UMD Guardian?**

A. UMD Guardian is designed to allow users quick and easy contact with University of Maryland Police Department (UMPD), and has additional features for increasing safety on campus. Using UMD Guardian, you can set a Safety Timer session (see Safety Timer Session FAQ), place a call to University of Maryland Police Department (See Placing a Call to UMPD FAQ), or send a tip to University of Maryland Police Department (See Reporting a Tip FAQ).

### **Q. Does it matter which email address I use to register for UMD Guardian?**

A. In order to use UMD Guardian, you must register with your umd.edu or associated University of Maryland email address. If you register with a different email, you can still use a limited version of the app, but it will not offer the full range of settings available through the campus-specific version (see next question for more info.)

### **Q. Who can use UMD Guardian?**

A. University of Maryland students, faculty and staff who have an umd.edu email address can use UMD Guardian, which includes customized, campus-specific features. Although only University of Maryland email addresses will configure to the UMD settings, parents can still download the general Rave Guardian app and become a guardian with their non-UMD email address. They just won't be able to use the University of Maryland-specific version of Guardian. While it's preferred that UMD Guardian is used within the [UMPD service area](#), the app will still function away from campus.

### **Q. How do I start using UMD Guardian?**

A. Go to the App Store or Google Play on your mobile device and download the app. Search for "Rave Guardian."

### **Q. Why do you call it UMD Guardian, when it is listed as "Rave Guardian" in my app store and on my home screen?**

A. UMD Guardian is an app specifically configured for the UMD College Park Campus

- The name distinguishes the UMD-specific version from the general "Rave Guardian" app that friends and family can download.
- While the icon is the same as that used for the general Rave Guardian app, once inside the app you will notice things specific to the UMD College Park campus such as a direct connection with UMPD.

### **Q. Does UMD Guardian require users to have a certain kind of phone?**

A. Guardian works on any Android (ver. 2.3 and up) or iPhone device, with any carrier.

### **Q. Does Guardian require GPS or location services?**

A. No. GPS will allow for increased tracking capabilities but is not necessary to activate the timer. Although it is not required for the app to function, it is highly recommended that you enable the "location services" setting on your phone so UMPD Emergency Communications Center personnel (911 operators) are able to see your location when you submit a tip or place a call to UMPD.

### **Q. The GPS doesn't seem to be working? Is it because the app isn't working?**

A. As with any cell phone usage, there are certain factors that can affect the GPS locator accuracy. 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 (proximity of cell towers - satellites)
- The type and quality of your phone, carrier and signal

### **Q. Can the system handle multiple requests for virtual safety escort at one time?**

A. Yes.

### **Q. Is UMD Guardian always tracking me?**

A. No, your privacy is of utmost importance. You can only be located if your Safety Timer expires or if you submit a non-anonymous tip or place a call to UMPD through the app.

**Q. Will UMD Guardian let other people like my family or friends track me?**

A. Yes, when you select a Guardian and begin a Timer session, your Guardian will be able to view your location and status on their device. However, if you select UMPD as your guardian, UMPD will only have access to your information and location when your Safety Timer session expires. UMPD does not have access to "look up" or track a user. UMPD only has access to user profile information when the user makes an emergency call to UMPD, their Safety Timer session expires, or when the user sends a non-anonymous tip to UMPD.

**Q. How does my profile information get collected and sent to UMPD?**

A. You will opt-in to this service and provide as much as you would like as part of the registration process. To maximize the full benefit of this service, your user profile may contain a current photo and accurate self-description. You can change your profile picture at any time. Your information does not get "sent" to UMPD. It is made available to UMPD when an emergency call is made, if the Safety Timer session expires, or if a non-anonymous tip is sent. Profile information is stored by Rave Mobile Safety and is only made available to police when an emergency call is made, a Safety Timer session expires, or if a non-anonymous tip is sent.

**Q. Can I use UMD Guardian anywhere I go?**

A. Yes. Go to your "App store" on your mobile device and download the app. You may also edit your user profile and your address, photo, and health information if you desire. You are not required to add additional information to your profile if you do not wish to. Please note: the functionality of "Send a Tip," "Call University Police" and adding UMPD as a guardian to a Safety Timer Session should only be used within the UMPD service area.

**Q. What other college campuses use Guardian?**

A. University of New Mexico, American University, Howard University, University of North Carolina Chapel Hill, University of Pennsylvania, and many more. For more info, visit [ravemobilesafety.com](http://ravemobilesafety.com).

**Q. How do I change my mobile number?**

A. Visit the My Account tab in your Smart 911 profile, and click the Edit link next to the mobile number you would like to change. Enter the new mobile number you want to use in the fields provided, and click Continue. You will then be asked to confirm your mobile phone carrier. When changing Mobile Contact (1) (your primary mobile number), you will receive a text message containing a 4-digit confirmation code. You must enter this confirmation code within this website to complete the primary mobile phone registration process.

**Q. How do I register my phone number?**

A. When registering your mobile number as part of the UMD Guardian sign-up process, you will complete the mobile phone registration process. Once you enter your mobile phone number on the on the My Account tab, Rave Guardian will attempt to send you a text message containing a 4-digit confirmation code. This code is used to verify your wireless number and carrier. Confirmation codes are only sent to your primary mobile number.

**Q. I have verified all of the information above and still have not received a confirmation code. What should I do?**

A. If you do not receive the confirmation code within a couple of minutes, visit the My Account tab and click the "Click here to resend now" link. If you still fail to receive the confirmation text message:

- Verify that you have entered the correct phone number.
- You may not have selected the correct service carrier. Check the list carefully to see if there is another listing for your carrier.
- If you do not receive a confirmation text message after following the steps above, your mobile carrier may be enforcing a premium text messaging block on your account. To remedy this, contact your carrier and ask to have text messages from shortcodes 67283 and 22911 delivered to your mobile device.
- If you still do not receive a confirmation code, contact Rave Mobile Safety at [techsupport@ravemobilesafety.com](mailto:techsupport@ravemobilesafety.com) or call the 24-hour hotline at 1-888-605-7163.

**Q. I have provided multiple phone numbers, which phones will work with Guardian?**

A. Rave Guardian is only accessible from Mobile Contact #1. This primary mobile phone must be fully confirmed by completing the text message-based phone confirmation process, populating your Guardian profile, and accepting the Guardian Terms of Use.



If you have any questions please contact Rave Mobile Safety at [techsupport@ravemobilesafety.com](mailto:techsupport@ravemobilesafety.com).

## **Safety Timer Session**

### **Q. How does the Safety Timer session work?**

A. Once you register and create a user profile, you may set a Safety Timer by pressing the yellow Safety Timer icon on the home screen. From this screen, you can set the amount of time you believe it will take to reach your destination, and you can also add “guardians” to your timer session so that they can be notified if your safety timer expires. Upon your safe arrival, simply deactivate the timer from your phone. If you do not deactivate the timer before it expires, your selected guardians will be notified. The menu tab contains instructions on how to use Guardian. Click on the Learn More tab and the app will give you a quick tutorial.

### **Q. Who can use the UMD Guardian Safety Timer session?**

A. UMD College Park students, faculty and staff who have an umd.edu email address can use UMD Guardian. The system will not allow logins from anything other than a UMD College Park email address, however parents can still download the app and become a guardian. They just won't be able to use the UMD College Park specific version of Guardian. While it's preferred that UMD Guardian is used within the [UMPD service area](#), the app will still function away from campus.

### **Q. Can I use the Safety Timer if I am off-campus?**

A. It is principally designed for traveling on the UMD College Park campus and where the University of Maryland Police Department patrols. If the app is used off-campus, UMPD officers may be to respond in the event of an expired timer.

### **Q. If I initiate a Safety Timer session but don't have location services enabled on my phone, will UMPD be able to find me?**

A. Although enabling location services on your phone is the only way to track your expired Safety Timer's location, if it is not enabled, we recommend adding a note to your Safety Timer session in the space provided, including your destination and planned route. This is not the most efficient way to determine your location; however, it will give UMPD a general idea of your whereabouts.

### **Q. What is a Safety Timer session? How do I set up a Safety Timer session in UMD Guardian?**

A. A Safety Timer session is a period of time during which you choose to make your status and location available to any number of your guardians. With the Safety Timer, your status and location are available to those you trust. Set it up when you are heading somewhere unfamiliar, meeting with someone you don't know, or any other time you would like someone to check in with you. If the timer runs out and the Safety Timer session expires the app will start notifying the guardian(s) you have selected as part of the Safety Timer session.

To set up a Safety Timer session:

1. Tap the Safety Timer button. Enter your PIN and touch Activate.
2. Choose a session duration by selecting the Timer list - the default is 30 minutes and the shortest time allowed is 5 minutes.
3. Enter your Status. Provide a descriptive status message about your current location, intended course of travel, and any other relevant details. This information will greatly facilitate any response actions should an alarm be set off because your timer was not deactivated in time. It can also be helpful in the event of a weak cellular data signal affecting the accuracy of your GPS location.
4. Select the Primary Guardian list and scroll up or down to highlight the desired Guardian. You can add additional Guardians by tapping the Add a Guardian button. (You can set “UMD Guardian” as your primary guardian if you are on UMD College Park campus, and UMPD officers will respond in the event of an expired Safety Timer session.) If UMD Guardian is not selected as a guardian, UMPD will not be alerted that your Safety Timer has expired.
5. If you do not receive an immediate response to your invitation you should also send a text notification to the guardian by selecting Guardians, select the invitee and touch the Text button. Enter a message letting them know that you've invited them to a timed session. Do not leave for your destination until you've received a notice of acceptance from your Guardian. If “UMD Guardian” is selected as a guardian, your session will automatically start, and you do not need to wait for confirmation from UMPD.
6. If after 5 minutes none of your guardians have responded to your Safety Session invitation, the timed session will be cancelled. If “UMD Guardian” is selected as a guardian, your session will automatically start and you do not need to wait for confirmation from UMPD.

**During the Safety Timer session:**

Your guardians can check in on you at any point during an active Safety Timer session and you can update your status as many times as you choose. Let your guardians know where you are and what you are doing. During a Safety Timer session you'll receive several reminders to deactivate the timer by entering your PIN as the timer runs down. Remember to deactivate the session once you are safe.

**Duress Alarm during Safety Timer session:**

In the unlikely event you are coerced into deactivating your Safety Timer session, instead of entering your regular PIN you can enter a Duress PIN which will immediately put your session into Alert status and will contact the University of Maryland Police Department (UMPD). Your Duress PIN is your PIN number plus one, e.g., if your PIN is 1234 your Duress PIN is 1235.

**Important Note:**

- It is highly recommended that you add Guardians and become familiar with timed Safety Sessions before you need to use it in a real situation.

**Q. I want to invite someone to be my Guardian in UMD Guardian. How do I do that?**

A. A Guardian is someone you trust to be notified with key information when you are in trouble. Friends, family members, or other people you trust to look out for you can be guardians. You invite these guardians via your phone's Contacts. Each guardian you invite will have to download the UMD Guardian app and register. Once they have the app and accept your invitation to be your guardian you can initiate Safety Timer sessions during which your guardians will be alerted to your status and location. Remember, UMPD will always show up on the UMD Guardian as your default guardian contact.

**To add guardians to your Guardians list:**

1. Open UMD Guardian.
2. Tap the Guardians button.
3. Tap the plus sign (+) button.
4. This will open your phone's Contacts. Select the person and mobile phone number for whom you want to send a Guardian invitation.
5. The invitation page will display the person's name and mobile phone number and will give you the option to Send or Cancel the invitation.
6. Tap Send.
7. Your guardian will receive a text message from you asking them to be your guardian. If they accept you will receive a message saying they accepted and that person will be listed in your list of guardians inside the UMD Guardian app.

**Important notes:**

- It is highly recommended that you add guardians and become familiar with Safety Timer sessions before you need to use it in a real situation.
- Guardians must be in your phone's contacts list. If you want someone to be your guardian who is not in your contacts list, you must first add them to your contacts before selecting them as a Guardian.
- The phone number must contain 10 digits. Be sure to add the area code when you add a contact as a guardian.

If you have any questions please contact Rave Mobile Safety at [techsupport@ravemobilesafety.com](mailto:techsupport@ravemobilesafety.com).



## Placing a Call to UMPD

### **Q. From the UMD Guardian app how do I make a call to the University of Maryland Police Department?**

A. To call the University of Maryland-Police Department using UMD Guardian:

1. Open UMD Guardian.
2. Tap on the red Emergency button.
3. Tap the Call University Police button. This will initiate a direct call to UMPD with your GPS location and personal profile information. If Call University Police is activated from outside of the UMD College Park campus, you will be redirected to call the closest law enforcement or emergency authorities at 911.

If you have any questions please contact Rave Mobile Safety at [techsupport@ravemobilesafety.com](mailto:techsupport@ravemobilesafety.com).

## Reporting a Tip

### **Q. How does “Report a Tip” work?**

A. The Report a Tip feature is designed for users to easily report suspicious activity on the UMD College Park campus. This feature will send a chat (text) message to UMPD dispatch. You can also attach a photo to your chat if necessary. UMPD dispatchers can easily respond to your chat message from their computer.

### **Q. From the UMD Guardian app how do I report an anonymous tip to the University of Maryland Police Department (UMPD)?**

A. To report a tip to UMPD using UMD Guardian:

1. Open UMD Guardian.
2. Tap the Send a Tip button.
3. Select a tip category.
4. Enter your tip as a normal text message. You can also attach a picture to your tip if you desire. Your profile information and location will be available to the UMPD dispatcher.
5. Tap Send.

8. If UMPD responds via text you will see their response in the same window.

### **Q. What if I submit a tip from an off-campus location?**

A. University of Maryland police officers operate both on the UMD college park campus, as well as within certain areas of the city of College Park. If you submit a tip and you are outside of [UMPD service area](#) you may be directed to call Prince George’s County Police. This may significantly slow your ability to receive assistance, so be sure to only use the Report a Tip feature if you within the jurisdiction of UMPD.

If you have any questions please contact Rave Mobile Safety at [techsupport@ravemobilesafety.com](mailto:techsupport@ravemobilesafety.com).



## Profile Information and Changes

### **Q. How do I change my profile information used by UMD Guardian?**

A. Your Smart911 profile is automatically created when you register for UMD Guardian as a member of the University of Maryland community. You must have an umd.edu or associated UMD College Park login to use the UMD College Park version of the Guardian app. Smart911 is a national service that provides your profile data to supported 9-1-1 centers. Your profile is kept private and only displayed in the event that you make an emergency call or text a tip to UMPD. In the profile you can provide descriptions and medical information that would help UMPD to respond quickly.

You can update your Smart911 profile either through a web browser or through the UMD Guardian app:

1. From a web browser, go to <http://www.smart911.com> and login with your umd.edu or other associated University of Maryland email address and password.
2. OR
3. From the UMD Guardian app tap the Menu icon in the upper-le-hand-corner (image with horizontal lines). Then touch your name in the top section and enter your PIN. Your Smart911 profile will load. To edit your profile touch the Settings and Profile box labeled Smart 911 Profile.
4. From the My Account page you can add, edit or remove items from your profile.

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