

FAQs: The LiveSafe App

THE APP

What is LiveSafe?

LiveSafe is a free mobile app made available by your organization. Designed to prevent crime and enable better incident response, the LiveSafe technology includes an app for smartphone users connected to a cloud-based dashboard that is monitored by officials within your organization.

What are the main features of the LiveSafe app?

The core features include:

- » **Report Tips** - Submit tips related to safety concerns. Attach a photo, video, or audio file. Send anonymously if you choose.
- » **Emergency Options** - Officials within your organization can leverage location data in an emergency situation, allowing faster response times.
- » **Safety Map** - Use the Safety Map to see where you are in relation to organization buildings, safety places, and other information.
- » **SafeWalk** - Feel safer walking alone at night with SafeWalk, a peer-to-peer virtual escort tool. You can also request a safety escort if your organization offers this service.
- » **Organization Resources** - Quickly access organization resources, such as phone numbers, just-in-time training, and emergency procedures.

Why would someone use LiveSafe in an emergency?

If you have the capacity to make voice calls, LiveSafe encourages anyone in an emergency to always call 9-1-1. If you are unable to make a direct call due to situational or technical issues, or if you must be discreet, then LiveSafe reporting becomes advantageous. When the Emergency button is used to call 9-1-1, call Organization Safety, or message Organization Safety, location services are enabled to help emergency personnel find your location.

SETTING UP THE APP

Why do I need to fill out a user profile after downloading LiveSafe?

Filling out the user profile will help law enforcement contact you if additional information is needed after you submit a tip. It is also helpful in emergency situations if you lose connection with law enforcement or if your identity is needed because you are in distress. If you use the Emergency button, law enforcement will have immediate access to your name and contact information.

Why do I need to share my location with LiveSafe?

Based on your location, you will receive pertinent information from your organization. In addition, by sharing your location, safety officials will be able to reach you more quickly in the event of an emergency.



Do I need to enable location services in order for LiveSafe to work?

No. Even if location services are not enabled, you can still submit tips, request help through the Emergency Options button, and access your organization's resources. However, in order for security to view your location and reach you in the event of an emergency, then location services must be enabled. This is why LiveSafe recommends always enabling location sharing.

Why would I want to set location sharing to "Always"?

- » To improve the accuracy of messaging in the LiveSafe app.
- » To help security find you quickly and efficiently in the event of an emergency.
- » To ensure you receive important safety information from your organization if an emergency occurs in your area.

If I set my location settings to "Always", does that kill my battery?

Typically the app will consume <1% of your battery per day with location services set to "Always". LiveSafe battery consumption can be found in your phone's settings.

Why does LiveSafe want me to allow access to my contacts?

The app asks for access to your contacts to support SafeWalk, a peer-to-peer virtual escort tool. By allowing LiveSafe access to your contacts, you can invite friends and family members who do not have the app to virtually escort you from place to place.

What notifications do I receive if I enable push notifications?

Push notifications will originate from your organization's security to communicate real-time safety and security-related information. You will not receive marketing advertisements from LiveSafe.

What happens if I decide not to subscribe? Will I still receive a broadcast?

You will receive a broadcast as long as you are located within the geofence set by your organization.

Should I enable WiFi?

Yes, enabling WiFi when available improves the accuracy of your location.

SUBMITTING TIPS

After I submit a tip I am prompted to chat with security. Do I have to chat with them?

No, you do not have to chat with them. However, in order to return to the home screen, you have to click on the "Chat with Security" button and then press the back button at the top left of the screen that appears.

What if I submit a tip which turns out to be a mistake?

You are encouraged to share information with security and will not be penalized for making claims that turn out to be untrue. However, reports that are purposefully false will be handled appropriately by your organization.



When I send a tip via “Report Tips”, is my location shared?

When you submit a tip through Report Tips, your current location is submitted, but tracking is not enabled. If you send a tip and then continue moving, security will only be able to see the location from which the tip was sent.

Is the anonymous feature really anonymous?

Yes, if you toggle the “Send Anonymously” option when submitting a tip or emergency message, your user information will show up as “Anonymous” in all of the fields. Even if your organization uses the Live Chat feature to obtain additional information, you will still appear as anonymous.

EMERGENCY OPTIONS

What happens when I select “Call 9-1-1” from the Emergency Options button?

When you select the “Call 9-1-1” button from the Emergency Options screen, a confirmation bubble will appear with the option to either “Call” or “Cancel”. This will help ensure that users do not accidentally call 9-1-1 if it is not an emergency. Once you place the call to 9-1-1, safety officials within your organization will receive information about your call such as your location (if location services are turned on). This will help first responders reach you quicker in the event of an emergency.

If I call 9-1-1 while in a building, how will the responding emergency personnel know where to go?

When emergency calls or messages are initiated through the app, location sharing begins. Security personnel will receive a prompt letting them know that a call was placed to 9-1-1. Your organization’s security officials have the ability to send you a chat to ask further questions and confirm your location. Your organization’s security can then meet emergency personnel upon arrival and direct them to your location. This will assist in getting you the help you need in the event of an emergency.

How does the app know the location of the user and the emergency number to call?

The app leverages the region/country code based on device location and maps to a lookup of emergency numbers sourced from the U.S. Department of State.

When making an emergency call, what happens if a user has little to no mobile connection?

The app will default to the last known location. From there, it will attempt to load the emergency number associated with that location.

SAFEWALK

If someone doesn’t have the LiveSafe app, can they still watch me through SafeWalk?

Yes. Friends and family members can virtually escort you from one place to another without downloading the app or joining your organization’s part of the app. When you invite friends and family members to watch you walk, they can connect either through the app or through a web view on their phone.

Can I SafeWalk with my organization’s security?

No, the SafeWalk feature is peer-to-peer; therefore, you share your location exclusively with the contacts you invite. Your organization’s security does not have the capability to serve as a virtual escort.



LOCATION TRACKING

When do app users share their location?

- » An app user shares their static location when a tip is sent through **Report Tips**.
- » An app user shares their location when a call or message is sent through **Emergency Options**.

If I download LiveSafe, can my organization's safety personnel see my location whenever they choose?

No. Your location is only sent to your organization when you submit a tip (anonymous or not) or use one of the features within the Emergency Options button (Call 9-1-1, Call organization security, or Message organization security). If your location information is sent to your organization, it is encrypted and no one, including organization security or supervisors, can access your location at will. App users always have the option to not share their location.

Can my location be tracked by LiveSafe?

No, LiveSafe users cannot be located via the web dashboard through a search or tracking function. The location data from your phone is encrypted, and location sharing is always at the user's discretion.

What if I turn off my location services while traveling – will I be subscribed to the place I'm traveling to?

No, you will not since the app will not be able to find your location. However, if your organization has a community that you can join when traveling, you may be prompted to join that community.

