



Send an Announcement

Share important information with your staff instantly

Announcements in teamSOS are a powerful way of sharing important information or updates with all staff at once. This guide walks you through the different ways to send one, the options available on the send screen, and how **Desktop Takeover Alerts** work.

Please note: sending Announcements requires the **Announce** or **Admin** role. The Announce role lets staff communicate without full admin access.

1 Ways to send an Announcement

You can send an Announcement in several ways:

1

From the app home screen

2

From the shortcut in the active incident group toolbar

3



From the blue plus button menu in an incident

2 The Announcement screen

When creating an Announcement, you'll complete a few fields before sending it to your organisation. Admins can also pre-build **Announcement templates** that populate these fields automatically with a tap – see the How-to Guide: Creating Templates. Select a template from the row along the bottom of the set-up screen to apply it (see overleaf).

The Announcement screen – complete the fields, then choose your alert options

FIELD	WHAT IT DOES
Group	The group of users that will receive the Announcement on the app . Please note: if the Desktop Alert toggle is switched on, alerts go to all devices unless Desktop Alert groups have been set up – more on this below.
Title	The title of your Announcement shown to users. Required.
Description	The message content – instructions, context, or the purpose of the Announcement. Required.
Templates	Predefined Announcements shown along the bottom of the screen. Selecting one auto-populates the fields – the sender can still edit from there.
Urgent	When enabled, depending on admin set-up, can send an additional email to users, or repeat the Announcement tone on Desktop until muted.
Silent	When enabled, sends the Announcement quietly – without a sound or takeover alert. Useful for discreet communication during a lockdown.
Response Type	The type of response requested – ' Confirm you're OK ' (users reply OK or NOT OK) or ' To be acknowledged ' (users confirm receipt). Required.
Desktop Alert	When enabled, triggers a teamSOS Desktop Alert that takes over recipients' screens (on Windows machines). These can be limited to specific groups only – see below.

3 Desktop Takeover Alerts

Please note: desktop takeover functionality is exclusive to Windows machines. On non-Windows machines, Announcements still deliver with a visible push notification prompt to open.

☒ Send teamSOS Desktop Alert

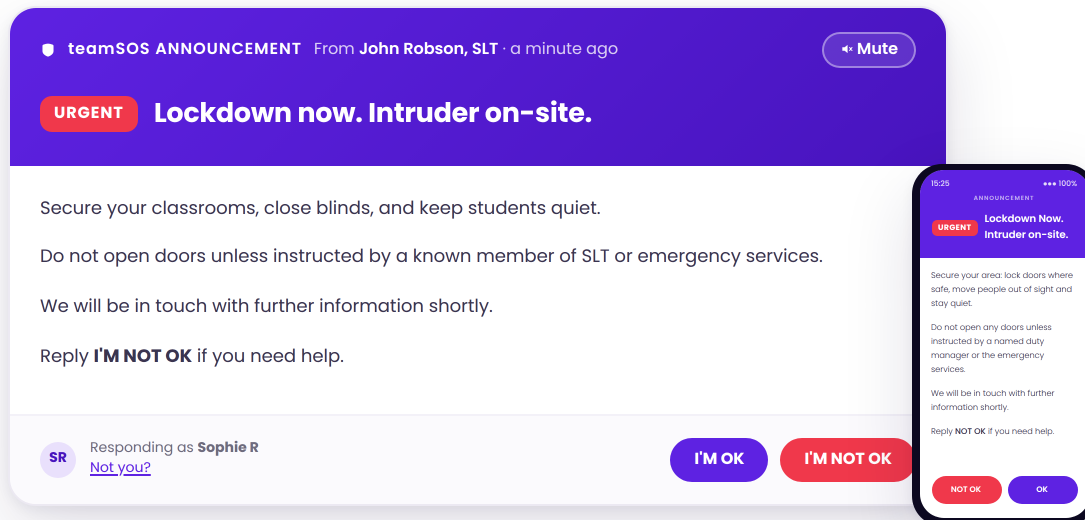
Limit to selected groups

☐ Drill Only

☐ Math Dept

When making an Announcement, enable the '**Send teamSOS Desktop Alert**' toggle to make the message take over recipients' desktop screens.

Desktop Alerts can be targeted to **specific groups** rather than every user – so you can direct on-screen alerts to only the people who need them. If you can't see the extra toggles, this hasn't been set up for your site.



A Desktop Alert taking over screens, and a mobile Announcement

If the **Response Type** is set to '**Confirm you're OK**', users can respond directly from the alert by selecting **I'M OK** or **I'M NOT OK**. Choosing **I'M NOT OK** prompts them for a reason, giving the response team more context. If responded to via Desktop Alert, the alert clears once answered. If consecutive Announcements deliver, newer Announcements override so the latest message is always front and centre. When an incident is closed, any outstanding Desktop takeover alerts are rescinded.

Need help?

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