



# HOW TO SETUP MICROSOFT TEAMS INTEGRATION

## 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.

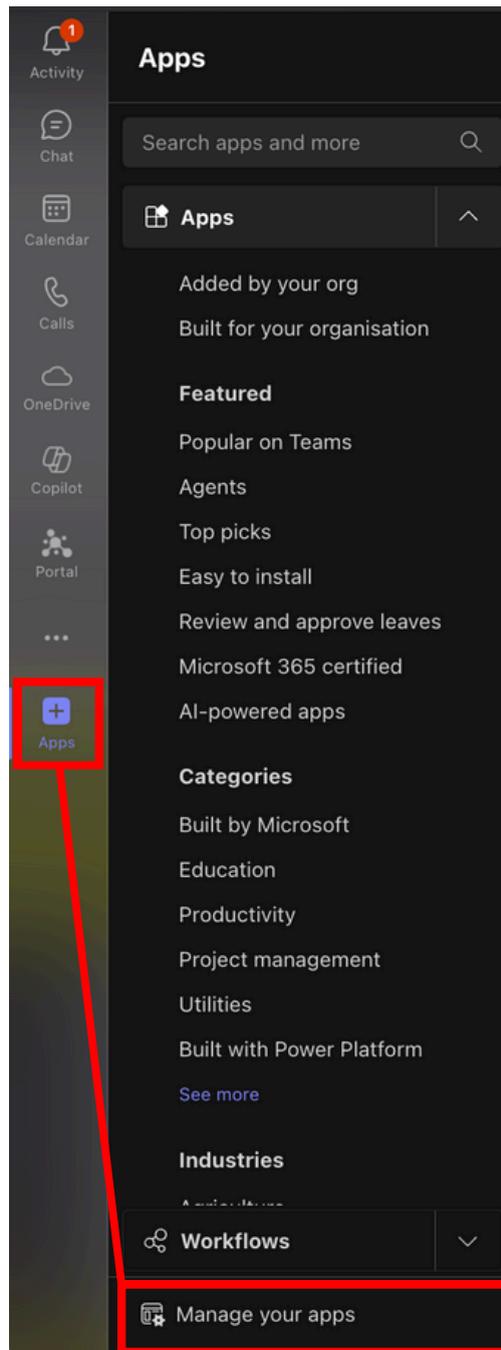
**If you are using the Standard or Customised installation method, please begin on page 3.**



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

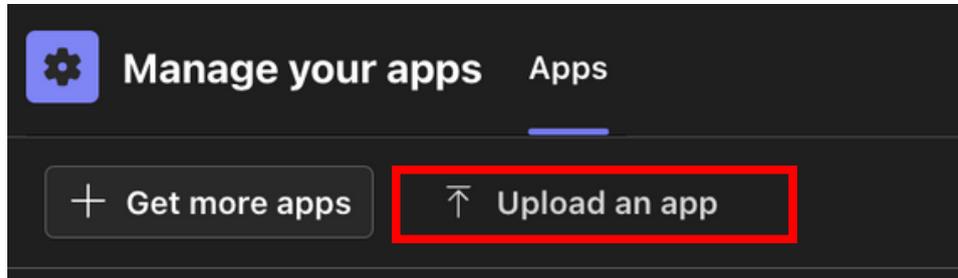
1. **Open MS Teams:** Launch the MS Teams application and navigate to the "Apps" section.
2. In your Teams application, go to **Apps > Manage your apps**.



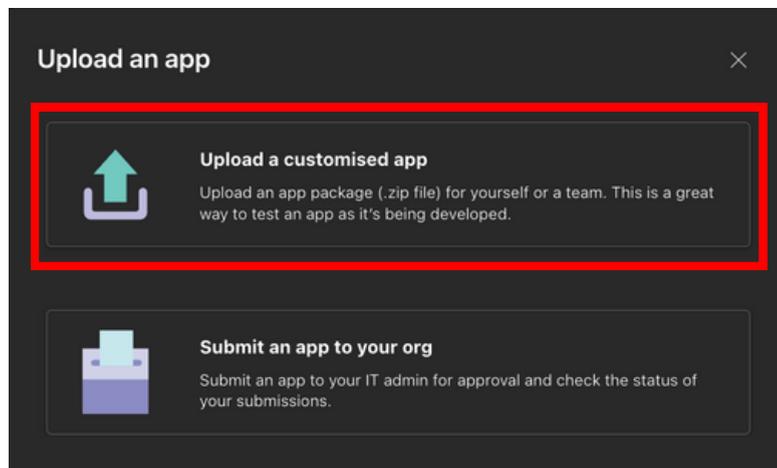


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2.1 Click on the three dots next to **Get more apps** and select **Upload an app**.



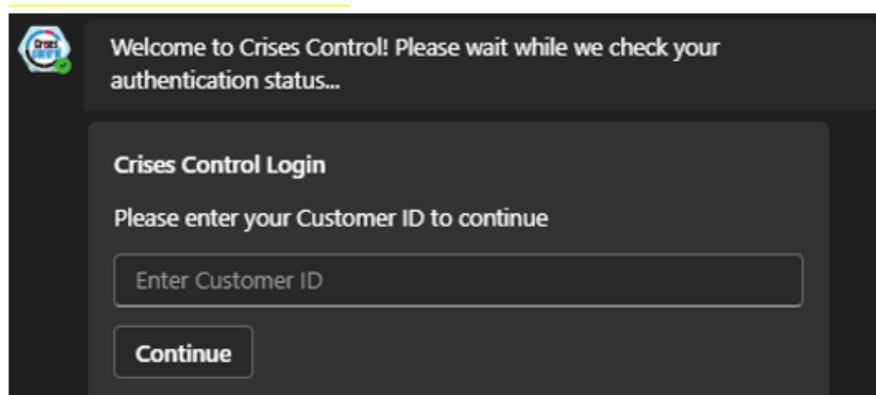
2.2 Choose **Upload a custom app**



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.





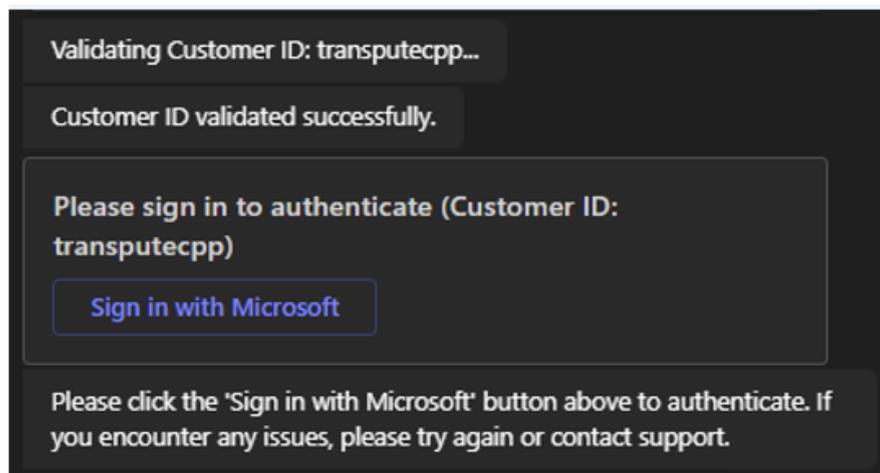
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4. **Enter Customer ID:** Input your Customer ID and wait for the verification process to complete.

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.

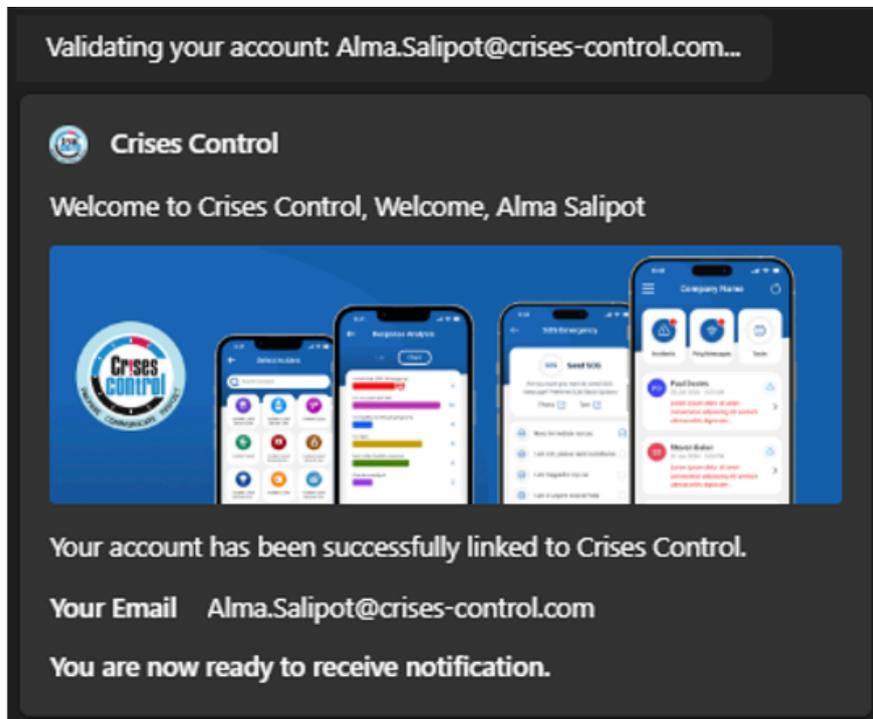
5. **Authenticate:** Once verified, you will be prompted to sign in to your Microsoft account to authenticate both the Customer ID and the user account provided.



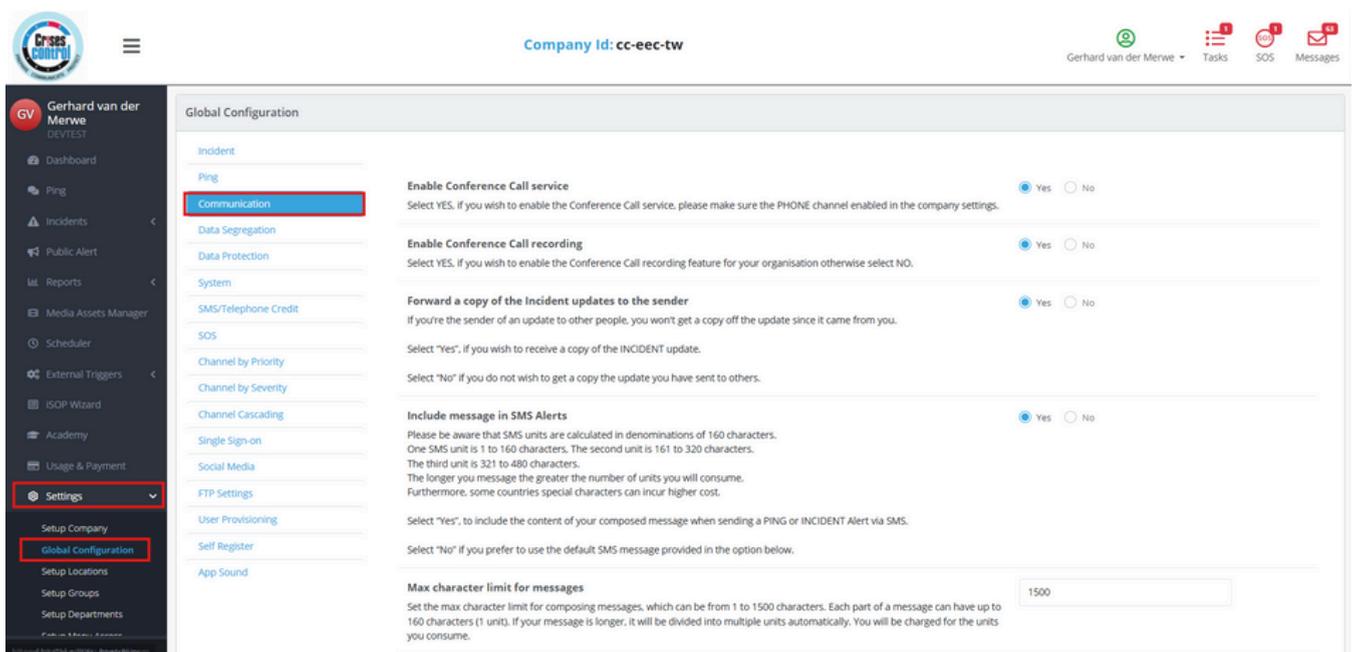


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6. **Validation Confirmation:** After your account is validated, you will receive a confirmation message.



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





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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  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.

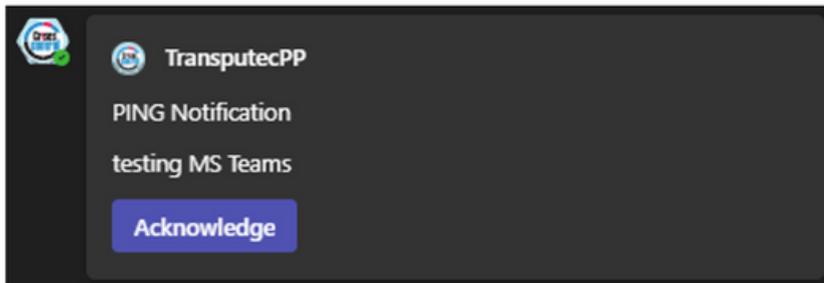
The screenshot shows the 'Ping' configuration page. On the left, under 'Send Message', there are sections for 'Select who to notify' (with fields for Location(s), Group(s), Department(s), and User(s) containing 'Alma Salpaz') and 'Communication Preferences' (with 'Use Channel Cascade' set to 'No', 'Priority' set to 'Low', and 'Communication Channels' with 'Push' selected and highlighted by a red box). On the right, there are fields for 'Message Text' (containing 'testing MS Teams'), 'Message Attachment' (with an 'Upload' button), 'Response Options' (with a 'Select' button), 'Audio Message' (with 'Select' and 'Record' buttons), and 'Send Silent Push' (set to 'No'). At the bottom right, there are buttons for 'Schedule', 'Trigger', 'Cancel', and 'Submit'. A status bar at the bottom indicates 'Data Modified! Submit/Save your changes'.



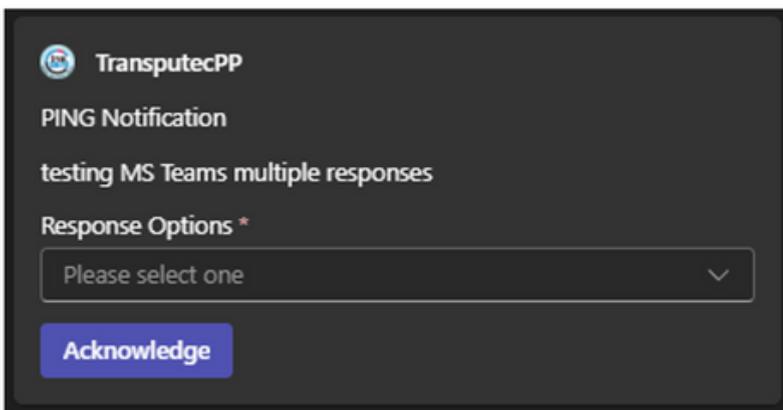
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**Note:** When using Push Notifications, two notifications will be sent: **one through the Mobile App Push** and another **through MS Teams Messages**. The types of messages include:

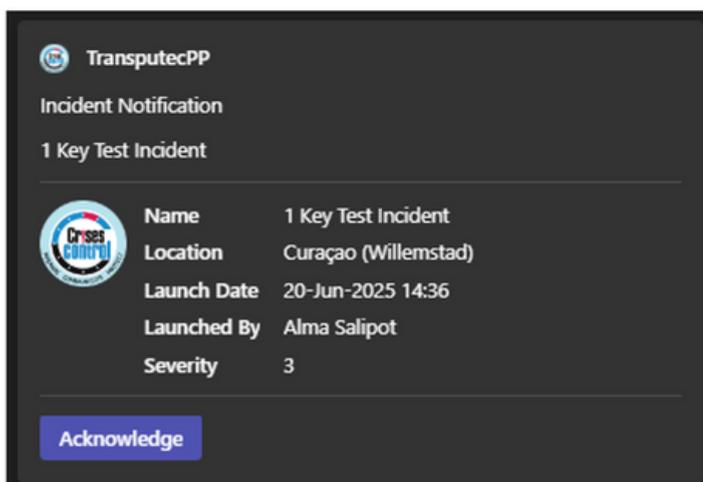
A. Ping with one acknowledgement response,



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	Alma Test Incident
Location	Australia (Perth - Airmorth)
Launch Date	20-Jun-2025 14:37
Launched By	Alma Salipot
Severity	1

Response Options \*

Please select one

Acknowledge

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

Message acknowledged successfully.