# Frequently Asked Questions

## What is LiveSafe?

LiveSafe is a free mobile app made available by the WVU Tech Division of Student Life and University Police. Designed to prevent crime and enable better incident response, LiveSafe technology includes an app for smartphone users that is connected to a cloud-based dashboard. This dashboard is monitored by the WVU Tech University Police Department.

## What are the main features of LiveSafe?

Core features include quick tip submittal via text with picture and video attachments (including the option to stay anonymous), live chat with safety officials, fast access to emergency phone numbers that initiate location tracking when called, a comprehensive safety map that pinpoints incidents on or near campus, and a peer-to-peer tool called SafeWalk that allows friends to watch out for each other through location monitoring and group chat. Additionally, app users can receive important broadcast notifications specific to their campus.

## Why would someone use this app 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, however, a user is unable to make a direct call due to situational or technical issues, or if they must be discrete, then LiveSafe reporting becomes advantageous. Additionally, when the Emergency button is used to dial 911, dial campus police, or message campus police, location services are enabled to help emergency personnel find your location.

## If I download LiveSafe, can law enforcement see my location whenever they want?

No. Your location is only sent to University Police when you submit a tip (anonymous or not) or use one of the features within the Emergency button (Call 911, Call Campus Police, or Message Campus Police). When you submit a tip, your current location is only submitted once and is attached to that tip – tracking is not enabled. However, when you use the Emergency button, your location is tracked until you stop location tracking within the Emergency button screen.

## 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. If you use the Emergency button, they will have immediate access to your name and contact information. This is imperative in emergency situations if you lose connection with law enforcement or if your identity is needed because you are in distress.

**Is the anonymous feature really anonymous if I have filled out my user profile or if I use the chat feature?**
Yes, it is. If you check the "Send Anonymously" box when submitting a tip, your user information will show up as "Anonymous" in all of the fields. Even if University Police uses the Live Chat feature to obtain additional information, you will still appear as anonymous.

**What happens when I click "Call 911" from the Emergency button?**
When you click on the "Call 911" button from the Emergency screen, a confirmation bubble will appear with "call" or "cancel" options. This will help ensure that users do not accidentally call 911 if it is not an emergency.

**When I first download LiveSafe, why is the app asking to access my contacts?**
The app will ask to access your contacts so you can easily add friends and family members to your LiveSafe contact list. This list is used for SafeWalk.

**Do I need to enable location services for LiveSafe for it to work?**
Yes. In order for the location-dependent features to work – like SafeWalk, tip submittal, and location tracking during emergency calls and messages – LiveSafe needs to be able to access your location. You will not be actively tracked when the app is not in use and when you are using non-location-dependent features.

**What if a tip I submit 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 University Police.