MĀNOA GUARDIAN FREQUENTLY ASKED QUESTIONS

How it Works

Q. Why use Mānoa Guardian?
A. Mānoa Guardian is designed to allow users quick and easy contact with UH Mānoa Department of Public Safety (DPS) officers, and has additional features for increasing safety on campus. Using Mānoa Guardian, you can set a Safety Timer session (see Safety Timer Session FAQ), place a call to UH Mānoa Department of Public Safety (See Placing a Call to DPS FAQ), or send a tip to UH Mānoa Department of Public Safety (See Reporting a Tip FAQ).

Q. Does it matter which email address I use to register for Mānoa Guardian?
A. In order to use Mānoa Guardian, you must register with your hawaii.edu or associated UH Mānoa 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 Mānoa Guardian?
A. UH Mānoa students, faculty and staff who have a hawaii.edu or associated UH Mānoa login can use Mānoa Guardian, which includes customized, campus-specific features. Although only UH Mānoa email addresses will configure to the Mānoa settings, parents can still download the general Rave Guardian app and become a guardian with their non-UH email address. They just won’t be able to use the UH Mānoa-specific version of Guardian. The Mānoa Guardian service should only be utilized in areas within the Mānoa Guardian jurisdiction (UH Mānoa campus).

Q. How do I start using Mānoa 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 Mānoa Guardian, when it is listed as “Rave Guardian” in my app store?
A. Many college campuses across the country brand their app name to distinguish itself from the general product. UH Mānoa has done this for two reasons:
- It is quite possible that other UH System campuses may decide to implement Guardian at their locations. By giving our app a school-specific name, we avoid the possible confusion created in the future when students try to download the app for use at another campus.
- The name distinguishes the Mānoa-specific version from the general “Rave Guardian” app that friends and family can download.

Q. Does Mānoa Guardian require users to have a certain kind of phone?
A. Guardian works on any Android or iPhone device, with any carrier.

Q. Does Guardian require GPS?
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 DPS officers are able to see your location when you submit a tip or place a call to the office.

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 Mānoa 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 tip or place a call to DPS through the app.
MĀNOA GUARDIAN  FUNDAMENTAL QUESTIONS

How it Works, continued

Q. Will Mānoa Guardian let other people like my family or friends track me?
A. No, never. Only DPS will have access to your information and only when you are accessing the app to use the Safety Timer, place an emergency call to DPS, or sending in a tip. DPS does not have access to “look up” or track a user when a call, tip, or Safety Timer are not activated.

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

Q. Can I use Mānoa 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 UHM Dept. of Public Safety,” and adding DPS as a guardian to a Safety Timer Session should only be used within UH Mānoa campus.

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.

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 Mānoa 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 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.
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, UH Mānoa Department of Public Safety and/or all other 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 Mānoa Guardian Safety Timer session?
A. UH Mānoa students, faculty and staff who have a hawaii.edu or associated UH Mānoa login. The system will not allow logins from anything other than a UH Mānoa email address, however parents can still download the app and become a guardian. They just won’t be able to use the UH Mānoa specific version of Guardian. The Rave Guardian service should only be utilized in areas within the Rave Guardian jurisdiction (UH Mānoa campus).

Q. Can I use the Safety Timer if I am off-campus?
A. It is principally designed for traveling on the UH Mānoa campus and where UH Mānoa Department of Public Safety patrols. If the app is used off-campus, DPS officers are unable 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 DPS 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 location, however, it will give DPS a general idea of your location.

Q. What is a Safety Timer session? How do I set up a Safety Timer session in Mānoa 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 “UH Manoa DPS” as your primary guardian if you are on UH Mānoa campus, and DPS officers will respond in the event of an expired Safety Timer session.)
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 “UH Mānoa DPS” is selected as a guardian, your session will automatically start, and you do not need to wait for confirmation from DPS.
6. If after 5 minutes none of your guardians have responded to your Safety Session invitation, the timed session will be cancelled. If “UH Mānoa DPS” is selected as a guardian, your session will automatically start and you do not need to wait for confirmation from DPS.

(continued on next page)
Safety Timer Session, continued

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 UH Mānoa Department of Public Safety (DPS). 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 Mānoa 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 Mānoa 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, UH Mānoa DPS will always show up on the Mānoa Guardian as your default guardian contact.

To add guardians to your Guardians list:
1. Open Mānoa 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 Mānoa 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.
- 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.
Placing a Call to DPS

Q. From the Mānoa Guardian app how do I make a call to the UH Mānoa Department of Public Safety (DPS)?
A. Please note: UH Mānoa DPS is NOT an emergency services provider. In the event of a medical or other emergency, please call the Honolulu Police Department through the Mānoa Guardian app or dial 911. To call the UH Mānoa Department of Public Safety (DPS) using Mānoa Guardian:
   1. Open Mānoa Guardian.
   2. Tap on the red Emergency button.
   3. Tap the Call UHM Dept. of Public Safety button. This will initiate a direct call to UH Mānoa DPS with your GPS location and personal profile information. If Call UHM Dept. of Public Safety is activated from outside of the UH Mānoa 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.

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 UH Mānoa campus. This feature will send a chat (text) message to DPS dispatch. You can also attach a photo to your chat if necessary. DPS officers can easily respond to your chat message from their computer.

Q. From the Mānoa Guardian app how do I report an anonymous tip to the UH Mānoa Department of Public Safety (DPS)?
A. To report a tip anonymously to UH Mānoa DPS using Mānoa Guardian:
   1. Open Mānoa Guardian.
   2. Tap on the red Emergency button.
   3. Tap the Send a Tip button.
   4. Select a tip category.
   5. Enter your tip as a normal text message. You can also attach a picture to your tip if you desire. It is helpful to give your location in the tip.
   6. Tap Send.
   7. If DPS 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. UH Mānoa DPS officers only operate within the UH Mānoa campus. Therefore, if you submit a tip and you are off campus, you will be directed to call Honolulu Police at 911. This may significantly slow your ability to receive assistance, so be sure to only use the Report a Tip feature if you are on campus and the situation is a non-emergency.

If you have any questions please contact Rave Mobile Safety at techsupport@ravemobilesafety.com.
Profile Information and Changes

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

**A.** Your Smart911 profile is automatically created when you register for Mānoa Guardian as a member of the UH Mānoa community. You must have a hawaii.edu or associated UH Mānoa login to use the UH Mānoa 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 UH Mānoa DPS. In the profile you can provide descriptions and medical information that would help DPS to respond quickly.

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

1. From a web browser, go to [http://www.smart911.com](http://www.smart911.com) and login with your hawaii.edu or other associated UH Mānoa email address and password.
2. OR
3. From the Mānoa Guardian app tap the **Menu** icon in the upper-left-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.

If you have any questions please contact Rave Mobile Safety at techsupport@ravemobilesafety.com.