teamSOS

Call for Help

Raise an incident using the new layout and tagging

This guide walks you through **calling for help**, with a focus on the incident layout and tagging. You'll learn how to report issues, organise incidents, and use tags to provide clear, actionable information.

Layout & Tagging

The incident layout puts key information front and centre. The **Name of the Incident** field is editable, so you can name incidents flexibly. **Location tags** can be pinned for clearer context, and users can pull **tags from their MIS** — including student names — directly into the incident. A templates feature lets you assign predefined responses to specific incident types, saving time and keeping reports consistent.

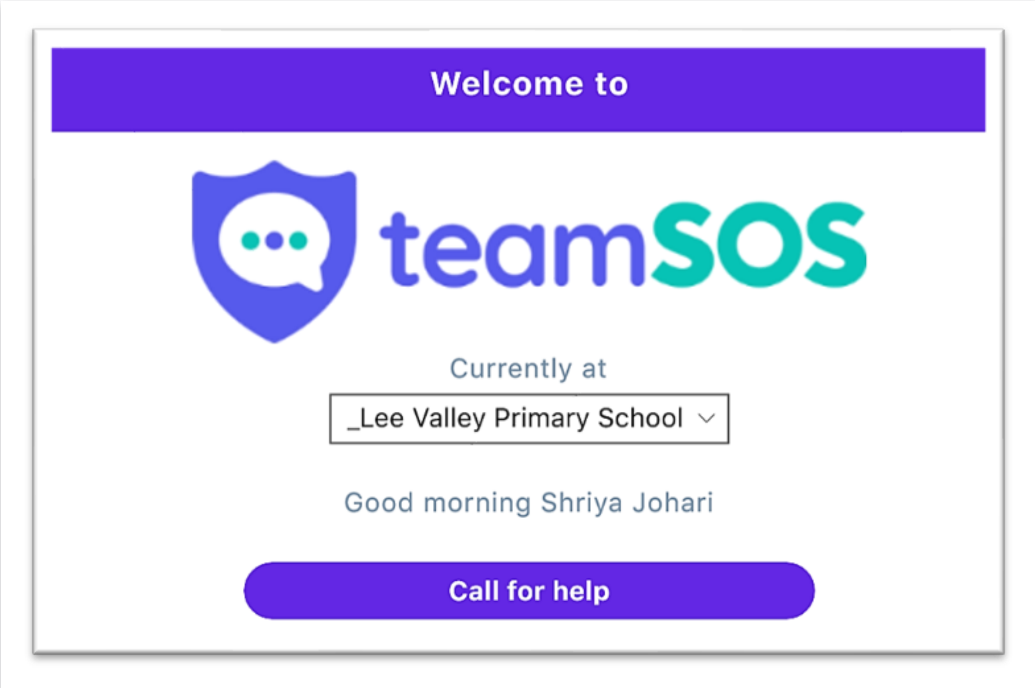
Please note: Tags are available whether or not you're linked to an MIS. At a minimum, you'll always have access to teamSOS users and teamSOS locations. With MIS integration, you'll also get staff, student and location tags pulled from the MIS.

Calling for Help

1

Start a new incident

To create a new incident, tap 'Call for Help' on the app home screen, or the 'New' button next to the incidents section.

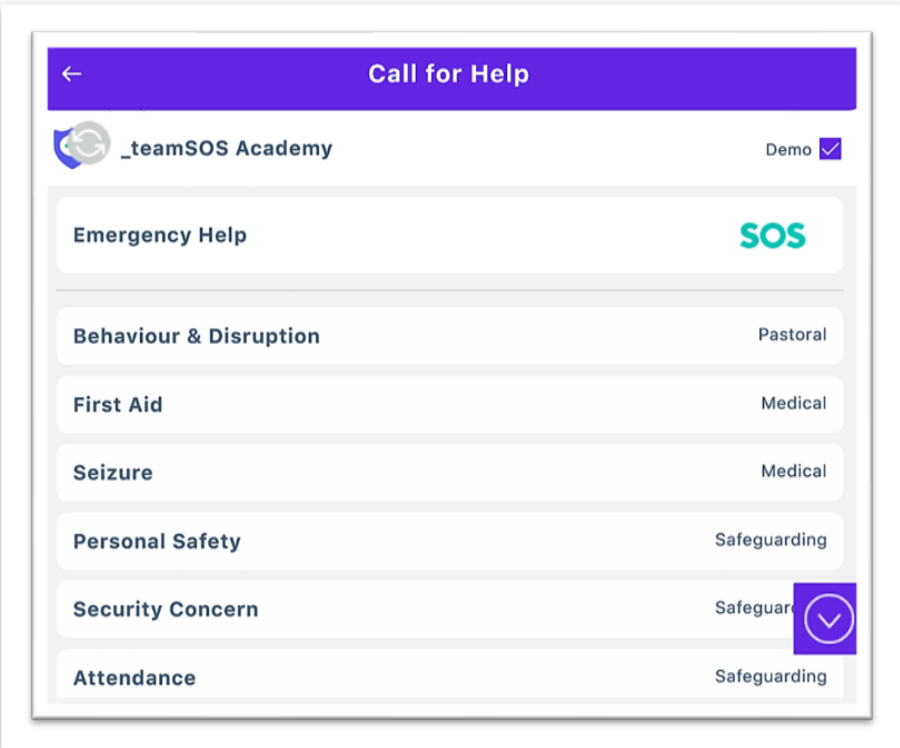


Step 1 — tap 'Call for Help' on the home screen

2

Select the incident type

Choose the appropriate incident type. (If you're reporting a Lockdown, this launches immediately — proceed straight to raising the incident.)

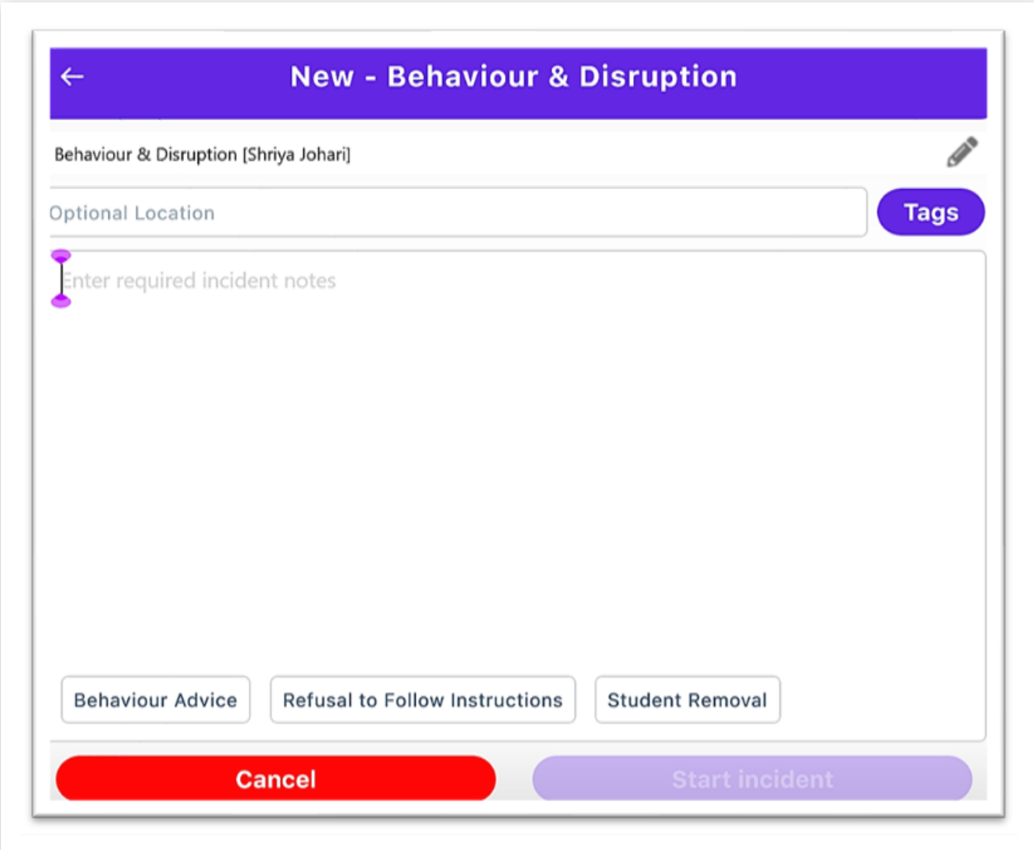


Step 2 — select the incident type

3

Check the incident name

You'll now see the new incident screen. By default the name is set to the incident type followed by your name (the person raising it). You can change it at any time using the **edit** button next to it.

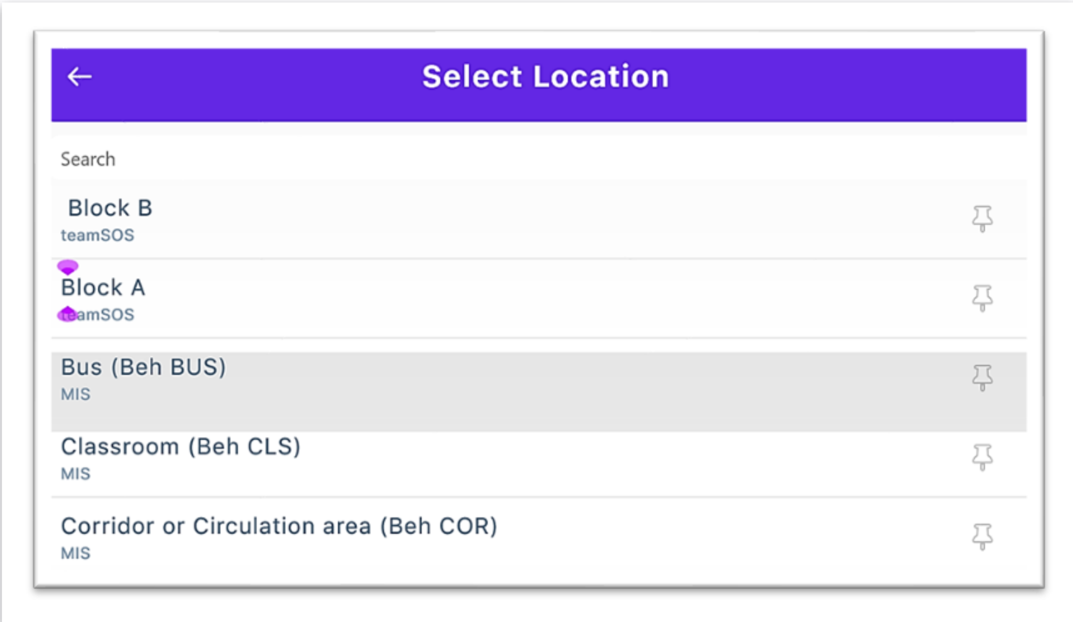


Step 3 — the new incident screen, with an editable name

4

Add a location and tags

Tap **Location** to choose from your list (pinned locations appear at the top), then use the **Tags** button to add searchable tags from your MIS. Selecting a tag updates the incident name — note that the location always takes priority in the name.

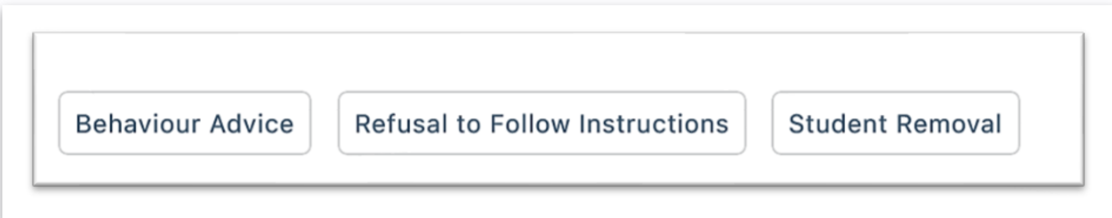


Step 4 — select a location; locations and tags are searchable

5

Apply a template (optional)

At the bottom of the screen you'll see your incident templates, set up to match different incident types. Selecting one auto-populates the incident notes — or you can add your own. For more, see the **How to Guide: Creating Templates**.

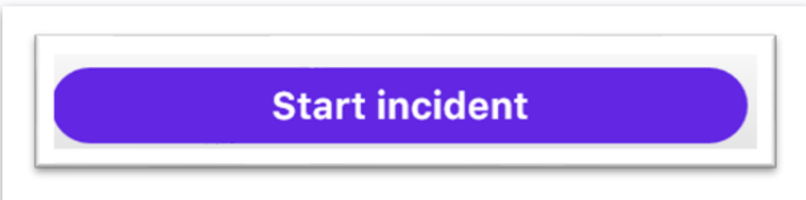


Step 5 — apply a template to pre-populate the notes

6

Start the incident

Once the mandatory fields — **incident name** and **incident notes** — are complete, the **'Start Incident'** button turns purple, allowing you to raise the incident.



Step 6 — 'Start Incident' becomes available once the mandatory fields are complete

Please note: The screens above may look slightly different depending on your device, but the functionality remains the same.

Inside an Active Incident

Once an incident is running, the toolbar and menus give you fast access to key actions. A few things have changed recently:

- **Send Announcement shortcut:** a dedicated shortcut now appears in the active incident toolbar, alongside Tasks and Escalate, so you can announce without opening a menu.
- **Reorganised + menu:** tapping the + button next to the message bar shows 'Send Announcement' at the top of the list.
- **Task List:** the feature previously called 'Playbooks' is now called 'Task List'.
- **Silent Announcements:** you can send an announcement silently from within an incident — useful for communicating discreetly during a lockdown.

Need help?

If you encounter any issues, please contact **help@teamsos.co.uk**