teamSOS

Connecting CPOMS and MyConcern

Send an incident's details to your safeguarding system

If your school records safeguarding concerns in CPOMS or MyConcern, teamSOS can send an incident's details straight to it, so the record is started without anyone typing it up again. This guide covers connecting each one, then sharing an incident.

Please note: Admin access is required. Both are connected in the web app at **app.teamSOS.co.uk**, under **Admin > Technical Setup > Integrations > Partners**.

CPOMS Connect CPOMS

You start the integration in CPOMS, then finish it in teamSOS.

1. **Check CPOMS is switched on for you**
   In the web app, go to **Admin > Technical Setup > Integrations > Partners**. If CPOMS isn't listed, email **help@teamSOS.co.uk** and we'll switch it on for your account.

2. **Start the integration in CPOMS**
   Whoever manages your CPOMS account goes to **Integrations > teamSOS** in CPOMS and starts the integration. CPOMS sets up a teamSOS user and user group that can only add incidents and view the student list, and a teamSOS category, so records from teamSOS are easy to spot. It then shows an **API key** and a **URL**.

3. **Add CPOMS in teamSOS**
   Back in **Partners**, choose **CPOMS**, enter the URL and API key, choose the teamSOS category, and save.

MYCONCERN Connect MyConcern

1. **Find your MyConcern details**
   Your **Establishment Code** and **Secret** are in your MyConcern account.

2. **Add MyConcern in teamSOS**
   In the web app, go to **Admin > Technical Setup > Integrations > Partners**, click **Add** and choose **MyConcern**. Enter the Establishment Code and Secret, and save.

USING IT

Share an incident

1. **Open the incident**
   In the incident, select the **Escalate** tab along the top.
2. **Choose where to share it**
   Under **Share with**, choose **CPOMS** or **MyConcern**.
3. **Confirm**
   Follow the prompts to confirm. What you've recorded in teamSOS is sent across.

SHARED WITH	WHERE IT LANDS
CPOMS	The student's record, if they have a UPN. Without a UPN (for example at an international school), it goes to the CPOMS incident tray instead.
MyConcern	The student's record.

Check it worked: open any incident and select the **Escalate** tab. If the connection is live, CPOMS or MyConcern appears under **Share with**.

FIX

Not working?

- **No CPOMS or MyConcern under Partners?** Email **help@teamSOS.co.uk** and we'll switch it on for your account.
- **CPOMS or MyConcern missing from Share with?** Check the details you entered under Partners match the ones from CPOMS or MyConcern exactly, with no extra spaces.
- **The CPOMS category list says "no data"?** Email **help@teamSOS.co.uk** and we'll sort it out with you.
- **A CPOMS record went to the incident tray?** The student doesn't have a UPN in CPOMS, so it couldn't be matched to their record.

CHECKLIST

What you should do

- **Connect** CPOMS or MyConcern under **Admin > Technical Setup > Integrations > Partners**.
- **Let staff know** they can share an incident from the Escalate tab.

Using SIMS or Bromcom for behaviour records? Those go through Wonde instead: see How to Write Back to Your MIS via Wonde.

Need help?

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