

Hawk Response Frequently Asked Questions



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#	Question	Response
1.	Does Hawk Response track me?	<p>The only time the app sees your location and sends it to the campus public safety and security office is when you hit the SOS button.</p> <p>This enables campus public safety and security to dispatch the nearest security officer or first responder to help. If you're in distress and are on the move (i.e. trying to get away from a threatening situation), the app tracks you and keeps sending that information to campus safety.</p> <p>As soon as the incident is resolved (either by you aborting the incident or by campus safety personnel reporting it is resolved), all location tracking stops.</p>
2.	What happens if I swipe the SOS button by accident?	<p>It's actually pretty tough to send an SOS or report an incident by accident. You'd have to open the app by accident, swipe the SOS slider by accident and fail to abort the incident within the allotted timeframe.</p> <p>The SOS feature was created as a slider for precisely this reason.</p> <p>However, if you do swipe the SOS by accident, you have four seconds to abort this action by sliding it back.</p>
3.	What happens if I'm off-campus and I have an emergency?	<p>The SOS feature will automatically dial 9-1-1 and simultaneously let campus safety know where you are.</p>

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(Continued.)

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4.	What if I'm not in distress but I want to report something else? How does that work?	<p>Any time you want to report something to campus public safety and security, you can open Hawk Response, choose Report, and then choose the icon that describes the incident – medical emergency, suspicious person, alcohol/drug/parking violations and various other threats.</p> <p>The app will automatically detect your location, or you can manually enter a different location. As soon as you hit "Report" it opens an incident in the campus safety office.</p> <p>These reports go only to the Campus Public Safety and Security Department, and not to local authorities.</p>

If you have additional questions, please email HawkResponse@hacc.edu.



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800-ABC-HACC

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