



Installing teamSOS

Which devices teamSOS runs on, and how to get it onto each

teamSOS runs on iOS, Android and Windows. This guide covers how to get it onto each type of device.

The Windows deployment files all come from the Onboarding Wizard — here we cover the devices and what to do with what the wizard gives you.

Where things happen

On your device: Day-to-day teamSOS — raising and responding to incidents, chats, tasks and announcements — is done in the teamSOS app on a phone, tablet or Windows device.

In the web app: Configuration and admin tasks — managing users, settings, templates and deployment — are done in the web app at app.teamsos.co.uk.

On Mac: Macs with an M-series (Apple Silicon) chip can install the teamSOS iOS app. Older Intel Macs work through the web app, and can receive alerts via the legacy Mac Desktop Alerts client.

DEVICES · iOS and Android

1

iPhone, iPad and M-series Macs

Open the **App Store**, search for "teamSOS", check for the official logo, then tap Get and Open once installed. **Apple Silicon Macs install the same iOS app** from the App Store.

2

Android phones and tablets

Open the **Google Play Store**, search for "teamSOS", check for the official logo, tap Install, then Open.

After installation: Open the app and follow the prompts to log in or set up the account, and **enable notifications** so alerts get through. On iOS, accept the Critical Alerts prompt as well — that is what allows teamSOS to break through silent mode and Do Not Disturb.

WINDOWS · Single Deployment

The Windows teamSOS app and Desktop Alerts are **deployed together**. You do not install the Windows app separately — the Desktop Alerts MSI installs it for you, keeps it up to date, and manages the sideloading certificate automatically.

That means there is one job to do: run the **Alerts Setup** step in the Onboarding Wizard, download the files it generates, and deploy them. The wizard creates the client, generates the credentials and packages everything — see **How to Guide: Onboarding Wizard** for the walkthrough.

OPTION A GPO or similar

The wizard's GPO download gives you a registry settings file and an MSI installer. Distribute both through Group Policy or your usual deployment tool.

OPTION B Microsoft Intune

The wizard's Intune download includes a setup command that builds the Win32 app for you. Run it, then assign the app to your devices.

Which one? Use whichever matches how you already manage Windows devices. Neither is better — they deliver the same thing. If you use Intune for everything else, use Intune.

Before you deploy

- **Check the Windows version.** Devices need Windows 10 20H1 or later.
- **Check network access.** The Updater Service runs under the SYSTEM account and needs to access `auth.teamsos.co.uk`, `api.teamsos.co.uk` and `tsospubliclive.blob.core.windows.net`. Direct access, transparent filtering or a configured proxy all work — proxy authentication is not supported. See the Firewall and Filtering guide.
- **Pilot first.** Push to two or three representative devices and confirm they appear in the Admin Portal before you roll out widely.

Group Policy note: You can safely enable "**Turn off the Store application**". Do **not** use "Disable all apps from the Microsoft Store" — teamSOS is a Store app, and that setting would stop it running, along with Calculator, Camera and others.

Two more things about Windows

Windows login recognition (SSO). Where Single Sign-On is enabled, teamSOS recognises the user's Windows login on a managed device and prompts them to sign in with those credentials.

If a deployment doesn't land. See How to Guide: Desktop Alerts Troubleshooting for registry, service, and log checks, or How to Guide: Intune Troubleshooting if you are deploying through Intune.

MAC · What Mac users can do**M-SERIES MACS Install the iOS app**

Macs with an Apple Silicon chip can install the teamSOS iOS app from the App Store. This is the recommended route and gives the full app experience.

INTEL MACS Web app

Use the web app at app.teamsos.co.uk for everything.

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SUMMARY · What you should do

- Install the mobile app from the correct store and enable notifications.
- For Windows, generate the deployment files in the Onboarding Wizard, then follow the GPO or Intune route that fits your environment.
- Pilot before rolling out widely, and confirm devices report in via the Admin Portal.
- Point Mac users at the iOS app if their machine has an M-series chip, or the web app if not.

Need help?

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