teamSOS

Creating Templates

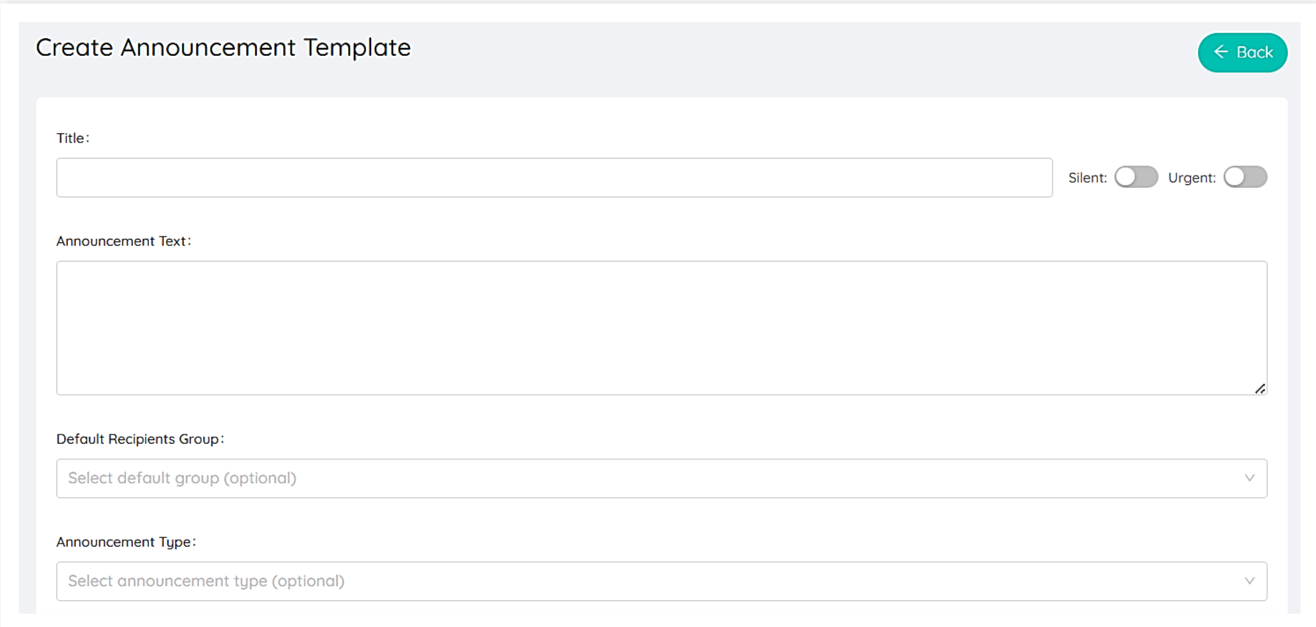
Pre-build announcements, incident responses, quick messages and locations

This guide takes you through **creating templates in teamSOS**. You'll learn how to build templates for Announcements and Incident Responses, and how to set up Quick Messages and Locations — all of which streamline your incident management and keep communication consistent.

> **Please note:** Admin access is required to use this feature. Log in at **app.teamsos.co.uk** to get started. All template types are created from **Admin › Configuration › Templates**.

Announcement Templates

Announcement templates let you quickly select a pre-made format when creating a new announcement, saving time and keeping wording consistent. Go to **Admin › Configuration › Templates** and choose **Announcement Templates**. Click **'Create'** and complete the following fields.



Creating an Announcement Template

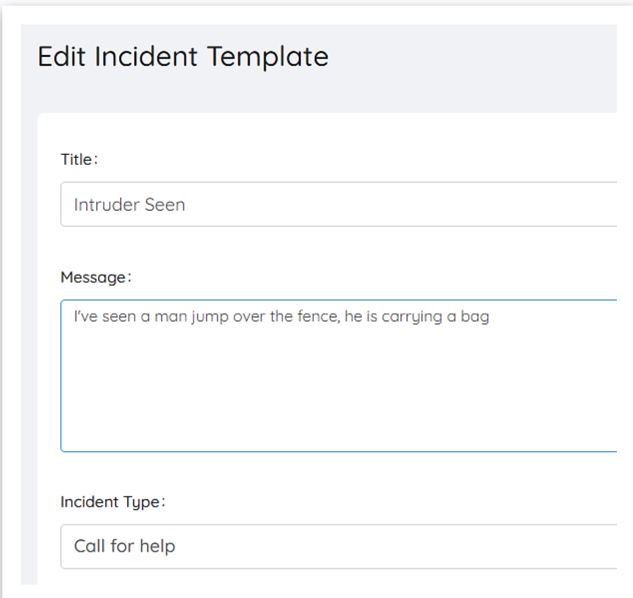
Field	What it does

Title	The template name shown to users when they select a template. Required.
Description	The text automatically populated when a user selects the template. Required.
Visibility	Whether the template is shown to the organisation or hidden from lists.
Behaviour	Whether selecting the template replaces or appends to existing content in the Description box.
Urgent	When enabled, also sends an email to users.
Desktop Alert	When enabled, triggers a teamSOS Desktop Alert.
Silent	When enabled, sets the announcement to send silently by default — no sound or screen takeover.
Default Group	The group of users that will receive the announcement.
Announcement Type	'Confirm you're OK' or 'To be acknowledged'.

> **New:** You can now do **Desktop Alert group targeting** so the template alerts only the right groups/devices. We have a separate guide for this.

Incident Templates

Incident Response templates let you create predefined responses for quickly setting up incidents, which are then assigned to specific incident types. Once set up, users can select a response when calling for help, automatically pre-populating the relevant fields and saving valuable time. Go to **Admin › Configuration › Templates** and choose **Incident Responses**.



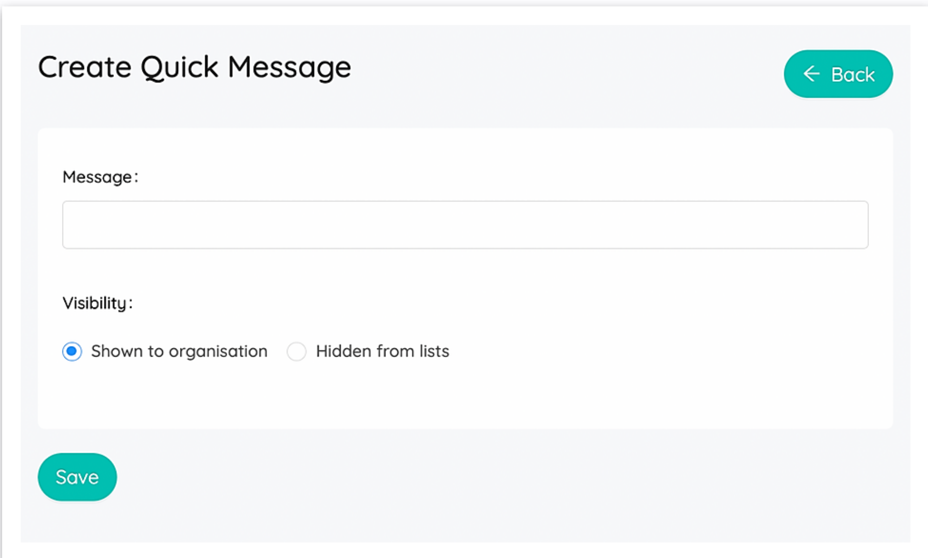
Creating a Quick Incident Response

Field	What it does
Title	The template name shown to users when selecting a template. Required.
Notes	The notes automatically populated when a user selects the template. Required.
Incident Type	The incident type the template is assigned to.
Behaviour	Whether selecting the template replaces or appends to existing content.
Visibility	Whether the template is shown to the organisation or hidden from lists.

Tip: Add **[Student]** within the Notes and the incident response will prompt the user to enter a student tag when the template is selected.

Quick Messages

Quick Messages let users involved in an incident select predefined messages quickly and efficiently. Go to **Admin › Configuration › Templates** and choose **Quick Messages**. Click **'Create'** to define your Quick Message.

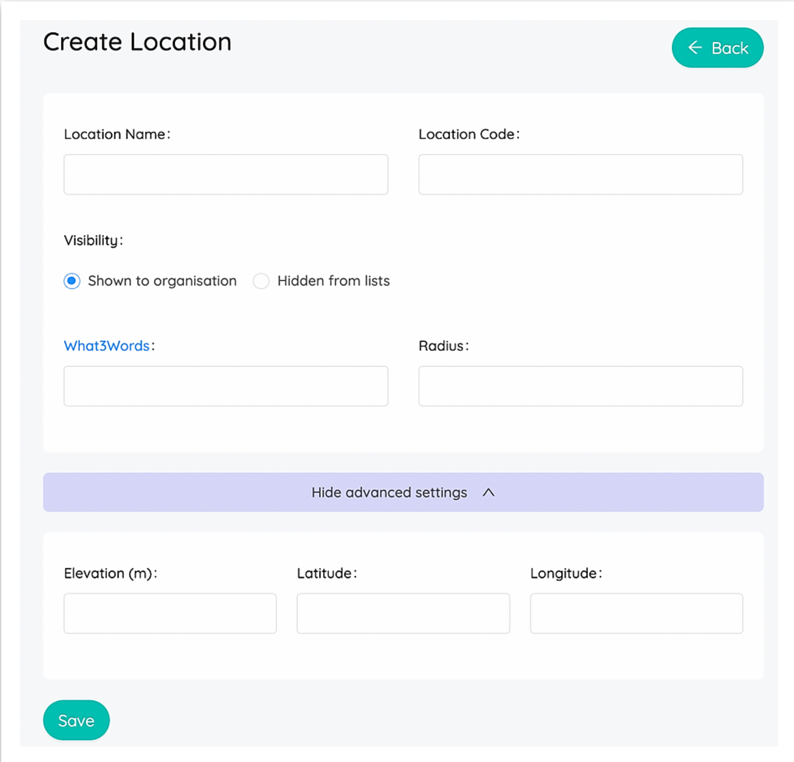


Creating a Quick Message

- **Message:** the Quick Message that users will be able to choose.
- **Visibility:** whether the Quick Message is shown to the organisation or hidden from lists.

Locations

Create locations that can be added to an incident, helping responders identify where assistance is needed. Go to **Admin > Configuration > Templates** and choose **Locations**.



Creating a Location

- **Location Name:** a clear, specific name that responders can identify easily.
- **Location Code:** a unique identifier or code for quick reference.
- **Visibility:** controls who can see the location within the system.
- **What3Words:** the three-word address to pinpoint the exact location. (Please note: currently, it's not fully functional)
- **Radius:** the area of focus around the location, so responders know the boundaries.

Advanced settings

- **Elevation (m):** the height above sea level — helpful in multi-storey or varying terrain.
- **Latitude & Longitude:** precise geographic coordinates to pinpoint the location on a map.

What you should do

- Build Announcement templates for messages you send regularly, setting Silent or Desktop Alert defaults as needed.
- Create Incident Response templates for your common incident types to speed up calling for help.
- Set up Quick Messages and Locations so responders can act with clear, consistent information.

Need help?

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