School Safety and Crisis Chat & Tip Line

General FAQ's

What is SafeUT?
SafeUT is an app that provides two-way communication with a licensed clinician as well as a school tip line. Through the app, you can chat with or call a SafeUT clinician. If you are a student/parent/educator, you can submit a tip to your school about a concern for a friend, a school safety issue, or other related topics.

Why SafeUT?
SafeUT is an easy, accessible, and active way to help your students. You are giving them a tool they can use on their own, allowing them to take action in their own life and the life of a friend.

Who responds to messages?
In the "Crisis Chat" feature, full-time staff respond to all messages received. Staff are caring, licensed master's level therapists who specialize in supportive listening, problem solving, crisis intervention, and suicide prevention. School Tips through the "Submit a Tip" feature are screened for emergency content and forwarded to selected schools for school personnel to address directly using school protocols.

What are tips?
Tips are concerns students communicate via the app such as bullying, concern for another student, or similar worries. These are initially received by SafeUT staff who evaluate if immediate assistance is needed. If not, the tips are forwarded to the school's SafeUT online dashboard.

What about privacy?
SafeUT is a confidential chat and reporting tool, we do not ask for personal information, nor do we hold any personal information in the app. Unless asked by our clinicians to provide a name (if you feel comfortable) you are not obligated to disclose you or your student's information.

How do I download the SafeUT app?
The SafeUT App is available for both Apple and Android devices. Simply search "SafeUT" in your smartphone's app store and download the app. You will be required to accept terms and permissions (something all apps ask you to do) and create a passcode.

Who should use the chat feature?
Anyone who feels like they are in crisis, overwhelmed, have an upsetting problem, or may be thinking about hurting themselves/hurting others should use the chat feature. People of all ages across the state of Utah are encouraged to use the app when they need it.

Is my conversation confidential and secure?
The SafeUT app is protected by a password created by you and ensures your privacy. Our clinicians will only have information you choose to share with them. If you are unable to stay safe, our clinicians may get additional help to keep you safe.

Will it cost money to use the chat line/tip line?
SafeUT is available at no cost to you. Standard data usage rates may apply while using the app.

FAQ's for Parent(s)/Guardian(s)

How can I support my child with SafeUT?
Encourage your child to talk about their emotions and let them know the app is available to support them. Listen to their concerns about school issues. If your child feels anyone's safety or mental well-being is threatened, suggest using the app to submit a tip.

As a parent, can I use SafeUT?
Absolutely. On the SafeUT app, you can set your status to "Parent" and you can chat with one of our SafeUT counselors as well as submit a tip to your child's school.

What are common issues counselors support SafeUT Users with?

- *Stress*
- *Anxiety*
- *Depression*
- *Abuse*
- *Self-harm*
- *Drug and alcohol problems*
- *Relationship issues*

- *Family*
- *School*
- *Money*
- *Work*
- *Thoughts of suicide*
- *More*

FAQ's for Staff/Faculty

As an educator, can I use SafeUT?
Absolutely. On the SafeUT app, you can set your status to "Educator" and you can chat with one of our SafeUT counselors as well as submit a tip to your school.

How can I support students at my school with SafeUT?
Encourage students to talk about their emotions and let them know the app is available to support them. Listen to their concerns about school issues. If a student feels anyone's safety or mental well-being is threatened, suggest using the app to submit a tip.

Why don't I see my school in the SafeUT app?
Schools must be enrolled in order for the school to appear on the SafeUT app.

What is our school's role in SafeUT?
Your school has selected the contacts who will receive and investigate any tip that comes in. They are responsible for receiving any and all tips that get submitted, investigating those tips, and following up with the respective parties to ensure the safety of all involved.