



SafeZone

Frequently Asked Questions

I have a new phone – what do I do?

If you are an existing user, simply download and install SafeZone and tap the icon to start the app. Sign In with your CDU email address and password, then you're all set. If you have forgotten your password, you can request an automated Password Reset from the Sign In screen.

My phone number has changed (or other information) – what do I do?

Apart from password reset, we do not yet have a self-service update for personal details. If you've changed your phone number (or want to change any other information), please send an email from your registered university email address to our support team, who will be happy to update your details for you.

Be sure to tell us if your number changes, because it is very important that our responding Officer can call you on your new number.

Contact the support team at: safezoneadmin@cdu.edu.au

Note that your information is always held in strictest confidence as required by Australian Privacy Laws.

I don't want to make a fuss, but I have been threatened or I was assaulted: what can I do?

If you feel uncomfortable activating the Emergency button, then use the Help button instead. This function will put you through to Security via a phone call and they can then talk to you and help you.

What if I raise a Call (or Alert) outside the campus SafeZone?

If you are outside of the SafeZone boundary when you activate an Alert, your phone will tell you that you're outside the zone and offer you a connection to triple zero "000" for emergency services.

What is the difference between a Call and an Alert?

A Call and an Alert are basically the same thing. When you activate one of the three SafeZone buttons (Help, First Aid or Emergency), you are **initiating a "Call" process**, where either you call Security or Security calls you.

You are also **"Alerting" all active members of the Security team** to your need, your location and your identity – so that they can respond to your requirement quickly and effectively.

What if I accidentally press a SafeZone Call button?

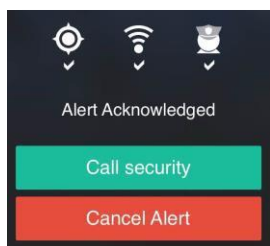


If you accidentally press any SafeZone Call button, you can cancel the Call by tapping the button again while the "Circle" timer is winding down for 5 seconds.

After the Call (Alert) has been sent, you can still cancel your request, but you will still be contacted by Security to be sure that you are OK.

Note: All alerts initiated must be cancelled by the user once the Security team have resolved your request for assistance. This will be indicated on the SafeZone screen.

How will I know my Alert has been received?



After pressing any of the three Call buttons, your phone will display the information shown on the left.

The three icons mean:

Obtaining location (checked when successful)

Sending your request (checked when successful)

Awaiting Acknowledgement from Security - the Text changes from “Alert Sent” to “Alert Acknowledged” when the Security Team has seen your request and physically sent you their acknowledgement. The icon will be ‘ticked’ and your phone will also vibrate when this happens. This means they are about to call you (if you don’t call them) and they are responding to your request.

Having sent an Alert, you can **call security directly by tapping the Green button** or **Cancel the Alert by tapping the Red button**.

If you cancel at this point, Security will still call you to check that you are OK.

What information does SafeZone store and how is my privacy protected?

As part of the App download process, you will be asked to agree to the SafeZone End User Licence Agreement. You will also be asked to provide your university email address, your name, mobile number and a password. Additionally, you may optionally provide other information and a face photo. CDU encourages all users to upload a face photo as this helps the Security officer to identify you when responding to your Alert.

To activate your SafeZone account, you will need to respond to an activation email sent to your CDU email address after you register your details.

All information provided by users of SafeZone is held in a high security data centre. All data transmissions are encrypted. Handling of any personal data (including location) provided by users is in accordance with, and subject to the provisions of the relevant State and Federal Privacy Laws.

Read about our privacy provisions at www.safezoneapp.com/privacy.

When will Safezone be tracking my location?

SafeZone does not track your phone’s location unless you specifically request it.

You request tracking by raising an Alert by pressing the Emergency button or Help or First Aid Call buttons. As part of your End User Licence, you agree for use of your location information by CDU Security personnel to expedite their response to your raised Alert. Your phone’s location will be tracked by SafeZone until the Alert is cancelled whether by you or by the Security team.

Who will see my check-in?

When you Check-In, your location and ID information is only shared with the members of your response team. If you need help, you will still need to press an alert button or make a Help call.

If you are an authorised Lone Worker and start a Lone Work session, you check-in and your location will be tracked and displayed on a map for the Security team for the duration of your Lone Work session.

You can use the check-out icon at any time to immediately cancel tracking, and SafeZone automatically finishes your session and stops tracking at time of check-out or as you exit the campus.

Do I need to check-in for SafeZone to work?

No, you do not need to be checked-in first. If you need help, open the app and tap one of the buttons. Unless you wish to share your presence with the response team or are required to check-in for workplace safety reasons, you may never need to check-in.

Where does SafeZone work?

SafeZone will work in the following defined Campus areas: Casuarina, Waterfront, Palmerston, Alice Springs and Sydney.

What if I am outside the CDU Campus SafeZone Area?

SafeZone will operate at any location, however if you raise a call or alert when you are outside one of the defined SafeZone areas, your app will offer you a single-tap call to local emergency services – “000”.

What if I have not loaded the SafeZone Application, will I still get messaging?

YES. Your CDU email is automatically loaded onto the system so emergency messaging and updates can still be sent to your email.

On what phones can I use the SafeZone App?

The current version of SafeZone App is compatible with:

- Any iPhone using iOS 6.0 or higher
<https://itunes.apple.com/au/app/safezone/id533054756>
- Any Android phone with at least Version 2.2 of the Android Operating System
<http://play.google.com/store/apps/details?id=com.criticalarc.safezoneapp>

Will SafeZone run on my iPad or Android Tablet?

If you have an Android phone or an iPhone, we advise you to install SafeZone on your phone.

If you do not have an iPhone or Android phone, then you can install SafeZone on your iOS or Android Tablet, however note that tablets generally only have a Data SIM and therefore they cannot make or receive Voice calls.

Since having Security call you is a part of the standard SafeZone response procedure, you will not be able to utilise SafeZone’s full capabilities on a Tablet.

What are the recommended configuration settings for using SafeZone App?

Some of these will be configured for you as part of the installation process, which will ask your permission before changing any settings.

- **Location Services Enabled** – you will be prompted for this when installing the App
- **Wi-Fi enabled** – having Wi-Fi enabled (without even being connected to a network) will significantly improve the accuracy of the location information sent by your device.
- **Wi-Fi connected to the Eduroam network** – being connected to the campus Wi-Fi will help ensure that your alert will be sent, even if your mobile service provider does not have coverage where you are on campus.

What information will I be asked to provide?

Email Address: Your CDU email address. For contractors use your work email address. **Password:**

Create your password. If you forget your password, you can easily reset it. **Name:** Use your real name.

This helps to ensure security can identify you.

Phone Number: Provide your mobile number. If you are signing up for the first time on an iPad or tablet, use your mobile number. In most situations, responders will use this to contact you.

About Location Services

SafeZone uses smart device positioning services provided by Apple and Google. Location services must be enabled on your phone or tablet so that your location can be provided to the response team.

The SafeZone system has safeguards to prevent unauthorised use of location data and unauthorised tracking of SafeZone users. Your location is not shared until you raise alert with the response team or check-in.

It is not possible for another person to activate the tracking/location function externally – only you can activate this by raising an alert or call or by checking-in.

During an active Alert your location details are logged by the CriticalArc server and may be used by CDU Security in future as part of a record of the incident, or for system performance analysis, or for CDU Security training purposes.

How can I provide my feedback about SafeZone?

All feedback is welcome! To provide feedback email the SafeZone administration group:

safezoneadmin@cdu.edu.au

Is there a SafeZone Facebook page?

Yes, [visit SafeZone on Facebook](#).