

Emergency Responder Guidance

How to receive, assess and respond to an alert, and launch a site-wide response when it's needed.

1 Get alerted

2 Assess

3 Announce

4 Set up and send

5 Monitor

6 Update and close

1 Get alerted

When a member of staff taps Call for Help, you're notified on every device with teamSOS installed. Tap the notification to join the incident.

▲ **CRITICAL** teamSOS now
Thomas B. needs your urgent help
Tap to join incident

2 Assess in the incident group

See who raised it, what they've reported and where they are. Talk to them directly to judge how credible and serious it is, offer support and agree next steps.

🎤 **Walkie-talkie:** hold to talk live.

⊕ **More tools:**

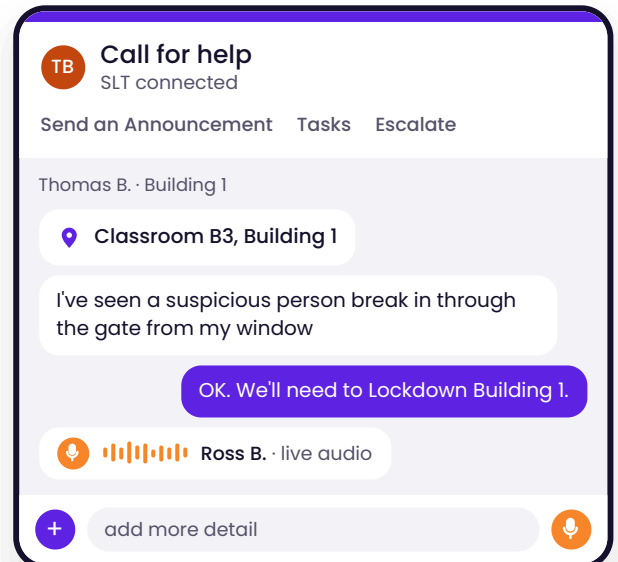
📷 Camera

📍 GPS

👤 Add staff

☰ Tasklists

📢 Announcement



3 Send an Announcement

If staff across the site need to act, send an **Announcement** from the incident group. It reaches every desktop, laptop, tablet and phone with teamSOS.

Tap **Send an Announcement** at the top of the incident, or find it under the ⊕ button.

🔴 **Call for help**
Send an Announcement Tasks Escalate

⊕ 📢 **Send an Announcement**

Lockdown Now

Instant, independent action: tap Lockdown Now on the app home screen. Your school's pre-set Lockdown Announcement goes to all staff, and you're connected with the other responders in an incident.

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Set up and send

Write the message and choose who it goes to, or tap one of your school's templates:

Fire Evac

Intruder Lockdown

The wording, audience and settings fill in.
You can still edit before you send.

Send **teamSOS Desktop Alerts** for full-screen takeover on Windows machines.

Silent sends without sound.

Confirm OK / NOT OK asks every recipient to reply.

← Announcement

Send

Brightway Hill Academy

Dan Robson

Silent ☐

Urgent ☒

All staff

Tap to change

Confirm OK / NOT OK

Tap to change

Lockdown now. Intruder on-site.

Secure your area: lock doors where safe, move people out of sight and stay quiet. Reply I'M NOT OK if you need help.

Fire Evac

Intruder Lockdown

Suspicious Package

☒

Send teamSOS Desktop Alert

5

Monitor staff responses

Staff reply **I'M OK** or **I'M NOT OK**, and must give a reason for NOT OK. Your incident group shows a live tally. Tap a group to open a direct reply channel with those staff.

ANNOUNCEMENT

Lockdown now. Intruder on-site. Secure your area.

2 NOT OK

11 OK

3 NOT RESPONDED

← NOT OK

LP Lauren P · 2 secs ago

I've seen the suspect by my building #1

RS Richard S · 1 min ago

One of my students is absent from the classroom

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Update staff, then close

While it's live: send further Announcements to instruct and update staff as the situation changes.

When it's over: send an all-clear Announcement, then close the incident. A time-stamped record is saved automatically.



Watch the responder training video

Scan the QR code with your phone camera.