Department of Public Safety
MONROE COMMUNITY COLLEGE

MCC Guardian

MCC Guardian Campus Safety App
Frequently Asked Questions
August 1, 2017

How it Works

Q: Why use MCC Guardian?

A. Help is one click away! MCC Guardian allows MCC students and employees quick and easy contact with MCC's Department of Public Safety and has additional features for keeping users safe on campus. Using MCC Guardian, you can place a call, report a tip to the MCC Department of Public Safety, or set a Safety Timer session with friends who are part of your safety network.

Q. Does it matter which email address I use to register for MCC Guardian?

A. In order to use MCC Guardian, you must register with your MCC email address that ends in "monroecc.edu." 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 options available through the MCC-specific version.

Q. Who can use MCC Guardian?

A. MCC students, faculty and staff who have an MCC email address (i.e., an email address that ends in monroecc.edu) can use MCC Guardian, which includes customized, campus-specific features. Although only MCC email addresses will configure to the MCC settings, parents and friends can still download the general Rave Guardian app and become a guardian with their non-MCC email address. They just will not be able to use the MCC-specific version.

The MCC Guardian service should only be utilized in areas within the MCC jurisdiction, including the Brighton Campus, Downtown Campus, Alice Holloway Young Commons (residence halls), and the Applied Technologies Center. Because MCC's Public Safety Training Facility is a unique Monroe County and City of Rochester-based resource for public safety, it is not within MCC Guardian jurisdiction. Currently, MCC Guardian does not cover activities offered at Eastman Business Park.

Q. How do I start using MCC 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 MCC Guardian when it's listed as "Rave Guardian" in my app store?

A. Many college campuses across the country brand their college-specific Guardian app name to distinguish itself from the general product. The name distinguishes the MCC-specific version from the general app that friends and family can download. By giving our app an MCC-specific name, we avoid the possible confusion created in the future when students try to download the app for use at another campus.

Q. Does MCC Guardian require users to have a certain kind of phone?

A. Guardian works on any Android or iPhone device and with any carrier.

Q. Does MCC Guardian require GPS?
A. No. GPS will allow for increased tracking capabilities, but it is not necessary to activate the Safety Timer feature. 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 MCC Public Safety officers are able to see your location when you submit a tip or place a call to the office. (Please note: Tips may also be submitted anonymously.)

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

Q. Is MCC 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 contact MCC's Department of Public Safety through the app.

Q. Will MCC Guardian let other people like my family or friends track me?
A. No. Only MCC's Department of Public Safety will have access to your information when you access the app to use the Safety Timer, place an emergency call to MCC's Department of Public Safety, or send in a tip. MCC Public Safety officers do not have access to "look up" or track a user when a call, tip, or Safety Timer are not activated.

Q. Can I use MCC Guardian anywhere I go?
A. Yes, but please note that the functionality of Send a Tip, Call Public Safety, and adding MCC Public Safety as a guardian to a Safety Timer session should only be used on or within an MCC campus or site. If Call Public Safety is activated from off campus, you call will be directed to call the closest law enforcement or emergency authorities at 911.

Q. How does my profile information get collected and sent to MCC's Department of Public Safety?
A. Students and employees can opt-in to this service and provide as much personal information as they prefer as part of the registration process. To maximize the full benefit of this service, user profiles may contain a current photo and an accurate self-description. Profile information and pictures can be updated at any time.

Q. What other college campuses use Guardian?
A. Stony Brook University, American University, Howard University, University of North Carolina Chapel Hill, University of Pennsylvania, and many more colleges and universities across the United States. For more info, visit ravemobilesafety.com.

Q. How do I register my phone number?
A. When registering your mobile number as part of the MCC Guardian sign-up process, you will be prompted to register your mobile phone number. Once you enter your mobile phone number, 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. 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. I have provided multiple phone numbers, which phones will work with MCC Guardian?

A. MCC 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.

Placing a Call to the MCC Department of Public Safety

Q. How do I make a call to MCC's Department of Public Safety using MCC Guardian?

A. To call MCC's Department of Public Safety using MCC Guardian:

1. Open MCC Guardian.

2. Tap on the red Call Public Safety button. This will initiate a direct call to MCC's Department of Public Safety with your GPS location and personal profile information. If Call Public Safety is activated from outside of an MCC campus or site, you call will be redirected the closest law enforcement or emergency authorities at 911.

Reporting a Tip

Q. How does Send a Tip work?

A. The Send a Tip feature is designed for users to easily report suspicious activity on an MCC campus or site. This feature will send a chat (text) message to MCC's Public Safety Dispatch. You can also attach a photo to your chat if necessary. MCC Public Safety officers can easily respond to your chat message from their computer.

Q. How do I report an anonymous tip to MCC's Department of Public Safety using the MCC Guardian app?

A. To report a tip anonymously to MCC's Department of Public Safety using MCC Guardian:

1. Open MCC Guardian.

2. Tap the green 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 MCC's Department of Public Safety 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. MCC Public Safety officers only operate within MCC campuses or sites. Therefore, if you submit a tip and you are off campus, you call will be directed to call 911. (Local 911 centers are aware that MCC uses the Guardian app.) This may delay your ability to receive assistance, so be sure to only use the Send a Tip feature if you are on campus and the situation is a non-emergency.

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 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, MCC's 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. What is a Safety Timer session? How do I set up a Safety Timer session in MCC 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 MCC Department of Public Safety as your primary guardian if you are regularly on an MCC campus or site. By doing so, MCC Public Safety 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 MCC Department of Public Safety is selected as a guardian, your session will automatically start, and you do not need to wait for confirmation from the department.

6. If after 5 minutes none of your guardians have responded to your Safety Session invitation, the timed session will be cancelled. If "MCC Department of Public Safety" is selected as a guardian, your session will automatically start and you do not need to wait for confirmation.

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 MCC's Department of Public Safety. Your Duress PIN is your PIN number plus one, e.g., if your PIN is 1234 your Duress PIN is 1235.

Please 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. Who can use the MCC Guardian Safety Timer feature?
A. MCC students and employees who have an MCC email (i.e., an email that ends in monroecc.edu) can use the Safety Timer. The system will not allow logins from anything other than an MCC email address' however parents can still download the app and become a guardian. They just won't be able to use the MCC-specific version of the app. The MCC Guardian service should only be utilized on an MCC campus or site such as the Brighton Campus, Downtown Campus, Alice Holloway Young Commons (residence halls) or the Applied Technologies Center.

Q. Can I use the Safety Timer if I am off-campus?
A. It is principally designed for traveling on an MCC campus or site and where MCC Department of Public Safety patrols. If the app is used off-campus, MCC Public Safety 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 MCC Public Safety officers 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 MCC's Public Safety officers a general idea of your location.

Q. I want to invite someone to be my guardian in MCC 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 Rave or MCC 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, MCC's Department of Public Safety will always show up on the MCC Guardian as your default guardian contact.

To add guardians to your Guardians list:

1. Open MCC 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 MCC Guardian app.

Please note:

- 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.