

# Your MSU App

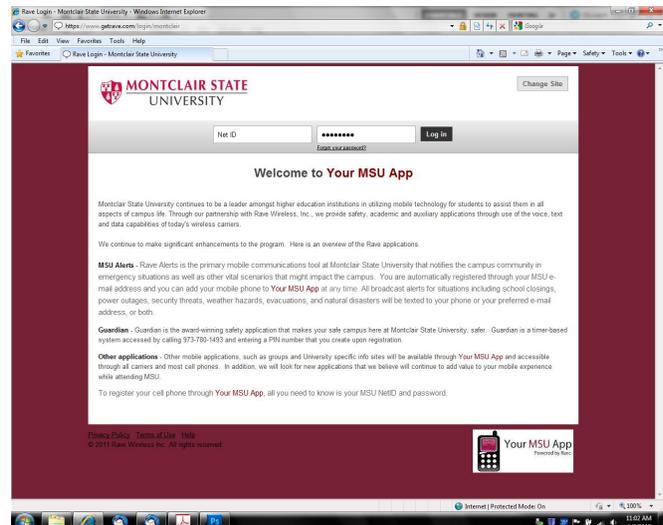
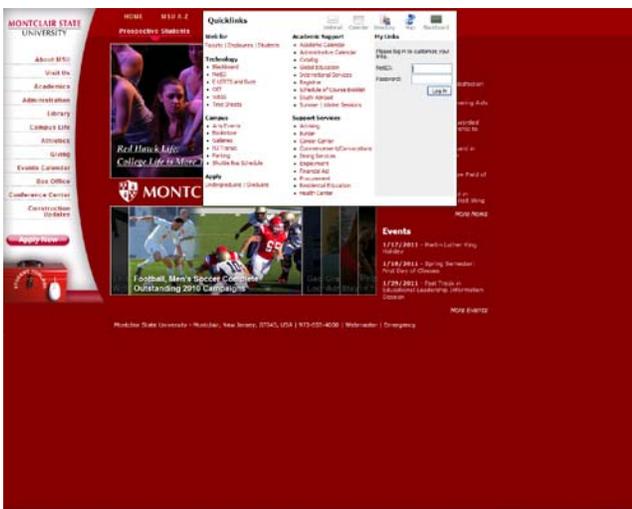
## Alerts, Guardian, Mobile Blackboard and E-TIPS

### Broadcast Alerts

Broadcast Alerts are used to communicate campus-wide events to all individuals who are a part of the Montclair State University community. Events could range from power outages to weather-related closings and other emergencies. Alerts can also be used for smaller group communications, like specific Residence Hall communications or even Financial Aid information.

### Step 1 -Log in to Your MSU App

From the home page at [www.montclair.edu](http://www.montclair.edu), click on the QUICK LINKS hyperlink at the top of the page, then locate and click "E-LERTS and Buzz" under Technology. Enter your MSU NetID and password and click on the "Log in" button.

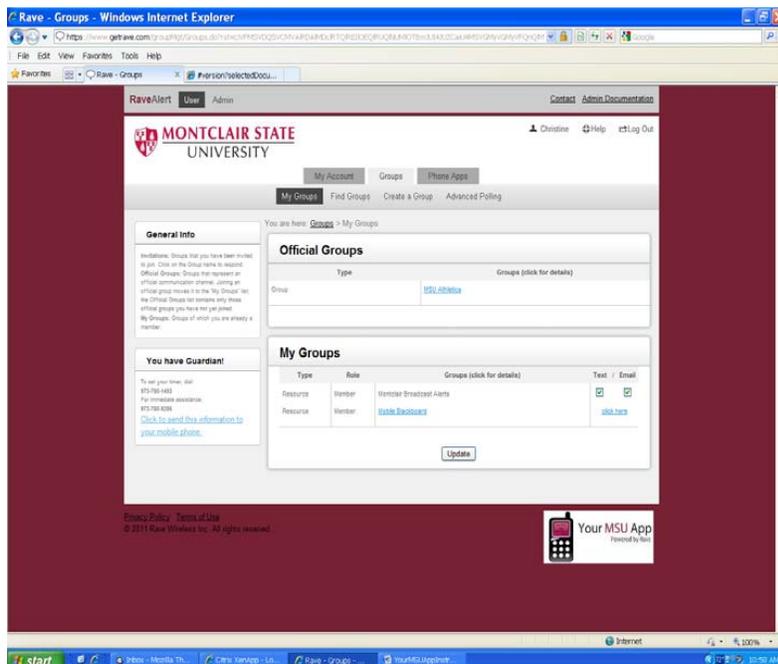


### Step 2 -Ensure that your contact information is accurate

Locate the tab labeled 'My Account.' Go down to Mobile Phones and add your mobile phone number. You can add up to three mobile phone numbers and three email addresses, although you will need to identify which one is your preferred email address and phone number. In the near future, we will be adding Voice Alerts, and then you will have the ability to add three land line numbers as well. Depending on the communication, the alerts will not always go to all of your contact numbers or addresses, so please be sure to put the most reliable contact information first.

### Step 3 -Set up for Montclair Broadcast Alerts

Go to the tab labeled "Groups" and locate Montclair Broadcast Alerts under 'Groups'. 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

Registration for Guardian is quick and easy.

### Create Rave Guardian Safety Profile

From **Your MSU App** homepage, click on the 'My Account' tab. Enter your safety profile information which includes; height, weight, eye color, hair color, and PIN. Then accept Rave Guardian Terms and Conditions and Carrier Terms and Conditions (if applicable). Note: If you had already registered for Guardian and wanted to change your PIN, click on Edit and type in your New PIN.

You are now registered for Rave Guardian. You will receive a text message confirming that your registration is complete.

It is important to read the next two pages before moving on.

## Guardian Overview

Guardian provides peace of mind and increased security by transforming **any** mobile 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 (or the user hits the panic button) 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 accessible through an interactive voice menu reached by dialing 973-780-1493. University Police strongly suggest that you reserve a single digit speed dial number for your Guardian timer (most phones allow you to assign a phone number as a speed dial number that can be accessed by pressing and holding a single digit).

### To activate a timer:

- > Call the 973-780-1493 timer number
- > Enter your 4-digit PIN created during registration process
- > Guardian verifies the mobile number
- > Enter timer duration using the phone's keypad (10, 15, 25, etc)
- > Guardian confirms duration
- > You are given the option to leave a recorded voice message.

University Police **recommends** that you leave a **voice** message every time you activate your Guardian timer. The voice message 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 text message is sent to your mobile phone. The message reads:  
*Reminder: your Rave Guardian timer will expire in 5 minutes. Please call Guardian at 973-780-1493 to deactivate it.*

**Important Note!** If you try to initiate Guardian but have not already registered your phone, you will be advised to visit **www.getrave.com** and register.

### To deactivate a timer:

- > Call the 973-780-1493 timer number
- > Enter your 4-digit PIN
- > Guardian verifies the mobile number
- > 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 (if available). They will also play back your voice message to learn more about your whereabouts.

## 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. Whether or not you have a location based carrier, University Police feel that the voice message that you leave is of paramount importance and is the first piece of data that will be used to ensure your safety. Voice messages can be left on any carrier system simply by following the directions when you activate the Guardian timer.

*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 initiate a **Panic Call**. When you dial the **Panic Call** number (973-780-9286) from your mobile phone, 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 (if available). University Police strongly suggests that you reserve a single digit speed dial number for your Guardian timer (most phones allow you to assign a phone number as a speed dial number that can be accessed by pressing and holding a single digit).

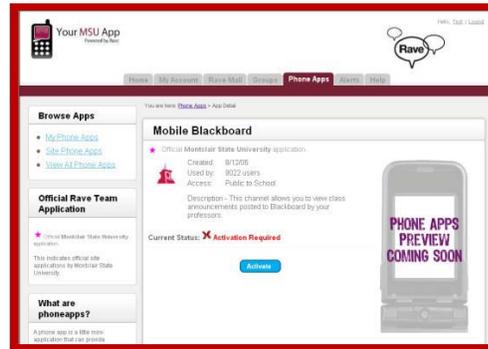
**Important Note!** Your timer will expire and University Police personnel will be notified even if your phone is turned off!

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

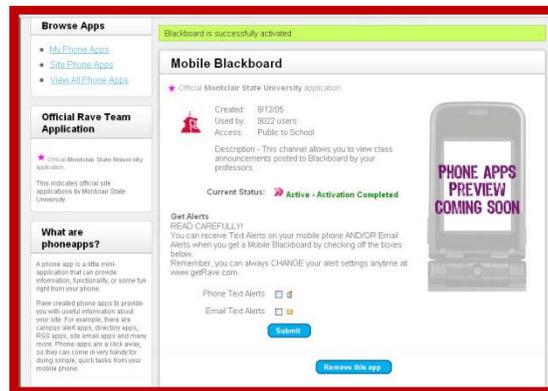
## Mobile Blackboard

To access to Mobile Blackboard services, you first need to log in to **Your MSU App**. Please ensure that you have set your contact preferences such as your mobile phone number and preferred email addresses. You can change your contacts at any time by editing them through the 'My Account' tab on the website.

Once you have signed in, click on the 'Phone Apps' tab. Find the hyperlink to Mobile Blackboard and click on it. Locate the "activate" icon, and click on that. You have now registered for Blackboard.

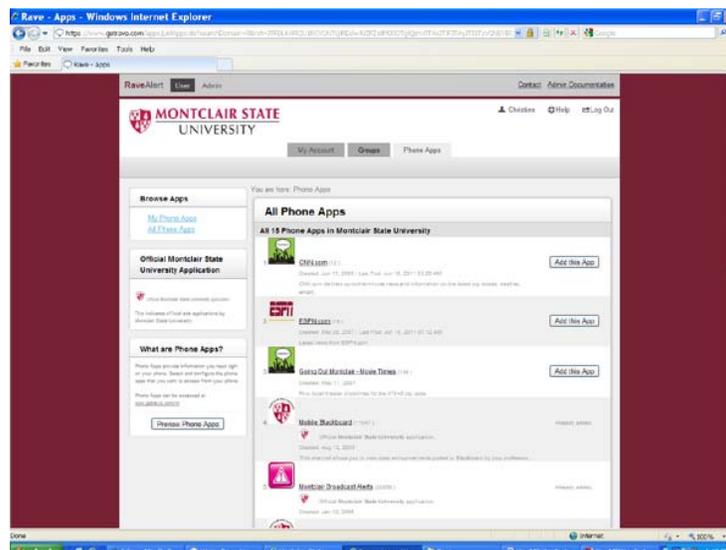


Once the activation is complete, you will be set to receive announcements entered into Blackboard by your faculty member. You will have your choice of receiving all announcements via Text alert, Email, both or neither. Simply check the boxes below the activation screen and click the Submit button.



## Other MSU Apps

There are many other MSU Apps available to you from your mobile phone. Just go to **Your MSU Apps**, then go to the 'Phone Apps' tab and click on 'All Phone Apps' to see every Phone App available. You will be able to choose Apps related to weather, news, sports and more!!

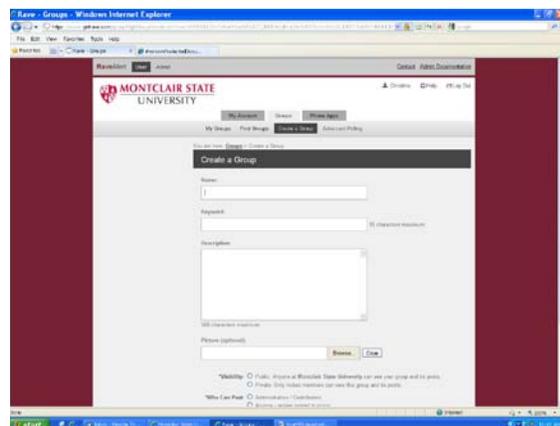
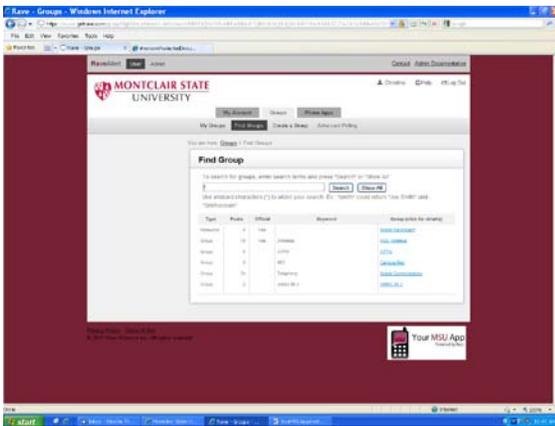


# My Groups

'Groups' are a great way to stay in touch with your clubs and organizations as well as your teachers and professors during the course of the day. Anybody can create a group and define it as either a public group (anybody can join) or a private group (only the administrator can invite people). By enabling text messaging or email within your group, you can easily get messages instantly or when you get back to your room or sit down in the computer lab. Below are the steps for finding groups that you would be interested in joining and setting your communication preferences.

## Step 1 – Finding groups

To access all groups from **Your MSU App**, simply go to the 'Groups' tab and then click on the 'Find Groups' hyperlink to get a complete list of groups that you can register for. Click on the 'Create a Group' hyperlink to create your own group!



Depending on how the group is set up, you can post a message, event or poll.

When creating a group, you can select the name and whether the group will be public or private. You can even determine whether it will be a completely interactive group or one way (meaning one person communicates and everyone in the group simply receives the messages). You can even default the communication preferences to text and/or email.

## Step 2 – Setting your communication preferences

You can determine how you would like to receive messages from your groups. You can receive your messages via text, email, both or neither. If you choose neither, then you would need to go to this website in order to retrieve your group messages. To set your preferences, go to the 'Groups' tab in the website and find the group that you would like to set preferences for. You will notice that there may be a default setting for text messaging or email. To change your settings, simply click on the check box to make a check mark appear or disappear.

## E-TIPS

E-TIPS is a text-based tip hotline. If you see something happening on campus that you feel needs to be reported you can text the MSU Campus Police with your tip. All you have to do is text keyword E-TIPS, a space and then your message to 67283. You can report anything from bullying to a broken window to a hit and run.