Panic Call and Guardian Registration

Registration for FDU SMART Communications is quick and easy. Please follow these simple steps.

Step 1 - Log into FDU SMART Communications

From the Home page at http://inside.FDU.edu, click on the phone icon for FDU SMART Communications. This brings you to the homepage. Click on the large “Register” Icon. Enter your Fairleigh Dickinson University email address and password and click on the ”Next“ icon.

Enter your First and Last name and mobile number, then read the Terms of Use. When completed, click the box agreeing to the terms, and “Proceed to Next Step”. You will be asked to confirm your Mobile Carrier. Click on “Proceed to Next Step” where you will be texted a 4-digit confirmation code to your mobile device. Review that text and enter the digital code in the appropriate space.
Step 2-Setup Guardian

Your Fairleigh 1 Card picture will automatically appear in the photo section of the screen the day after your account is created, so there is no need to upload a photo during the registration process. That will help Public Safety easily identify you in case of an extreme emergency. Continue to enter your safety profile information which includes height, weight, eye color, hair color, and PIN (to be used with Guardian activation only). Then accept Guardian Terms and Conditions and Carrier Terms and Conditions (if applicable).

Step 3-Complete profile

The final screen (pg. 3) is split into two columns. The left side provides an opportunity for you to complete your profile, while the right side displays vital information on how to use the different services. Take the time to complete as much information as you feel is necessary to provide Public Safety in case of emergency.

Step 4-Finished

Congratulations! You are now registered for Guardian. You will now receive another text message confirming that your registration is complete.

It is recommended that you thoroughly read the section below on Panic Call and Guardian usage before continuing with Mobile Blackboard Registration.
Panic Call

If you need immediate assistance you may initiate a Panic Call. When you dial the Panic Call number (201-347-2341) from your mobile phone, Public Safety personnel are immediately notified that you are in urgent need of assistance. At the same time that the Public Safety personnel receive the Panic Call, an active case opens on the Public Safety Console that is monitored by Public Safety personnel. The active case displays your safety profile and geographic location (if available). Public Safety strongly suggests that you reserve a single-digit speed dial number for your Panic Call e.g. #2 or #3

Eye Witness

If you witness a crime or mischievous activity occurring on campus, and would like to notify Public Safety in an easy and confidential manner, you can simply text your "tip" directly to short code 67283. Just type in FDUTIP MAD or FDUTIP TEA depending on the campus you are on along with the details of the incident in the body of the text. Public Safety will receive the text on the same Console that all other active cases are displayed.
Your tip will be completely confidential and will help us make Fairleigh Dickinson an even safer place

Guardian Overview

Guardian provides peace of mind and increased security by transforming any mobile phone into a personal safety device. Guardian is activated by initializing a timer or placing a Panic Call to Public Safety 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; Public Safety 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) Public Safety and first responders are notified immediately with detailed case information. This is referred to as an active case.

How Guardian Works

Guardian is accessible through an interactive voice menu reached by dialing 201-347-2342. Public Safety strongly suggests that you reserve a single-digit speed dial number on your cell phone for your Guardian timer e.g. #2 or #3.

To activate a timer:
> Call the 201-347-2342 timer number
> Enter your 4-digit PIN created during the registration process
> Guardian verifies the mobile number
> Enter the timer duration using the phone’s keypad (10,15, 25, etc)
> Guardian confirms the duration
> You are given the option to leave a recorded voice message.

Public Safety 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 or class you’re going to attend, 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 Public Safety 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 Guardian timer will expire in 5 minutes. Please call Guardian at 201-347-2342 to deactivate it.*

**Important Note!** If you try to initiate Guardian but have not already registered your phone, you will be advised to register through the website.

**To deactivate a timer:**
- Call the 201-347-2342 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, Public Safety 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.

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**Other ways Public Safety will be notified by Guardian**

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**PIN Entry Expired**
If the number of PIN entry attempts exceeds the amount allotted, Public Safety personnel are notified. In this scenario either you are entering your PIN incorrectly or someone may have your phone and is trying to deactivate the timer with the incorrect PIN. Either way Public Safety 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 Public Safety 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 Public Safety 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, Public Safety will be able to view a modified map of your 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. Public Safety can view your cell phone's location within 50 - 300 meters accuracy. If the case remains active, Public Safety will be able to “breadcrumb” your cell phone's movement. Currently, Sprint, Verizon and AT&T are the only carriers that offer this service. Whether or not you have a location based carrier, Public Safety feels 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 in your activate the Guardian timer.

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

You are now ready to use Guardian, and make your campus here at Fairleigh Dickinson University safer!
Mobile Blackboard

To access to Blackboard services, you first need to sign into the FDU SMART Communications website through http://inside.fdu.edu/. Please ensure that you have set your contact preferences such as your mobile number and preferred email addresses. You can change your contacts at any time by editing them through the profile tab on the website.

Once you have signed in, click on the “Phone Apps” tab.

Find the hyperlink to Blackboard Announcements and click on it. That will bring you to a second screen. Locate the "activate" icon, and click on that. You have now registered for Blackboard.

Now that you have registered for Blackboard, you can configure your communication settings for each of your classes. You can choose whether you want messages sent to you via text messaging, e-mail, both or neither. The four Blackboard modules that allow for mobile communication are Announcements, Assignments, Calendar and Grades.
Find the tab labeled “Groups” and click on it. Under My Groups, find Mobile Blackboard and go to the hyperlink that says “click here”.

The system will poll the Blackboard server to get a list of courses in which you are enrolled. This occurs each time you set your preferences; if you add or drop a course, even mid-term, it will be reflected here.

If you enrolled in six courses, this could result in 48 checkboxes. That could be a lot to check. For this reason, the system allows you to set defaults. For instance, if you want to get text messages for all courses for all message types, you would click the four SMS entries in the Default Settings row near the top of the page. Then, you would click the grey “Set to Default Settings” button near the bottom of the page. This will fill in all of the SMS entries for each course.

At any time, you can also click on individual checkboxes to fine-tune your preferences. Once this is completed, press the Submit button. Your preferences are now fully set and you will receive messages as they are sent out.

The server will poll the Blackboard server every 10 – 60 minutes. Once the server retrieves any outbound messages, it will route the messages based on your preferences.

> You will receive SMS messages from your course to your preferred mobile phone if you have selected text messaging. The content will be truncated if necessary to fit in 160 characters. If truncated, you will be told to refer to Blackboard Web site.
> Blackboard messages will go to your preferred email address (or the registration email address if no preferred email address is provided) if you chose to receive an e-mail.
Groups

Groups are a great way to stay in touch with your clubs and organizations as well as your classmates 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 e-mail within your group, you can easily get messages instantly, when you get back to your room or when you’re in a computer lab.

Step 1 – Creating a group

Go to the Group tab and click on the “Create A Group” Icon on the top of the screen. Type in the name you want to call the group, a keyword and brief description of the Group. You can choose to make the group public or private, and allow anyone to post or just administrators. Finally you can set up default parameters for text Messaging and e-mails. These can be changed by the individual members as well. In the example below, we are creating a private group just for fellow students enrolled in a specific course.
Step 2 – Managing your group

Your group will appear in the My Groups section of your page. By clicking on the hyperlink, you can invite people to your group, manage your membership, post a message or create a poll.

Congratulations! You have now completed your setup for FDU SMART Communications. To learn more about mobile technology on campus, please write us at FDUmobilesupport@fdu.edu.
Fairleigh Dickinson University is concerned about the health and safety of its students, faculty, staff, and visitors. As a consequence, in 2007, FDU implemented FDU Alert to expand and enhance its emergency notification methods. FDU Alert can be used to provide pertinent information and instructions to the FDU community through voice, text, and email messaging. FDU Alert provides the technology to rapidly mass broadcast health, safety and informational messages to keep the FDU community informed and safe in times of emergency and other urgent situations. Examples of unforeseen events and disruptions include snow days, floods, power outages, campus incidents and major schedule changes. FDU Alert is separate from FDU SMART Communications and every student must register for FDU Alert in order to get key messages if a crisis or disaster strikes. Below are the simple steps to follow to register or FDU Alert.

Step 1 – Accessing FDU Alerts from the Fairleigh Dickinson home page

From the FDU homepage, locate the WEB SHORTCUTS drop-down menu on the left-hand side of the screen. Click on the down arrow sign and locate FDU Alert, then highlight the line and click on the enter key or left click your mouse.

Step 2 – Registering for FDU Alert

Find the link ‘To register for FDU Alert or to edit contact points’. Click on that URL, http://www.fdu.edu/alert/. You will be given several options to sign up for FDU Alert, including through Webadvisor or by completing a form and e-mailing it to fdunotify@fdu.edu. Choose whichever way you would like to register.

Step 3 – Adding all your contact information

Please take care to thoroughly complete all the contact information on the forms. You will have the ability to include up to six contact numbers and two additional e-mail addresses. See below for further definition of all the contact points.

- **A - Basic contact points:** work phone, cell phone, and SMS (short messaging service, typically known as text messaging). All of these are optional.
- **B - Contact points for someone else you want notified** of FDU emergencies (e.g. parent, spouse, significant other). All of these are optional.
- **C - Additional email addresses** to which notification should be sent (e.g. addresses you use at yahoo or gmail). All of these are optional.
- **D - Checkboxes for two options** regarding FDU Alert notifications: (1) Decline non-emergency notifications. Currently, the FDU Alert system is used ONLY for emergency messages. If in future certain non-emergency messages are provided (e.g. rescheduling of important campus events) this checkbox permits you to decline to receive those notifications. (2) Receive notifications for both campuses. By default you receive only the emergency notifications that apply to your home campus. This checkbox allows you to request notification for emergencies at the other New Jersey campus as well.
FDU Mobile Web

We've packaged the FDU web resources you are most likely to need when you are away from your desk, and made them available on your smartphone, at m.fdu.edu. You'll find:

**Three searchable directories**
- Phonelist - University faculty and staff, searchable by name, email address, phone number, or mailstop, and shown with their title and department
- Campus Index - Locations, offices, departments, and degree programs
- Coursefinder - Courses and sections offered in current semesters, including start and end dates and location of classes

**Contact Information**
Quick lists of where to write or call for answers to your questions.

**Pocket Maps of the New Jersey Campuses**
Schematic maps show campus buildings and parking lots, and major walkways are marked with red dots for minutes of walking time across the campus. Click on each building's icon to see a photo and a list of offices located there.

**Weather and Webcams**
Google Weather shows current weather conditions and forecasts, and live webcams offer a live view of each campus.

**FDU on YouTube and Twitter**
Dozens of campus events and lectures are available on the FDU channel on YouTube, and FDU news is posted as it happens on FDUWhatsNew on Twitter.