FAQs

Is SB Guardian the same as the SB Alert system?

No, SB Guardian is separate from the SB Alert Emergency Notification System.

How much will this service cost me?

Registration and use of this service is free to all active students, faculty, and staff. The only costs are those paid by the users directly to their cellular phone provider.

Who did the University purchase SB Guardian from?

SB Guardian is a service supported by Rave Mobile Safety. Rave is a private company based out of Massachusetts that has been a leading provider of software safety solutions for a number of years. Rave overlay's their software over an existing program called smart 911.

Is the information I provide for my profile secure?

Yes. Rave uses the latest in security technologies and processes to ensure that all of your information is kept secure and private. Rave undergoes regular security audits to ensure the information security of data. Smart 911 undergoes the same security audits.

Is SB Guardian easy to use?

Yes, all you need to do is register and confirm your Stony Brook email to start using the app.

SMS/Text messages are used to register your phone. What if I have SMS/Text messaging blocked?

During the registration process, you'll be asked to register your cell phone. At that time a SMS/Text message will be sent to your phone with a confirmation code. If you are able and willing to unblock SMS/Text messaging please do so. If not, you will not receive this message. Please email Emergency_Operations_Center@stonybrook.edu with your cell phone number and the University Police Office of Emergency Management staff will further assist you.

Does SB Guardian require users to have a certain kind of phone?
Yes, SB Guardian will work on Android and Apple mobile phone running on any US-based mobile carrier network. Location information is dependent on your location services settings on your phone.

If I switch my cell phone number and provider will I need to register my information again?

If you change your cell phone number, you should log into your Smart911 account and update your profile with your new mobile number. You will not be asked to create a new profile, however this is the perfect time to review your existing profile, and confirm that the remainder of the information is up to date.

If I am inactive from Stony Brook for personal reasons or leave school for a semester or any length of time will my personal profile information still be available and will I be able to use the SB Guardian service?

NO, in the event that you leave Stony Brook for any reason, your personal profile and account information will be removed from the system. Upon your return you will need to register your personal profile and cell phone information in the SB Guardian account.

If I am a faculty or staff member and my family members also have Stony Brook I.D. numbers, can they register for SB Guardian?

NO, the system is available for all students, faculty, staff, and affiliates of Stony Brook University.

Is SB Guardian always tracking me?

NO, your privacy is of the utmost importance. You can only be located if a precautionary timer you have set expires or when activating the SB Guardian system in "panic" mode on your registered cellular phone.

Can University Police track me whenever they want?

NO, University Police will only be able to obtain your information if an alarm timer you have set expires or when activating the SB Guardian system in "panic" mode on your registered cellular phone.

Will SB Guardian let other people like my family or friends track me?

Yes, you can allow friends and family to track your location if you set them as guardians on your profile.

How can I tell if my mobile phone can provide its location to SB Guardian?

SB Guardian can locate most devices on the AT&T, Sprint and Verizon networks. Once you have registered for SB Guardian, you will be presented with information about location services on your mobile carrier. Please refer to this section for more details.

What if my carrier or mobile phone cannot provide SB Guardian with location information? Can I still use SB Guardian?

NO. The SB Guardian app requires location settings to be turned on.

Are their certain factors that can affect the carrier reported location accuracy?

Yes factors include, but are not limited to: whether or not you are calling from inside a building or a cellular "dead spot"; the strength of your cell signal, such as proximity of cell towers or satellites; whether or not your phone is GPS enabled and, the type and quality of your phone, carrier and signal.

SB Guardian
The Mobile Safety Solution for Stony Brook University

How does my profile information get collected and sent to University Police?

You will opt-in to this service. You will build your profile to give University Police as much information as you can. You are in control of the information presented by this service.

Once I register for SB Guardian will my cell phone be exposed to spam messages and advertisements which I do not want?

No, your cell phone will receive only one text message and one E-mail that provides you with a confirmation number indicating that your cell phone and Stony Brook E-mail have been registered. No other advertisements or spam will be sent to your cell phone from SB Guardian.

What can I do if someone forces me to turn off SB Guardian?

SB Guardian includes a false deactivation code to alert University Police, which is one number higher than your PIN. For example, if your PIN is 1234, you may enter 1235. SB Guardian will appear to turn off normally, but University Police will be alerted. Please refer to your SB Guardian profile page under the "Click Here for More Info" tab.

Still have Questions about SB Guardian?

Email us: Emergency_Operations_Center@stonybrook.edu