



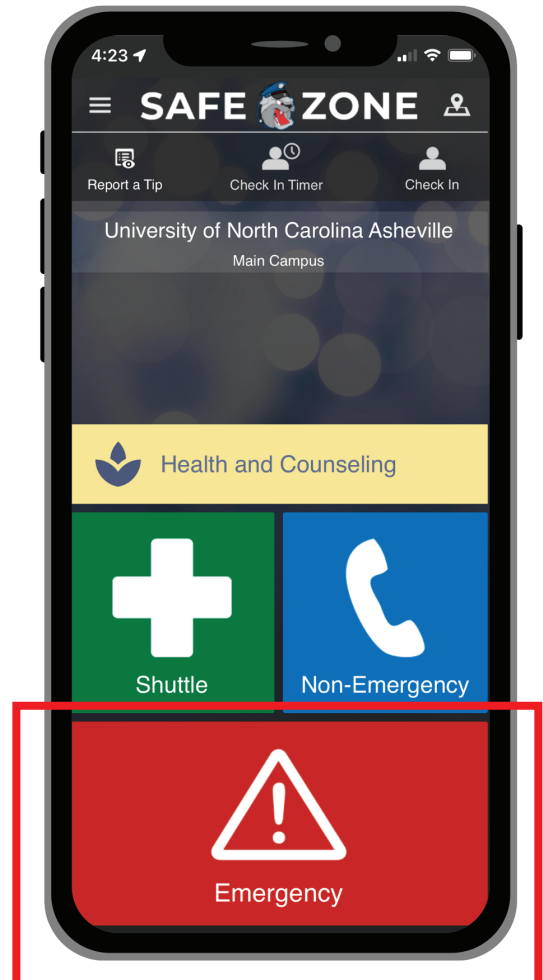
SafeZone is a free safety app that allows UNC Asheville students, faculty, and staff to contact University Police for emergency and non-emergency assistance directly from a mobile phone.

This document will walk you through step-by-step instructions for how to use the features offered by the SafeZone mobile app.

I. Emergency: Connect with University Police staff at the touch of a button if you feel threatened or need urgent assistance.

- Open the SafeZone App.
- Click the “Emergency” button at the bottom of the screen.
- When you press the “Emergency” button you will initiate a phone call directly to University Police’s Emergency Communication staff who will address your emergency and send first responders.

If you accidentally press the “Emergency” Button, you have five seconds to press “Cancel” before your call to University Police is initiated.



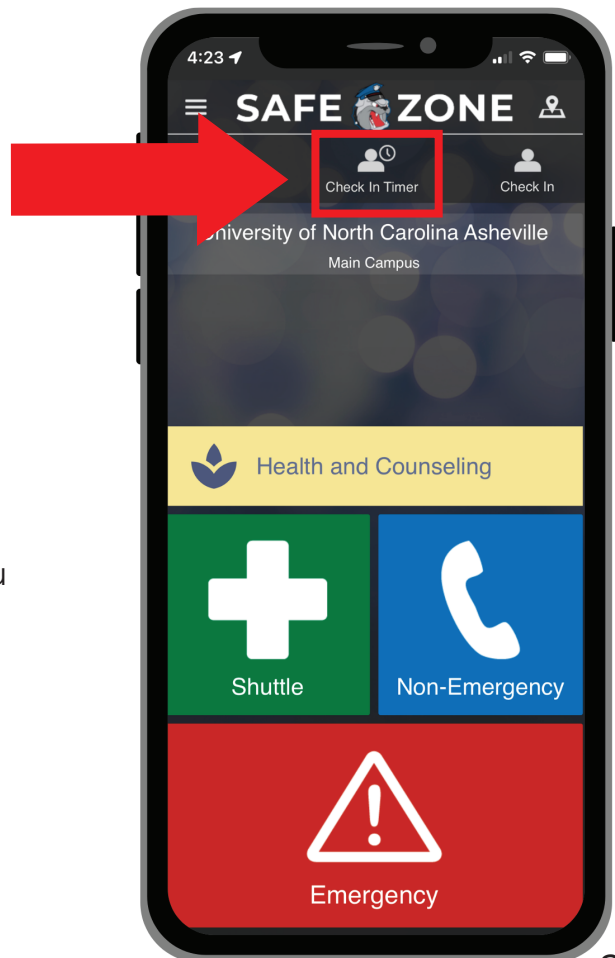
II. Check In: If you are walking alone or feel vulnerable on campus, you can check in from your mobile phone to share your location with University Police. If you don't clear the check-in or if you drop your phone, an alarm will alert the University Police to respond.

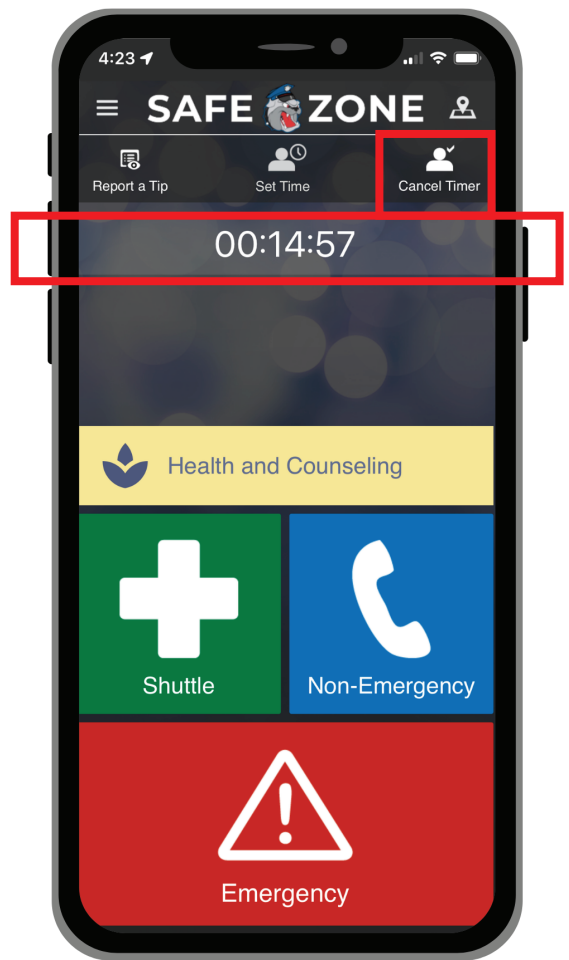
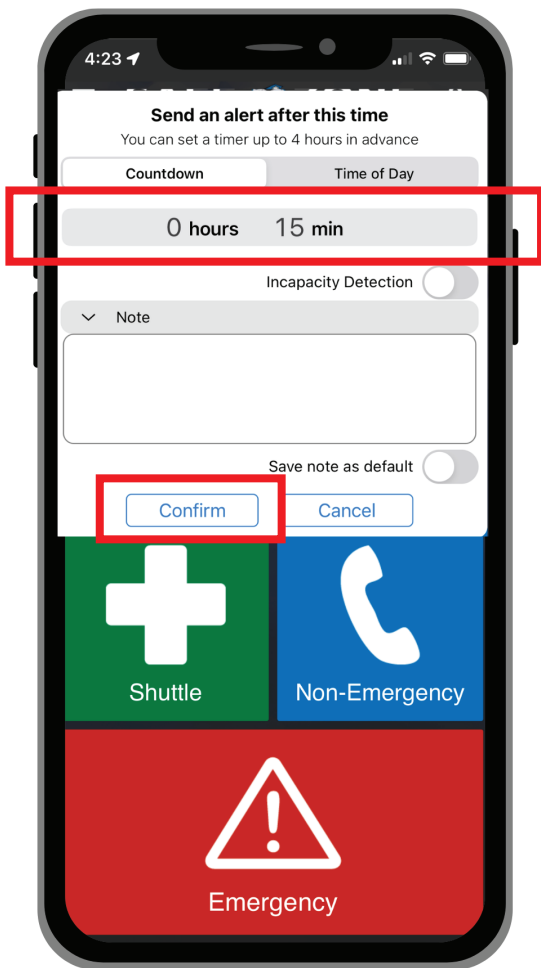
- Click the "Check In" button in the top right corner of the screen. You will see a check mark appear next to the "Check In" icon.
- When you want to stop sharing your location, click the "Check In" button again to deactivate the feature. You will see the check mark next to the icon disappear.



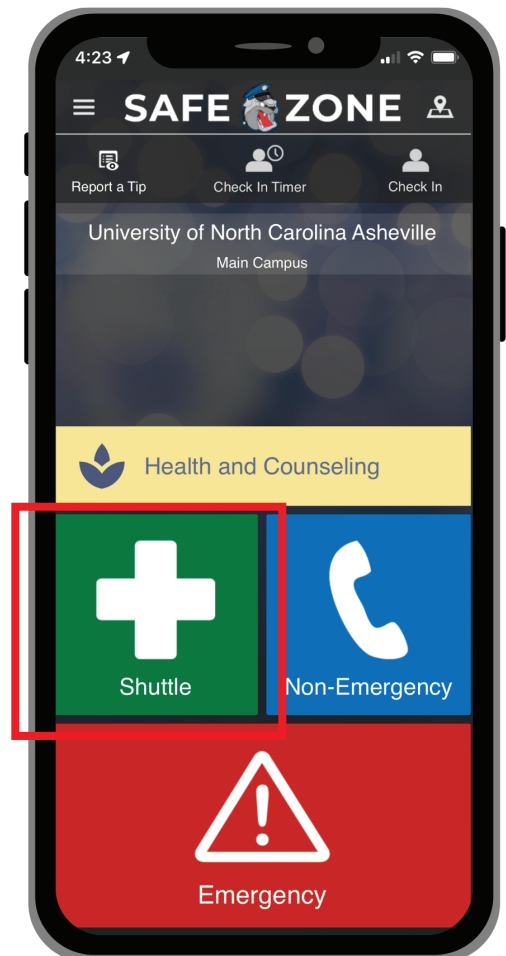
III. Check In Timer: Share your location and set a timer before activating an alert to University Police. If you do not clear the timer before the listed amount of time has passed, University Police will initiate a response.

- Click the "Check In Timer" icon in the top of the screen.
- Tap and drag on the hours and minutes to set the time.
- Add a note with helpful information that you want to share with University Police staff. This could include your location or context for why you are setting the Check In Timer.
- Click "Confirm" to initiate the timer.
- To stop the timer, click "Cancel Timer" in the upper right corner.



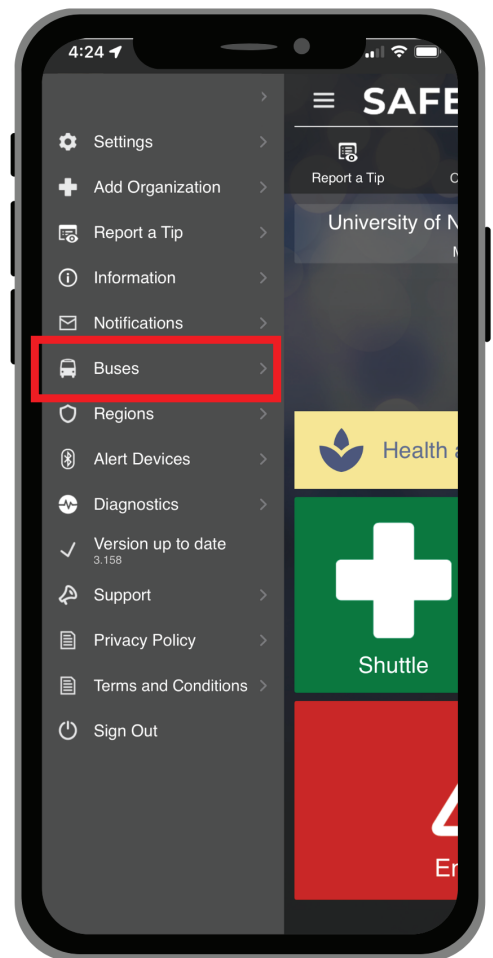


IV. **Shuttle:** Initiate a call to Transportation Services to request an on-demand shuttle while on campus .

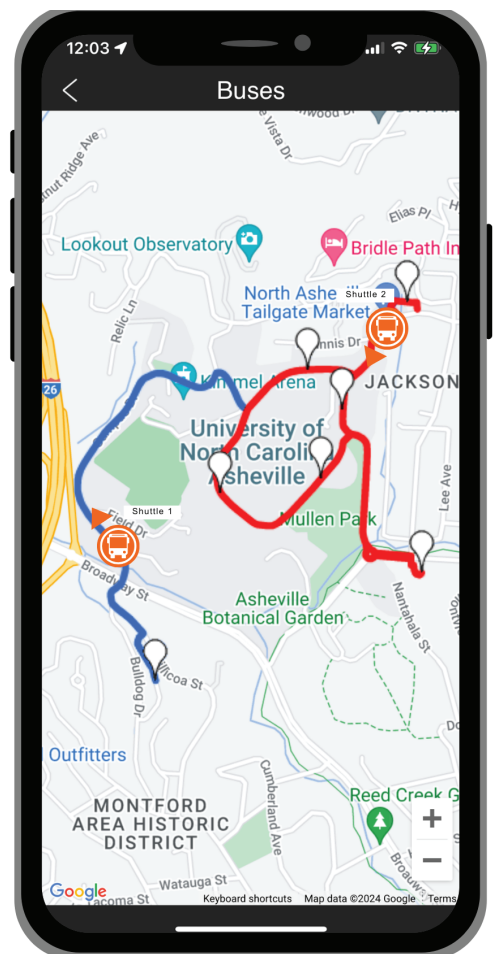


Review University shuttle routes and real-time tracking of shuttle locations to see when they will be approaching your stop.

- Click the menu button “≡” in the top left corner.
- Click the “Buses” option.

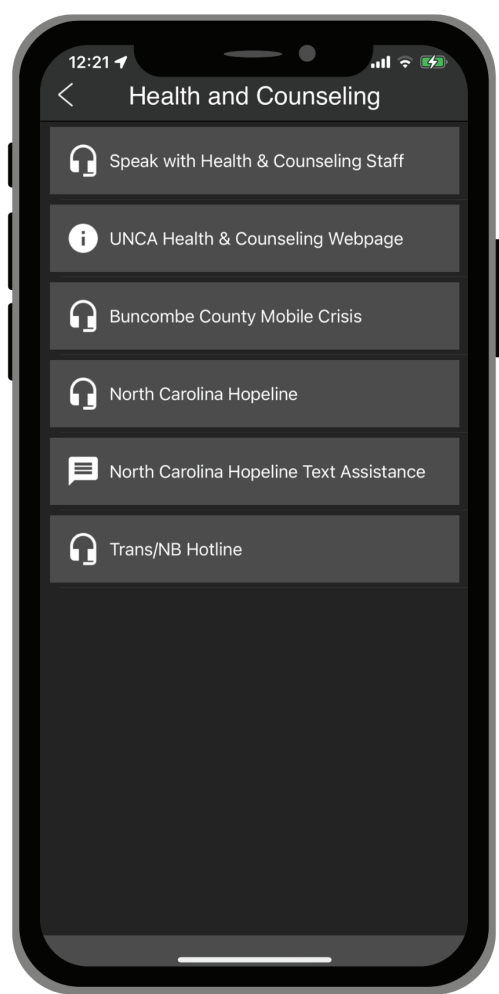
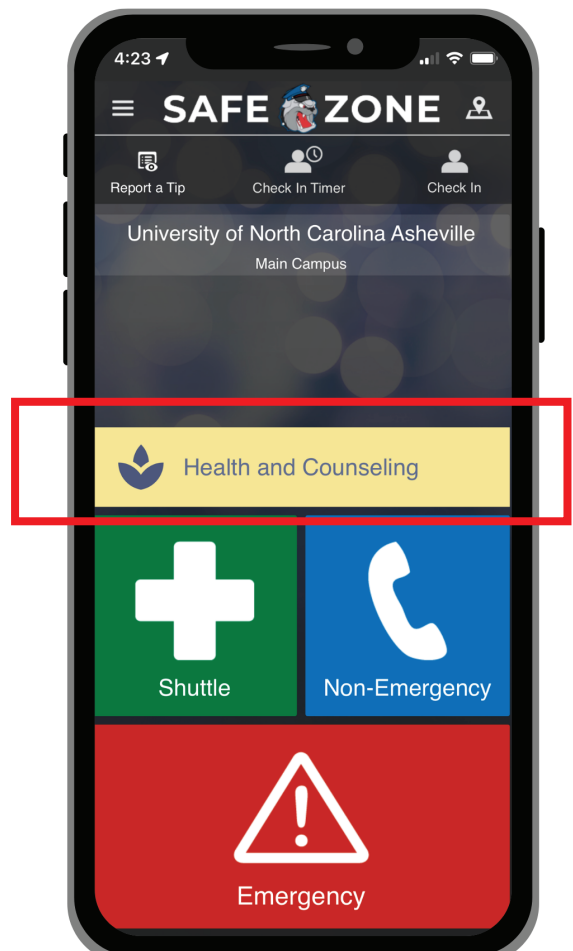


View the two university shuttle routes (one in red and one in blue) with the live locations of each shuttle (shown with orange icons) and the direction the shuttle is going in. The Shuttle stop locations are shown with the white drop icons.



VI. Health and Counseling: Connect with mental health resources. Access contact information for the Health and Counseling Center or designated after-hours resources.

- Click on the “Health and Counseling” button.
- Review University, local and state mental health resources. Contact the UNC Asheville Health and Counseling Center during operating hours (Monday- Friday, 8 a.m.- 4:30 p.m.). Outside of the Health and Counseling Center hours, you can contact dedicated crisis services including Mobile Crisis and Protocol Health Services.
- Click the title of the resource you wish to contact to initiate a phone call to that resource.



VII. Report a Tip: Share helpful information directly with University Police either anonymously or with info linked to your account. Include the location and optional photo of your concern to assist with follow-up.

- Click on the “Report a Tip” button in the top left corner.
- Select the type of tip you wish to submit.
- Select whether you want to send the tip anonymously and if you want to share your current location with University Police.
- Enter tip information in text box
- Add an optional photo using the “Add photo” button and select from your camera roll.
- Click “Send” when you are ready to submit your tip.

