

Enterprise Edition. Feature guide.

What you'll see, what to do, and how to get the right help, every day and in an emergency.

Call for Help

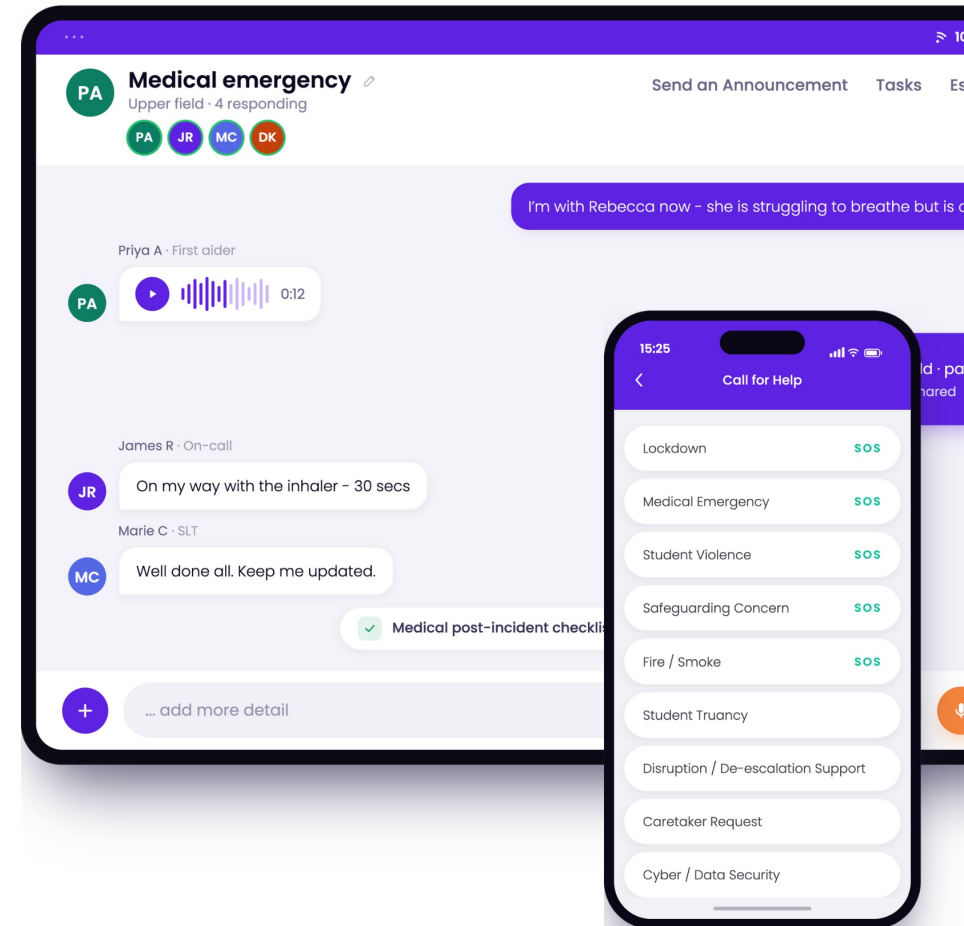
Incidents

Checklists

Incident records

Announcements

Shortcuts



ABOUT TEAMSOS

Every incident. The right team. In seconds.

Your school uses teamSOS for everyday incidents and emergencies. Anyone can bring in the right colleagues from any device, and in an emergency the team can send site-wide instructions to every member of staff at once.



Behaviour

Support in a lesson or around school when a situation needs another adult.



Medical

A first aider or medical lead brought to you, fast.



Safeguarding

A concern about a student raised with the right people, straight away.



Emergencies

Lockdowns, invacuations and evacuations, with instructions sent to every member of staff.



Throughout this guide, **the response team** means the colleagues your school has set up to handle each type of incident, such as on-call staff, first aiders or your DSL. **The emergency response team** leads site-wide emergencies. Your school will tell you who they are.

HOW IT FITS TOGETHER

One incident, start to finish.

Here's how the features work together when you need support in a lesson. Each one is explained on the pages that follow, along with what happens in a site-wide emergency.

1 You need support

A student in your lesson won't settle. You tap Call for Help, choose Disruption / De-escalation Support and tag the student.

[Call for Help](#)

2 The right team is alerted

Only the colleagues who handle disruption are alerted. No one else is disturbed.

3 They join you

The team join you in a live incident. You share your location, photos or anything else that helps.

[Incidents](#)

4 Every step covered

Your school's checklist for this type of incident is added, and the team tick each step off as it's done.

[Checklists](#)

5 More help if needed

If no one replies in time, or things become more serious, it can be escalated to another team, such as SLT.

6 Closed and recorded

When it's resolved, the team close the incident. The record has written itself, ready to export or share.

[Incident records](#)

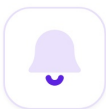
BEFORE ANYTHING HAPPENS

Get set up **before you need it.**

You may already have an invite from your administrator to log in to teamSOS.

**STEP 1****Install the app**

If you're using a phone or tablet, download teamSOS from the App Store or Google Play, then log in. On desktops and laptops, your IT team will install it for you.

**STEP 2****Say yes to alerts**

Allow notifications when asked. On iPhone, also allow Critical Alerts, so emergency alerts sound even when your phone is on silent.

**STEP 3****Check your computer**

If your IT team have installed teamSOS on school desktops and laptops but you can't find it in your apps, let them know.

WORKS ON

iPhone**Android****iPad and tablets****Chromebook****Windows PC****Web browser****Interactive whiteboard****Mac**

You can be logged in on as many devices as you like, all at the same time. Log in on each one you'll use to activate it.

FOR EVERYONE

Call for Help

Who can use it **All staff**

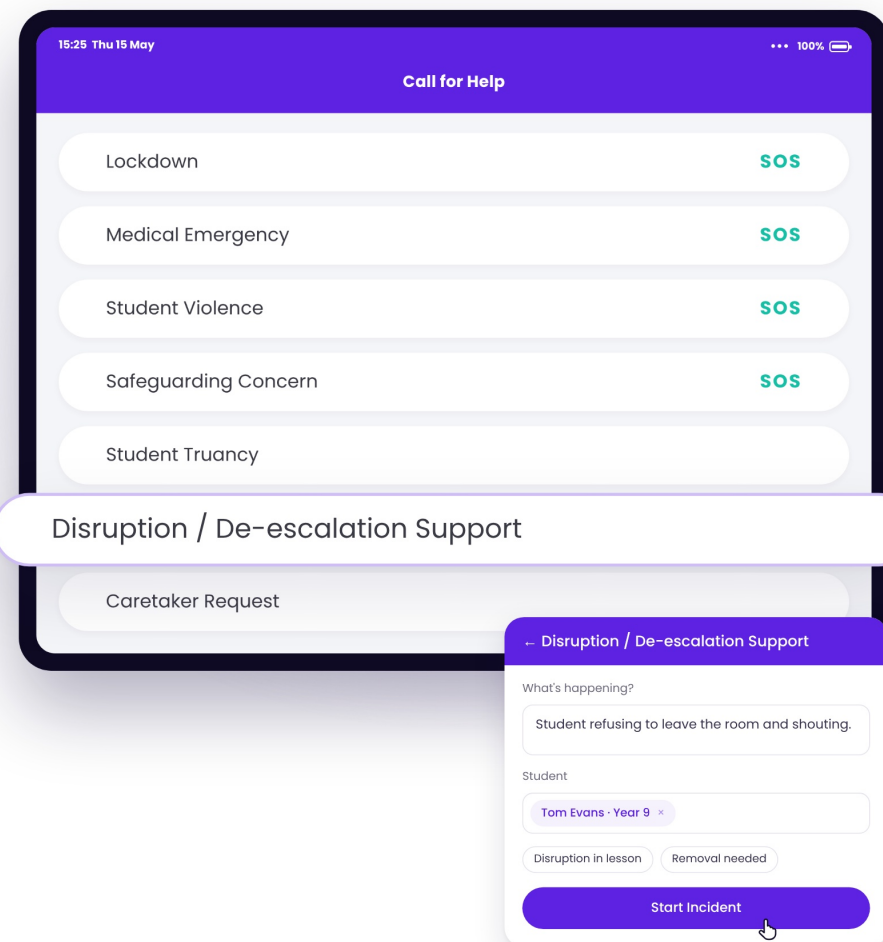
Need support, from a lesson that's got out of hand to a medical emergency? Choose what's happening and the right colleagues are alerted in seconds.

HOW IT WORKS

- 1 Tap Call for Help, then choose the incident that fits, such as Disruption / De-escalation Support or Medical Emergency.
- 2 Add a few words or tap a quick-add template. If it involves a student, tag them.
- 3 Tap Start Incident. The right response team are alerted on all their devices, and you're connected with them straight away.



SOS marks the most urgent incidents, such as a lockdown or a medical emergency. Not sure which to choose? Pick the closest and add a few words. The team will take it from there.



FOR EVERYONE

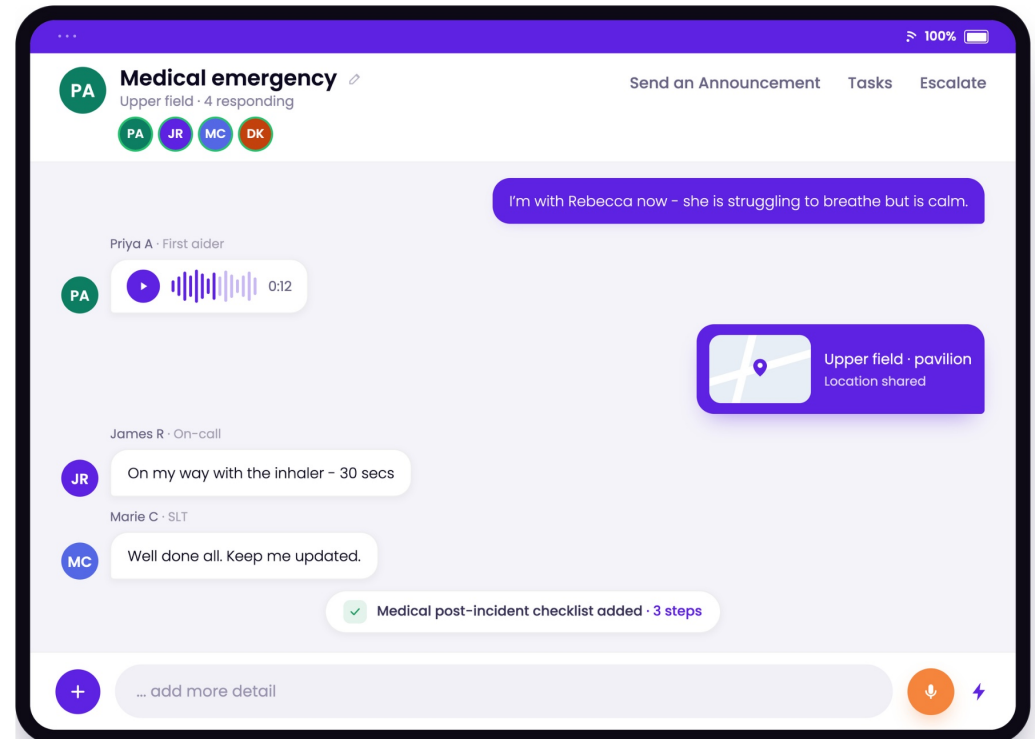
Incidents

Who's in it **You and the response team**

Once you've called for help, the incident is where you and the team share what's happening, in real time.

HOW IT WORKS

- 1 Share your location, photos, messages or voice notes, so everyone has the same picture.
- 2 If it needs more help, the team can tap  Escalate to bring in another team, such as SLT.
- 3 If the whole site needs to act, the team can tap  Send an Announcement straight from the incident.



FOR THE RESPONSE TEAM

Checklists

Who uses it

Response team

Your school's own steps for each type of incident, added to the incident so nothing gets missed.

HOW IT WORKS

- 1 When an incident starts, your school's checklist for that type of incident is added to it. You'll find it under Tasks.
- 2 Tick each step as it's done. Who did it, and when, is recorded.
- 3 Follow-ups, like contacting parents or carers, sit in the same list, so nothing is forgotten once the moment has passed.



Not on the response team? There's nothing for you to do here, but this is how your colleagues make sure every step is covered.



Medical post-incident checklist

3 steps

- | | |
|--------------------------------------|-----------------|
| ✓ Notify parents / carers | Emma R (13:32) |
| ✓ Log first aid in the accident book | Sarah N (13:34) |
| ✓ Replace any medical supplies used | David A (13:36) |

3/3 complete. Logged to the incident record.

FOR EVERYONE

Incident records

Who writes it

No one. It writes itself.

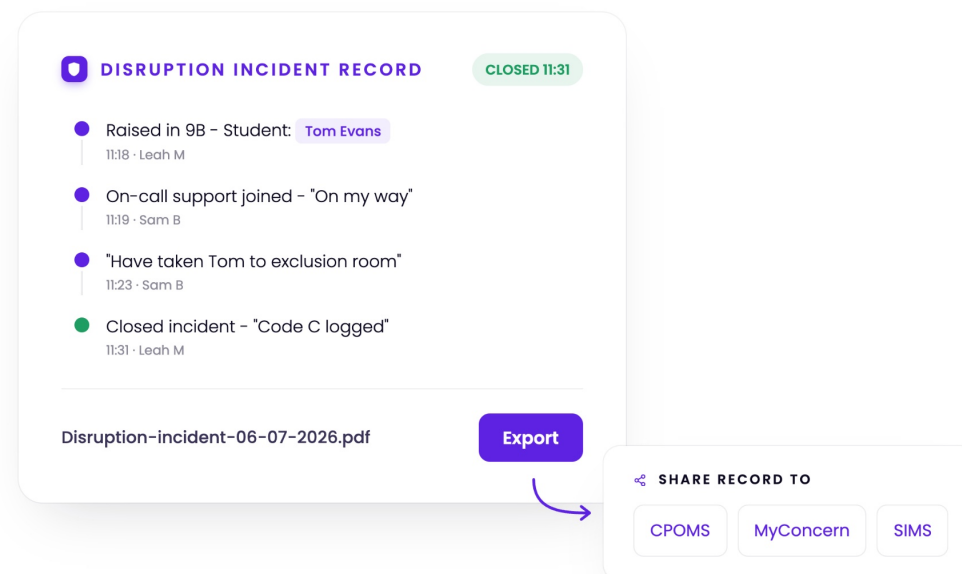
Everything that happens in an incident is captured as it happens, so there's nothing to write up afterwards.

HOW IT WORKS

- 1 Every message, voice note, location and action is saved with the time and who did it.
- 2 When the team close the incident, the record is complete.
- 3 Export it, or share it straight to your school's systems, such as SIMS, CPOMS or MyConcern, so nobody has to type it up again.



Audit-ready. If a parent, governor or inspector asks what happened, there's a complete, time-stamped account.



FOR EVERYONE

Announcements

Sent by **Emergency response team** Received by **All staff**

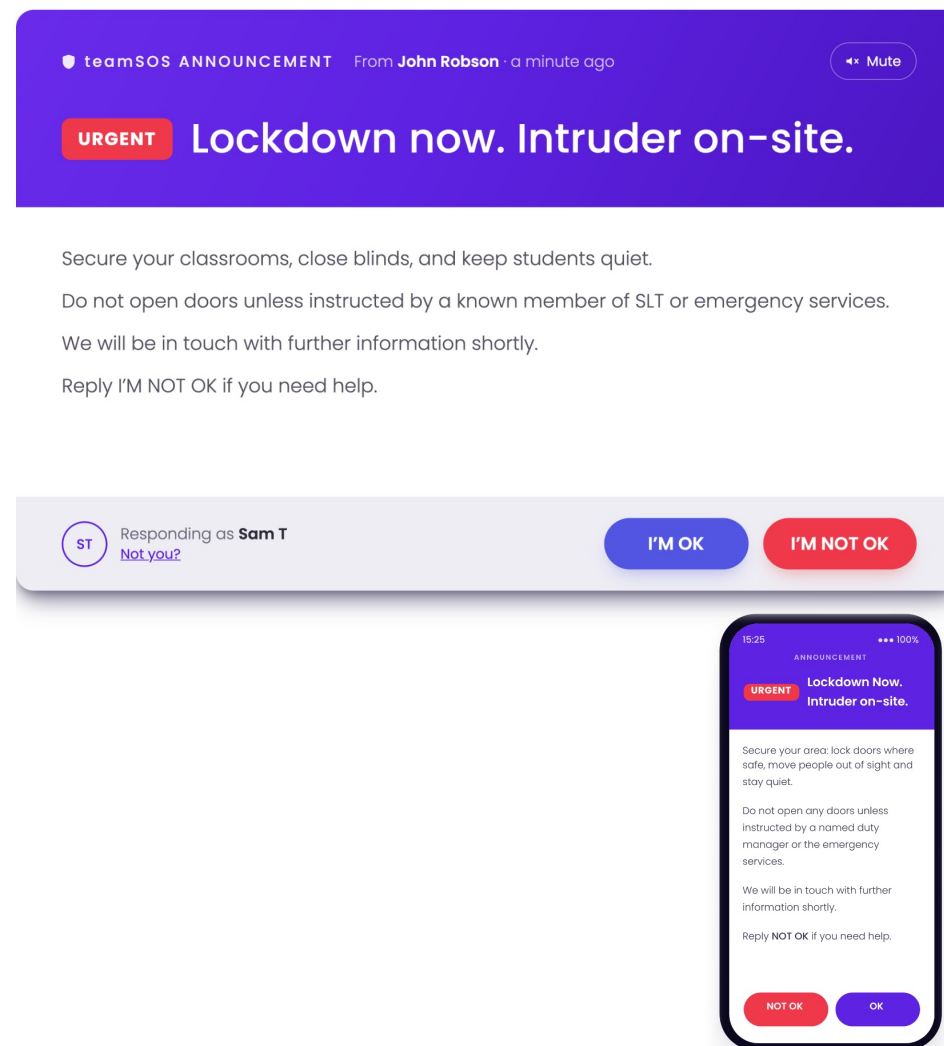
Urgent instructions from the emergency response team, sent to every member of staff at once.

HOW IT WORKS

- 1 **On a Windows PC**, it takes over the whole screen, with sound unless it's sent silently. Press View to see the instructions.
- 2 **On any other device**, it arrives as a notification. Tap it to open.
- 3 **Read and reply**. Tap OK if you're safe. If you need help, tap NOT OK and type what's wrong. It goes straight to the emergency response team, so they know who needs them and why, and can follow up with you directly.



Drills are labelled **TEST**, so you'll always know when it's real.



FOR THE EMERGENCY RESPONSE TEAM

Shortcuts

Who can use it **Emergency response team**

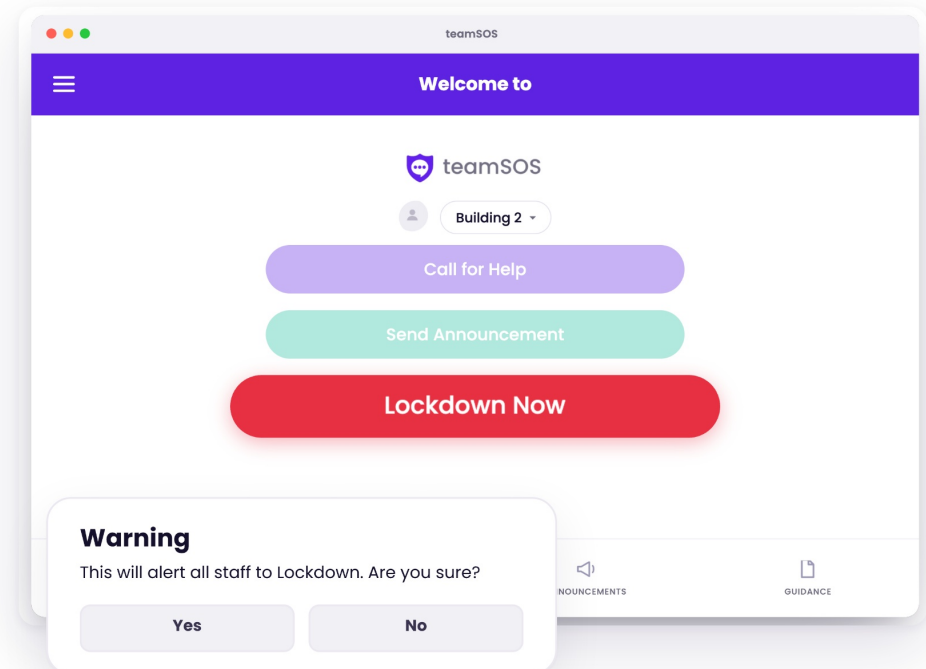
A one-tap button on the home screen that starts a pre-planned response from any device. It's most often set up as Lockdown Now.

HOW IT WORKS

- 1 Tap Lockdown Now on the home screen, then confirm.
- 2 Your pre-set lockdown Announcement goes to all staff immediately.
- 3 You're placed in an incident with the rest of the team, where you can follow OK and NOT OK replies as they come in.



Not on the team? There's nothing for you to do here, but this is how a lockdown can begin.



AT A GLANCE

The two things to remember.



Need help, whatever it is?

Call for Help.

An Announcement arrives?

Do what it says. Tap OK or NOT OK.

FEATURE

WHAT IT DOES

WHO

Call for Help

Brings the right team to you, for anything from behaviour to a medical emergency.

All staff**Incidents**

Where you and the team share location, photos, messages and voice notes.

All staff**Checklists**

Your school's steps for each incident, ticked off as they're done.

Response team**Incident records**

Written automatically as it happens, ready to export or share to your school's systems.

Automatic**Announcements**

Urgent instructions on every staff device. Staff reply OK, or NOT OK with a reason.

Sent by **Emergency response team**Received by **All staff****Shortcuts**

One tap to start a pre-planned response, such as Lockdown Now.

Emergency response team