

Frequently Asked Questions:

I have the Rave Guardian App, where can I find the daily health assessment?

The health assessment will be in your inbox. You will need to hit the link to take the assessment. Please note that the Health Assessment is sent every day at 6:45am. If you download the App after this time you will need to wait until the next day to receive the health assessment.

Where can I find the links to download the Rave Guardian app to my phone?

Rave Guardian for iPhone: Download from the Apple App Store:

<https://apps.apple.com/us/app/raveguardian/id691246562>

Rave Guardian for Android: Download from the Google Play Store:

<https://play.google.com/store/apps/details?id=com.ravemobilesafety.raveguardian>

Where can I find the latest updates to the Rave Guardian app?

App updates are managed differently for iPhones vs. Android devices. Here's information on how to manage app updates:

Android App Updates: <https://support.google.com/googleplay/answer/113412?hl=en>

iPhone App Updates: <https://support.apple.com/en-us/HT202180>

My phone won't download the app, why?

There could be many reasons for this: your memory may be full, you may have restrictions on your phone, etc. It is best to start by contacting your cell phone carrier to assist you with the download.

Do I have to have push notifications turned on for Rave Guardian?

We recommend that you allow notifications from Rave Guardian. This will alert you when your timer is about to run out, when you've received a response or notification, or when someone has requested you as a Guardian.

Instructions for iPhones are available here: <https://support.apple.com/en-us/HT201925>.

Android instructions are available here: <https://support.google.com/android/answer/9079661?hl=en>

How do I change my mobile number?

Within the Guardian App: click your profile picture labeled "me" on the bottom of the homepage. This will allow you to edit all of your information.

I am receiving the health assessment hours after everyone else, why is this?

Confirm that the time zone on your mobile device is set properly and that the option to auto-update the time is enabled.

What is the latest Rave App Version?

As of August, 2020, the most recent Rave App version is 2.4.4. If you have installed a previous version, please upgrade to the latest version to ensure access to all the features.

I am still having issues with the Rave guardian app and I have updated my software, what else can I do?

Turn your phone off and back on.

Make sure you have not downloaded the App twice on the same cell phone. If so delete one of them.

If you have the app on 2 phones, you will only receive the assessment on one. This ensures that the test is not taken multiple times on the same day by the same person.

If after all of this the App is still not functioning properly please delete the app and re-download.

If you do not receive the health assessment the next day, please call Risk Management for assistance at 951-222-8566.