SafeZone App Installation and permissions walkthrough for iOS and Android - SSO

11 June 2021

Authored by
Karl Palma

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Downloading and installing SafeZone

Invitation email from SafeZone

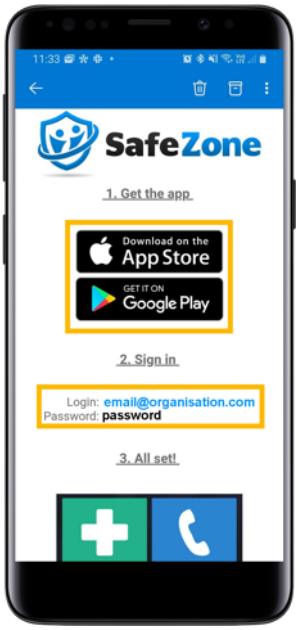
1. You will receive an email to your email address inviting you to join SafeZone

2. Open up the email
3. To download and install SafeZone:

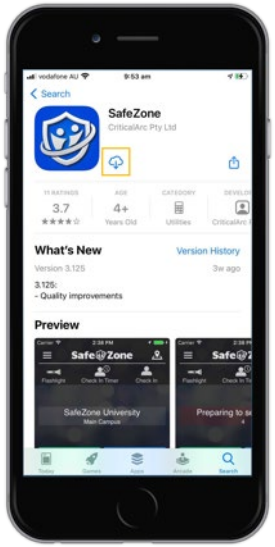
   iPhone users tap on **Download on the App Store**

   OR

   Android users tap on **Get It On Google Play**



iOS Setup Walkthrough



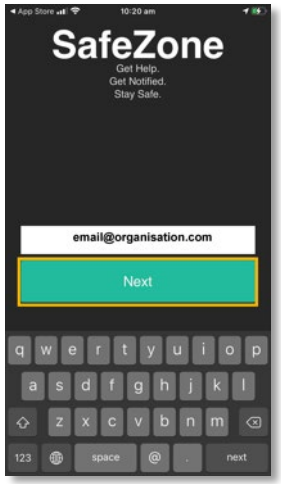
Installing SafeZone

The steps below will go through how to set up the SafeZone App on an iPhone (iOS) device

1. After tapping on **Download on the App Store**, the SafeZone App download screen will appear. Make sure you are downloading the correct app by CriticalArc Pty Ltd. Please refer to the screenshot to the right
2. Tap on ☁ to start the download and installation of the SafeZone App onto your device.
3. Tap on **Open** to open the SafeZone App.

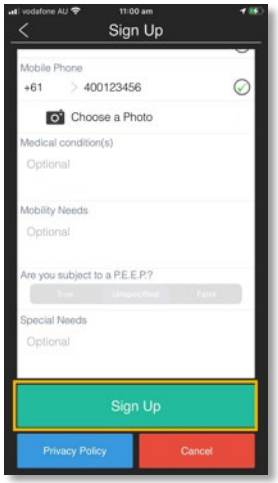
Setting up your SafeZone account

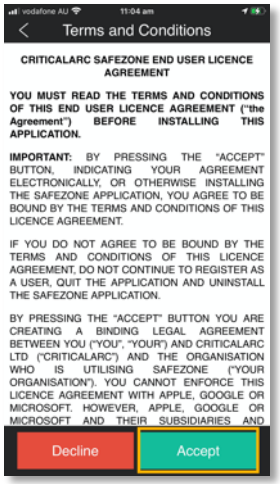
4. Enter in the email address for your account. Tap on **Next**
5. You will then be redirected to your organisation's sign-in page. Enter in your organisation's credentials to log in.
6. Complete your registration by updating your profile, adding your name and mobile phone number. An administrator may have already added this information on your behalf however it is recommended to check that your details are entered in correctly
7. If you wish to add a photo to your profile, tap on **Choose a Photo** (optional, but recommended to assist responders in locating you, when you request help)
8. Tap on **Sign Up** to complete your registration for SafeZone.
9. On the Terms and Conditions screen, tap on **Accept.**


SafeZone
Get Help.
Get Notified.
Stay Safe.
email@organisation.com
Next

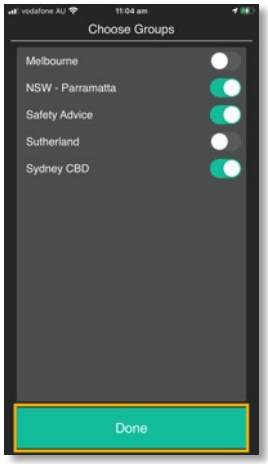
Sign In
Your organisation's sign-in page
Sign in
Email@organisation.com
Password
Sign in
Done

Sign Up
email@organisation.com
Password
Given name
Jaime
Family name
Patterson
Mobile Phone
+61
400123456
Choose a Photo
Done


Sign Up
Mobile Phone
+61
400123456
Choose a Photo
Medical condition(s)
Optional
Mobility Needs
Optional
Are you subject to a P.E.E.P.?
Special Needs
Optional
Sign Up
Privacy Policy
Cancel

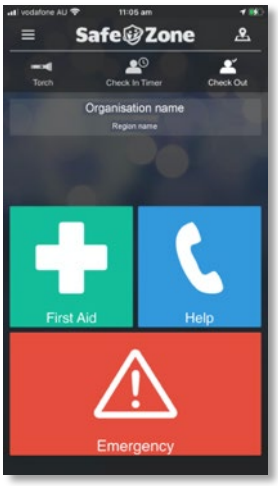

Terms and Conditions
CRITICALARC SAFEZONE END USER LICENCE AGREEMENT
YOU MUST READ THE TERMS AND CONDITIONS OF THIS END USER LICENCE AGREEMENT ("the Agreement") BEFORE INSTALLING THIS APPLICATION.
IMPORTANT: BY PRESSING THE "ACCEPT" BUTTON, INDICATING YOUR AGREEMENT ELECTRONICALLY, OR OTHERWISE INSTALLING THE SAFEZONE APPLICATION, YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS LICENCE AGREEMENT.
IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS LICENCE AGREEMENT, DO NOT CONTINUE TO REGISTER AS A USER, QUIT THE APPLICATION AND UNINSTALL THE SAFEZONE APPLICATION.
BY PRESSING THE "ACCEPT" BUTTON YOU ARE CREATING A BINDING LEGAL AGREEMENT BETWEEN YOU ("YOU", "YOUR") AND CRITICALARC LTD ("CRITICALARC") AND THE ORGANISATION WHO IS UTILISING SAFEZONE ("YOUR ORGANISATION"). YOU CANNOT ENFORCE THIS LICENCE AGREEMENT WITH APPLE, GOOGLE OR MICROSOFT. HOWEVER, APPLE, GOOGLE OR MICROSOFT AND THEIR SUBSIDIARIES AND
Decline
Accept

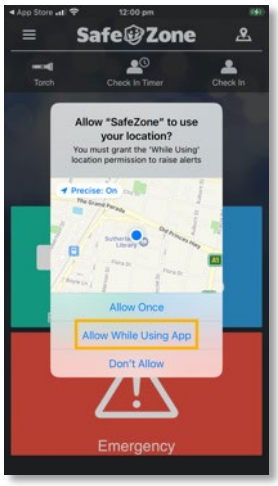
10. The Choose Groups screen is related to an inactive function in Stanford's SafeZone. You can skip this step. Tap on **Done.**



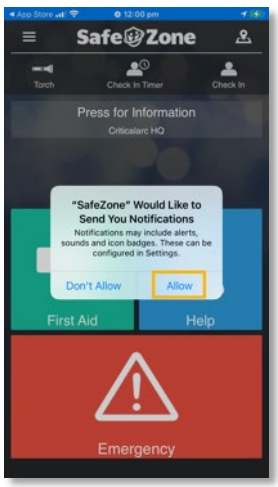
Setting your SafeZone Permissions (iOS)

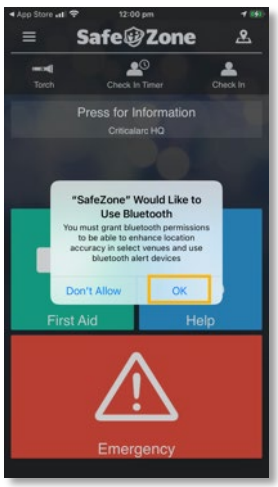
11. You will then be presented with the SafeZone home screen with the 3 alert buttons.
12. The app will require you to enable the permission for Location, select **Allow While Using the App**

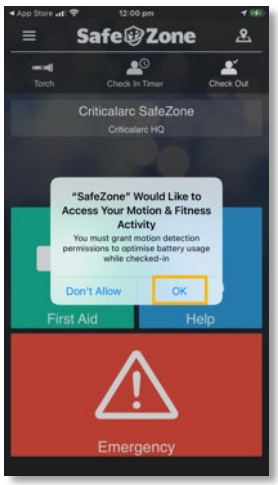




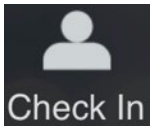
13. The Notifications, Motion & Fitness and Bluetooth will also need to be allowed. Select **Allow** or **OK** to be able to use the features of SafeZone properly.



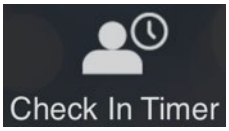




14. If you tap on the **Check-In** (or **Check-In Timer**) button, select the option for **Change to Always Allow**. This will allow SafeZone to use your location services even if the app is running in the background.



OR



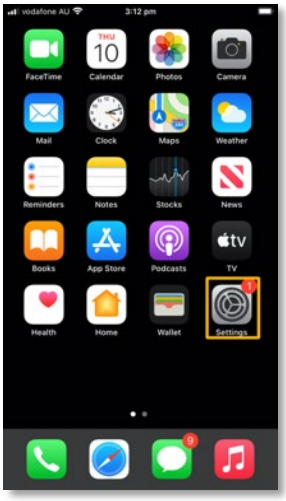
15. You will now be able to use SafeZone to raise alerts, check-in and share your location and receive communications from your organisation.

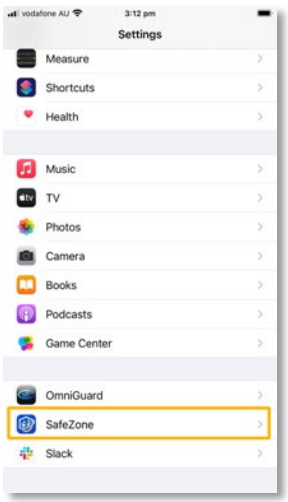
NOTE: Check In and Check In Timer are not monitored on the Stanford campus, at this time.

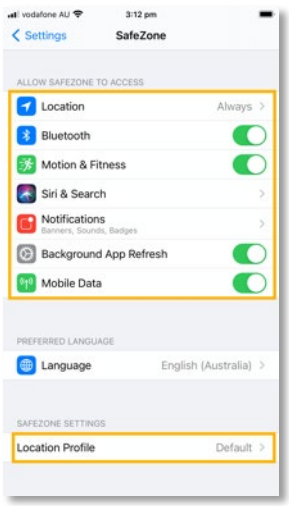
iOS Permission settings

If you are familiar with how to set up settings and permissions on your iPhone device or you have followed the steps above and are still having issues with the SafeZone App, please refer to the screenshots below to correctly set up the permissions for the SafeZone App.

1. On the iPhone home screen, tap on the **Settings** icon.
2. Scroll down and tap on SafeZone to open the SafeZone settings screen.
3. The required settings for the SafeZone App are shown in the below-right screenshot



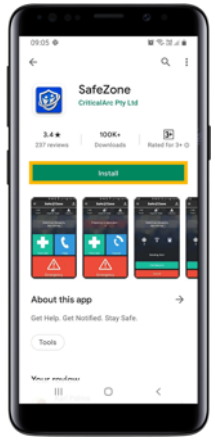




Android Setup Walkthrough

Installing SafeZone

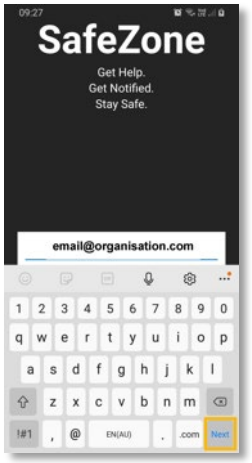
The steps below will go through how to set up the SafeZone App on an Android device. Please note, the steps and screenshots below are done on a Samsung device, and different Android manufacturers may have different Android settings.



1. After tapping on **Get it from Google Play**, the SafeZone App download screen will appear. Make sure you are downloading the correct app by CriticalArc Pty Ltd. Please refer to the screenshot to the right.
2. Tap on **Install** to start the download and installation of the SafeZone App onto your device.
3. Tap on **Open** to open the SafeZone App.

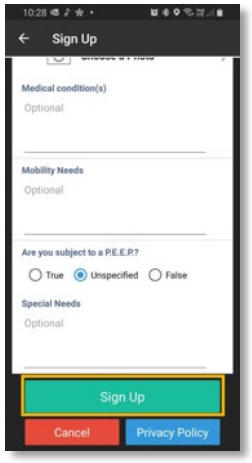
Setting up your SafeZone account

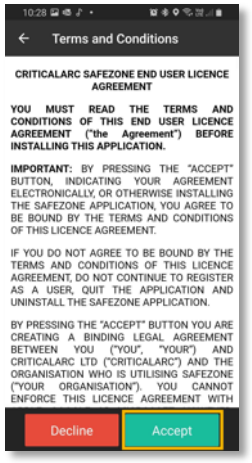
4. Enter in the email address for your account. Tap on **Next**
5. You will then be redirected to your organisation's sign-in page. Enter in your organisation's credentials to log in.
6. Complete your registration by updating your profile, adding your name and mobile phone number. An administrator may have already added this information on your behalf however it is recommended to check that your details are entered in correctly
7. If you wish to add a photo to your profile, tap on **Choose a Photo** (optional but recommended to assist responders in locating you, when you request help)
8. Tap on **Sign Up** to complete your registration for SafeZone.
9. On the Terms & Conditions screen, tap on **Accept**


SafeZone
Get Help.
Get Notified.
Stay Safe.
email@organisation.com

Sign In
Your organisation's sign in page
Sign in
email@organisation.com
Password
Sign in

Sign Up
Email
email@organisation.com
Password
Given name
Jaime
Family name
Patterson
Mobile Phone
AU (+61)
400123456
Choose a Photo
Medical condition(s)
Optional


Sign Up
Medical condition(s)
Optional
Mobility Needs
Optional
Are you subject to a P.E.E.P.?
True
Unspecified
False
Special Needs
Optional
Sign Up
Cancel
Privacy Policy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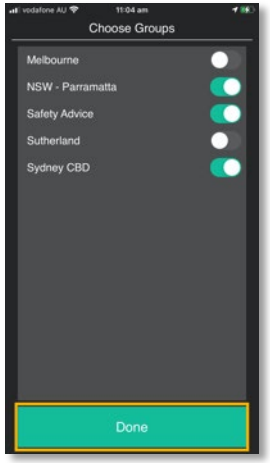
Decline
Accept

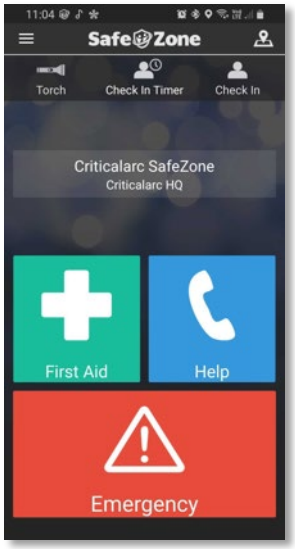
10. The Choose Groups screen is related to an inactive function in Stanford's SafeZone. You can skip this step. Tap on **Done.**

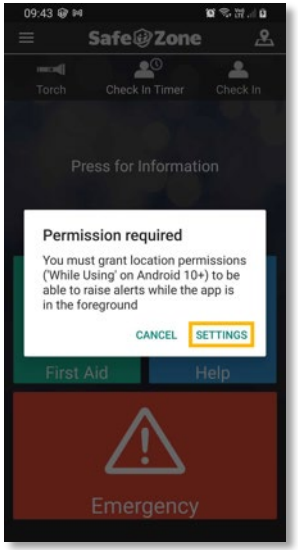


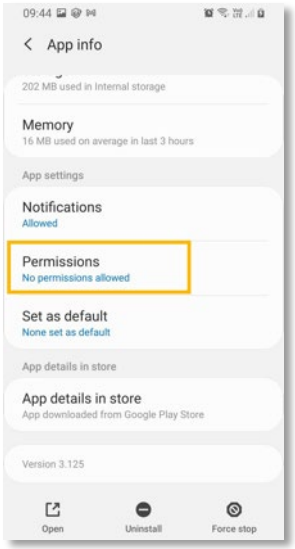
Setting your SafeZone Permissions (Android)

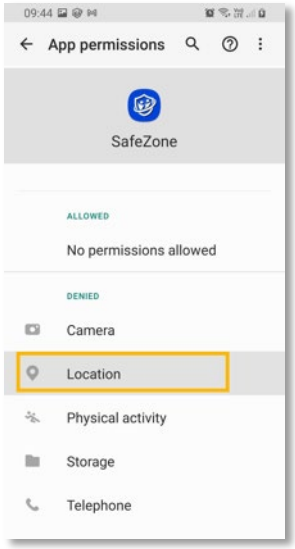
11. You will then be presented with the SafeZone home screen with the 3 alert buttons.

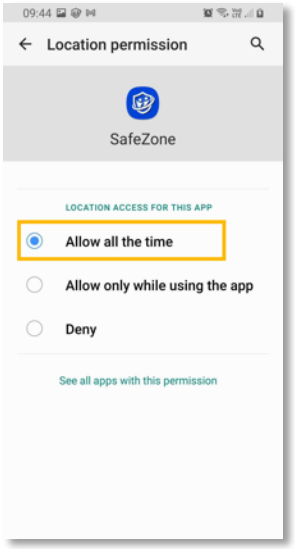
12. A prompt to enable permissions for SafeZone will appear. SafeZone requires you to enable permissions for Camera, Location, Physical Activity, Storage and Telephone. By default, all permissions are set to **Denied**. Please Select **Allowed** to be able to use the features of SafeZone properly. For the Location permission, select the permission for **Allow all the time.** Please refer to the screenshot below-right for the required settings.

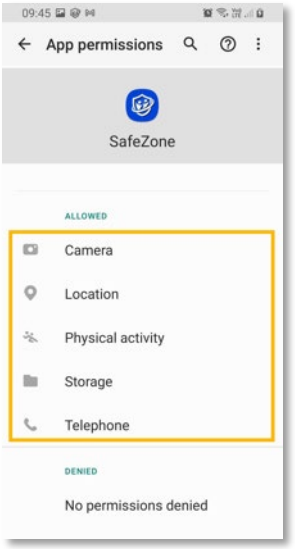






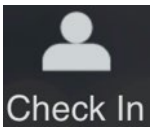




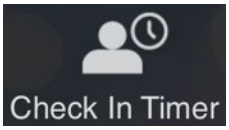


Disabling Battery optimisation

13. Android devices have a battery optimisation feature which needs to be disabled so that SafeZone can share your location while in the 'Doze' or black screen state. When the pop-up appears, tap on **Settings.** If the Permission required prompt does not appear, tap on **Check In** or **Check In Timer** to display the prompt.



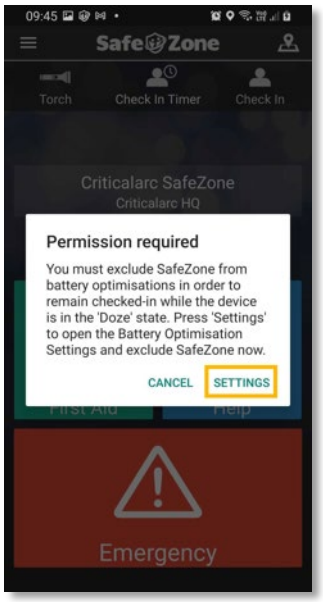
OR

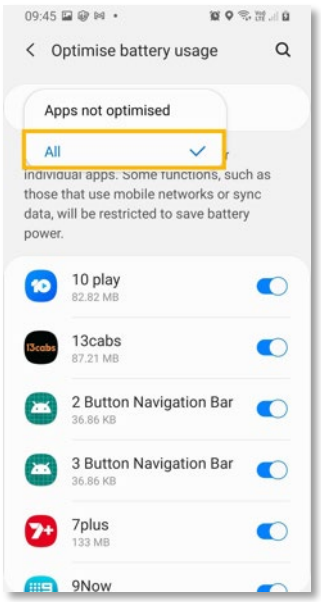


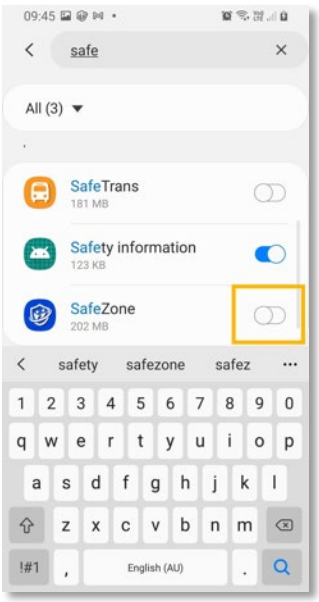
14. Tap on the drop-down at the top and change from **Apps not optimised** to **All**

15. Scroll down and search for **SafeZone**. Newer Android devices may have the ability to search for SafeZone using the magnifying glass at the top.

16. Disable battery optimisation by toggling the switch off (left)







NOTE: Check In and Check In Timer are not monitored on the Stanford campus, at this time.

Menu and Buttons Detail

Refer to the Quick Start Guide for detailed info about the Stanford-specific functions in SafeZone. Note that Check In and Check In Timer are not monitored on the Stanford campus, at this time.

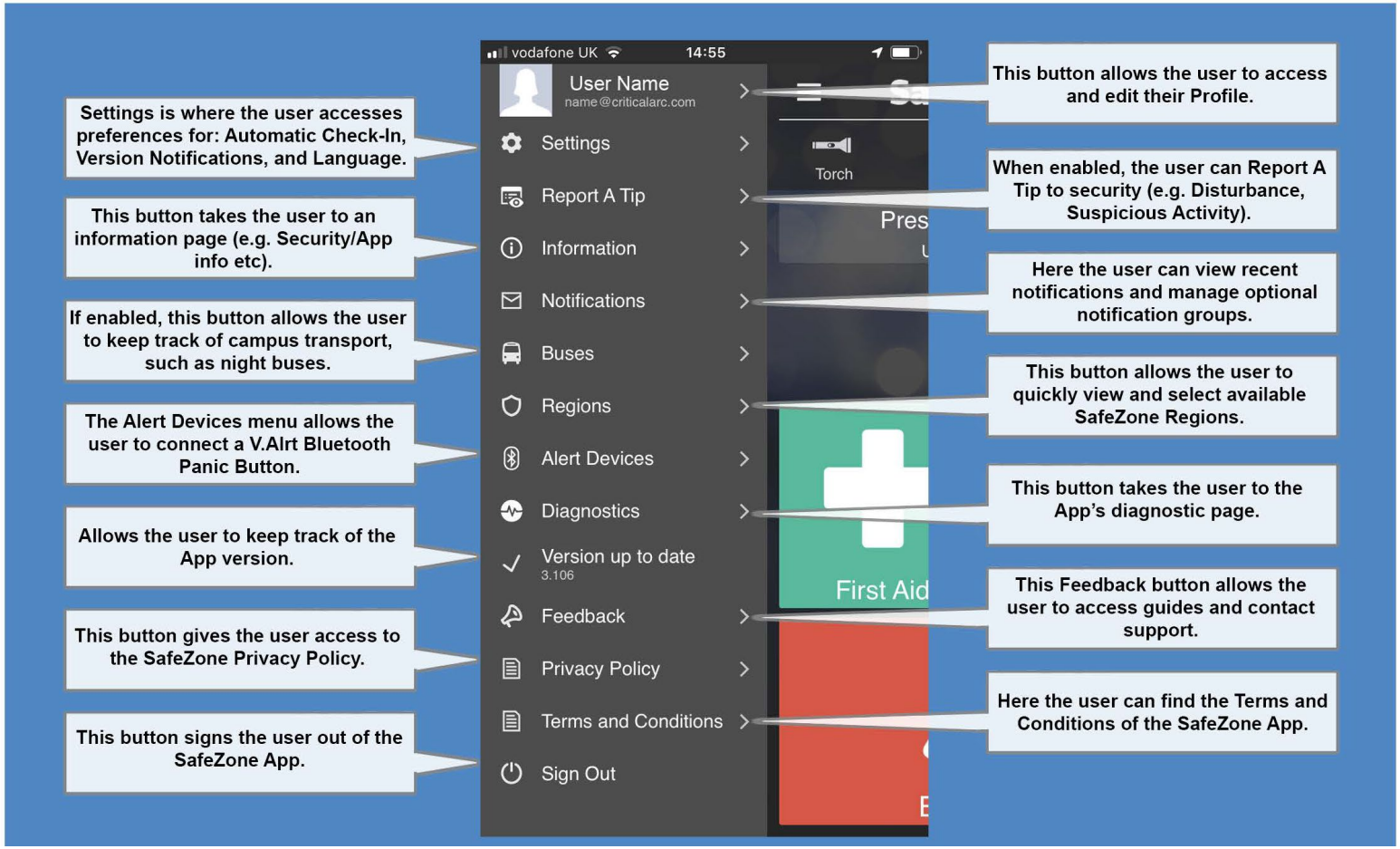
criticalarc

Using the SafeZone App

SafeZone

Not all menu options are available in the Stanford SafeZone application.

Using the SafeZone App



For additional assistance, contact vbergado@stanford.edu

CriticalArc Pty. Ltd. (ABN 69 154 820 603)

Contact CriticalArc
E-mail: contact@criticalarc.com
Web: www.criticalarc.com

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