



A SafeZone Guide

Navigating the SafeZone App

This guide is designed to support SafeZone users in navigating the functions of the SafeZone app.

What is SafeZone?

Instant Connection to Protective Services

SafeZone lets you quickly contact the Protective Services Team for emergencies, first aid, or general assistance - right from your phone.

Your Location, Shared Only When Needed

If you raise an alert, SafeZone securely shares your location with the Protective Services Team so help can reach you faster.

Simple, One Tap Alerts

The app has easy-to-use buttons: Emergency, First Aid, Call Security, and Wellbeing - so you don't waste time in a stressful moment.

Support Beyond Emergencies

SafeZone also links you to wellbeing and support services, helping you feel safer and more connected while on campus.



Using the SafeZone Home Screen

1. Emergency Alert

Press this button in case of emergency and the Protective Services Team will assist you. If you press this button when not on campus, you will be prompted to contact the Emergency Services by calling 000.

2. First Aid

Press the first aid button for initial medical support. The Protective Services Team will provide the initial response to this alert type and can escalate it as required.

3. Call Security

Use this for non-urgent security enquiries like requesting a security escort or if you've been locked in a room.

4. Wellbeing Support

Use this button to connect with health and wellbeing support services. You'll be directed to a web-based resource where you can find links to support services.

5. Press for Information

This feature displays your current location. Selecting this area of the screen will redirect to web-based information on emergencies and personal safety.

6. Torch

Turn on or off the torch function on your device with this button.

7. Check In Timer

Press this button to alert the Protective Services Team when you're in a situation where there may be a risk to your safety, and you're unable to respond within your designated timeframe.

This feature would be useful when studying/working alone late at night, in an isolated location, in a lab, or any high-risk location. This could also be activated when undertaking remote fieldwork, when walking across campus late at night, even when using a car park at night.

Note: You set the duration of the timer, and an alert will be sent to Protective Services if you don't respond when the timer expires. You can stop the timer at any time, and restart as needed.

8. Check In

Check-in is not required or expected for regular staff and students.

However, if you are working alone, entering a hazardous area, or in any situation where you may feel unsafe but not in immediate danger, we recommend using the **Check-In Timer** feature.

For those who wish to or have a need to use regular check-in, Automatic Check-In can be enabled from the menu to sign you in when you enter campus. All users are automatically checked out when leaving campus.

Note: When checked-in, your location is shared with the Protective Services Team.

9. Hamburger Menu

Use this button to access App settings, notifications, check which University locations are covered by SafeZone, check app version, review the Privacy Policy and more.

10. Location/Chat

When the location button is available, you can see your current location on a map view. The Chat button is only available to the Protective Services Team, and in the future, Emergency Control Organisations (ECOs).



Using the SafeZone Menu

1. Your Profile

Access and/or edit your profile. If you didn't add a profile picture when you did the initial app registration, you can add one here at any time. Note: Having a profile picture in the app can assist the Protective Services Team in identifying you in an emergency.

2. App Settings

Adjust the application settings, including setting the app language. You're also able to enable automatic check-ins here.

3. Add Organisation

This feature allows a user to join an instance of SafeZone hosted by another organisation that is not part of the University of Sydney.

4. Information

Redirects to web-based information on emergencies and personal safety.

5. Notifications

View recent notifications that have been sent to you through the app.

6. Regions

View and select University SafeZone locations. Some locations are building specific, whilst others pertain to entire campuses.

7. Alert Devices

Pair with personal alert devices via Bluetooth connection. This functionality is not currently supported.

8. Diagnostics

App diagnostic information. You may need to provide this information if requested by a customer support representative.

9. Version

Displays the current version of the app and if there is an update available.

10. App Support

Links to SafeZone support resources.

11. Privacy Policy

Access the Privacy Policy for the SafeZone app by CriticalArc.

12. Terms and Conditions

Review the Terms and Conditions. Note you had to agree to the User Licence Agreement (ULA) when registering the app.

13. Sign Out

Sign Out of the App. This is not recommended as you'll need to go through the SSO process when accessing the app again.



Good to Know

Logging into the App – Use your University email address to log into the SafeZone app via Single Sign On (SSO). All University staff and students are able to use this app when on campus or other University designated locations. You'll also need to complete a registration step when you log into the app for the first time.

Using the Emergency Alert Function off Campus – The SafeZone emergency alert function will only notify the Protective Services Team if you are within the defined boundary of a University location. This includes high traffic areas adjacent to University campuses such as the common routes to and from Redfern train station. If you're outside one of the University's defined areas, then the app will prompt you to dial 000 for Emergency Services.

Accidental Alerts – When selecting the Emergency Alert button, a 5 second timer will appear. You can cancel the alert within this period, and the Protective Services Team will not be notified. If you cancel the alert after the 5 second timer has finished, then the Protective Services Team will have already received your alert notification. In this case the Protective Services Team will attempt to contact you to ensure your safety, please answer when they call.

Emergency Notifications – In an emergency situation, the Protective Services Team can send out mass notifications to all SafeZone users providing information and instructions that should be followed to ensure your safety. University staff and students who don't have the SafeZone app installed or enabled, will also receive notifications via SMS or at their email addresses. SMS notifications will be sent to staff or students based on the mobile phone number recorded in their Workday or Sydney Student/SITS accounts. It's possible to have international phone numbers recorded in those accounts, however emergency notifications are more likely to be received if an Australian mobile phone number is provided.

Updating your Details – You can add details directly into your profile within the SafeZone App, however this will not update your Workday profile, or Sydney Student/SITS profile.

Students can update their student profiles in the Sydney Student/SITS system (https://sydneystudent.sydney.edu.au/sitsvision/wrd/siw_lgn), ideally an Australian mobile phone number is entered as your preferred contact number so that emergency notifications can be successfully received.

Staff can update their profile in the Workday system (<https://www.sydney.edu.au/workday>), ideally an Australian mobile phone number is entered as your preferred work contact number so that emergency notifications can be successfully received.

Privacy – The SafeZone App does not share your location with the Protective Services Team until you raise an alert or check-in.

App Settings, Notifications – When prompted, allow notifications to ensure that any emergency push notifications from the Protective Services Team are received.

App Settings, Location Services – When prompted, allow the app to use your location while using the app, and also allow access all the time. These settings ensure that the app can continue to work in the background whilst you're using other apps. Your location is only shared when checked in, or raising an alert.

SafeZone Support

For support with the SafeZone App, please contact the Protective Services Team at: safe.zone@sydney.edu.au

More information is available on the University SafeZone webpage:

www.sydney.edu.au/about-us/campuses/emergencies-and-personal-safety/safezone.html