



Using teamSOS for Lockdown

Raise it, communicate, account for everyone, review afterwards

This guide covers using teamSOS during a lockdown: activating the protocol, communicating with your team, and managing the critical tasks that keep everyone safe and informed. **Read it before you need it.**

Why it matters

In schools and colleges, the safety of students and staff comes first. A lockdown tool like teamSOS enables a swift, coordinated response to an emergency — an intruder, a chemical incident, severe weather — through real-time communication, instant alerts and clear protocols. It reduces confusion by keeping everyone connected at the moment it matters most.

STEP 1 · Calling for help

← New - Call for help

Call for help [Shriya Johari]

I have seen or I have been alerted to an intruder or unknown person on-site.

Intruder on-site Serious incident Threat near site Fire/smoke

Cancel Start incident

Raising a Lockdown from the Call for Help screen

If a member of staff spots something suspicious, they raise an incident by opening the app, tapping Call for Help, and selecting the pre-configured Lockdown incident type.

Once raised, they can share relevant details with the Response Team, who will investigate and, if needed, initiate a full lockdown. Staff can add notes, tag a location, and tag students or staff from your MIS so responders know exactly who and where.

[Enterprise Feature] Emergency types go straight through: If Lockdown is configured as an **Emergency Type** rather than a standard incident, it bypasses the detail screen and is created immediately after a short countdown. That is the right setting for anything where seconds count.

STEP 2 · Sending an announcement

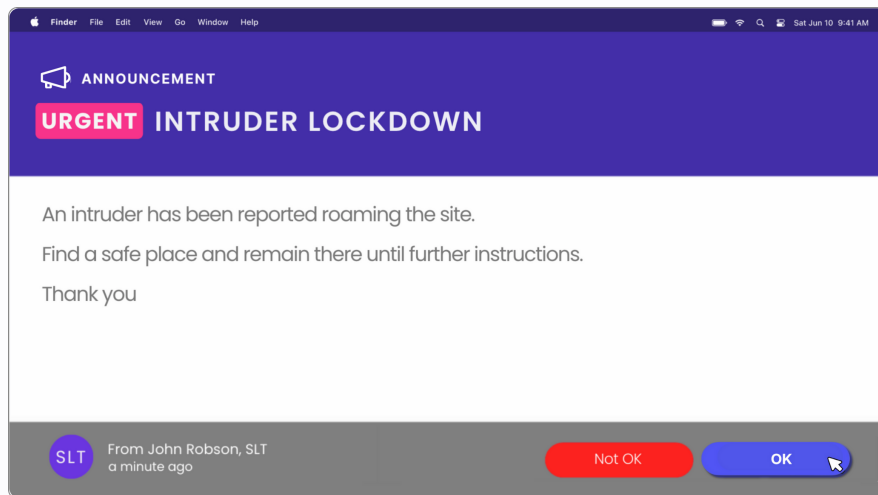
To notify staff, the Response Team sends an announcement from within the incident. There are three ways to get there.

1 The toolbar shortcut
New. Inside an active incident, **Send Announcement** now appears directly in the toolbar alongside Tasks and Escalate. This is the fastest route.

2 The + menu
 Tap the blue **+** icon inside the incident and choose **Make an Announcement**. This menu was reorganised in May 2026 and Send Announcement now sits at the top.

3 Independently of an incident
 Users with the Announce or Admin role can send announcements without an incident — via the **New** button on the Announcements page, or from the home screen.

When launching an announcement, enter the message or choose a pre-configured template, then select the recipient group, the announcement type and the urgency.



The Announcement screen — recipients, type, urgency and the Desktop Alert toggle

Option	What it does
Announcement Type	Confirm you're OK requires each recipient to respond. To be acknowledged is a read receipt only.
Urgent	Raises the priority so the message stands out.
Send teamSOS Desktop Alert	Takes over staff screens for maximum visibility. Can be targeted at specific groups rather than every device.
Silent	Sends without an audible alert on staff devices.

NEW · Silent Announcements

A Silent Announcement is delivered without an audible alert on staff devices. During a lockdown that matters: **a notification sound coming from behind a locked door can reveal that a room is occupied.**

- Switch **Silent** on from the announcement send screen for a one-off message.
- Or set Silent as the default inside an Announcement Template, so it is always on for that message.

USE SILENT FOR Updates during lockdown

Progress updates to SLT, instructions to a specific group, and anything sent while staff and students are sheltering in place.

USE AUDIBLE FOR The initial alert

The message that starts the lockdown needs to be heard. Keep sound on for the initial alert and for the all-clear.

STEP 3 · Desktop Alerts

When making an announcement, make sure the **Send teamSOS Desktop Alert** toggle is on. This forces the announcement to take over user screens so it cannot be missed.

If the announcement type is Confirm you're OK, users respond with OK or Not OK. If they select Not OK they are prompted to provide context. The alert then clears from their screen. Any new announcement overrides the current one, keeping the most urgent message front and centre.

Once the incident is closed, any unresolved alerts are automatically cleared from users' screens, leaving only active information.

Targeting: Desktop Alerts can now be sent to specific groups rather than every device. For a lockdown you almost always want everyone — but for a follow-up update to a single department, targeting keeps the rest of the site calm.

Mac users: There is a Mac Desktop Alerts client as well as the Windows one, so Mac users receive the same screen-takeover announcements.

STEP 4 · Task Lists

A Task List gives staff step-by-step guidance during an incident — your lockdown procedure, laid out in order. If a Task List is attached to the incident type, it appears automatically when the incident is raised, and you can open it at any time from **Tasks** in the incident toolbar.

Naming change: Task Lists were previously called **Playbooks**. If your lockdown procedure or training material refers to a Playbook, it means the same thing. The option in the + menu is now labelled Task List.

STEP 5 · Post-lockdown follow-up

If the lockdown was triggered via an incident, you can request an **Incident Summary Report** — a complete timeline from alert to resolution, including every action and response. This gives you full documentation for governors, your local authority and any subsequent review.

To access it, go to **Closed Incidents** and tap **Create Export**.

View Closed Incidents

View Closed Incidents

+ Create Export

Create Export

_Lee Valley Primary School
 Generated by Sophie Royston

Call for help [Lawrence Royston]

I've seen someone jump over the back fence of the school. Don't like the look of them

Incident Summary

Incident created by:	Lawrence Royston
Exported by:	Sophie Royston
Incident started:	02/25/2025 14:07
First Responded:	02/25/2025 14:07
Archived date:	02/25/2025 14:16
Exported date:	02/26/2025 13:08
Organisation Id:	ec53994f-a257-43f5-95c8-c721f0fdc0eb
Incident Id:	f3c5e634-93b2-42d0-bdf9-9fb54e8ce696

Tags

Incident Timeline

teamSOS
02/25/2025 14:07

Added Lawrence Royston

teamSOS
02/25/2025 14:07

Added Albus Dumbledore, Draco Malfoy, Harry Potter and 9 more

Lawrence Royston
02/25/2025 14:07

I've seen someone jump over the back fence of the school. Don't like the look of them

Lawrence Royston
02/25/2025 14:11

Announcement: Intruder Lockdown

An intruder has been reported roaming the site. Find a safe place and remain there until further instructions. Thank you

Response Counts	
Not Ok	8
Ok	7
No Response	3

An example Incident Summary Report — timeline, actions and response counts

Please note: Admin access is required to use the reporting feature.

PRACTICE · Running a drill

Running a drill is the best way to test your procedures and document your preparedness. Unlike a live incident, you select exactly who takes part, so the rest of the site is unaffected.

- Launch a drill from the left-hand menu.
- Select the specific responders you want to include.
- Tap **Call for Help** to start the drill.
- Label any test announcement clearly with **"TEST"** so nobody mistakes it for the real thing.

Start A Drill

Start a drill from the left-hand menu

Drills clean up after themselves: A drill auto-deletes after one hour, so it will not clutter your incident history.

Worth drilling at least once a term

- Can every member of staff raise a lockdown from their own device?
- Does the Desktop Alert take over screens in every teaching space, including any Macs?
- Do the Confirm you're OK responses give you a usable roll call?
- Does escalation reach a second person if the first responder is unavailable?
- Does everyone know how to send a Silent Announcement while sheltering in place?

Need help?

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