



# Integrating with InVentry

Connect teamSOS to InVentry so visitors are protected during a lockdown

In the event of a lockdown, InVentry updates in real time — alerting and protecting visitors alongside staff and students. **This guide walks you through connecting the two systems.**

**Availability:** Visitor alerting via InVentry is available on teamSOS Lockdown and teamSOS Enterprise. You'll need a PC to act as a bridge between the two systems.

## PART 1 · Set up the InVentry side

1

### Choose a bridge PC

Select the PC that will act as the bridge between teamSOS and InVentry. This machine handles communication between the two systems.

2

### Open InVentry — but don't log in yet

Open the InVentry app and, **without logging in**, click **Settings** on the login screen.

**Log In**

Log in to the InVentry Console by entering your log in credentials below.

Email address  
SOS@inentry.co.uk

Password  
Please enter password

Log In

Forgotten password? [Click here.](#)

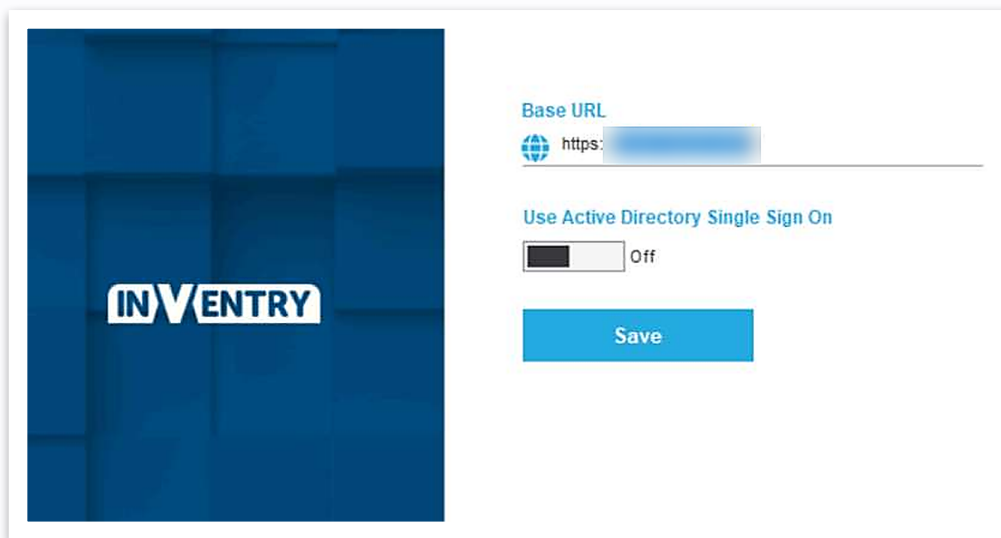
Settings

Click Settings on the InVentry login screen (don't log in yet)

3

### Save the Host information

Find the **Base URL** section and copy the highlighted value. Save it somewhere secure — this is your **Host** information.



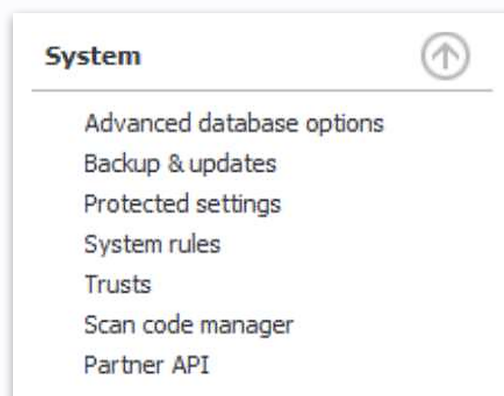
The screenshot shows the InVentry login screen on the left with the 'INVENTRY' logo. On the right, the 'Base URL' section is highlighted with a blue background. It contains a text input field with 'https:' followed by a masked value. Below this is a toggle switch for 'Use Active Directory Single Sign On' which is currently 'Off'. A blue 'Save' button is at the bottom of the settings panel.

Copy the Base URL — this is your Host (value masked for this guide)

4

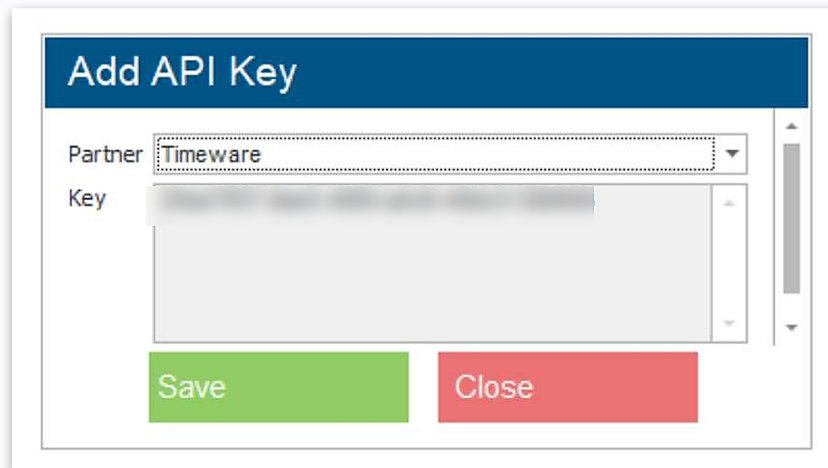
### Generate an API key

Log in to InVentry. From **Home**, go to **Settings › System**, select **Partner API**, then **Add API Key**. In the **Partner** dropdown choose **Timeware** and click **Save**. Copy the generated API Key and store it with your host information — this is your **APIKey**.



The screenshot shows a 'System' settings menu with a list of options: Advanced database options, Backup & updates, Protected settings, System rules, Trusts, Scan code manager, and Partner API. The 'Partner API' option is highlighted at the bottom of the list.

Settings › System — select Partner API



Add an API key with Partner set to Timeware (key masked for this guide)

## PART 2 · Set up the teamSOS side

1

### Stop the teamSOS service

Open the **Services** application, find the **teamSOS** service, right-click it and select **Stop**.

2

### Edit the registry

Open **Registry Editor** on the same PC and browse to the path below. Under the **Settings** key, create a new subkey named **InVentry**, then add the three string values shown.

**HKEY\_LOCAL\_MACHINE\SOFTWARE\teamSOS\Updater\Settings\InVentry**

| Name                  | Type   | Value                                     |
|-----------------------|--------|-------------------------------------------|
| <b>\$enc\$-ApiKey</b> | REG_SZ | The API key you generated earlier         |
| <b>Host</b>           | REG_SZ | The Host (Base URL) saved earlier         |
| <b>PartnerSecret</b>  | REG_SZ | Your partner secret (provided by teamSOS) |

**Note:** Avoid any extra spaces when entering these values — they can break the configuration. All three values live under the InVentry subkey created above (this corrects a path inconsistency in the previous guide). Alternatively, download the teamSOS-InVentry.reg file, fill in the values and run it on the bridge PC.

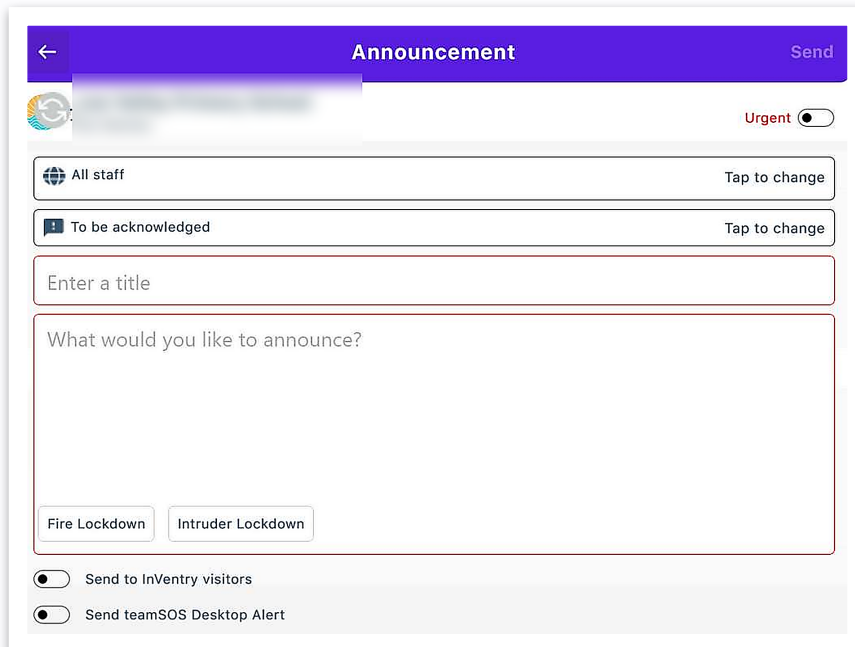
3

### Restart the teamSOS service

Back in **Services**, right-click the **teamSOS** service and select **Restart**.

## PART 3 · Verify the integration

The fastest way to check the integration is working: in the teamSOS app, choose **Make an Announcement**. If everything is set up correctly you'll see the **Send to InVentry visitors** toggle.



*The 'Send to InVentry visitors' toggle confirms the integration (org details masked)*

## PART 4 · Troubleshooting

### 1 Verify the registry settings

Open Registry Editor (**Windows + R**, type **regedit**), browse to the InVentry subkey and review every entry — watch closely for stray spaces.

### 2 Check the teamSOS service is running

Press **Ctrl + Shift + Esc** to open Task Manager, open the **Services** tab and look for **teamSOS Service**. If it isn't running, restart the computer or right-click and select **Start**.

### 3 Review the log files

Open the most recent files in **C: \ProgramData \ teamSOS \ Service \ logs** and look for any errors.

## Need help?

Please contact [help@teamsos.co.uk](mailto:help@teamsos.co.uk) and include screenshots of the Registry Editor, the Task Manager Services tab, and the log files — it helps us resolve your query much faster.