



Introducing teamSOS

Every incident. The right team. In seconds.

teamSOS is a secure, real-time communication and incident response platform built specifically for schools and educational environments. It lets staff raise alerts, share key information and coordinate a response quickly – whether that is a first-aid situation, a behaviour issue, or a critical incident such as a lockdown.

By simplifying communication across teams, teamSOS makes sure the right people are notified instantly.

Faster response, better outcomes, and a full record of what happened.

OVERVIEW · Key features

- **One-tap incident alerts** – instantly notify the right team for medical, behaviour, safeguarding or lockdown events.
- **Cross-device notifications** – alerts reach phones, tablets and desktop PCs, even when the app is closed.
- **Desktop Alerts** – high-priority alerts take over staff screens, with optional pre-display prompts, volume control and group targeting. Available for Windows and Mac.
- **Silent Announcements** – communicate without an audible alert when noise could put people at risk.
- **Two-way communication** – staff reply, confirm actions taken, or request additional support in real time.
- **Student and location tagging** – tag students, staff and locations directly from your MIS so responders know exactly who and where.
- **Task Lists** – step-by-step guidance appears automatically when a given incident type is raised.
- **Automated audit trails** – every action is logged for reporting, compliance and review.
- **Custom teams and escalation rules** – route alerts by team role, time of day or escalation need.
- **Flexible installation** – mobile app stores, Microsoft Store, MSI with Group Policy, or Intune.
- **Directory sync and Single Sign-On** – import and sync users from Active Directory via Microsoft Entra, and let staff sign in with their existing credentials.
- **Admin Portal** – monitor installations, manage alerts, view logs and control settings centrally.

IN PRACTICE · How schools use teamSOS

MEDICAL **Emergencies**

A member of staff alerts the medical team instantly, with location details attached, so help arrives without anyone leaving the casualty.

LOCKDOWN **Site-wide response**

One tap initiates a full-site lockdown with desktop alerts, audio cues and coordinated team response.

BEHAVIOUR **Discreet SLT support**

Call for senior support without announcing it to the room, reducing disruption to learning.

SAFEGUARDING **Escalate properly**

Flag and escalate a safeguarding concern straight to the DSL or the appropriate team, with a timestamped record.

General announcements too: Site closures, IT outages and urgent updates can go out via Desktop Alerts or in-app messages — targeted at the groups who need them.

For more examples, see the case studies on our website: teamsos.co.uk

ACCESS · Platforms and installation

Mobile devices

- **Android** — available from the Google Play Store.
- **iOS** — available from the Apple App Store. iOS users receive **Critical Alerts** which break through silent mode and Do Not Disturb, so an emergency is never missed.
- Users can choose their own teamSOS alert sound from within the app preferences.

Windows devices

- **Onboarding Wizard:** You can easily deploy windows app via our onboarding wizard. Create the Desktop Alerts client and download the GPO or Intune deployment files.
- Refer to the onboarding wizard guide for the full instructions.

Mac devices

There is no full teamSOS app for macOS, but there is a **Mac Desktop Alerts client**, so Mac users receive the same screen-takeover announcements as Windows users. Mac users work in the browser version for everything else.

New Update: You can now use the teamSOS app on Mac M series, Apple Silicon Macs.

Browser access

<https://app.teamsos.co.uk>

The browser version gives full access to teamSOS — sending and responding to alerts, plus the Admin Portal for managing users, viewing device installations and configuring settings. It is the route to use for Chromebooks and shared desktops, and for administrators working remotely.

SET-UP · **Getting started**

Once your organisation has been created, a welcome email goes to your primary contact. Following the link in that email creates your account and takes you straight into the Onboarding Wizard, which walks through the essential configuration before go-live.

Stage	What you will do
Import users	Add users manually, upload a spreadsheet, or sync from Active Directory via Entra.
Users and roles	Assign each person the User, Admin or Announce role.
Response teams	Create the teams that respond to each type of incident.
Alerts/Windows Deployment	Create the Desktop Alerts client and download the GPO or Intune deployment files.
Review	Check users, permissions and teams before completing onboarding.

Full detail: See **How to Guide: Onboarding Wizard**

User roles

Role	What it allows
User	Respond to incidents, raise new incidents, take part in chats, have tasks assigned, and receive announcement alerts.
Admin	Full access to all teamSOS features — create, edit and manage users, settings and incidents, configure other users' permissions, and make announcements.
Announce	Make announcements without full admin access. This permission is required for lockdown functionality.

TRUST · Privacy and security

Security and privacy sit at the heart of the platform. teamSOS is designed for use in education, and your data and communications are protected at all times.

- **Data security** — all data is encrypted in transit and at rest using industry-standard protocols.
- **Role-based access** — permissions are managed by role, so only authorised staff can view or respond to specific incidents.
- **Microsoft integration** — supports Microsoft Entra (Azure Active Directory) for secure sign-on and identity management.
- **Audit trails** — every action and message is logged and timestamped for full visibility and accountability.
- **Hosted in the UK** — all data is held in UK-based data centres, in line with UK GDPR.

teamSOS is fully compliant with education sector standards and designed to protect staff and student information. For more detail, see the Privacy Notice for teamSOS Users.

SUPPORT · Help and resources

We support you at every stage — from setup and deployment through to ongoing use across your school or trust.

- **Contact support** — email help@teamsos.co.uk. Our team can help with setup, troubleshooting and general queries.
- **Documentation** — technical guides, deployment documentation and FAQs are in the web app under Help & Support > FAQs.
- **Training** — training materials and onboarding resources available on the onboarding space.

Need help?

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