

SafeZone International Travel Response

SafeZone is available to all colleagues and students at the University of York. The app allows you to send location-based alerts from your smartphone or tablet to Campus Safety whenever you need an immediate emergency response, first-aid or any other general assistance.

The SafeZone app makes it easy for students and staff to get help with the single tap of a button, this goes to the Campus Safety Control Room where they will receive the alert and initiate a response.

Response from an activation

- When an alert is raised (emergency / first aid) anywhere in the world, you will be automatically directed to the local emergency response telephone number (999 equivalent).
- Using SafeZone to contact local emergency services internationally will also notify the Campus Safety Control Room.
- When an alert is raised on campus you will receive a call and response from the Campus Safety Team

When an alert is raised it also allows for 2 way messaging:

- 2 way messaging allows SafeZone users to communicate with Campus Safety via text message. This helps keep the lines of communication open with users who need assistance.
- 2 way messaging increases the accessibility of SafeZone, by allowing users with hearing or speaking impairments to have dialogue with Campus Safety
- Once Campus Safety have established the details and situation, they are able to escalate the details to the appropriate contact within your department or through the correct escalation route.

Using the SafeZone App

If you activate your SafeZone app internationally:

Emergency Button – In the case of an emergency, this button will:

- Prompt you to call the appropriate international equivalent of 999 or send an alert to the Campus Safety Control Room who will then make contact with you. If this is an emergency, please select to call the emergency number. You can then make contact with the Campus Safety team on the emergency number - +441904 323333
- It will send you an email with links to the University of York Insurance Team web pages and the Travel Assistance Card.

Campus Safety

Student Life and Wellbeing

First aid – If medical assistance is needed, this button will:

- Prompt you to call the appropriate international equivalent of 999 or send an alert to the campus safety control room who will then make contact with you. If this is an emergency, please select to call the emergency number. You can then make contact with the Campus Safety team on the emergency number - +441904 323333
- It will send you an email with links to the University of York Insurance Team web pages and the Travel Assistance Card

Info Button – In the case you need general help or assistance, this button:

- Will call the Campus Safety team emergency number.

While travelling internationally the 'Information banner' on the app will provide you with a direct link to the Travel Assistance card

Additional Information on SafeZone

SafeZone does not share a user's location:

- Until you send an alert (emergency, first aid, or help),
- Use the check-in or checkin timer features, or submit a tip-report that includes their location.



Menu – This allows access to your profile and other features.

See it Say it – This button allows you to send a message to the Campus Safety Control Room either named or anonymously

Check-in Timer – This button allows you to share their location for a desired time period, after which an alert will be sent to security if you do not 'Check Out'. Example uses: sharing a taxi journey or when working alone in a secluded location.

Location – Allows you to view their location on Google or Apple

Check-in – Allows you to share their location with responders by 'Checking In'. You may be asked to share your location in the event of an emergency. You can set up to check in automatically but for international travel it is recommended that you do this manually on a daily basis.

Information – This button is currently set with a link to key information on the University of York web pages. However, while travelling internationally the button will provide you with a copy of the Insurance Travel Assistance card.