



Critical Alerts for iOS

Make sure urgent teamSOS alerts are never missed on iPhone or iPad

Availability: Critical Alerts apply to both teamSOS Lockdown and teamSOS Enterprise, and are set up on each user's own iOS device.

OVERVIEW · What are Critical Alerts?

To make sure urgent notifications from teamSOS are never missed, you can enable Critical Alerts on iOS devices. Critical Alerts bypass silent mode and Do Not Disturb, delivering important messages instantly.

ON YOUR DEVICE · Setting up Critical Alerts

1

Open Settings

Open the Settings app on your iPhone or iPad.

2

Select teamSOS

Scroll down and tap teamSOS.

3

Tap Notifications

Open the Notifications section.

4

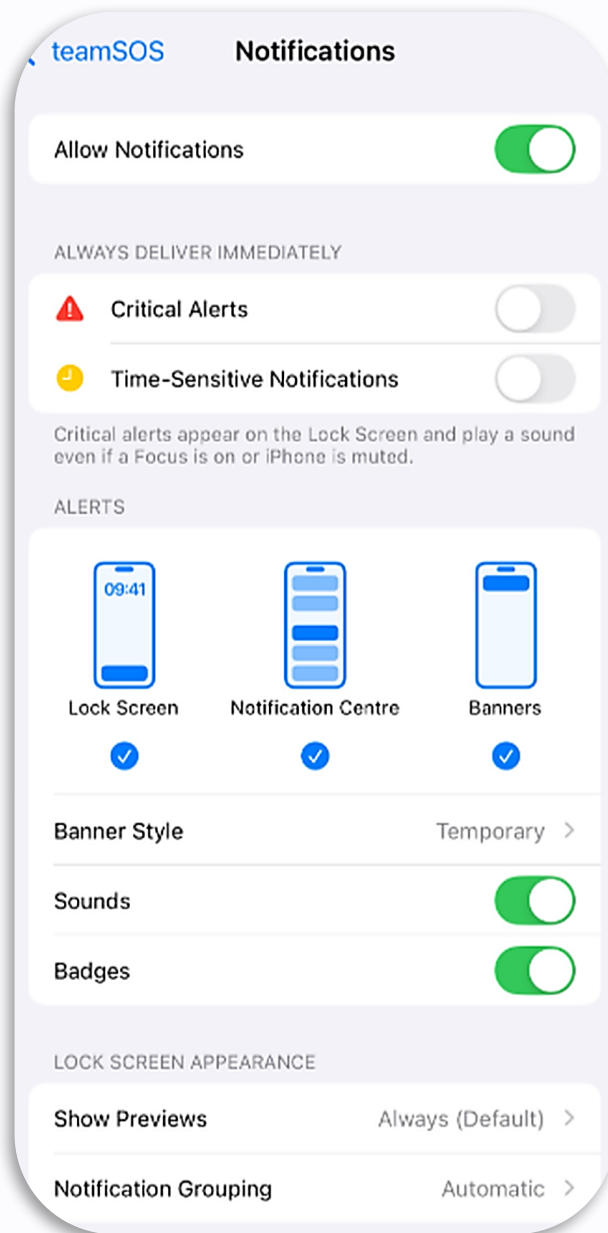
Allow Notifications

Make sure **Allow Notifications** is turned on.

5

Enable Critical Alerts

Turn on **Critical Alerts** if prompted. If you don't see this option, make sure the app is up to date and check the in-app settings.



iOS › Notifications › teamSOS — enable Allow Notifications and Critical Alerts

By enabling Critical Alerts, you make sure emergency communications from teamSOS are always delivered — keeping your team safe and responsive.

Tip: You can also choose your teamSOS alert sound from the app's notification preferences, so an emergency alert is instantly recognisable.

Need help?

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