



Manage Users

Add your team to teamSOS and set their roles and permissions

This guide walks you through the **different ways to create and manage users in teamSOS**. By the end, you'll be able to add new users, assign the right roles, and keep your user base up to date.

Please note: Admin access is required to use this feature. To create new users you must be an Admin, accessing teamSOS via the web portal at app.teamsos.co.uk.

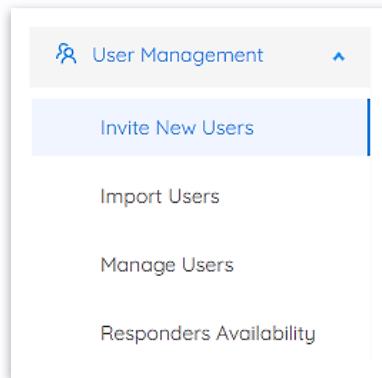
User Roles

There are three user roles in teamSOS. A user's role determines what they can access and how they respond within the system.

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 within teamSOS without full admin access. This permission is also required for Lockdown functionality.

Adding Users

To add users, go to **Admin > User Management**. From there you'll have three ways to add users to teamSOS:



Admin > User Management — Invite New Users, Import Users, and Manage Users

1

Invite New Users

Add users one at a time by entering each person's First Name, Last Name and Email Address. You can then select '**Email Invites**' to send them the 'Welcome to teamSOS' email so they can set up their account.

2

Import Users via spreadsheet (Excel/CSV)

Upload a completed spreadsheet of users' First Name, Last Name and Email Address to add many people at once. This is ideal for onboarding large numbers of users quickly. Note: importing does **not** automatically send the 'Welcome to teamSOS' email — you'll need to send invites separately.

3

Manage Users: Sync from Entra (formerly Azure AD)

If your organisation uses Microsoft Entra, synchronise users automatically from your directory so teamSOS stays in step with your current user base. You can also enable **Single Sign-On (SSO)**, so users sign in with their existing organisational credentials.

Entra availability: The Entra option only appears if your organisation's email address is associated with an Entra tenant. Once detected, authorise access and refresh the status to begin syncing. For full setup, see the separate Entra Guide.

Windows Login Recognition: Where SSO is enabled, teamSOS recognises a user's Windows login and prompts them to sign in with those credentials — no separate password needed.

Managing Users

In the Manage Users section, you can create users manually, search for existing users, and view a complete list of everyone in your organisation. You can also select multiple users at once to delete, block or unblock them.

To send the '**Welcome to teamSOS**' email, select '**Email Invites**'. You'll see a list of users who haven't yet logged in or created a profile, and can send the invite to one, several, or all of them — immediately or scheduled for later.

User Profiles

Selecting an existing user opens an overview of their details, where you can edit their information or delete their profile. Alongside the User Details tab, you can view and edit:

Toni Denton		Edit	Delete
User Details Content Views Response Teams Devices Availability			
First Name	Toni	Surname	Denton
Display Name	Toni Denton	Email	toni@teamsos.co.uk
Alternative Email (Where Differs to Username)	-	Photo	
Is Responder?	☒	Role	Admin
Expires At	-		

A user's profile — edit their details or move between the User Details, Content Views, Response Teams, Devices and Availability tabs

- **Content Views:** which guidance packs a user has accessed, along with the date and time they viewed them.
- **Response Teams:** which Response Team the user belongs to.
- **Devices:** a list of devices assigned to the user.
- **Availability:** the user's availability schedule, which helps indicate when they are unavailable and should not be alerted about incidents.

What you should do

- Add every member of staff who needs access, choosing the method that best fits your setup.
- Assign the correct role — **User**, **Admin** or **Announce** — to each person.
- Send the 'Welcome to teamSOS' invites so users can set up their accounts.

Need help?

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