



Writing back to MIS via Wonde

Create behaviour records from a teamSOS incident

teamSOS uses the data service **Wonde** to read student data from your MIS and to create records back in it. Once the integration is in place, closing a teamSOS incident can create the behaviour record for you — no rekeying.

How the setup works: Enabling the integration is a **two-step process**. teamSOS enables it on our side and sends you a key; you then enter that key in your web app. Both halves are covered below.

SETUP · Enabling the Wonde integration

Step 1 — teamSOS enables it and sends you a key

We do this from our platform portal. We add the Wonde integration to your organisation, register your school in Wonde, and generate a school token once your school has authorised the connection.

What we need from you: Your school will receive an **authorisation request from Wonde** that someone at your end needs to approve. Nothing can proceed until that is done — so if you are waiting on us, check whether that request is sitting unactioned.

Step 2 — you enter the key in teamSOS

Once we send you the key, add it in the web app.

1

Sign in to the web app

Go to app.teamsos.co.uk and log in as an Admin.

2

Open the partner integrations

Navigate to **Admin > Technical Setup > Integrations > Partners**.

3

Add Wonde

Click **Add Wonde**, paste in the key we sent you, and save.

Why you have to enter it yourself: The key is private to your organisation by design — teamSOS never stores or sees it once it is in your system. That is why this last step cannot be done for you.

Check it worked: Raise a test incident and close it. If the integration is live you will see the option to share with an **MIS record** when closing.

USING IT · Raising an incident with student and location tags

Once Wonde is connected, teamSOS pulls your student list from the MIS. When someone raises an incident they can tag a student and a location, and those tags **carry straight through to the behaviour record**.

- **Student tags** — start typing a student name and teamSOS offers matches from your MIS, complete with year group.
- **Location tags** — locations prefixed **BH** are the ones that map across to the behaviour record. Choose one of these if you want the location filled in automatically.

Set your BH locations up first: Only locations flagged for behaviour feed through to the MIS record. If your location list does not have them, add them under **Admin > Settings > Templates > Locations** before you rely on auto-fill.

SHARING · Two ways to create the record

An incident can be shared either while it is still running, or at the point you close it. Both routes lead to the same screen.

ROUTE 1 While the incident is active

Use the Escalate tab in the incident. Best when the behaviour record is clearly needed and you want it set up straight away.

ROUTE 2 As you close the incident

Choose Share when closing. Best when you want to see how the incident resolves before deciding what to record.

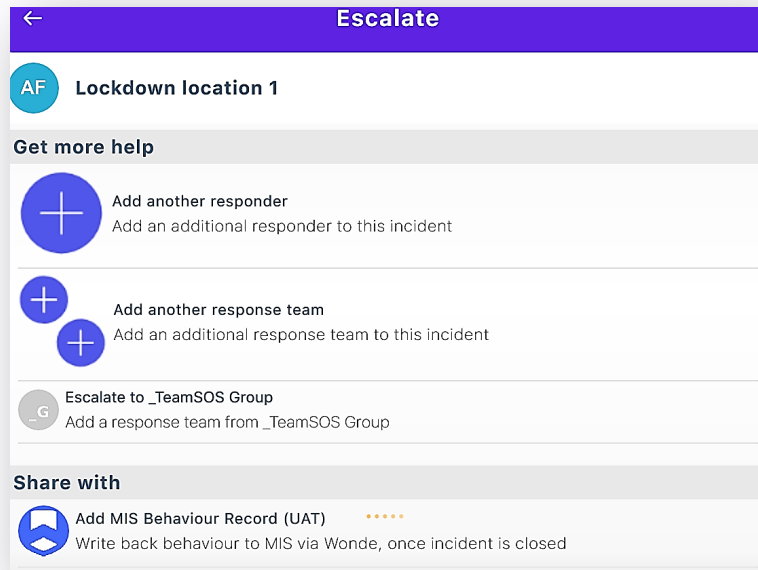
Send Announcement

Tasks

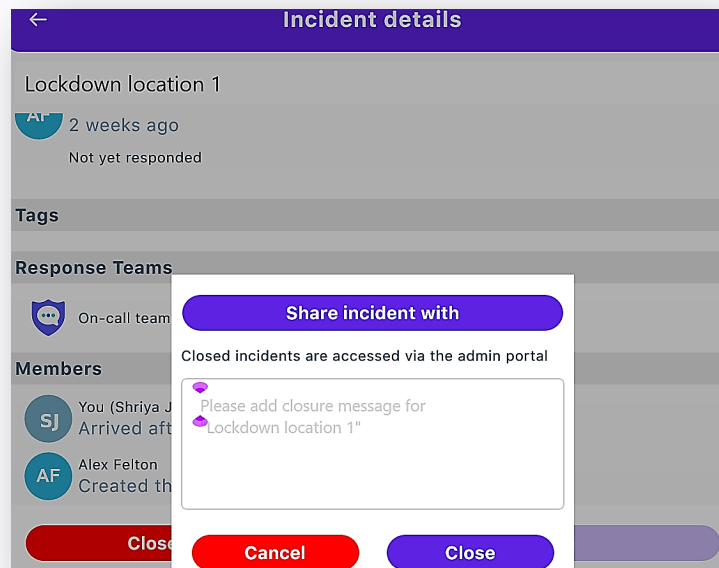
Escalate

The Escalate tab within an active incident

Clicking Escalate opens the sharing screen. Choose **Add MIS Behaviour Record** under **Share With**. The same option appears when you close an incident.



The Share With options, including Add MIS Behaviour Record



The same option is available from the Close Incident dialog

THE FORM · Completing the behaviour record

If you tagged a student and a BH location on the incident, those fields are **already filled in**. Complete the rest from the drop-downs — every value comes from the lists you maintain in SIMS.

The screenshot shows a mobile app interface titled 'Share Details'. At the top, there is a back arrow and a 'Share' button. Below the title, there is a circular tag labeled 'AF' and the text 'Lockdown location 1'. Underneath, there is a book icon and the text 'Add MIS Behaviour Record (UAT)' followed by 'Write back behaviour to MIS via Wonde, once incident is closed'. The form contains several fields, each with a red background and a dropdown arrow: 'Behaviour type', 'Status', 'Staff involved', 'Activity', 'Location', and 'Student 1'. The 'Location' field is currently empty, while the others appear to have pre-filled values.

The Add MIS Behaviour Record form

Quicker than it looks: You do not have to scroll the drop-downs. Start typing in a field and the list filters to match — useful when a school has a long list of behaviour types or a full staff list to search.

Fields shown in red are required. These are required because SIMS requires them: Behaviour Type, Status, Staff Involved, Activity, Student 1 and Student 1 Role. The record cannot be created without them.

Optional field	What it holds
Location	A location from your SIMS location list — pre-filled if you used a BH location tag.
Student 2 / Student 2 Role	A second student and the role they played.
Student 3 / Student 3 Role	A third student and the role they played.
Comment	Free text, which writes back to the Comment field in SIMS.

Nothing is created yet: Completing this form **sets up** the behaviour record — it does not create it. The record only appears in your MIS **once the teamSOS incident is closed**. Until then the incident will show that

it is shared and what will happen on closure.

IN SIMS · What the record looks like

Once the incident is closed, the fields you completed in teamSOS are transferred onto the behaviour record in SIMS.

The screenshot shows the 'Find Behaviour Incident' form in SIMS. The incident is titled 'Verbal Abuse' and is linked to 'Pupil: 101010101'. The form is divided into several sections:

- Details:** Includes 'Type' (Verbal Abuse), 'Points Defined' (0), 'Types Of Bullying' (Verbal Abuse), 'Additional Types' (Verbal Abuse), 'Activity' (Verbal Abuse), 'Location' (Playground), 'Date' (25/12/2023), 'Comments' (Inc 1 - teamSOS incident: https://api.teamsos.co.uk/unzip/export/... - (Wonde: A2017869683)), 'Recorded On' (25/12/2023), 'Status' (Review in 1 Week), and 'Recorded By' (Change Log).
- Other Staff Involved:** A table with columns 'Name' and 'Role'.
- Students Involved:** A table with columns 'Name', 'Role', 'Year', 'Class', 'House', 'Points', and 'Detention'. It lists 'Laila Khan' (Participant, Year 2, Class 2A, House 4, 0 points, No detention) and 'Paul Adams' (Participant, Year 4, Class 4E, House 4, 0 points, No detention).
- Follow Up Students Involved:** A section for 'Add Follow Up' and 'Remove Follow Up' with fields for 'Follow Up Date', 'Referred To', and 'Select Staff'.

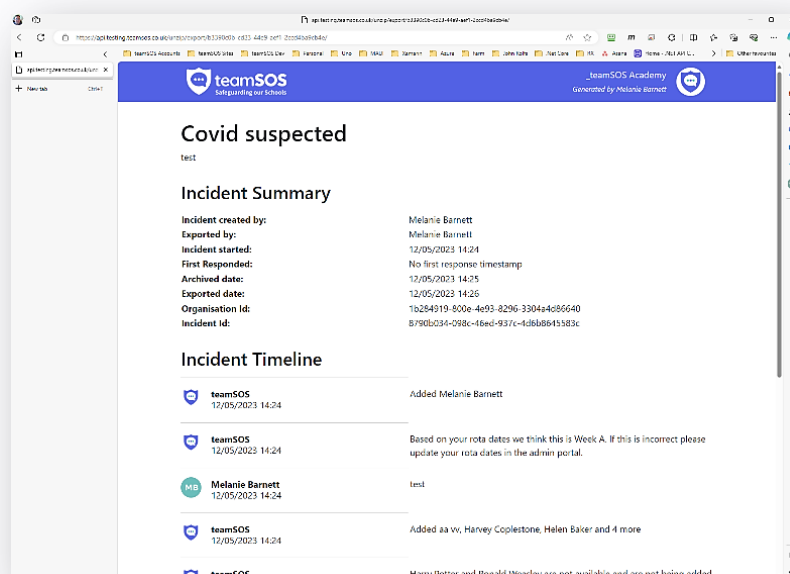
A sidebar on the right lists various links such as 'Linked Documents', 'Check Incident', 'Send Message', 'Student Teacher View', 'Print Details', 'History', 'Reports', 'School', 'Behaviour Management', 'Transfer', 'Classroom', 'Attendance', 'Dinner Money Financials', 'Assessment', 'Communication Log', 'Pupil Curriculum', and 'Intervention Report'.

The completed behaviour record in SIMS

The link back to the incident

Look at the **Comments** field on the SIMS record. teamSOS adds a web address alongside a Wonde reference — something along the lines of teamSOS incident: <https://api.teamsos.co.uk/unzip/export/...> - (Wonde: A2017869683).

It is not a clickable link, but copying the web address into a browser opens the full Incident Summary Report.



The Incident Summary Report opened from the SIMS comment

Why this matters: Anyone reviewing a behaviour record in SIMS can get to the full incident timeline — who responded, what was said, and when — without going back into teamSOS. The report is stored securely on Microsoft Azure servers in the UK.

Related guides: See **How to Guide: Call for Help** for raising and tagging incidents, and **How to Guide: Setting up teamSOS** for configuring incident types and locations.

Need help?

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