

# Sonder FAQs

For student accommodation residents

24/7 personal safety, medical and mental health support. All through one app.



## ? About Sonder

### What is Sonder and how does it support residents?

Sonder is a 24/7 safety, medical and mental wellbeing support service available to residents. Through the Sonder app, you can access immediate support from trained professionals if you're feeling unsafe, unwell, overwhelmed, or unsure what to do in a tricky situation.

### Who is Sonder designed for?

Sonder is available to all residents, including domestic and international students. It's designed to support you both inside and outside your accommodation, whether you're studying, working, travelling, or at home.

### Is Sonder free for residents?

Yes. Sonder is completely free for residents and is provided as part of your accommodation experience.

### Can I use Sonder outside of my accommodation?

Yes. You can use Sonder anytime and anywhere - on campus, off campus, at work, while travelling, or at home. Some features may vary by country, but support and resources are always available through the app.

## 📄 Access & getting started

### How do residents access Sonder?

You can access Sonder by downloading the Sonder app on your phone.

### What email should I use to register?

Use the email address linked to your accommodation provider (usually the email you provided when signing up for accommodation).

### How do I download and log in to the Sonder app?

1. Download the Sonder app from the App Store or Google Play
2. Enter your email address associated with your residential booking
3. Confirm your age
4. Accept the Privacy Policy and Terms of Use
5. Register with your unique property code
6. Enter your first and last name
7. Check your inbox for Sonder email
8. Open email and set password

### Who do I contact if I'm having trouble logging in?

If you have any issues accessing the app, email [hello@sonder.io](mailto:hello@sonder.io) and let them know which accommodation provider you're with. The Sonder team will help you get set up.

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## Types of support available

### What kind of support can I access through Sonder?

Sonder supports you across safety, medical and mental wellbeing, including:

- Feeling unsafe or threatened
- Medical questions or concerns
- Mental health or emotional support
- Stress, anxiety, homesickness or relationship issues
- Situations where you're unsure whether you need urgent help

### Can Sonder help with everyday concerns as well as emergencies?

Yes. Sonder is there for both everyday issues and urgent situations. No concern is too small – you don't need to be in a crisis to reach out.

### What medical support is available?

You can chat or speak with registered nurses and medical professionals 24/7. You can also upload photos (e.g. a rash or injury) to help explain your situation. Sonder may guide you to a GP, telehealth appointment, or emergency care if needed.

### What mental health support is available?

Sonder offers:

- Self-help articles and tools
- 24/7 chat or call support
- Access to mental health clinicians and psychologists when appropriate

Support is available for both short-term stress and more serious concerns.

### Does Sonder replace my GP or emergency services?

No. Sonder does not replace your GP or emergency services, but it can help you decide what support you need. Sonder can guide you before or after contacting emergency services if you're unsure what to do.

## Who you're speaking to

### Who am I actually speaking to when I contact Sonder?

Your first contact will be with a Care Specialist, who will listen to your situation and connect you to the most appropriate support. Sonder's team includes nurses, psychologists, social workers and emergency professionals.

### What qualifications do Sonder's support staff have?

Sonder's Support Centres are staffed by a multidisciplinary team including:

- Care Specialists
- Registered Nurses
- Mental Health Clinicians
- Psychologists
- Emergency-trained professionals



## Safety features

### What is the Help Alert?

The Help Alert is for situations where you need urgent or immediate support. Activating it lets Sonder know you need priority assistance, and they will respond as quickly as possible.

### What is Check On Me?

Check On Me allows you to schedule a safety check-in from Sonder at a set time. This is useful if you're meeting someone new, heading somewhere unfamiliar, or just want extra peace of mind.

### What is Track My Journey?

Track My Journey allows Sonder to monitor your safe arrival from one location to another. If something seems off or you deviate from your route, Sonder will check in with you.

### What happens if I don't respond to a Help Alert?

Sonder will attempt to contact you via the app, phone call or text. If your safety can't be confirmed, Sonder may arrange on-the-ground assistance to your last known location.

## Location & notifications

### Why does Sonder ask for my location?

Location access allows Sonder to:

- Send relevant safety notifications near you
- Respond appropriately if you need urgent help

### Who can see my location?

Your location is only used by Sonder to support you. Your accommodation provider cannot see your location through the Sonder app.

### What types of notifications will I receive?

You may receive safety notifications about nearby hazards or incidents. These are designed to help you stay informed and safe.

### Can I manage notifications?

Yes. You can manage or adjust notifications anytime through the Settings section of the app.

## Privacy & confidentiality

### Is my use of Sonder confidential from my accommodation provider?

Yes. Sonder is an independent and confidential service. Your interactions are private and are not shared with your student accommodation provider.

### Will my accommodation provider or university be notified if I contact Sonder?

No. Information is not shared unless you explicitly give consent, or in rare situations where sharing is required to protect your safety.

## Referrals & extra support

### Can Sonder refer me to external services?

Yes. If Sonder can't support your needs directly, they can guide you to trusted external services that are appropriate for your situation.

### Is support available if I'm overseas or travelling?

Yes. You'll still have access to in-app resources, however Sonder can not legally provide medical care when outside of Australia, New Zealand or the UK.

## Feedback

### Can I share feedback about my experience?

Yes. Sonder welcomes feedback and encourages residents to share their experience if they feel comfortable. Feedback helps improve the service for others.



Download your Sonder account today

