

# A SafeZone Guide

## Updating Student Details in Sydney Student/SITS

This guide is designed to support student SafeZone users with updating their personal profiles in Sydney Student/SITS with their preferred mobile number to receive emergency SMS notifications.

### Why is this Important?

When you log into SafeZone with your university email address for the first time, your SafeZone profile is created using verified University data. For Students, this data is provided from your Sydney Student/SITS profile. To ensure that emergency notifications can be sent directly to all mobile phones via SMS, it is important that all University students keep their Sydney Student/SITS profile current with their preferred mobile phone number.

### If I have the app, why do I need to update my mobile number in my Sydney Student/SITS profile?

Emergency notifications can be triggered to reach various groups of staff and students depending on the nature of the emergency. Having current contact details in your Sydney Student/SITS profile, as well as having the app installed on your device, ensures that you'll always receive the most appropriate emergency communications either from the app or via SMS.

It's also important to note that entering your mobile phone number into the SafeZone app on initial registration does not feed your number back into the Sydney Student/SITS system.

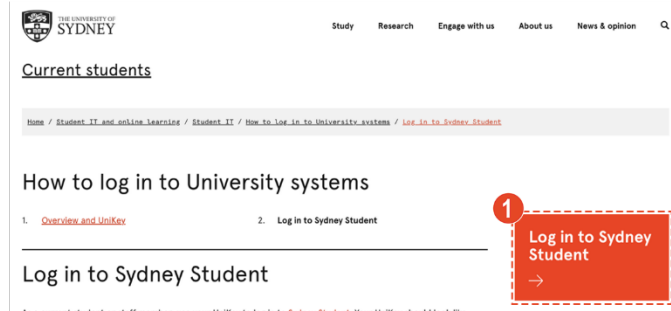


# Updating your Mobile Number in Sydney Student/SITS

Access the Student Portal:

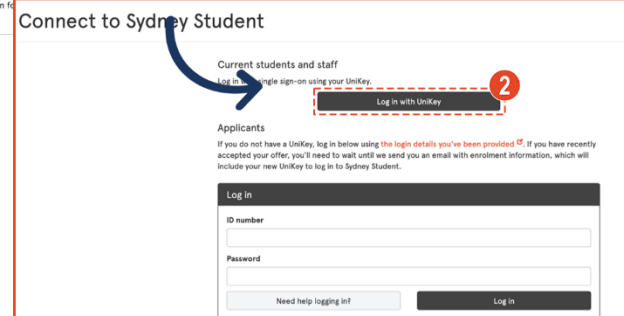
<https://www.sydney.edu.au/students/log-in-to-university-systems/sydney-student.html>

## 1. Log in to Sydney Student



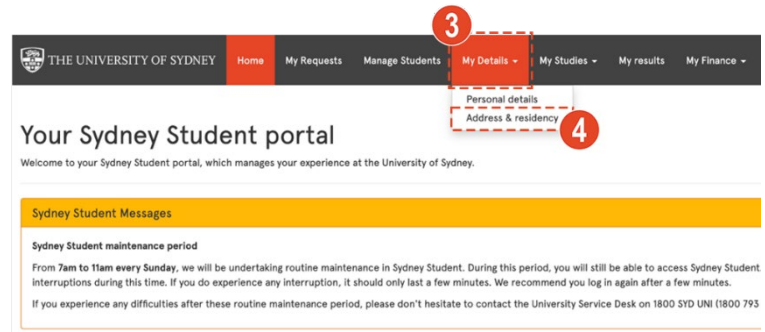
## 2. Connect to Sydney Student

Select the **Current Student** option (log in with your Unikey).



## 3. My Details

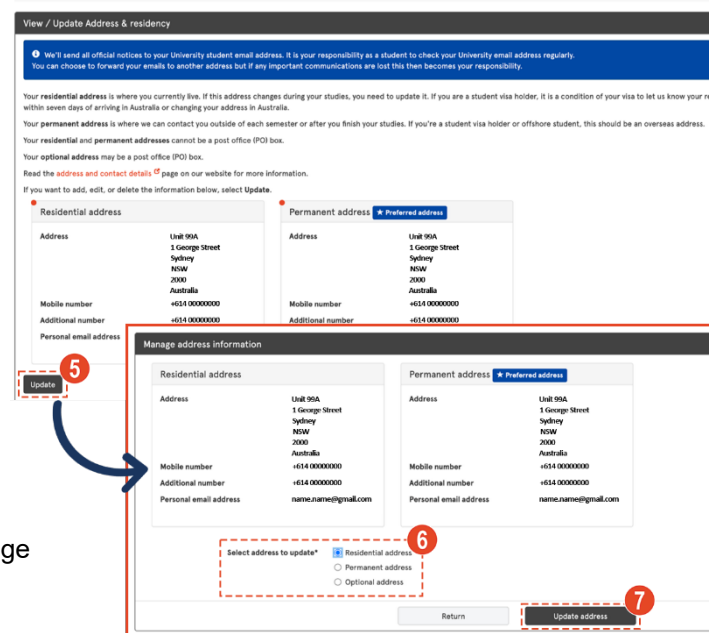
Select the **My Details** Menu to display the submenu options.



## 4. Address and Residency

Select the **Address and residency** option.

### Address & residency



## 5. Update

In the Address and Residency page you'll see that you have a Residential Address and a Permanent Address. To receive emergency notifications, you'll need to ensure that your mobile number is entered in the Residential Address section.

Click on the **Update** button to proceed.

## 6. Residential Address

Select the **Residential Address** radio button to proceed.

## 7. Update Address

Clicking on the **Update Address** button will direct you to a page where you can edit your residential address.

## 8. Update Phone Number

You can update any of your residential address details including your email address, and your mobile phone number.

It's the Mobile Phone number that needs to be populated so that you can receive emergency notifications.

Where possible, enter an Australian mobile phone number in this field. International numbers can be entered, but are not guaranteed to receive SMS emergency notifications.

Note: If your mobile phone number has recently been issued to you by an Australian service provider, Sydney Student may not recognize it. You should contact the Service Centre for support on (02) 9351 2000.

The screenshot shows the 'Edit addresses' form. The 'Address type' is set to 'Residential address'. The 'Country' is 'Australia'. The 'Address line 1' is 'Unit 999A', 'Address line 2' is '1 George Street', and 'Address line 3' is empty. The 'Suburb' is 'Sydney', 'State' is 'NSW', and the 'Postcode' is '2000'. The 'Email address' is 'name.name@gmail.com'. The 'Mobile number' and 'Additional number' fields are both '+61 400 000 000'. A red dashed box with a red circle containing the number 8 highlights the 'Mobile number' field. At the bottom right, a red dashed box with a red circle containing the number 9 highlights the 'Save' button. There is also a 'Get Address' button next to the 'Address line 1' field and a 'Preferred mailing address' checkbox.

## 9. Save

Selecting the **Save button** will lock in any changes that you have made and will return you to the Address and Residency page.

## SafeZone Support

For support with the SafeZone App, please contact the Protective Services Team at: [safe.zone@sydney.edu.au](mailto: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](http://www.sydney.edu.au/about-us/campuses/emergencies-and-personal-safety/safezone.html)