



SafeZone

Frequently Asked Questions

<http://www.safezoneapp.com/>

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 previous e-mail 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.

I have changed my phone number (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 e-mail from your registered university e-mail address to our support team, who will be happy to update your details for you.

Be sure to let us know 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: support@criticalarc.com

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.

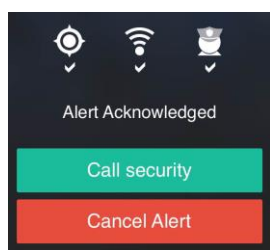
What if I accidentally press a SafeZone Call button?



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.

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.

How will I know when 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” once a Security Team member has seen your request and physically sent you their acknowledgement. The icon will be checked and the phone will also vibrate when this happens. This means they are about to call you (if you don’t call them) and they are now responding to your request.

At this point, 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 e-mail address, your name, and a password. Additionally you may optionally provide other information and a face photo. Deakin encourages all users to upload a face photo as this helps the Security officer to identify you when responding to your Alert.

In order to activate your SafeZone account, you will need to respond to an activation e-mail sent to your Deakin e-mail 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. CriticalArc’s 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.

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 Deakin Security personnel in order to expedite their response to your raised Alert. Your phone’s location will be tracked by SafeZone until such time as the Alert is cancelled wether by you or by the Security team.

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

You can un-check the Lone Worker icon at any time to cancel the tracking immediately, and SafeZone will automatically finish your session and stop tracking as you exit the campus.

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

The SafeZone system incorporates safeguards to prevent unauthorised use of location data and unauthorised tracking of SafeZone users without their express permission.

Test Zones - How can I be sure SafeZone will work when I need help?

Deakin Security have defined two test zones on each campus where you can go and activate your SafeZone - Emergency button. Remember these are test zones, so a “real” alert cannot be activated in these zones. In these zones, you can activate a Emergency button and the SafeZone

system will send you a message to let you know your Emergency button Test has been sent successfully.

Test Locations

These test locations will be active throughout the Pilot period:

- At the Security Office
- An area defined by a flag indicating Test Zone

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 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.

How can I provide my feedback about SafeZone?

All feedback is welcome! Select the "Feedback" option in the SafeZone app Menu to make suggestions or provide feedback to CriticalArc.

You can also have your say by:

- e-mail security@deakin.edu.au
- e-mail CriticalArc: feedback@criticalarc.com

Is there a SafeZone Facebook page?

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