

# THERE ARE THREE TYPES OF INSTALLATION THAT AN ORGANISATION CAN CONSIDER:

## **Standard Crises Control Installation**

This is the preferred method for deploying the app across all or selected users within the organisation. It offers a straightforward rollout with minimal setup.

## **Customised Crises Control Installation**

This option is ideal when the Crises Control application is integrated with other internal systems or has been customised to meet specific organisational needs.

#### **Individual Crises Control Installation**

This allows a single user to install and configure the app independently, typically used for personal access or testing.

If you are using the Standard or Customised installation method, please begin on page 3.







# TO INSTALL THE MICROSOFT TEAMS INTEGRATION USING THE ZIP FILE, PLEASE FOLLOW THESE STEPS:

1. Open MS Teams: Launch the MS Teams application and navigate to the "Apps" section.

2. In your Teams application, go to **Apps > Manage your apps.** 



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2.1 Click on the three dots next to Get more apps and select Upload an app.



#### 2.2 Choose Upload a custom app



2.3 Select the downloaded Teams Integration app. *Note: Please don't unzip the Teams Integration file.* 

3. Post-Installation: After the app is installed in MS Teams, a chat window will automatically open.

۲	Welcome to Crises Control! Please wait while we check your authentication status	
	Crises Control Login Please enter your Customer ID to continue	
	Enter Customer ID	
	Continue	





4. **Enter Customer ID:** Input your Customer ID and wait for the verification process to complete.

You can find your Customer ID by logging into the Web Portal. It is displayed at the top centre of the screen. If you do not have access to the Web Portal, please contact your manager for assistance.

Please note that entering your Customer ID is a one-time activity.

5. **Authenticate:** Once verified, you will be prompted to sign in to your Microsoft account to authenticate both the Customer ID and the user account provided.

Validating Customer ID: transputecpp			
Customer ID validated successfully.			
Please sign in to authenticate (Customer ID: transputecpp)			
Sign in with Microsoft			
Please click the 'Sign in with Microsoft' button above to authenticate. If you encounter any issues, please try again or contact support.			





6. **Validation Confirmation:** After your account is validated, you will receive a confirmation message.



**7. Access Global Configuration:** On the Web Portal, go to Settings > Global Configuration > Communication.

	Grises	≡		Company Id: cc-eec-tw		Gerhard van der Merwe •	Tasks	60 <sup>9</sup> 505	Messages
GV	Gerhard van Merwe DEVTEST	n der	Global Configuration						
e			Incident						
			Ping	Enable Conference Call service	• Yes	O No			
4	Incidents	<	Data Segregation	Select YES. If you wish to enable the Conference Call service, please make sure the PHONE channel enabled in the company settings.					
			Data Protection	Enable Conference Call recording Select YES. If you wish to enable the Conference Call recording feature for your organisation otherwise select NO.	Yes	O No			
La		۲	System	Ferry and a series of the local data to a the secondary					
E		Manager	SMS/Telephone Credit	If you're the sender of an update to other people, you won't get a copy off the update since it came from you.	• Yes	U No			
e			SOS	Select "Yes", if you wish to receive a copy of the INCIDENT update.					
۰		ers <	Channel by Priority Channel by Severity	Select "No" if you do not wish to get a copy the update you have sent to others.					
e			Channel Cascading	Include message in SMS Alerts	• Yes	O No			
-			Single Sign-on	Please be aware that SMS units are calculated in denominations of 160 characters.					
		ient	Social Media	The third unit is 321 to 480 characters.					
	Settings	~	FTP Settings	Furthermore, some countries special characters can incur higher cost.					
	Setup Company		User Provisioning	Select "Yes", to include the content of your composed message when sending a PING or INCIDENT Alert via SMS.					
	Global Configur	ation	Self Register	Select "No" if you prefer to use the default SMS message provided in the option below.					
	Setup Locations		App Sound						
	Setup Groups			Max character limit for messages	1500				
	Setup Departmen	nts		section max character inno for composing messages, which can be from 1 to 1500 characters. Each part of a message can have up to 160 characters (1 unit). If your message is longer, it will be divided into multiple units automatically. You will be charged for the units					
https	False Manu Area 5/postal.critals: box	ese egyőkiszon		you consume.					

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8. **Enable Messaging:** At the bottom of the page, locate the "Send messages to Microsoft Teams Client" option and select "Yes" to enable it.

Send messages to Microsoft Teams Client	Yes	O No
Select Yes, to send messages to users on their Microsoft Teams client when the push channel is used.		

9. Save Changes: Ensure you save the changes made to the configuration.

10. **Start Sending Messages:** You can now send Ping Messages and Incident Messages using Push Notifications.

Ping			
Send Message 😮			
Select who to notify *		Message Text •	testing MS Teams
Location(s)			
Group(s) 😧			Total Message Segments 2
Department(s)		Message Attachment 🕑	dù Upload
User(s)	X Alma Salipot	Response Options	IE Select
	No. of recipients: 1		
Communication Preferences		Audio Message	
Use Channel Cascade	🔿 Yes 💿 No	Send Silent Push 🔞	🔿 Yes 🔹 No
Priority •	Low Medium High	Past on Social O	
Communication Channels * 😡	X Push Email		
		Data M	lodified! Submit/Save your changes O Schedule O Trigger Cancel Submit





**Note:** When using Push Notifications, two notifications will be sent: **one through the Mobile App Push** and another t**hrough MS Teams Messages**. The types of messages include:

A. Ping with one acknowledgement response,



B. Ping with multiple acknowledgement responses,



C. Incident message with one acknowledgement response,



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D. Incident message with multiple acknowledgement responses,

TransputecPP Incident Notification Testing Incident					
	Name Location Launch Date Launched By Severity	Alma Test Incident Australia (Perth - Airnorth) 20-Jun-2025 14:37 Alma Salipot 1			
Response	Response Options *				
Acknowledge					

11. **Acknowledgment Confirmation:** Once a message is acknowledged, a confirmation message stating "Message acknowledged successfully" will be sent.

Message acknowledged successfully.

