



Trusted to care,
ready to respond.

sondersafe.com

What is Sonder?

Sonder is a FREE 24/7 safety and wellbeing service.

The Sonder app and Support Centre supports you with any issue about safety or wellbeing, health advice, and can get a person by your side anytime and anywhere you need them.

24/7 Help

On and off
campus
support

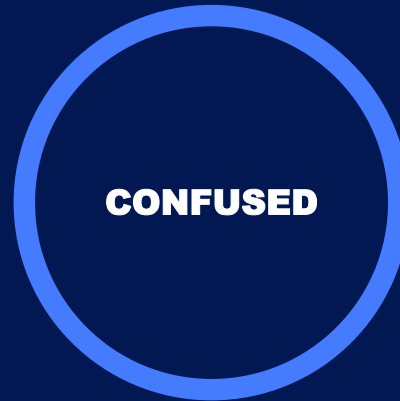
App based
features

Emergency
and
support
specialists



When to use Sonder?

- Meeting someone for the first time
- Overwhelmed and unsure about anything
- Walking alone at night
- Stress or anxiety
- Unfamiliar location
- Lost passport
- Sick and don't know who to call



Anytime, anywhere:

- after hours
- off campus

Support during COVID-19

Sonder is standing by to help you with any questions or problems related to COVID-19, including:

- Someone to talk to day or night via our in-app chat or by phone
- Practical support if you are quarantined including delivery of supplies and daily welfare checks
- The best, most accurate information and up-to-date safety tips

Why to Use Sonder?

To provide **SUPPORT** whenever you need it

To **PREVENT** more serious incidences from occurring

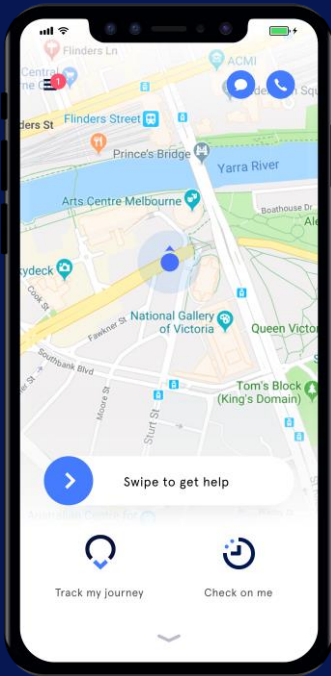


How to use Sonder



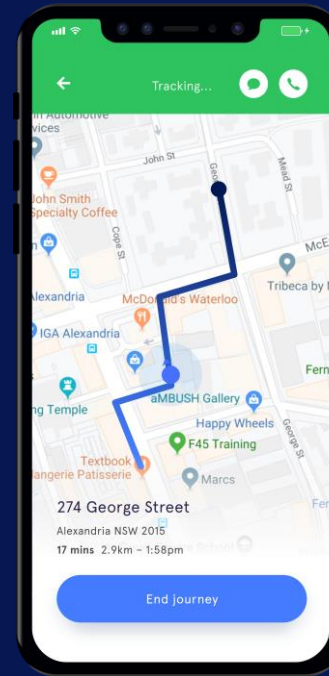
24/7 help

Swipe for help in the app to speak to us via live chat or over the phone with any issue concerning you. We can even send in- person assistance if needed



Track my journey

We monitor your progress throughout your journey until you feel safe, secure and no longer need us.



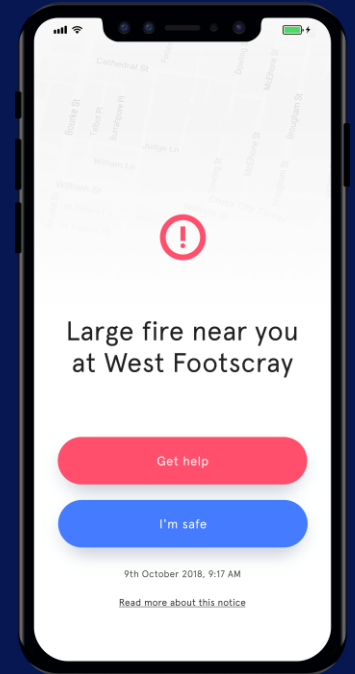
Check on me

If meeting someone new or going to an unfamiliar destination makes you feel uncomfortable, our 'Check on me' feature will allow us to contact you regularly to make sure you are OK.

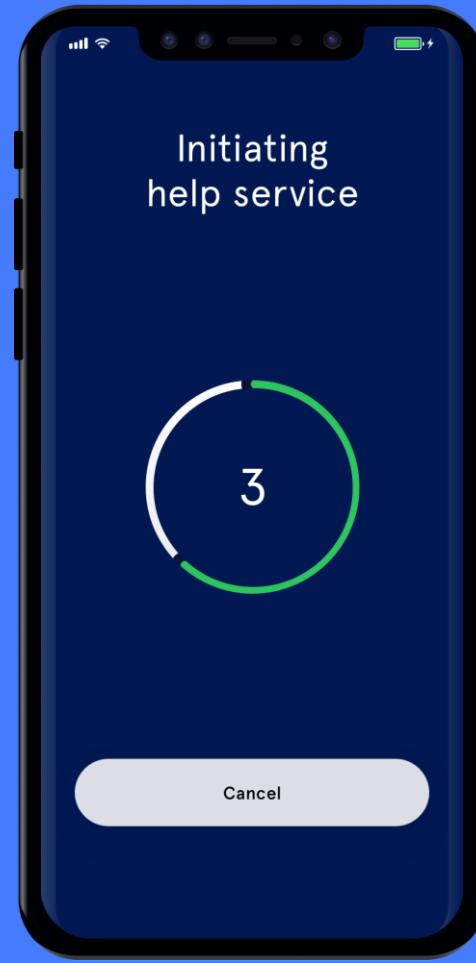
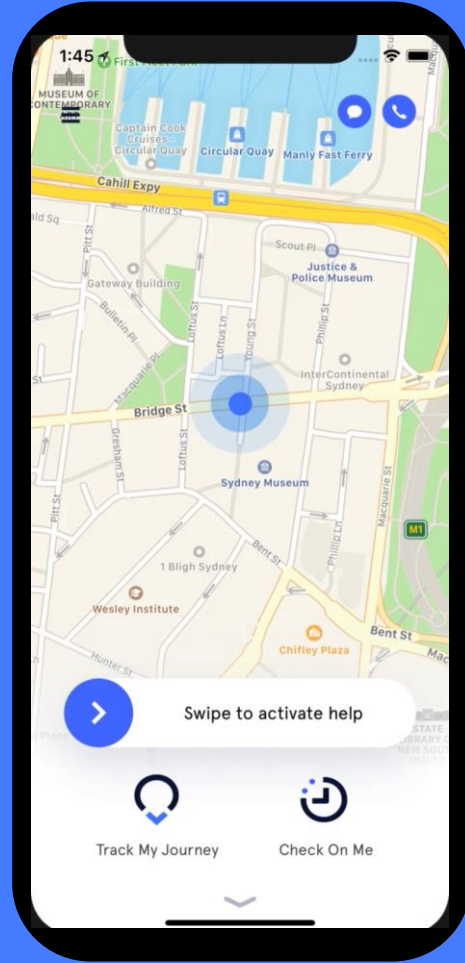


Safety alerts

Our 24/7 Support Centre monitors for both minor and major events which could impact the safety of our members.



Global help

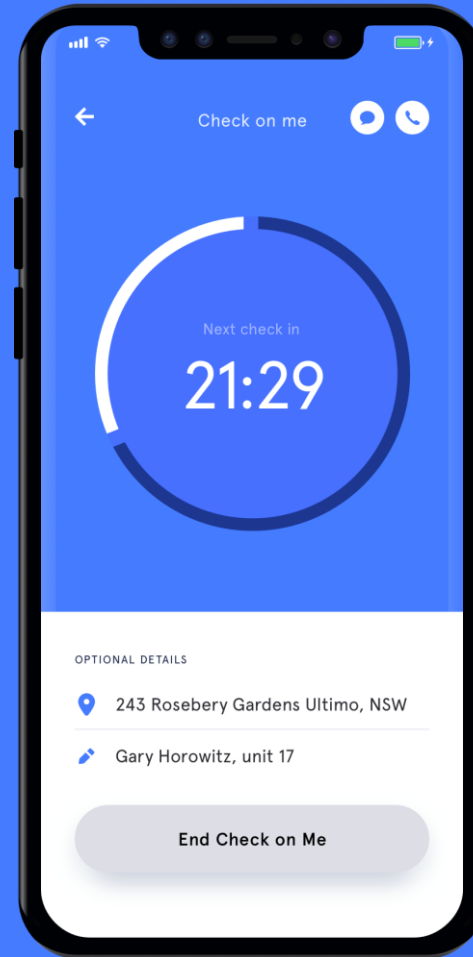
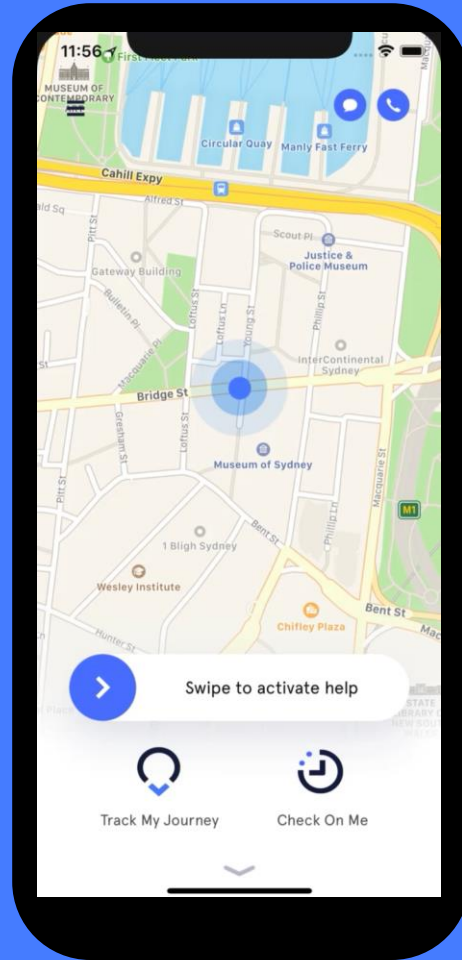


Activating the Help function accesses a team of support specialists ready to assist remotely or in person with a range of issues that affect members health, safety and wellbeing.

Activate the Help function if you are Concerned, Confused, Lost or Stranded, Ill or Injured.

Sonder will contact you immediately by calling and/ or using the chat function. You can cancel the Help Alert within five seconds of activation by pressing the Cancel button.

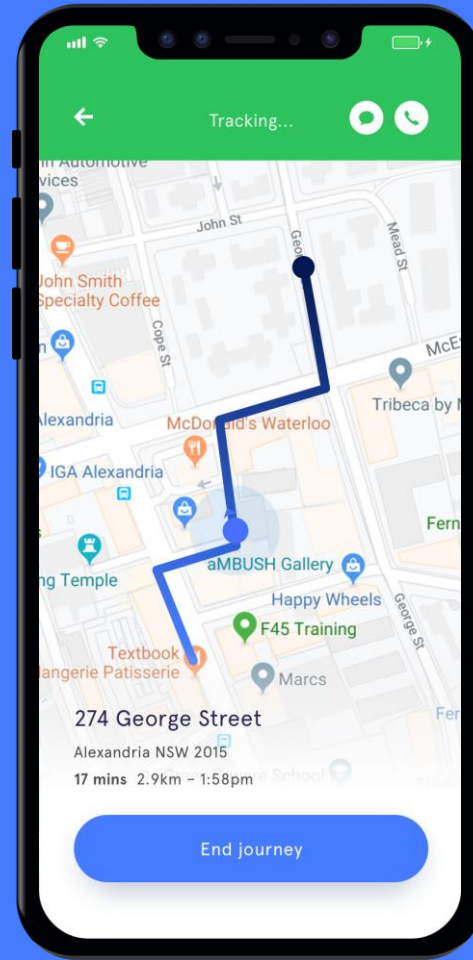
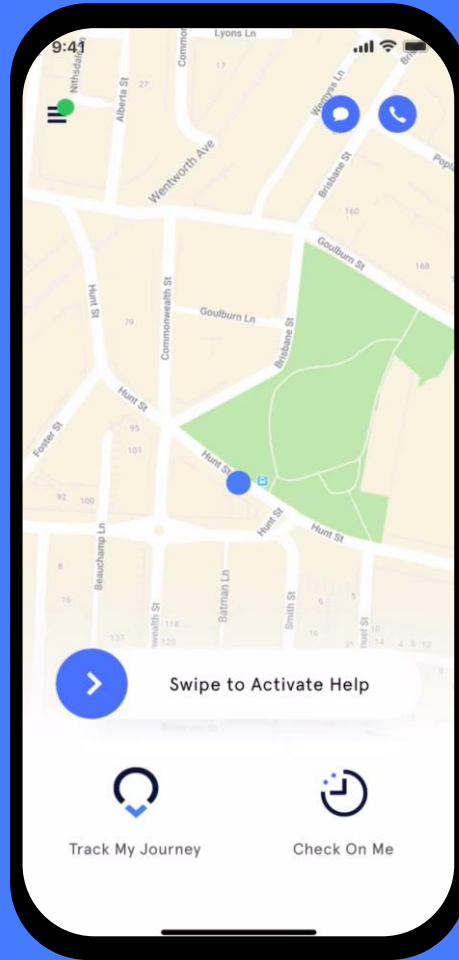
Check on me



If you are meeting someone new or going to an unfamiliar destination makes you feel uneasy or uncomfortable, our 'Check on me' feature will allow us to contact you regularly to make sure you are OK

To use, simply select the Check on me Feature from the home screen. Set the timer to the duration of your meeting or when you want the system to check on you. Input additional notes that will assist in locating you: eg Unit 12 on the fourth floor or the name of the café or restaurant.

Track my journey

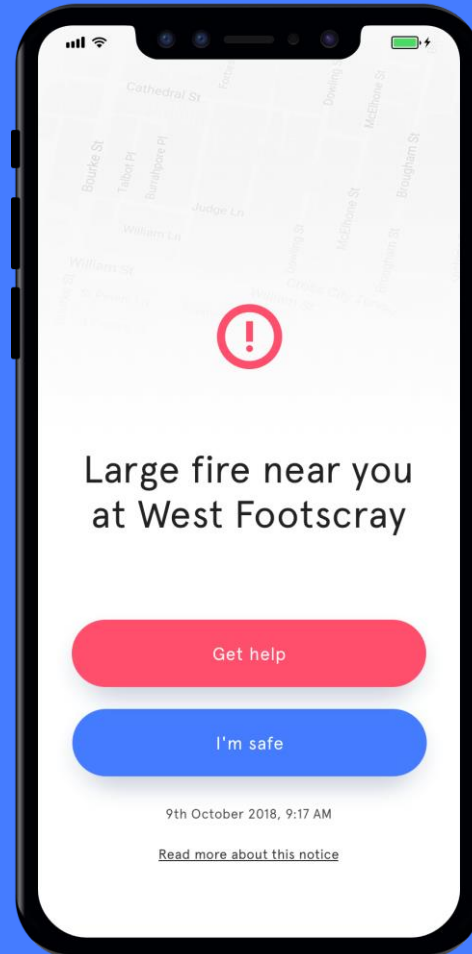
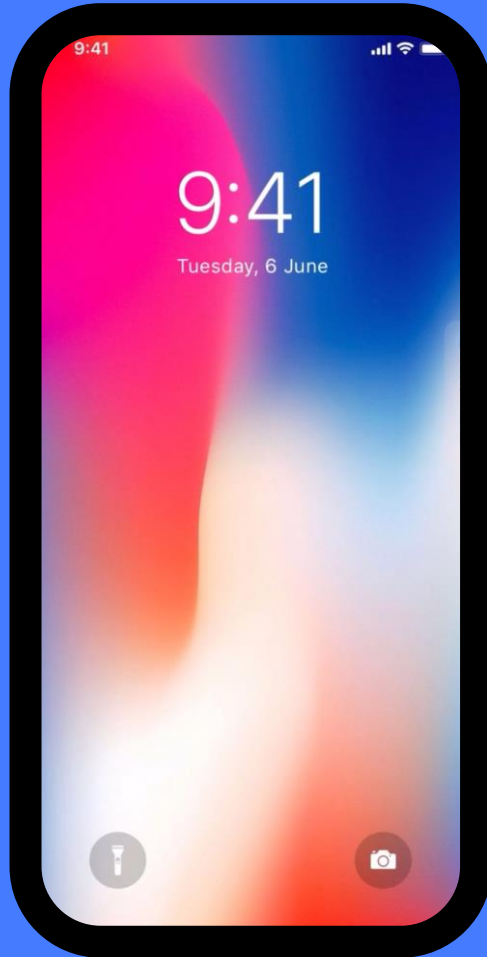


Stay connected day or night with our 'Track my journey' app feature. Whether you're out and about or on your daily commute, we monitor your progress throughout your journey until you feel safe, secure and no longer need us.

To use the track my journey feature, select the track my journey feature from the main screen. Input your destination and select mode of transport and press "Start journey"

Sonder will monitor your progress and get in touch if something doesn't look right.

Safety notices



Our 24/7 operations centre monitors for both minor and major events which could impact the safety of our members. We harness geolocation technology to pinpoint whether you're in or near a potentially unsafe location and notify you immediately. If you indicate you're unsafe, or we don't hear back, we'll take action to ensure your safety.

Who Supports You?

Sonder Responder: Liaison Officer

- Federal Police Check Clearance
- Working With Children Check Clearance
- Situational and technology training and certification
- Professional background in Emergency Services
- Extensive experience in multicultural environment



Sonder Support Centre

- Multilingual
- Operational intelligence
- Best in class processes
- Scalable
- Command Portal
- Customer support

University of Adelaide College

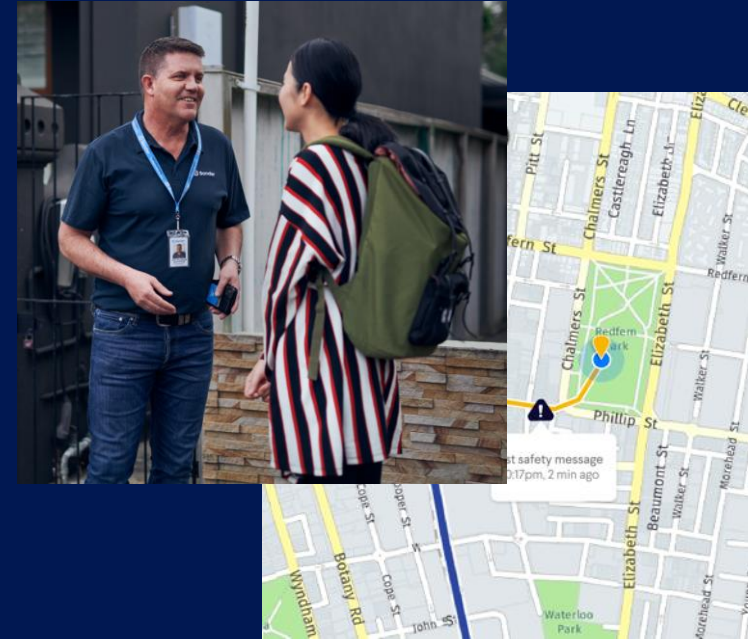
Sonder Support Centre



When you use the app to swipe for help, live chat, call us, or need help while using one of our safety features – you'll be contacted by our Sonder Support Centre team.



Liaison Officers



We also have a network of Liaison Officers that can be sent to wherever you are to provide in-person 24/7 support. If you need medical (non-emergency) support, are injured, need to go to the police station, we can send someone to help you.

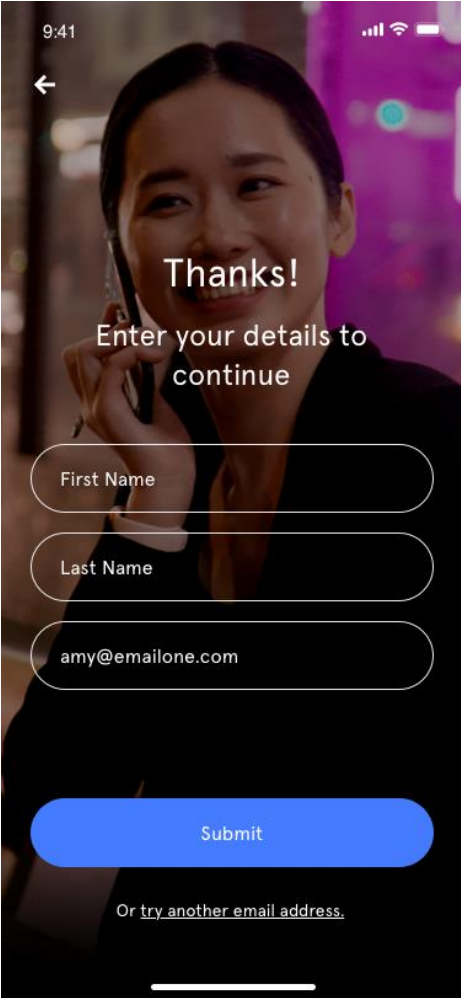
How to get Sonder

Download the Sonder App from your preferred App store

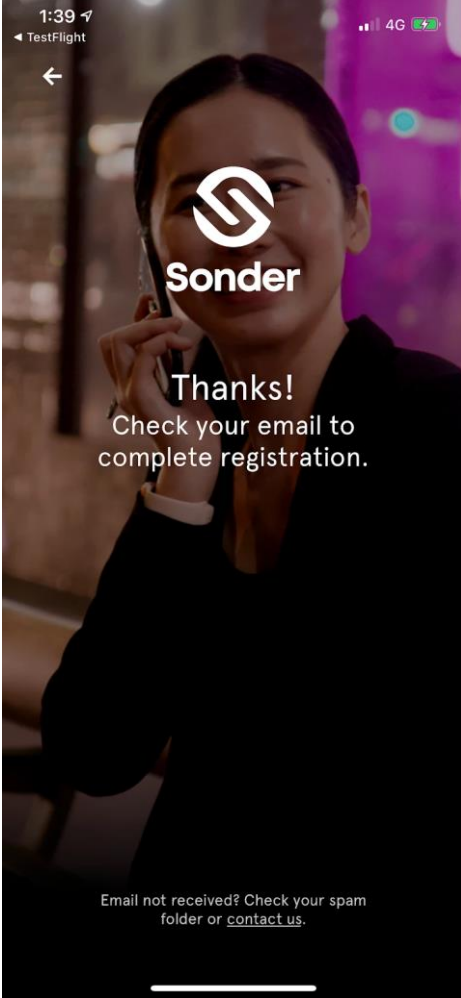


You would have received the link from your UoAC email

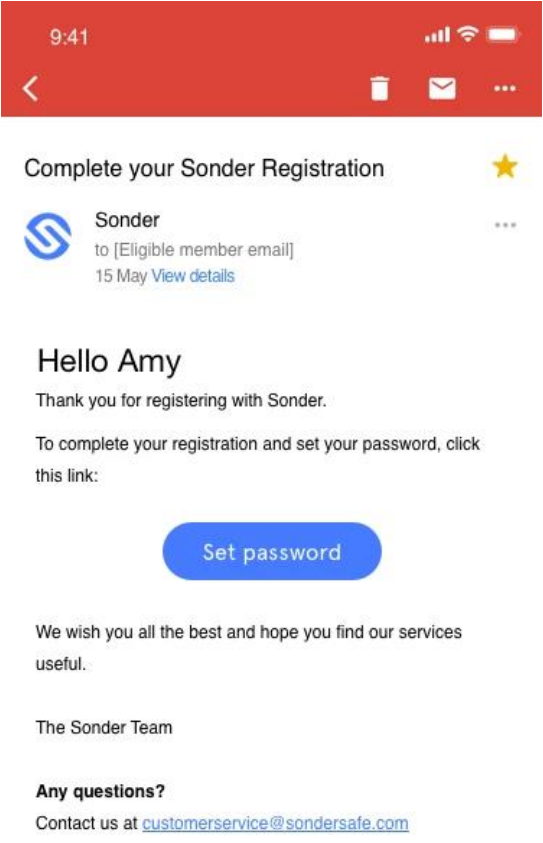
Activate your account through the Sonder app



Enter your first and last name

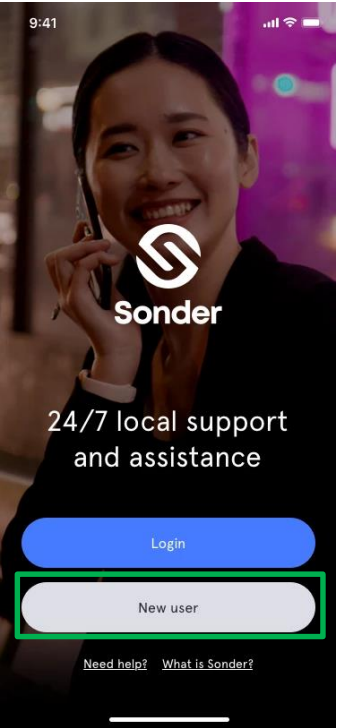


Check your email to complete registration

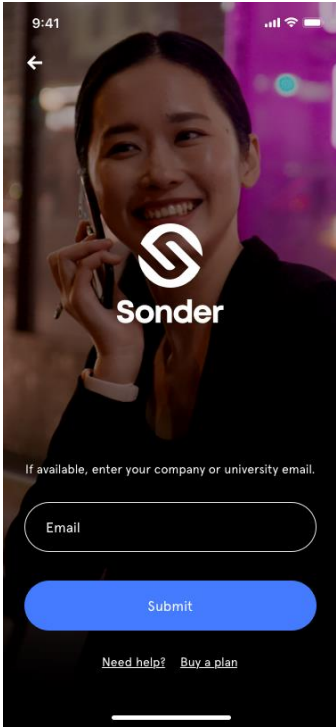


Set your password using the link in the email

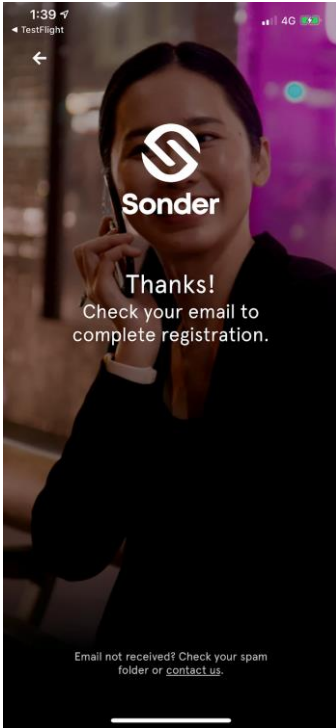
Activate your account – you can also use the UoAC registration code



Click the “New User” button

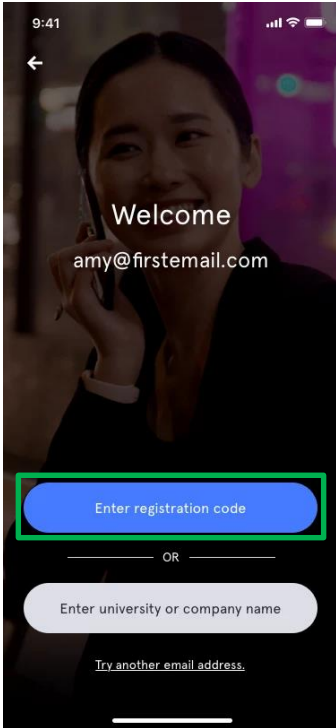


Enter your email address
Click “Submit”



Check your email to complete registration
(Check your spam folder)

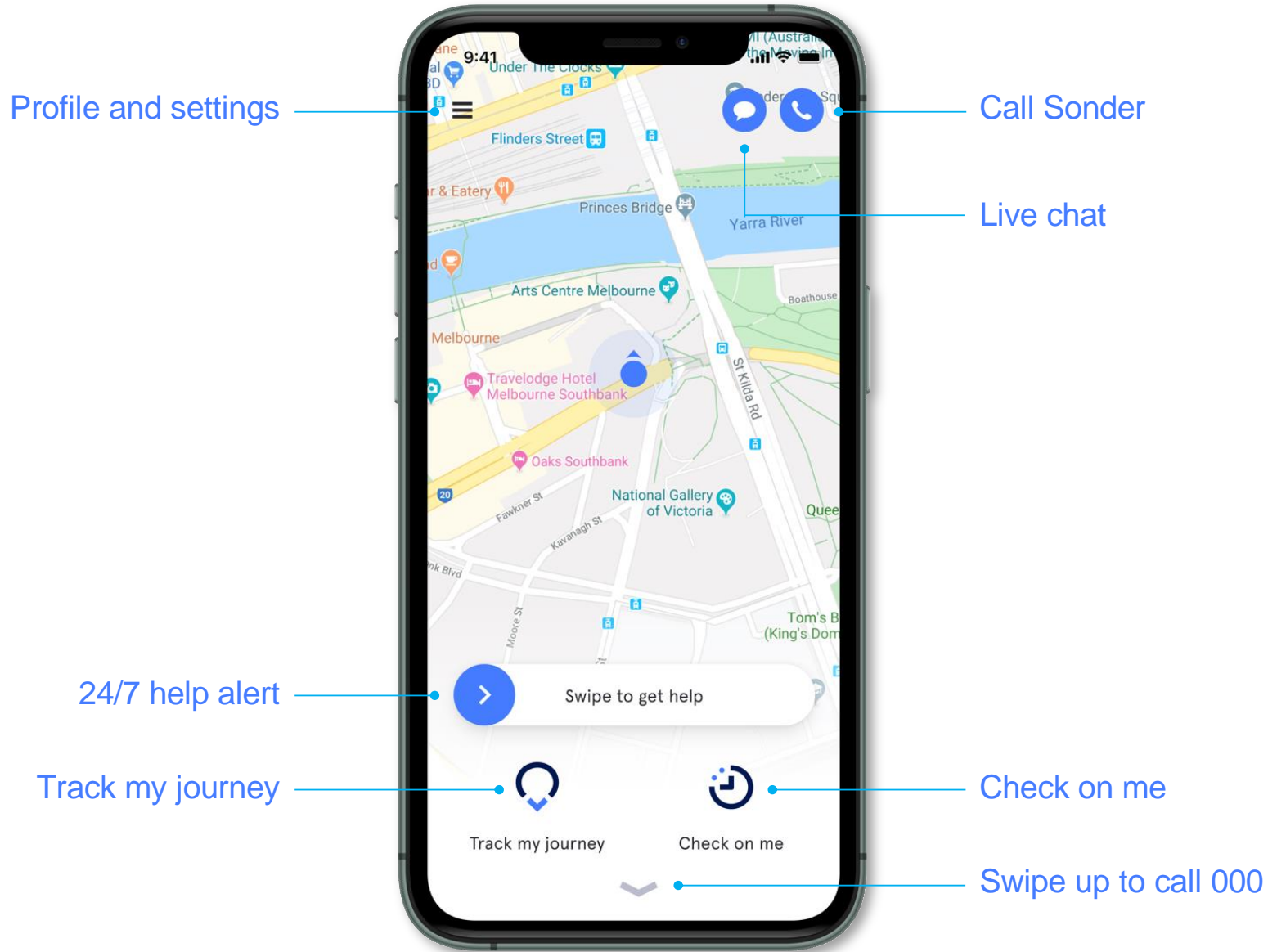
OR



Enter the registration code
UOAC2020



Test it out: swipe for help, chat with us, or try a check on me



**Trusted to care,
ready to respond.**

Michelle Adams

E: michelle@sondersafe.com

