Sydney Uni Alert
Emergency communication system

Sydney Uni Alert is a mass notification system that sends direct alert messages to your phone and email in the event of an on-campus emergency. The system is connected to the University's staff and student databases and uses Blackberry's AtHoc platform.

The Sydney Uni Alert system is just one measure to help keep you safe, you still need to be aware of what to do in the event of an emergency. Find this on the Emergency and Personal Safety page. Emergencies should always be reported to the appropriate emergency services in the first instance by dialling triple zero, '000'

When will Sydney Uni Alert be used?

Alerts will be only issued to help manage serious on-campus emergencies that require immediate attention or action. The alerts contain clear and critical information to ensure your personal safety in particular situations. An emergency is defined as a serious and potentially dangerous situation requiring an immediate response. Examples include extreme weather events such as storms and major fires, hazardous material incidents and violent incidents, including armed attacks. Test messages may be issued from time to time to ensure the system's functionality.

How do I receive alerts?

If you are in an area affected by a critical incident, you will receive an alert on your mobile phone via SMS and your University email. Further alerts may be issued as needed depending on the nature of the incident and if further action is required. The alerts are sent to the contact details you provide in in the University's administrative databases (ie. Sydney Student and myHRonline).

! It's important that you keep your contact details up to date at all times to be able to receive alerts. If you are an international student or here on exchange, please use an Australian-based mobile phone number (+61 country code). If you do not have one, make sure to download the app so you are able receive alerts (more details over page).

Will I receive other messages?

No, your mobile phone number will only be used for emergency alerts and it will not be shared with any other University system without your consent.

Who issues an alert?

The University's Campus Security team are responsible for sending out any alerts in the event of an emergency or critical event on campus.

What will the alert look like?

Alert messages and emails will be sent from the University of Sydney via an automated address. An alert will provide simple and clear information about the situation type, location and details, and tell you the action required. It will also have a list of applicable responses, depending on the nature of the situation.

Example email alert

Sydney Uni Alert <85a6e407-0005-3000-80c0-fceb55463ffe@notify.mir3.com> 10:39 AM
Test Alert issued at 10/5/17 10:39 AM

ⓘ This message was sent with High importance.

Test Alert.

This is a test alert. Please acknowledge.

Option# Response:

1. Message received

You may respond by doing one of the following:

- Reply to this email with the corresponding number to your response on the top line within the body of the email, e.g., 1 for indicating that you wish to use response option 1.
- Select one of the responses above by clicking on the desired Response text.

Thank you,
Sydney Uni Alert

Example sms alert

Test Alert.

This is a test alert.
Please acknowledge.

Select Response #:

1) Message received

Sydney Uni Alert app

In addition to the email and SMS alerts, you can also download the free AtHoc app for extra coverage. Anyone with a University email address can access the AtHoc app, and it's recommended for non-students or staff who spend time on campus, such as contractors or affiliates.

How to install the app

1. Download and install the AtHoc app from the Apple Store or Google Play

2. Open the app and register with your University email address

3. Head to your inbox and verify your email address

4. Enter the organisation code : **USYDALERT**