



# How to use the Safezone app



The SafeZone app lets UOW students and staff, obtain assistance from UOW Security with a simple tap on their Smartphone (once the app is opened).

Types of assistance currently available:

- Emergency Alert
- Help Call
- First Aid Call
- After-Hours Check-In at any of the UOW Campuses

Download the SafeZone app on your Smartphone and then sign up to register. If you do not register UOW Security will not receive your alerts. Once you have submitted your registration form, you will receive an email from CriticalArc.com, this will include a link that you MUST click to complete your registration. If you do not receive the email within a minute or two, check your spam folder. If you have any problems with registration, either contact UOW Security or contact the support team at: [support@criticalarc.com](mailto:support@criticalarc.com).

## **WHEN SHOULD AN EMERGENCY ALERT BE ACTIVATED?**

An Emergency Alert should be activated by UOW students or staff:

- If you feel threatened.
- If someone is threatening or has just threatened you.
- If you have been assaulted or are the victim of a robbery.
- If you are hurt or injured.
- If you see another person in any of the above situations who needs help.

## **WHEN SHOULD A HELP OR FIRST AID CALL BE USED?**

A Help Call should be used by UOW students or staff:

- If you want a safety escort after dark.
- Other scenario where Security should be contacted
- If you are uncomfortable making an emergency alert.

A First Aid Call should be used if you require first aid assistance for yourself or someone else. All Security staff are first aid qualified.

**WHAT HAPPENS IF I AM OUTSIDE THE UOW SAFEZONE COVERAGE AREAS?**

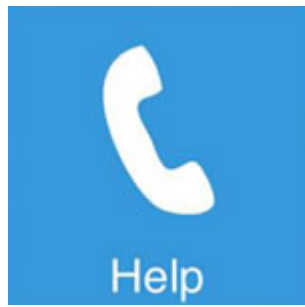
If you activate an Emergency Alert, Help or First Aid Call outside of the UOW SafeZone coverage areas your phone will tell you that you are outside the zone and offer you a single-click button to dial triple zero '000' for emergency services (Police, Fire or Ambulance).

**HOW DO I ACTIVATE AN EMERGENCY ALERT, HELP OR FIRST AID CALL?**

Just press the required button to activate an Emergency Alert, Help or First Aid Call.



Emergency Alert Button



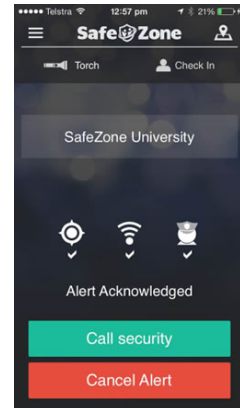
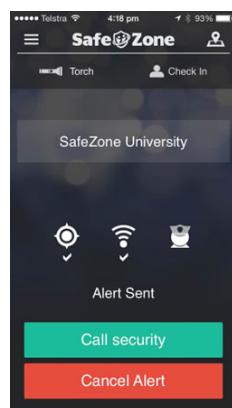
Help Call Button



First Aid Call Button

After you raise an Emergency Alert, you will see a screen indicating an Alert has been sent and the ticks under the symbols showing you that your location has been confirmed and that the alert has been sent to Security.

When Security acknowledges your alert you will see a screen with a tick under the symbol for the Security Officer. A Security Officer will then attempt to call you, to talk about what is happening. You should explain what help you need and confirm your location.



Help and First Aid Call Buttons will connect you directly to UOW Security and you can talk with Security staff. Your location is displayed on a map for UOW Security while you are on the call. You should explain what help you need and confirm your location. The Security team can use two way messaging with you when an alert or help call is raised.

A Security Officer will endeavour attend to your location. You may still need to identify yourself to UOW Security Officers when they arrive, especially if there are a lot of people around.

If you activate an Emergency Alert, Help or First Aid call by accident you must still talk to a Security Officer so that we know you are safe and that there is no emergency or other assistance required. Remember to also press the Cancel Alert button.

Contact  
 UOW Security  
 General Number: 4221 4555  
 Email: [security-shared@uow.edu.au](mailto:security-shared@uow.edu.au)  
[www.uow.edu.au/about/security](http://www.uow.edu.au/about/security)



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