



Lockdown Edition.

Feature guide.

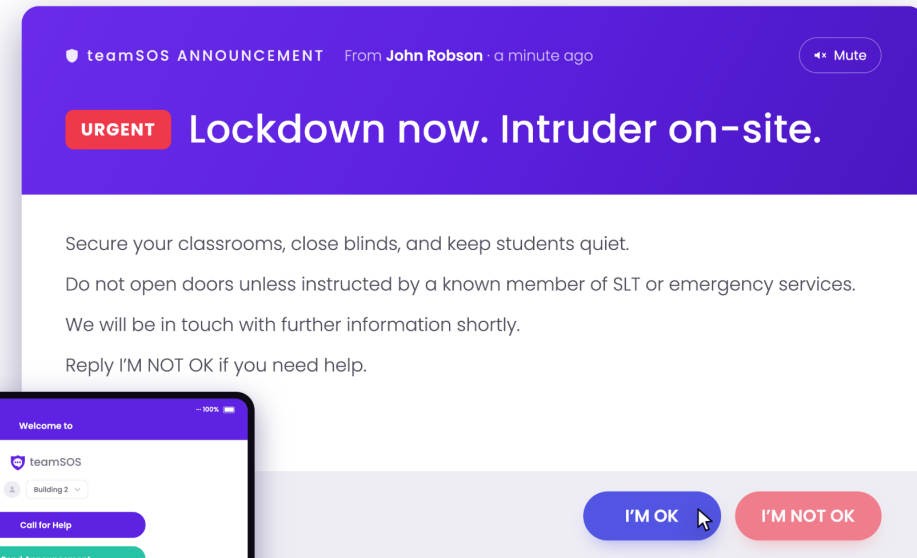
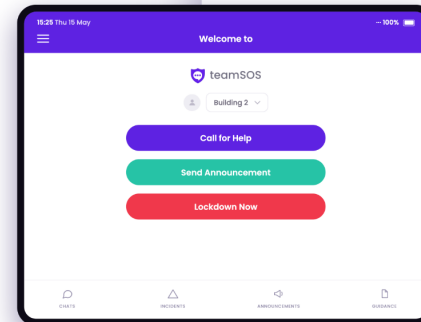
What you'll see, what to do, and how to raise the alarm in an emergency.

Call for Help

Incidents

Announcements

Shortcuts



ABOUT TEAMSOS

If something happens, everyone knows **in seconds**.

Your school uses teamSOS for lockdowns, invacuations and evacuations. Anyone can raise the alarm with the emergency response team, and the team can send site-wide instructions that reach every member of staff at once.



Lockdown

Keeping everyone inside and out of sight when there's a threat on or near site.



Invacuation

Bringing everyone indoors, away from a danger outside.



Evacuation

Getting everyone out of the building to a safe place.



Throughout this guide, **the emergency response team** means the colleagues who lead your school's response. Your school will tell you who they are.

HOW IT FITS TOGETHER

One lockdown, **start to finish.**

Here's how the features work together in a real emergency. Each one is explained on the pages that follow.

1 You spot a threat

Someone is climbing the back fence. You tap Call for Help and add a few words.

Call for Help

2 The team joins you

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

Incidents

3 The site locks down

The team send a lockdown Announcement to every staff device, straight from the incident.

Announcements

4 Staff reply

Everyone taps OK, or NOT OK with what's wrong. The team see replies live and respond to anyone who needs help.

5 Updates as it unfolds

As things change, the team send follow-up Announcements with new instructions.

6 Closed and recorded

When it's over, the team close the incident. Everything that happened is captured in a report automatically.

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

Announcements

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

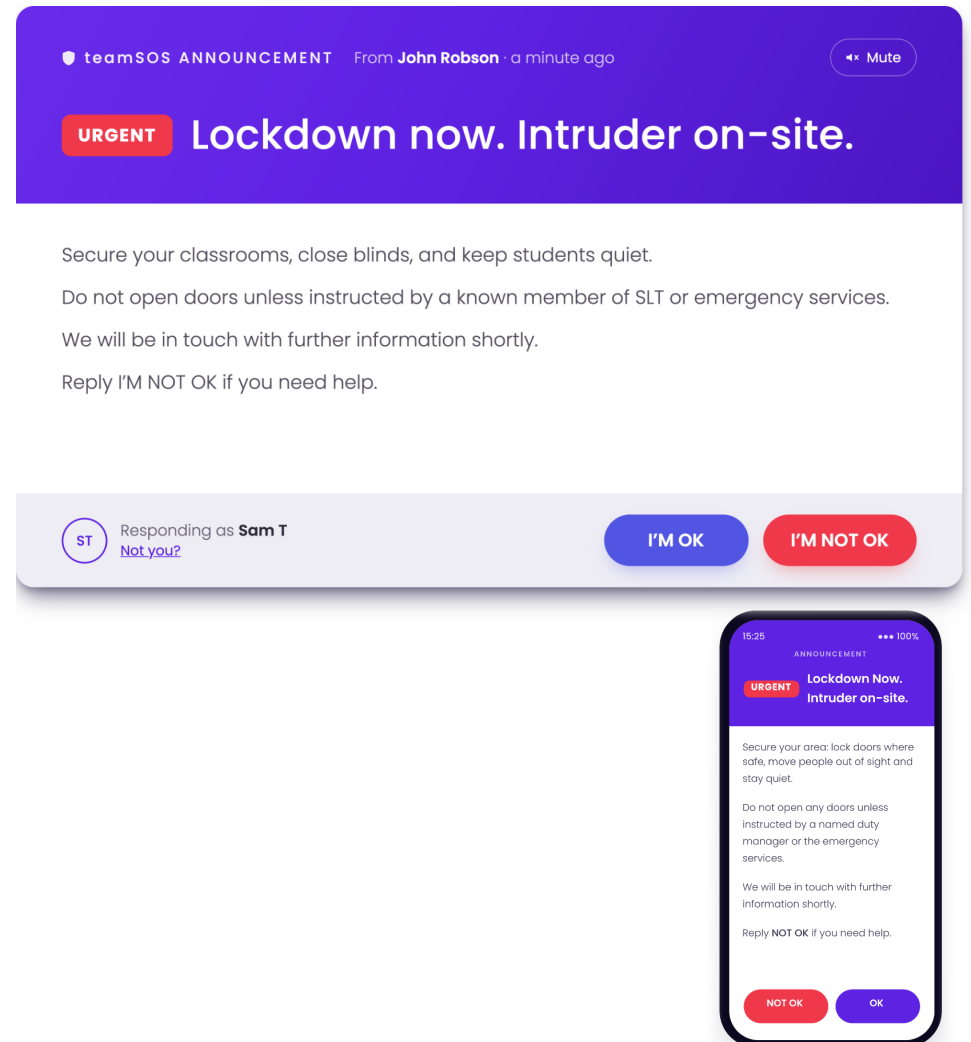
Urgent instructions from the emergency response team, sent to every member of staff at once.

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 EVERYONE

Call for Help

Who can use it **All staff**

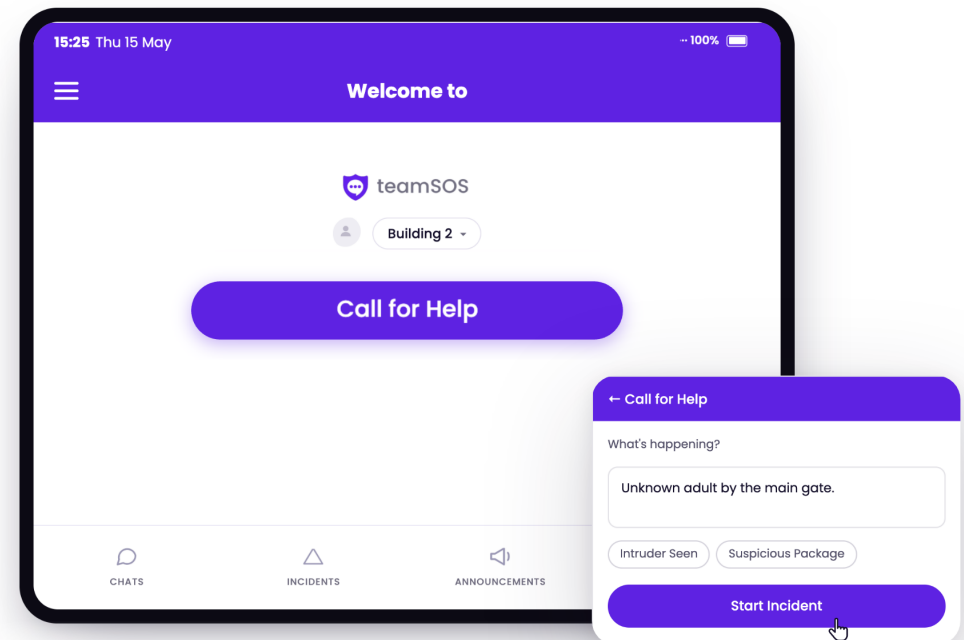
See a threat on site? Raise the alarm and reach the emergency response team in seconds.

HOW IT WORKS

- 1 Tap Call for Help, then add a few words or tap a quick-add template.
- 2 Tap Start Incident. The emergency response team are alerted on all their devices.
- 3 You're connected with them straight away in a live incident.



When to use it: a suspicious person or intruder, or anything else that could mean a lockdown, invacuation or evacuation. Not sure? Call anyway. The team will decide what happens next.



FOR EVERYONE

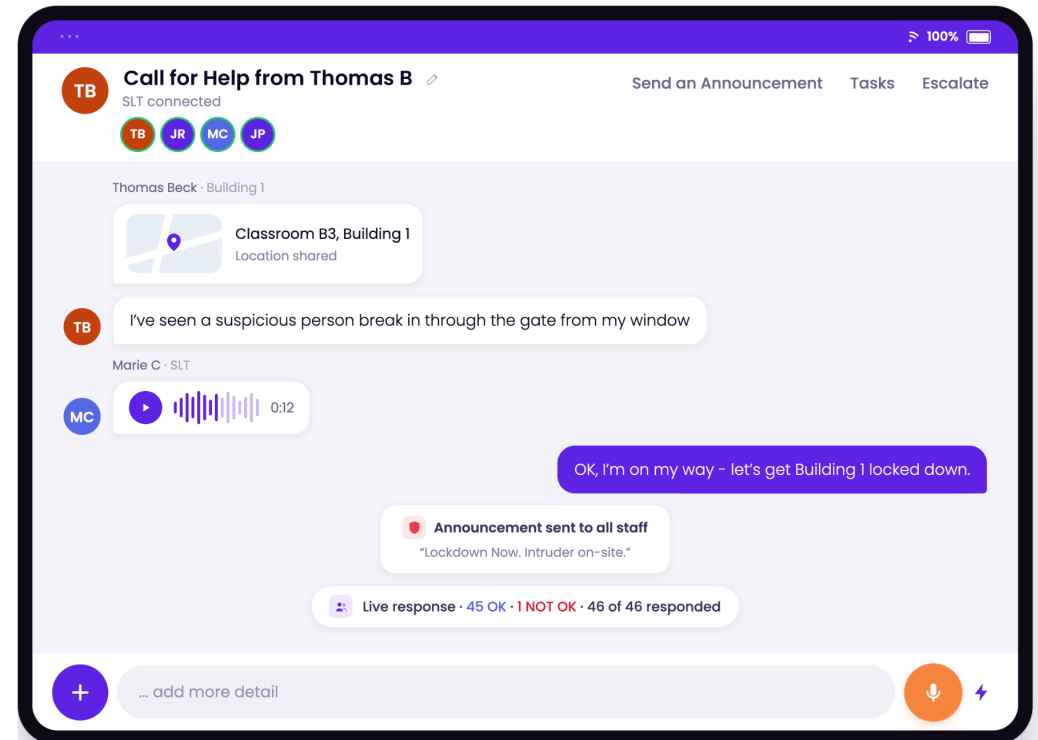
Incidents

Who's in it **You and the emergency 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 the whole site needs to act, the team can tap  Send an Announcement straight from the incident.
- 3 The team can follow every OK and NOT OK reply in real time, right there in the incident.



FOR THE EMERGENCY RESPONSE TEAM

Shortcuts

Who can use it **Emergency response team**

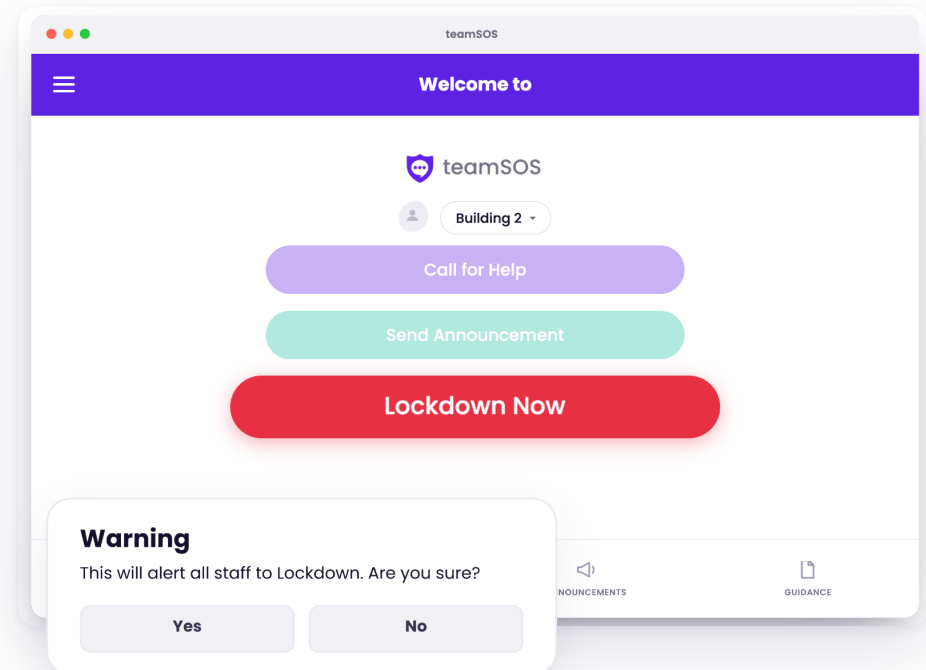
A one-tap button on the home screen that starts a pre-planned response from any device. It's most often set up as Lockdown Now.

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.



See a threat on site?

Call for Help.

An Announcement arrives?

Do what it says. Tap OK or NOT OK.

FEATURE

WHAT IT DOES

WHO

Call for Help

Raises the alarm and brings the emergency response team to you.

All staff**Incidents**

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

All staff**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