# LiveSafe

The LiveSafe app provides students, faculty and staff with a direct connection to campus safety so that everyone can easily communicate all their safety needs. Its easy-to-use features help you stay safe every day and enable us to better protect you.

**Benefits**

- Share information, tips and safety concerns with Public Safety via text messaging, including picture, video, and audio attachments, or even through live chat.
- Stay anonymous anytime, or send your user information and location to SMC Public Safety as soon as you call or message, allowing faster response times.
- View a helpful Safety Map that displays where recent incidents have occurred, as well as nearby safety locations.
- Activate SafeWalk, a GPS-tagged monitoring feature to let your friends and family keep you covered until you arrive safely to your destination.
- Receive timely notifications with important safety information from Public Safety.

**To download and set-up LiveSafe:**

1. Download the app on your iPhone or Android.
2. Select "Saint Mary's College" as your affiliation.
3. Fill in your user profile.
4. You're set! Start using the app to stay safe every day.

## Frequently Asked Questions

**How do I sign-up?**

LiveSafe is a free mobile safety app made available by SMC Public Safety and is easy and quick to use! Download the LiveSafe mobile app in iTunes or the Google Play store.

Select "Saint Mary's College" as the school / agency and fill out your user profile.

**Who may use the LiveSafe app?**

The app is available as a free download for all SMC students, faculty and staff. In addition, SMC parents may download LiveSafe to receive timely alerts and notifications.

**What kinds of information should I report?**

SMC students, faculty and staff are encouraged to use the LiveSafe app to communicate with SMC Public Safety about any issues, concerns or questions related to campus safety and security. The app may be used to inquire about policies and best

practices for getting help for a friend, reporting vandalism, suspicious activity or any other issue related to conduct and well-being.

**Who receives my reports and information?**

Information submitted is monitored 24/7 by SMC Public Safety. In case Public Safety requires further information on any report, they will follow-up and live chat with the user.

**What happens if I send a report in the wrong category?**

SMC Public Safety can easily re-categorize reports, so users don't need to worry if they mistakenly select the wrong category. If you are unsure which category the report falls into, select "Other".

**Do I have to provide picture, video, or audio evidence?**

No. While users are encouraged to provide picture, audio or video evidence when sending in reports, they are only advised to do so if the circumstances are safe.

**What if a report I send turns out to be a mistake?**

Users will not be penalized for making claims that turn out to be untrue. So long as reports aren't purposefully and falsely claimed, people are encouraged to share information with Public Safety.

**How does the anonymous feature work?**

Users can send in tip reports using the anonymous feature if they are no comfortable with disclosing their identity. SMC Public Safety will not be able to see who the report is coming from if this is activated.

**Does LiveSafe replace 911?**

No. When faced with an emergency situation, LiveSafe recommends and promotes dialing 911. The aim of the LiveSafe app is to provide a new channel to report non-emergency information and crimes to SMC Public Safety.

If in an emergency situation (on- or off-campus), LiveSafe has a 911 distress button. When calling 911 using LiveSafe, SMC Public Safety will receive greater information and intelligence in order to provide assistance faster. SMC Public Safety will receive the caller's GPS coordinates and emergency contact information; ensuring dispatchers respond more efficiently and quickly.

**When should I call Campus Police over 911?**

For any emergency that is time-sensitive and poses risk to life and health, 911 should always be called. Otherwise, campus police can be called for other non-emergencies and to provide general information and requests.

**How could I use LiveSafe in an emergency?**

So long as users have the capacity to make voice calls, we encourage anyone in an emergency to always call 911. If a user is unable to make a direct call due to situational or technical issues, or if they must be discrete, then users may "Message SMC Public Safety" and start a live two-way chat with Public Safety.