

VicEmergency app and website FAQs

How do I create a profile?

To create a profile:

- From the home screen, select “Menu” and then select “Create a profile”
- Enter your details, choose a password and select next
- Read and accept the terms and conditions
- You can now create a watch zone.

You don't need a profile to create a watch zone.

How do I create a watch zone?

Creating a watch zone on your device allows you to be notified of incidents and warnings in a particular area of your choice. You should have a watch zone for where you live, work and travel. You can also set up a watch zone for your workplace, school, family etc.

Create a watch zone:

- On the home screen, select “Create a watch zone”
- On the next screen, you can then type the address or suburb into the search box at the top and select the location from the suggestion list that drops down
- Next adjust the watch zone radius by selecting the plus or minus buttons
- If you're happy with the area that the blue circle covers on the map, select next
- Choose a name for your watch zone and type it into the text box
- If you want to modify your alert settings, then scroll down to the “Incidents” section, select the arrows and choose what you want to receive notifications for
- Once you're happy with your settings, just select the “Save” button
- You will then see a pop-up that says “Your watch zone has been created”
- If you want to pause your alerts for a particular watch zone, you can switch them on or off on the home screen.

What is the watch zone range and how many watch zones can I create?

The VicEmergency app allows you to change the size of your watch zones to be between 0.5km - 100km. You can have up to 20 different watch zones.

How do I log in to my profile on another device?

- Install the VicEmergency app on your other device in the app store

- Once installed, open the app and select “Log in” at the bottom of the screen
- Enter your email address and password that you used to create your profile and then select “Log in”.
- Once you have logged in successfully, any watch zones that you have created on other devices will show on the home screen and you will now also receive alerts on the new device.

How do I log in to my profile on a computer?

- Visit emergency.vic.gov.au
- Select the “Menu” button in the top-right-hand corner and then select “Log in”
- Type in your email address and password that you used to create a profile and select “Log in”
- You can now go back to the “Menu” and see your watch zones.

You cannot receive alerts for your watch zones on the website; this can only be done via the app.

How do I receive warnings via email?

- From the home screen, select your watch zone
- Select “Edit” in the top-right-hand corner
- Scroll down to the “Warnings” section
- Select “Send Warnings via email”
- Scroll down to the bottom of the page and select “Save”, followed by “Close”
- You will need to verify your email address, so select “Send Email” in the pop-up and then “Close”
- Go into your emails and select the link that was sent to you
- You will see a pop-up that states your profile has been verified
- You can now exit the browser and go back into your app
- Select the “Send Warnings via Email” button again, which should turn green and then scroll down to save your changes
- You will see a pop-up that says “Your watch zone has been edited”.

How do I view the burnt area in the app?

- On the home screen go to “My current location”
- “Filter” on the top of the page
- You will now see “Map Settings and “Map overlays”
- Select “Impact Areas”
- You will now be able to see the area impacted by an incident at a point in time.

I'm receiving notifications from outside my watch zone

Some warnings, such as severe weather warnings, can cover whole weather districts so it's possible for the icon to show very far away from your watch zone on the map but the incident is still relevant.

How to edit your watch zone

- Select your watch zone and then select "Edit" in the top-right-hand corner
- Zoom out on the map and tap where you want the centre of the watch zone to be (you should see the blue circle move)
- The blue circle is the radius of your watch zone and then binoculars symbol is the centre of your watch zone
- If you are happy with the area the blue circle covers on the map, then select "Save"
- You should get a message on the screen saying "Your watch zone has been edited".

Not receiving notifications

Try sending a test notification. You will find this on your app under the menu in the top right corner.

If successful you will see a pop up message which states 'VicEmergency Test successful. This was sent without an audible alert. Edit watch zone alerts via the settings link.'

Check your watch zone alert settings:

- Select your watch zone and then select the "Edit" button on the top-right-hand corner of the screen
- Scroll down the page to the "Incidents" section and select the arrow to turn notifications on or off
- Once you're happy with your settings, just select the "Save" button
- A pop-up will appear on the screen that says "Your watch zone has been edited"
- Please also make sure that on your home page next to your watch zone you have "Alerts On" - this should be green
- You can also access the "Edit watch zone" screen from the menu.

Do not disturb – iPhone

When your iPhone is set to do not disturb or a focus setting, VicEmergency notifications may be silenced. You would need to add the VicEmergency app to the 'allow notifications' list.

Incorrect map information

The map layer used on the VicEmergency app and website is not owned or managed by VicEmergency.

You can contact your local council to correct the information about your location / address / access to your property.

Council will notify Vicmap of any required changes, which will then be updated on their base maps.

VicEmergency updates the base maps a few times a year, so change will not be immediate.

Please note, any discrepancies on the map do not impact calls made to Triple Zero (000).

What do the symbols on the map mean?

You can view what the icons on VicEmergency mean by clicking on 'Icons Explained' at the bottom of the VicEmergency web page. On the app, click 'Menu' on the top right corner and then 'Icons Explained' under 'APP SUPPORT'.

View the Vicmap legend: <https://files-em.em.vic.gov.au/public/CommNews/Fact-Sheets/Vicmap-Book-Legend.pdf?v=202603151411>

How do I reset my password?

- Go to the home screen and select "Menu" in the top-right-hand corner
- Select "Log in"
- Select "Reset password" at the bottom of the screen
- Here, please enter the email address you used to create a profile and then select "Reset password"
- You will receive a pop-up that says an email has been sent to your email address
- Next, go into your emails (please also check your junk inbox)
- From here, you can either select where it says "click here" or copy the link into your browser
- This will take you to where you can type in your new password
- The password needs to be at least 6 characters long
- Select "Save changes"
- From here, go back into the app and login with your new password.