

In Case of Emergency (ICE) on your mobile phone

If something happens to you—such as a fall or sudden illness—emergency services or a passer-by may try to use your mobile phone to find out who to contact.

Most modern phones have a special feature called **ICE – In Case of Emergency**. This lets you store emergency contact details (and sometimes medical information) that can be seen **even if your phone is locked**.

You don't need to be "good with technology" to do this—just follow the steps slowly, one at a time.

1. What is ICE?

ICE stands for **In Case of Emergency**.

It usually includes:

- **Emergency contacts** – people you want called (for example your partner, child or neighbour).
- **Medical information** (optional) – such as allergies, medicines, or conditions.

This information can be seen from the **lock screen** (the screen you see before you enter your PIN or fingerprint), so that:

- Paramedics
- Hospital staff
- Or someone helping you

can quickly find the right person to call.

2. Before you start

Have these things ready:

- **Name and phone number** of one or two people you trust.
- Any **important medical details** you want to share (for example: "Allergic to penicillin", "On blood thinners", "Diabetic").

You can always change or remove this information later.

3. Setting up ICE on an Android phone

(Your phone may look slightly different, but the steps are similar.)

Add emergency information

1. Open the **Settings** app (usually a little cogwheel icon).
2. Scroll down to find **"Safety & emergency", "Security & emergency" or "Emergency information"**
 - Tap on it.
3. To add **emergency contacts**
 - Look for **Emergency contacts**.

- Tap **Add contact**.
 - Choose a person from your contacts list (for example, your partner or child).
 - You can add more than one if you like.
4. To add your **medical information** (optional)
- Look for **Medical information** or **Medical info**.
 - Tap it and fill in anything you want emergency staff to know.
 - Keep it short and clear.

Check it works from the lock screen

1. **Lock your phone** (press the power button).
2. Wake the screen (press the power button again), but **do not unlock it**.
3. On many Android phones you will see **“Emergency”** at the bottom of the screen (you may have to swipe upwards first).
 - Tap **Emergency**.
 - Then tap **Emergency information** or similar.
4. You should now see your **emergency contacts** and any **medical info** you added.

If you can see it, then emergency staff will be able to see it too.

4. Setting up ICE on an iPhone

Use the Health app (Medical ID)

1. Open the **Health app**
 - Look for the white icon with a red heart.
2. Open your **Medical ID**
 - Tap your **profile picture or initials** in the top right.
 - Tap **Medical ID**.
 - Tap **Edit** (usually in the top right).
3. Add your **medical information** (optional)
 - Fill in any details you want to share: conditions, allergies, medicines, blood type, etc.
4. Add **emergency contacts**
 - Scroll down to **Emergency Contacts**.
 - Tap **Add emergency contact**.
 - Choose someone from your contacts list.
 - Select their relationship to you (e.g. “Spouse”, “Friend”, “Daughter”).

5. Allow access from the **lock screen**
 - Make sure “**Show When Locked**” is turned **on**.
 - This allows emergency staff to see your Medical ID without unlocking your phone.
6. Tap **Done** to save everything.

Check it works from the lock screen

1. **Lock your iPhone** (press the side button).
2. Wake the screen, but **do not unlock it**.
3. On the lock screen, tap **Emergency**.
4. Then tap **Medical ID**.

You should now see your **emergency contacts** and any **medical information** you added.

5. Tips for choosing emergency contacts

- **Choose people who usually answer their phone.**
- Tell them:
 - That you’ve added them as an ICE contact.
 - What information you’ve shared.
- Keep their phone numbers up to date in your contacts.

6. A gentle nudge

Setting up ICE takes about **5–10 minutes**, and you only need to do it once. It’s a small job that could make a **big difference** in an emergency—for you, and for the people who care about you.

If you like, you could:

- Ask a friend or family member to sit with you while you do it, or
- Help each other set it up at a u3a meeting.