



Send an Announcement

Share important information with your staff instantly

Announcements in teamSOS are a powerful way of **sharing important information or updates with staff at once**. This guide walks you through the different ways to send one, the options available on the send screen, and how Desktop Alerts work.

Please note: Sending announcements requires the **Announce** or **Admin** role. The Announce role lets staff communicate without full admin access.

Ways to Send an Announcement

You can send an Announcement in several ways:

- 1 From the app home screen**
Tap 'Make an Announcement' on the main home screen of the app.
- 2 From the Announcements section**
Open the Announcements section in the app and tap the compose icon in the top corner.
- 3 From within an active incident**
While an incident is running, tap the + button next to the message bar and choose '**Send Announcement**' — now at the top of the menu — or use the new **Send Announcement shortcut** in the active incident toolbar, alongside Tasks and Escalate.

The Announcement Screen

When creating an Announcement, you'll complete a few fields before sending it to your organisation. Admins can also pre-build **Announcement templates** that populate these fields automatically — see the How to Guide: Creating Templates. Select a template from the row along the bottom of the screen to apply it.

The New Announcement screen — complete the fields, then choose your alert options

Field	What it does
Group	The group of users that will receive the Announcement on the app. Please note: if the desktop alert toggle is switched on, the alerts will go to all devices. To limit them, please refer to the Controlled Drills Guide. Required.
Title	The name shown to users. Required.
Description	The detailed message — instructions, context, or the purpose of the Announcement. Required.
Templates	Predefined Announcements shown along the bottom of the screen. Selecting one auto-populates the fields.
Urgent	When enabled, also sends an email to users.
Silent	When enabled, sends the Announcement quietly — without a sound or takeover alert. Useful for discreet communication during a lockdown.
Announcement Type	The type of response requested — ' Confirm you're OK ' (users reply OK or Not OK) or ' To be acknowledged ' (users confirm receipt). Required.
Desktop Alert	When enabled, triggers a teamSOS Desktop Alert that takes over recipients' screens. Please note: it goes to all devices. To limit them, please refer to the

Field	What it does
	Controlled Drills Guide.

Desktop Alerts

When making an announcement, enable the **'Send teamSOS Desktop Alert'** toggle to make the message take over recipients' screens, so it is seen and acted on promptly.

teamSOS ANNOUNCEMENT

URGENT

LOCKDOWN NOW. INTRUDER ON-SITE.

- Bring anyone nearby into the room if safe
- Lock and secure doors, close blinds
- Keep everyone low and quiet, silence devices
- Report any urgent feedback via NOT OK

Do not open doors or leave unless instructed by SLT or emergency services.

SLT

From John Robson, SLT

a minute ago

NOT OK

OK

A Desktop Alert taking over screens across devices

If the Announcement Type is set to '**Confirm you're OK**', users can respond directly from the alert by selecting 'OK' or 'Not OK'. Choosing 'Not OK' prompts them for a reason, giving the response team more context. Once a selection is made the alert clears, and any newer announcement overrides the current one so the most urgent message is always front and centre.

Desktop Alerts can now be **targeted to specific groups** rather than every user — so you can direct on-screen alerts to only the people who need them. When an incident is closed, any outstanding alerts that haven't been responded to are removed from users' screens.

What you should do

- Choose the sending method that fits the situation — home screen, Announcements section, or from within an incident.
- Set the Group and Announcement Type, and use Desktop Alert or Silent depending on how prominent the message should be.
- Build templates for messages you send often, to save time and keep wording consistent.

Need help?

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