MONTCLAIR STATE UNIVERSITY

Your MSU App - Rave
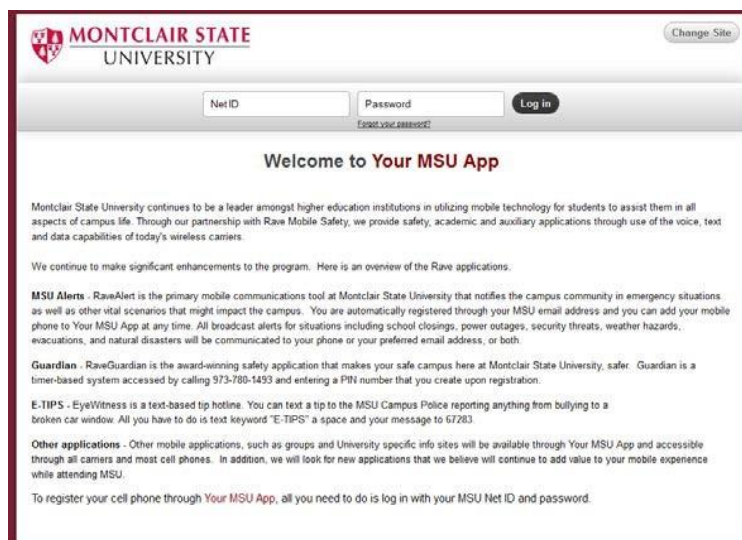# Alerts, Guardian Safety App and E-TIPS

Montclair State University continues to be a leader amongst higher education institutions in utilizing mobile technology for students to assist them in all aspects of campus life. Through our partnership with Rave Mobile Safety, we provide safety, academic and auxiliary applications through use of the voice, text and data capabilities of today's wireless carriers.

Here is an overview of the Rave applications:

- **MSU Alerts** - Rave Alerts is the primary mobile communications tool at Montclair State University that notifies the campus community in emergency situations, as well as other vital scenarios that might impact the campus. You are automatically registered through your MSU email address and you can add your mobile phone to Your MSU App at any time. All broadcast alerts for situations including school closings, power outages, security threats, weather hazards, evacuations, and natural disasters will be texted to your phone or your preferred email address, or both.
- **Guardian** - Guardian is the award-winning safety application that makes your safe campus here at Montclair State University, safer. Guardian is a timer-based system accessed by using the free Guardian safety app and clicking on the Safety Timer icon and entering a PIN number that you create upon registration.
- **E-TIPS:** E-TIPS is a tip hotline. You can send a tip to the MSU Campus Police by using the Guardian safety app and clicking on the Emergency icon. You can report anything from bullying to a broken car window.
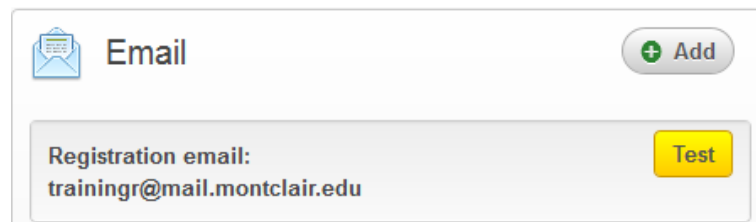
Getting Started

1. Go to [Get Rave](https://www.getrave.com/login/montclair) website https://www.getrave.com/login/montclair)
2. Enter your MSU Net ID and Password
3. Click **Log in**

4. Click **Add** in the Mobile Phones module
5. Enter your 10-digit Mobile Number
6. Click **Continue**
7. Confirm your carrier
8. Click **Continue**
9. Click **Done**

10. Confirm your email address under the Email module and click **Add** if you wish to add additional emails.
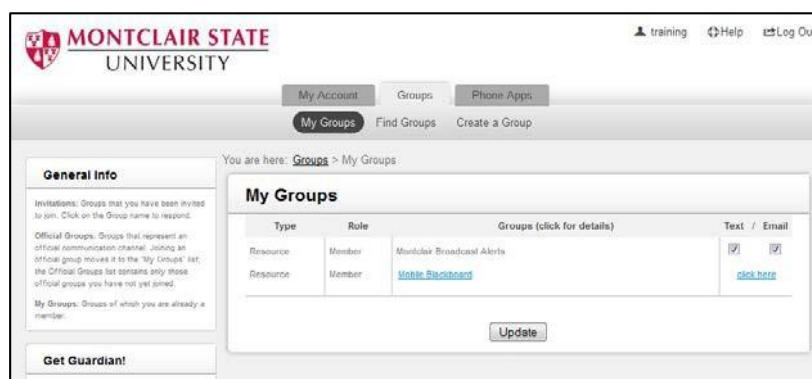

Note: You can add up to three mobile phone numbers and three email addresses.

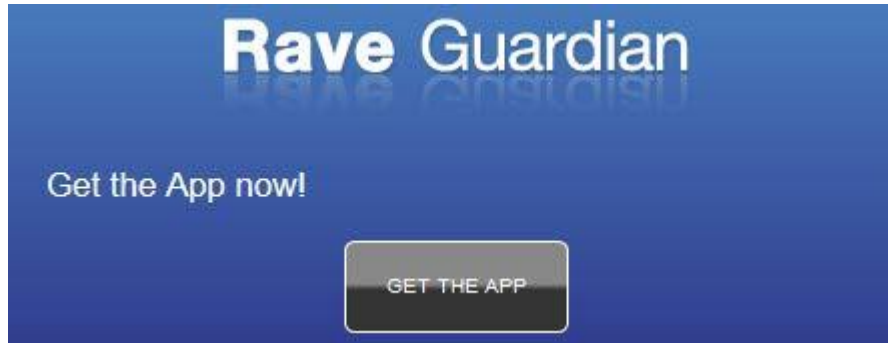## Montclair Broadcast Alerts

Click on the **Groups** tab

The system is defaulted to automatically have both a text message and an email sent to you when a broadcast alert is initiated. You can change your preferred communications simply by un-checking the box under 'Text' or 'Email'.

Note: When setting your preferred communications through the Groups tab, you will notice that you could select text messaging, email or both, but you will not be able to select neither. This is to ensure that an alert will come to a minimum of one contact point.

Guardian Registration

1. Click on the **My Account** tab
2. Click on the **GET THE APP** button

Note: After you register for Rave Guardian you will receive a text message confirming that your registration is complete.

Guardian Overview

Guardian provides peace of mind and increased security by transforming any smart phone into a personal safety device. Rave Guardian is activated by initializing a timer or placing a Panic Call to University Police personnel.

How the timer works:
1. Before traveling from one place to another, such as walking from the library to your residence hall late at night, a user activates the Guardian timer on their mobile phone.
2. When the user reaches their destination safely, they deactivate their Guardian timer - police and first responders are not alerted. This is referred to as a passive case.
3. If the timer expires, police and first responders are notified immediately with detailed case information. This is referred to as an active case.

How Guardian Works

Rave Guardian is a smart phone application developed for the iPhone and Android operating systems. The Rave Guardian application can be downloaded from the respective app stores (the Apple App Store or Google Play). After downloading and successful registration, click on the Safety Timer icon and enter your PIN number that you created upon registration.

To activate a timer:
1. Click on the 'Guardian' app
2. Click on 'Safety Timer'
3. Enter your 4-digit PIN created during the registration process
4. Guardian verifies the mobile number
5. Enter timer duration
6. Enter your Status
7. Pick your Primary Guardian

University Police recommends that your status should contain the following information:

- Where you are currently located
- Your destination
- Your residence hall and room number (if applicable)
- Your vehicle make/model and license plate number (if applicable)
- The person you're going to see, class you're going to attend or parking lot to which you are walking, and a brief description of the clothing you're wearing
- If you have any pre-existing medical conditions, you can leave that information as well.

A timer is now activated and University Police personnel are notified that a passive case has been initiated. Your profile information and/or geographic location are not shared at this time. **5 minutes** prior to the timer expiring, a reminder message is sent to your mobile phone. The message reads: *Your Guardian Safety Session will expire in 5 minutes.*

Important Note! If you try to initiate Guardian but have not already registered your phone, you will be advised to visit the [Get Rave](https://www.getrave.com/login/montclair) website https://www.getrave.com/login/montclair)and register.

To deactivate a timer:
1. Click on the Deactivate icon
2. Enter your 4-digit PIN
3. Guardian verifies the mobile number
4. The case is deactivated

In the event that you do not deactivate the timer before it expires, University Police personnel are notified with vital safety profile information, contact information and the last known geographic location.

Other ways University Police will be notified by Guardian
PIN Entry Expired
If the number of **PIN** entry attempts exceeds the amount allotted, University Police personnel are notified. In this scenario either you are entering your **PIN** incorrectly or an assailant may have your phone and is trying to deactivate the timer with the incorrect **PIN**. Either way University Police personnel are notified.

Duress Code
In the event an emergency situation arises and you are forced to divulge your 4-digit PIN number to an assailant, you can send a **Duress Code** to University Police personnel by entering a 4-digit PIN that is **one number higher** than your original PIN.
Example: Your PIN is **1831**. If you are in duress you would enter **1832** as your PIN. The **Duress Code** will appear to deactivate the timer on the mobile device. In actuality, the **Duress Code** has notified campus police that you are potentially in a dangerous situation. **Note: 9999** is not a valid PIN.

Location Based Services vs. Voice Message
If your timer expires, and your cell phone carrier offers Location Based Services, University Police will be able to view a modified map of the campus with an approximate location of where your cell phone is. Based on a myriad of conditions e.g. inside or outside, top floor or basement of the building, etc. University Police can view your cell phone's location within 50-300 meters accuracy. If the case remains active, University Police will be able to "breadcrumb" your cell phone's movement.

It is important to note that University Police are **NEVER** able to obtain your location or profile information unless you are utilizing the panic call or your timer has expired.

Panic Call
If you need immediate assistance you may click on the 'Call' icon from within the 'Emergencies' icon. University Police personnel are immediately notified that you are in urgent need of assistance. The **Panic Call** can be initiated with or without a timer being activated. At the same time that the University Police personnel receive the **Panic Call**, an active case opens on the Rave Guardian Console that is monitored by University Police personnel. The active case displays your safety profile and geographic location.

Important Note! Your timer will expire and University Police personnel will be notified even if your phone is turned off!

You are now ready to use Guardian, and make your campus here at Montclair State University safer!

E-TIPS
E-TIPS is a tip hotline. If you see something happening on campus that you feel needs to be reported you can notify the MSU Campus Police with your tip. All you have to do is click on the Guardian safety app and click on the Emergency icon and then click on 'Send a Tip'. You can report anything from bullying to a broken window to a hit and run.

For questions email msuconnect@mail.montclair.edu