



Power Platform App in a Day

Crisis Response Module 2: Crisis Communication

Hands-on Lab Step-by-Step

May 2020

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Lab Prerequisites

Power Apps license and an environment with Common Data Service database.

You must have a valid SharePoint Online license and permission to create lists.

You must have a public SharePoint site where you can store the data for the app.

Download the assets from [Crisis Communication assets](#)

Crisis Communication App

The Crisis Communication app provides a user-friendly experience to connect users with information about a crisis. Quickly get updates on internal company news, get answers to frequently asked questions, and get access to important information like links and emergency contacts. This app requires a small amount of setup to make it your own.

In this walkthrough, you'll learn how to:

- Create a location for your data.
- Import both the Crisis Communication app and its admin app.
- Create content for the app.
- Import flows to send notifications to users.
- Create a centrally managed Teams team to aggregate data and to effectively respond to issues.

Estimated time to complete these steps: **45–60 minutes**.

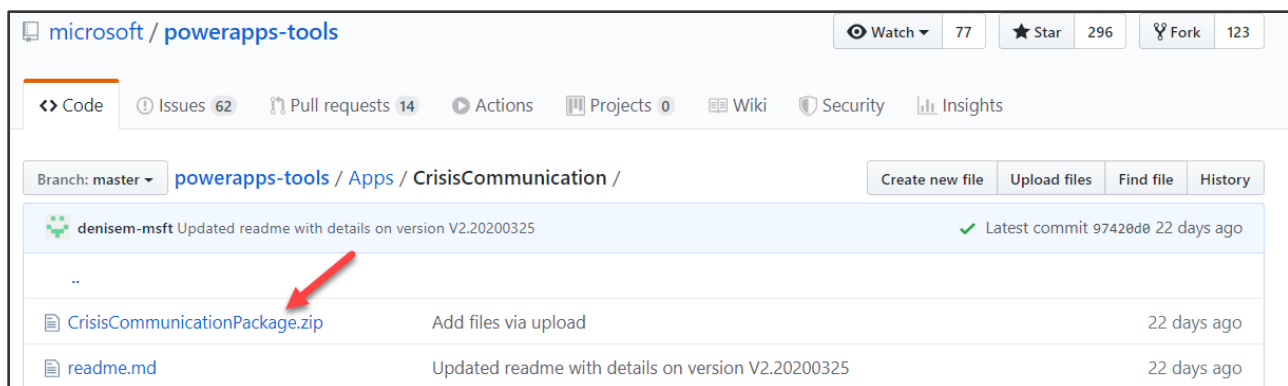
Exercise 1: Download and Configure

In this exercise, you will download the crisis communication assets, create a SharePoint public team site, Import Flow that will auto generate SharePoint lists, edit Flow, and run the Flow to generate SharePoint lists.

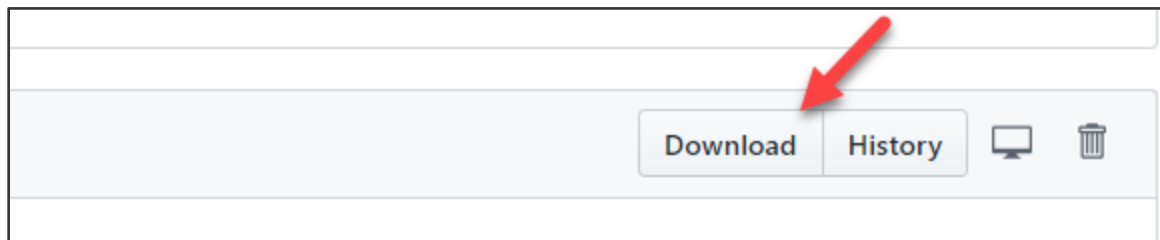
Task 1: Download the assets

In this task, you will download the crisis communication assets.

1. Navigate to [Crisis Communication assets](#) GitHub repository and click CrisisCommunications.zip.



2. Click **Download** and save it on your machine.



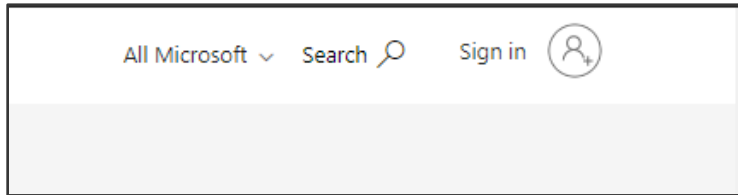
3. Locate the zip file you downloaded, right click on the file again and select **Extract all**.
4. Click **Extract**.
5. Double click to open the extracted folder.
6. Examine the folder content. Remember where this folder is located because you will come back to it in future steps.

Name	Date modified	Type	Size
CrisisCommunication.Translations.xlsx	4/16/2020 10:21 AM	Microsoft Excel W...	88 KB
CrisisCommunication.zip	4/16/2020 10:21 AM	Compressed (zipp...	1,117 KB
CrisisCommunicationAdmin.zip	4/16/2020 10:21 AM	Compressed (zipp...	497 KB
CrisisCommunicationGCC.zip	4/16/2020 10:21 AM	Compressed (zipp...	1,118 KB
CrisisCommunicationNewsNotification.zip	4/16/2020 10:21 AM	Compressed (zipp...	5 KB
CrisisCommunicationNewsNotificationG...	4/16/2020 10:21 AM	Compressed (zipp...	5 KB
DeploySPLists.zip	4/16/2020 10:21 AM	Compressed (zipp...	6 KB
Presence status report.pbix	4/16/2020 10:21 AM	Microsoft.Microso...	76 KB

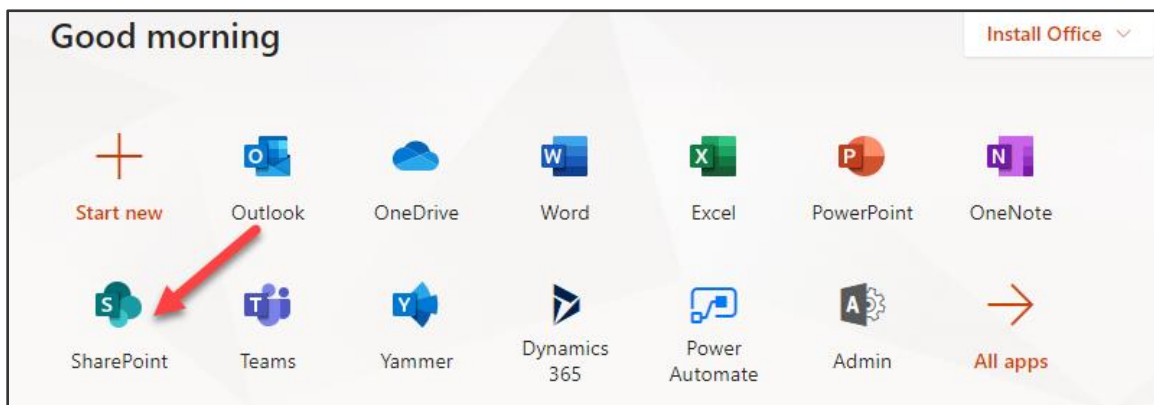
Task 2: Create SharePoint site

In this task, you will create a public SharePoint team site.

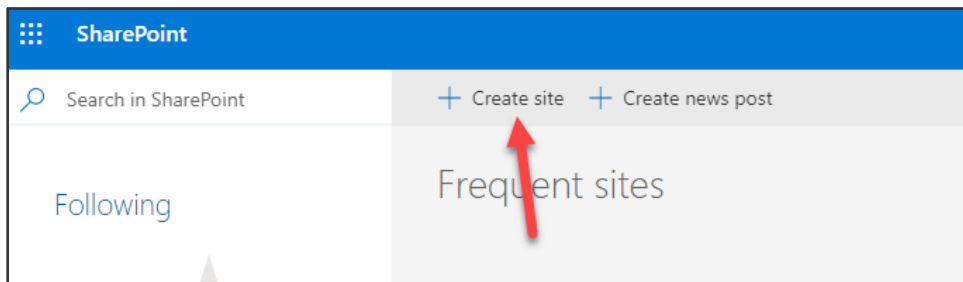
1. Navigate to [Office 365](#) and click **Sign in**.



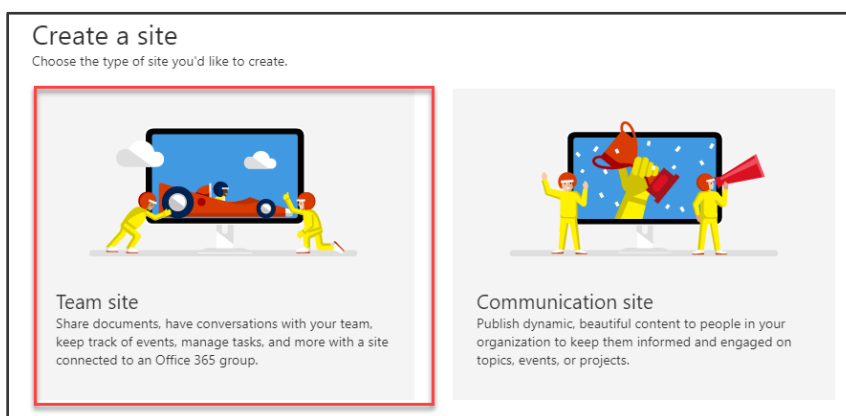
2. Provide your admin credentials and sign in.
3. Select **SharePoint**.



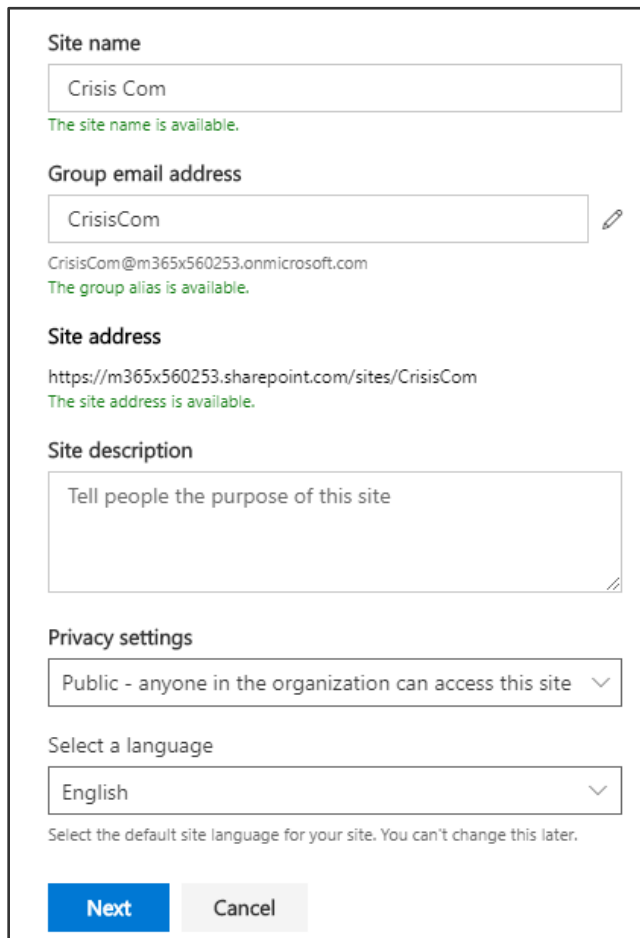
4. Click + **Create site**.




5. Select **Team site**.



6. Provide a name for the site, select **Public** for **Privacy**, select your language, and then click **Next**.



Site name
Crisis Com
The site name is available.

Group email address
CrisisCom 
CrisisCom@m365x560253.onmicrosoft.com
The group alias is available.

Site address
https://m365x560253.sharepoint.com/sites/CrisisCom
The site address is available.

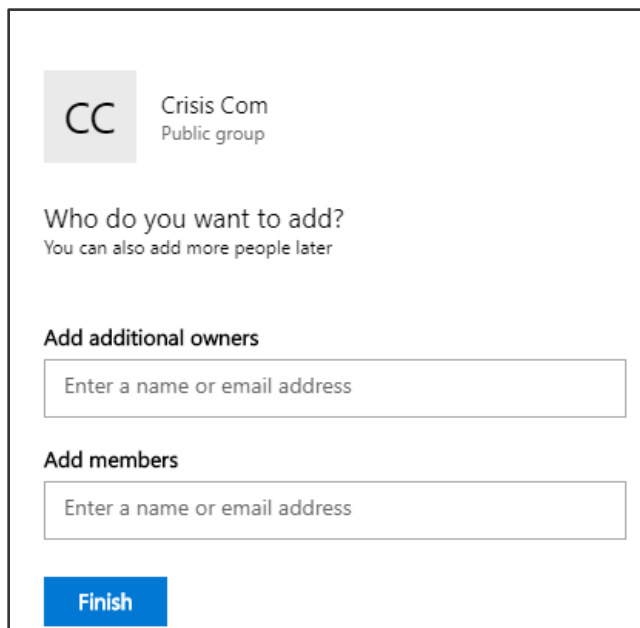
Site description
Tell people the purpose of this site


Privacy settings
Public - anyone in the organization can access this site ▼

Select a language
English ▼
Select the default site language for your site. You can't change this later.

Next **Cancel**

7. Wait for the site to be created and click **Finish**. You may add additional owners later.



 Crisis Com
Public group

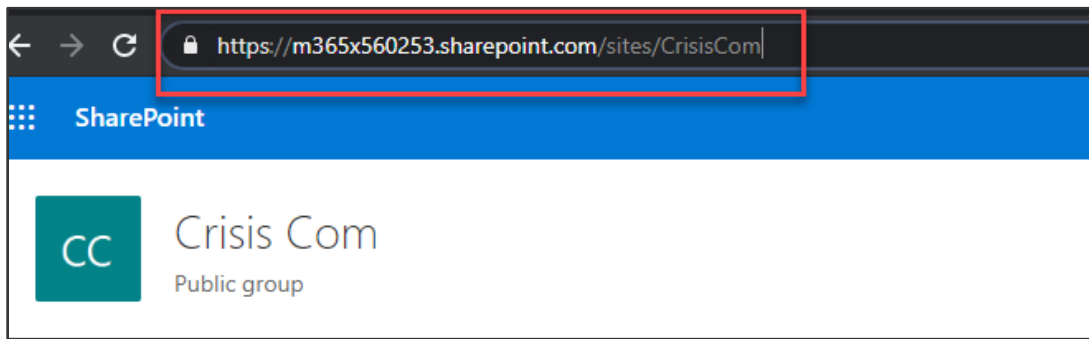
Who do you want to add?
You can also add more people later

Add additional owners
Enter a name or email address

Add members
Enter a name or email address

Finish

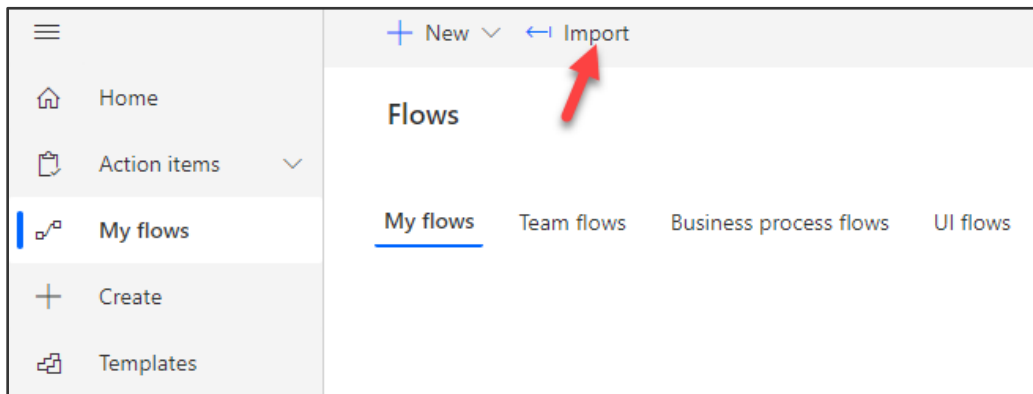
- Copy the SharePoint site URL and keep it in a notepad.



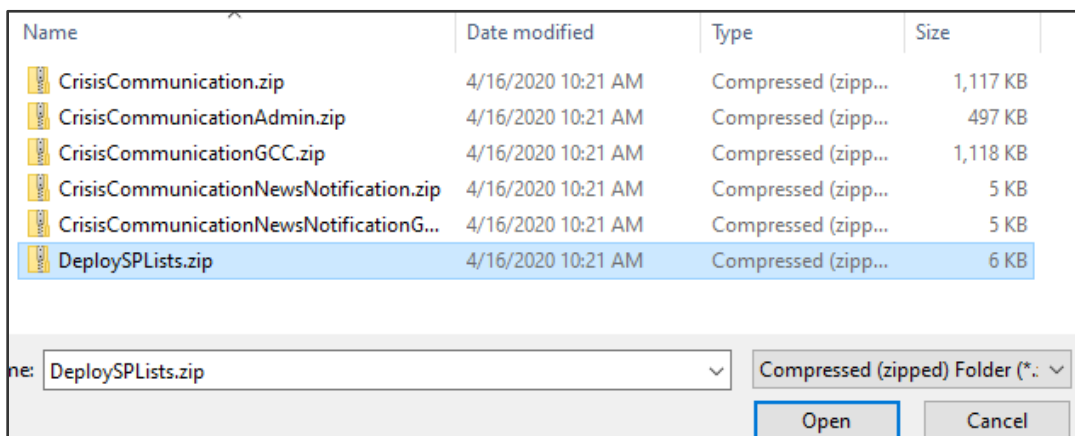
Task 3: Import and configure Flow

In this task, you will import and configure a Flow that will create the SharePoint lists.



- Navigate to [Power Automate](#) and **Sign in**.
- Make sure you are in the correct environment.
- Select **My flows** and click **Import**.



- Click **Upload**.
- Browse to the Crisis Communication Package folder you extracted, select **DeploySPLists.zip**, and click **Open**.



- 6. Wait for the file to be uploaded.
- 7. Go to the SharePoint connection and click **Select during import**.

NAME	RESOURCE TYPE	IMPORT SETUP
ACTION		
 DeploySPLists	Flow	Create as new
Related resources		
NAME		
ACTION		
 audrie@microsoft.com	SharePoint Connection	Select during import

- 8. Click + **Create new**.

The connection or custom API already exists in the environment and must be selected when this package is imported.

+ Create new

Refresh list

NAME	RESOURCE TYPE
No items	

- 9. Click + **New connection**.


+ New connection

Connections in Contoso Test

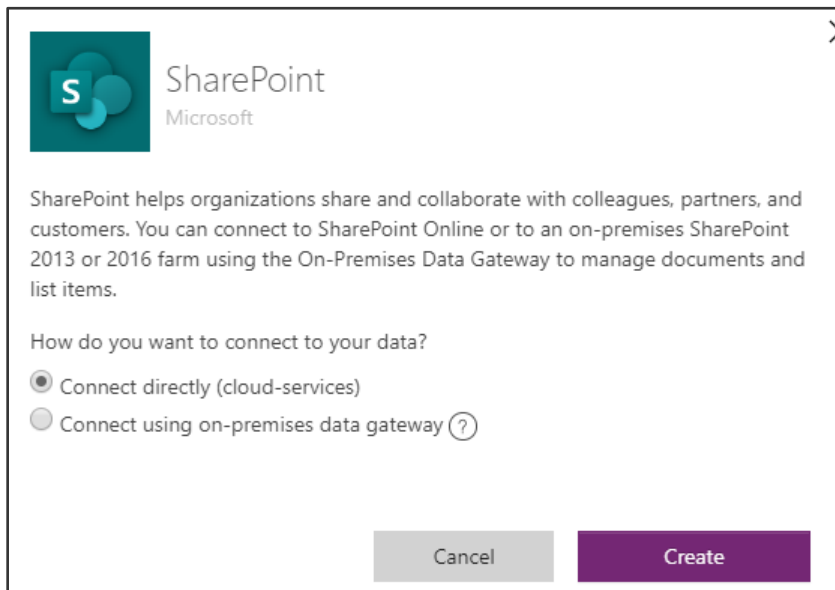
- 10. Search for **SharePoint** and select it.

sharepoint

Connections > New connection

Name	Type
 SharePoint Microsoft	Standard

11. Select **Connect directly (cloud-services)** and click **Create**.



SharePoint
Microsoft

SharePoint helps organizations share and collaborate with colleagues, partners, and customers. You can connect to SharePoint Online or to an on-premises SharePoint 2013 or 2016 farm using the On-Premises Data Gateway to manage documents and list items.

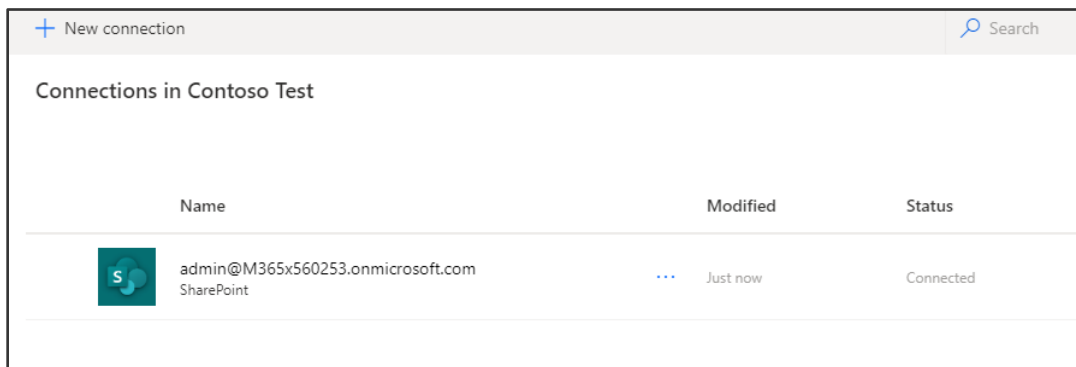
How do you want to connect to your data?


☒ Connect directly (cloud-services)

☐ Connect using on-premises data gateway (?)

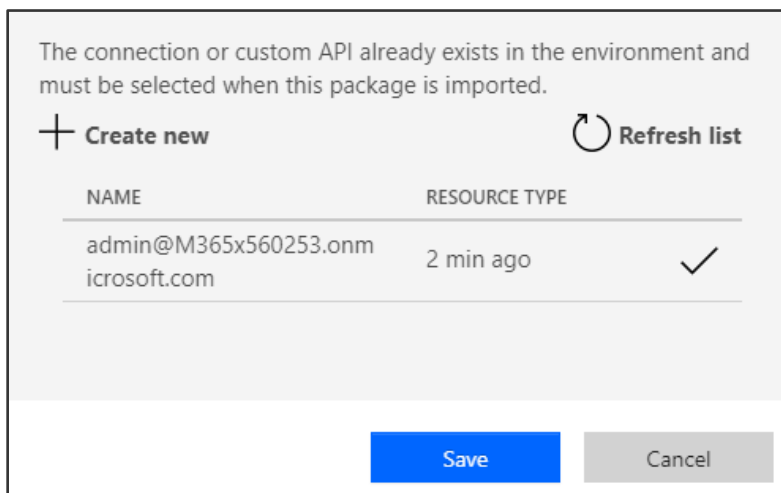
Cancel Create

12. Provide your admin credentials.
13. You should now have a SharePoint connection.
14. Close the connections browser tab or window.



New connection		Search
Connections in Contoso Test		
Name	Modified	Status
 admin@M365x560253.onmicrosoft.com SharePoint	... Just now	Connected

15. Click **Refresh** List on the import setup screen if you don't see the connection you created.
16. Select the connection you created and click **Save**.



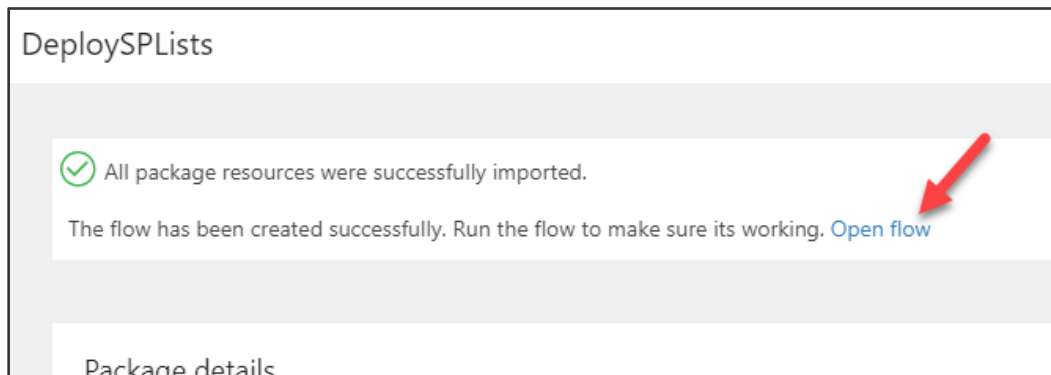
The connection or custom API already exists in the environment and must be selected when this package is imported.

+ Create new Refresh list

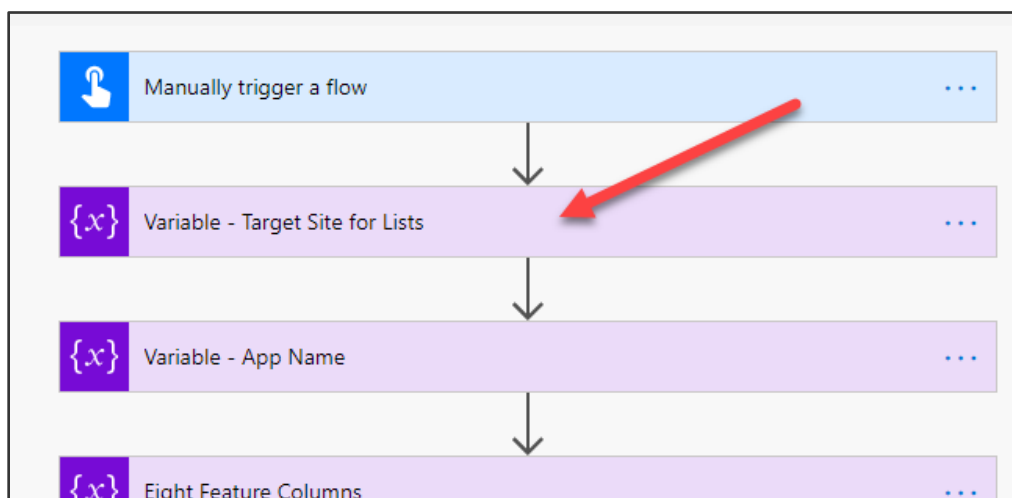
NAME	RESOURCE TYPE	
admin@M365x560253.onmicrosoft.com	2 min ago	✓

Save Cancel

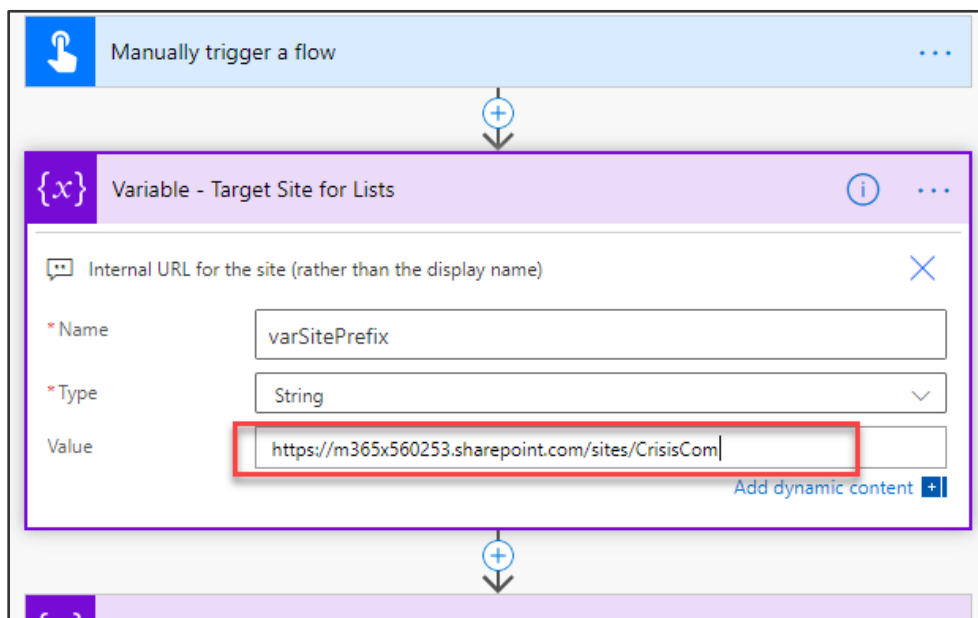
17. Click **Import** and wait for the import to complete.
18. Click **Open Flow**.



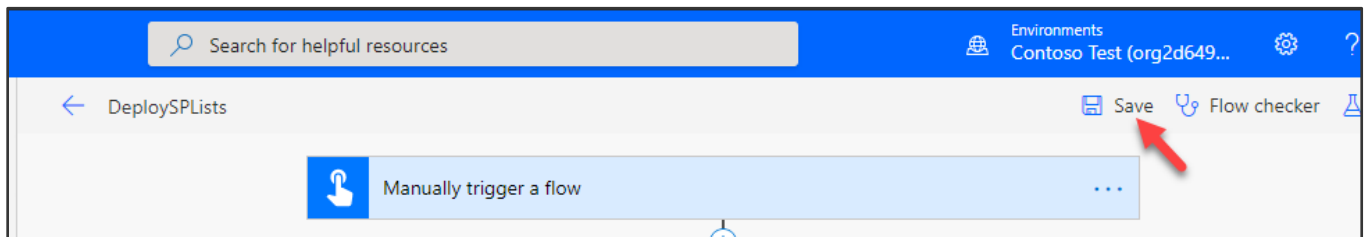
19. The Flow should open in edit mode.
20. Click to expand the **Variable - Target Site for List**.



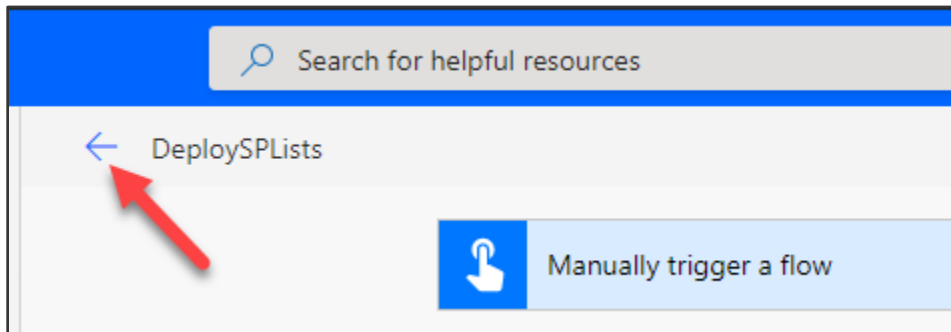
21. Replace the Value with your SharePoint site URL you copied in the previous task.



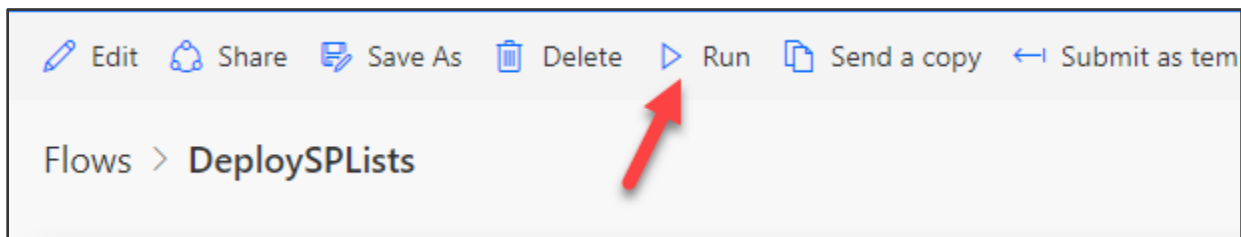
22. Click **Save**.



23. Go back to the flow details view by clicking on the back button.

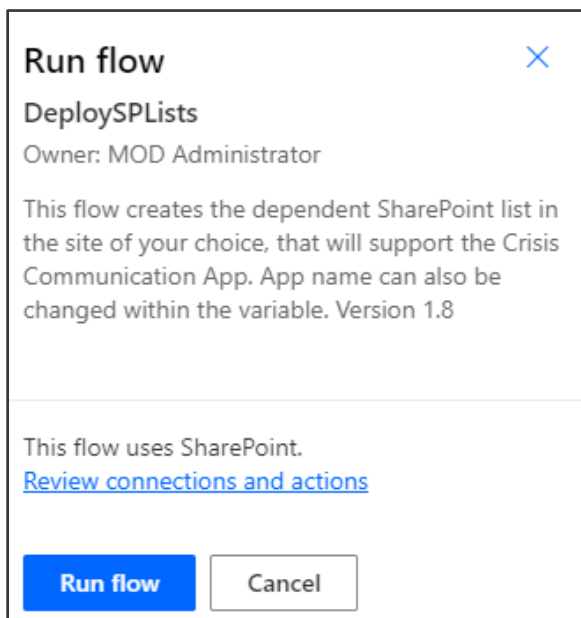


24. Click **Run**.

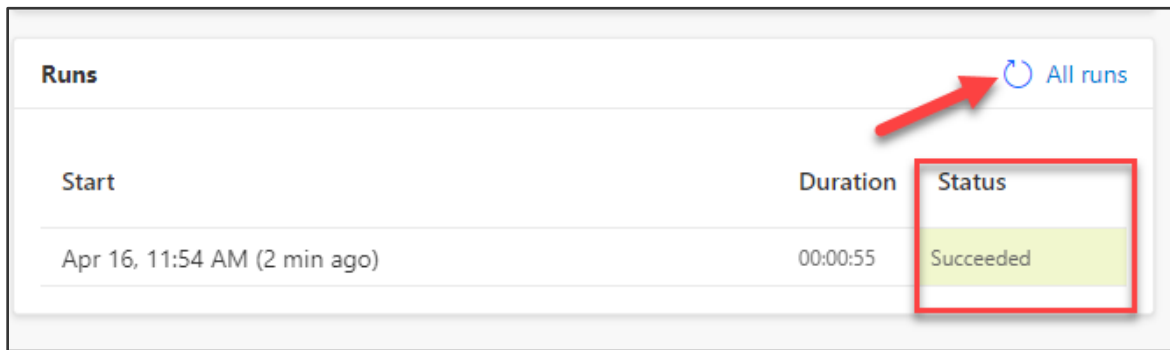


25. Click **Continue**.

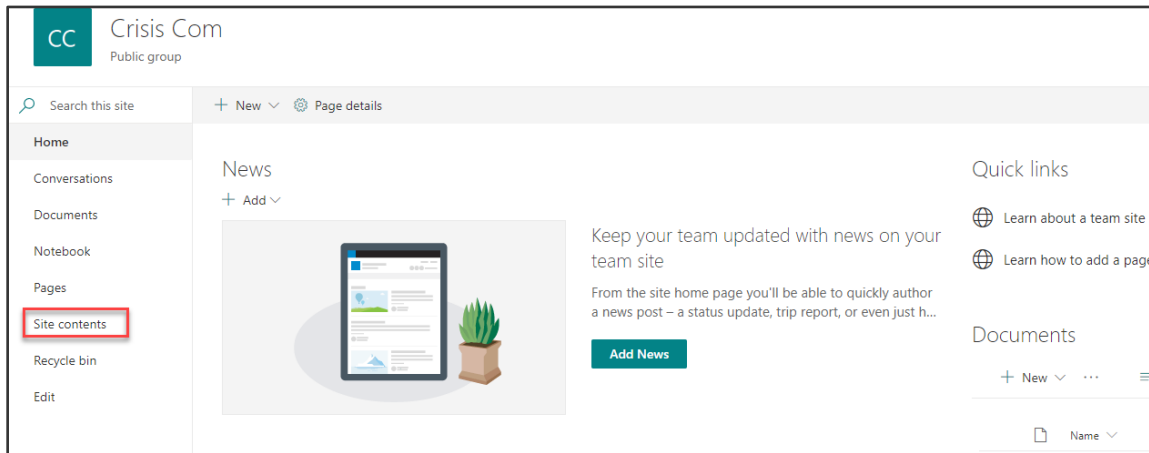
26. Click **Run flow**.



27. Click **Done** and wait for the flow run to complete. Click **Refresh**.



28. Go back to the SharePoint site you created and select **Site contents**.



29. You should see the SharePoint lists created by the Flow you ran.

Contents					Subsites
Name	Type	Items	Modified		
CI_LogosAssets	Document library	0	4/16/2020 10:54 AM		
Documents	Document library	0	4/12/2020 12:01 AM		
Form Templates	Document library	0	4/16/2020 9:47 AM		
Site Assets	Document library	2	4/16/2020 9:48 AM		
Style Library	Document library	0	4/12/2020 12:01 AM		
CI_CompanyNews	List	0	4/16/2020 10:54 AM		
CI_configAdminSetup	List	0	4/16/2020 10:54 AM		
CI_Contacts	List	0	4/16/2020 10:54 AM		
CI_Employee Status	List	0	4/16/2020 10:54 AM		
CI_F10	List	0	4/16/2020 10:54 AM		

Display Title	Purpose	Description
CI_LogosAssets	To hold the logo and/or other images to be referenced from the app. The logo will be referenced in Power Apps by a direct link or via the ID number of the logo you want to use.	The library for related logos and other image assets for the <i>[App Name]</i> app.
CI_configAdminSetup	Used for feature configuration by the admin of the app. Note: This list should be read-only for all members who aren't admins.	Admin configuration list for the <i>[App Name]</i> app.
CI_Contacts	Using the default Contacts Content type to capture information about contacts. (No people picker is included, so this list might need to be manually maintained to ensure its data is up to date.) Note: This depends on the global contact list type's being a default content type in the list.	The contacts list for the <i>[App Name]</i> app.
CI_CompanyNews	Collection of Company News items.	A list for managing the news items that appear in the <i>[App Name]</i> app. You can use the Deprecated column to remove news items from the app views, while retaining them as a record.
CI_FAQ	Frequently asked questions.	The list of frequently asked questions for the <i>[App Name]</i> app. You can use the Deprecated column to remove FAQ items from the app views, while retaining them as a record.
CI_UsefulLinks	Useful hyperlinks list.	The list of useful hyperlinks for the <i>[App Name]</i> app. You can use the Deprecated column to remove hyperlink items from the app views, while retaining them as a record.
CI_Employee	Tracking current employee presence status. Examples: working from home , out sick , on personal leave , and out on vacation . Note: The status coming to work is assumed and not included in the list options.	The list of messages that indicate the status of an employee's presence for the <i>[App Name]</i> app. You can use the Deprecated column to remove status messages from the app views, while retaining them as a record.
CI_HelpfulTips	Helpful tips that users have contributed for their peers.	List for the management of shared tips for the <i>[App Name]</i> App. You can use the Deprecated column to remove tips from the app views, while retaining them as a record.

Exercise 2: Import and Configure Apps

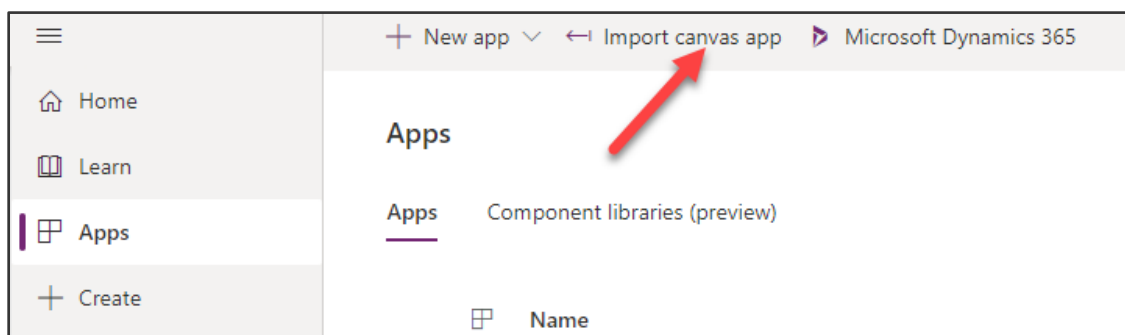
In this exercise, you will import the crisis communication app and crisis communication admin app.

You must have Microsoft Teams and Microsoft Outlook licenses to complete this exercise.

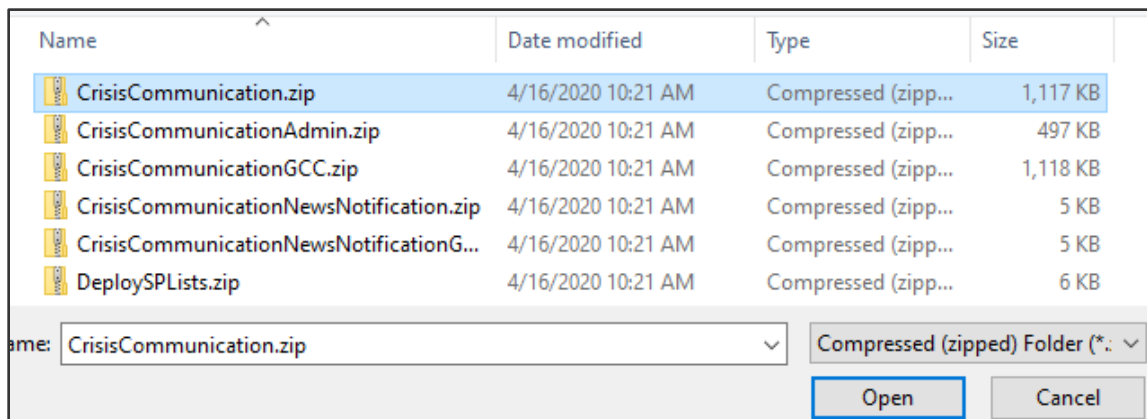
Task 1: Import crisis communication app

In this task, you will import the crisis communication app into your environment and update the SharePoint connections.

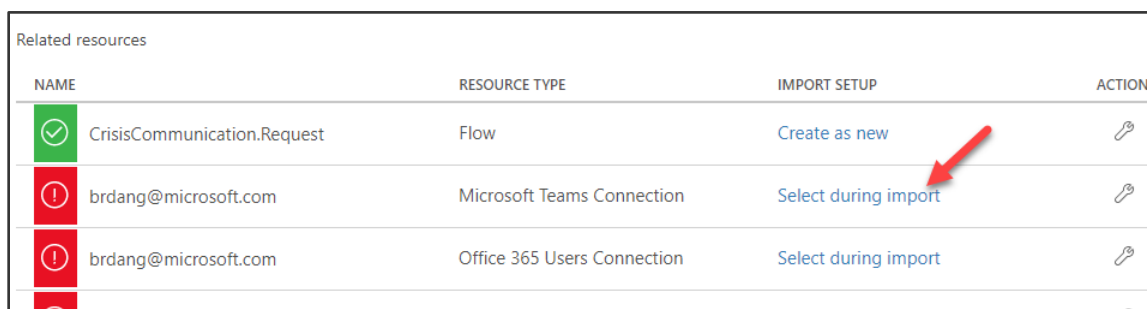
1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select **Apps** and click **Import canvas app**.



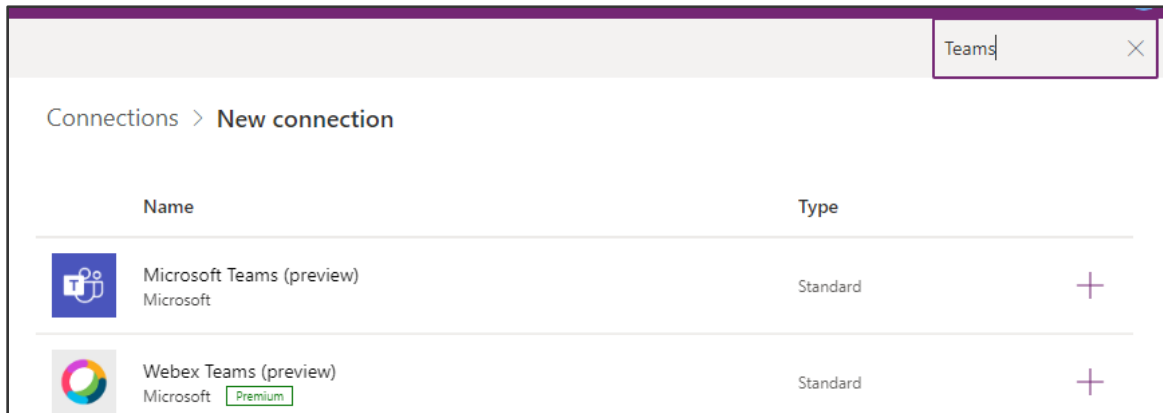
3. Click **Upload**.
4. Browse to the crisis communication package you extracted, Select **CrisisCommunication.zip** and click **Open**.



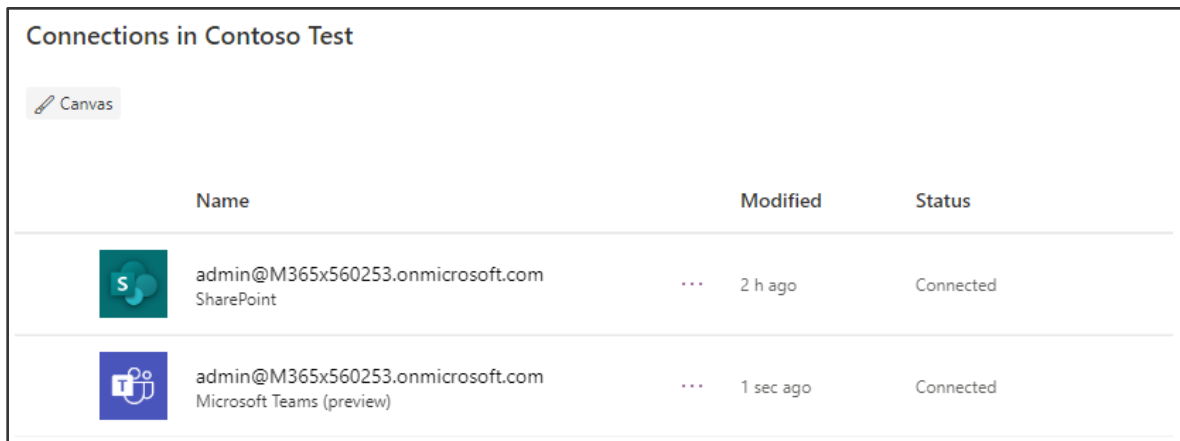
5. Click **Select during import** for **Microsoft Teams Connection**.



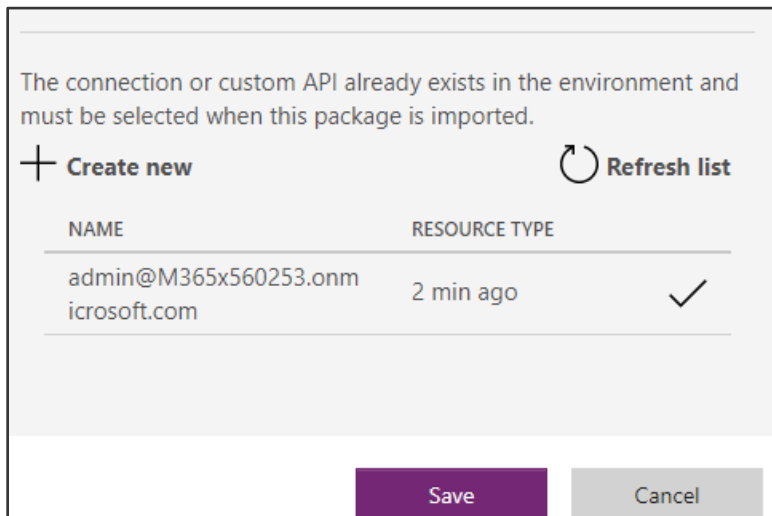
6. Click **+ Create new**.
7. Click **+ New connection**.
8. Search for **Teams** and select **Microsoft Teams**.










9. Click **Create**.
10. Provide your admin credentials.
11. You should now Teams connection connected.
12. Close the connections browser tab or window.



13. Click **Refresh List**, select the connection you created, and click **Save**.








14. Click select during import for **Office 365 Users**.

NAME	RESOURCE TYPE	IMPORT SETUP	ACTION
 CrisisCommunication.Request	Flow	Create as new	
 brdang@microsoft.com	Microsoft Teams Connection	Select during import admin@M365x560253.onmic rosoft.com	
 brdang@microsoft.com	Office 365 Users Connection	Select during import	
	Content Conversion Connecti		

15. Click + **Create new**.

16. Click + **New connection**.

17. Search for Office 365 and select **Office 365 Users**.

		office 365	
Connections > New connection			
Name	Type		
 Office 365 Users Microsoft	Standard		
 Office 365 Outlook Microsoft	Standard		

18. Click **Create**.



19. Provide your admin credentials.


20. You should now have the Office 365 Users connection.

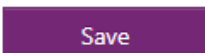
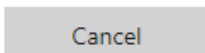
21. Close the connections browser tab or window.

22. Select the connection you just created and click **Save**.










The connection or custom API already exists in the environment and must be selected when this package is imported.

 **Create new**
 **Refresh list**

NAME	RESOURCE TYPE	
admin@M365x560253.onm icrosoft.com	47 sec ago	


23. Click select during import for **Content Conversion**.

Related resources				
NAME	RESOURCE TYPE	IMPORT SETUP	ACTION	
 CrisisCommunication.Request	Flow	Create as new		
 brdang@microsoft.com	Microsoft Teams Connection	Select during import admin@M365x560253.onmicrosoft.com		
 brdang@microsoft.com	Office 365 Users Connection	Select during import admin@M365x560253.onmicrosoft.com		
 Content Conversion	Content Conversion Connection	Select during import		
	Office 365 Outlook Connection			



24. Click + **Create new**.

25. Click + **New connection**.

26. Search for Content Conversion and select it.

Content Conversion 

Connections > **New connection**



Name	Type
 Content Conversion (preview) Microsoft	Standard 


27. Click **Create**.

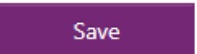
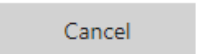
28. Close the connections browser tab or window.

29. Select the connection you just created and click **Save**.

The connection or custom API already exists in the environment and must be selected when this package is imported.

 **Create new**  **Refresh list**

NAME	RESOURCE TYPE
Content Conversion	11 sec ago 

30. Click select during import for **Office 365 Outlook**.

admin@M365x560253.onmicrosoft.com			
Content Conversion	Content Conversion Connection	Select during import Content Conversion	
brdang@microsoft.com	Office 365 Outlook Connection	Select during import	



31. Click + **Create new**.

32. Click + **New connection**.

33. Search for Office 365 and select **Office 365 Outlook**.

Office 365

Connections > New connection

Name	Type
 Office 365 Users Microsoft	Standard +
 Office 365 Outlook Microsoft	Standard +

34. Click **Create**.

35. Provide your admin credentials.

36. You should now have at least five connections. Close the connections browser tab or window.

Name	Modified	Status
Content Conversion Content Conversion (preview)	... 6 min ago	Connected
admin@M365x560253.onmicrosoft... Office 365 Users	... 11 min ago	Connected
admin@M365x560253.onmicrosoft... SharePoint	... 2 h ago	Connected
admin@M365x560253.onmicrosoft... Microsoft Teams (preview)	... 20 min ago	Connected
admin@M365x560253.onmicrosoft... Office 365 Outlook	... Just now	Connected

37. Select the connection you just created and click **Save**.











The connection or custom API already exists in the environment and must be selected when this package is imported.

+ **Create new** Refresh list

NAME	RESOURCE TYPE	
admin@M365x560253.onmicrosoft.com	1 min ago	✓

Save **Cancel**

38. You are now ready to import. Click **Import** and wait for the app import to complete.







NAME	RESOURCE TYPE	IMPORT SETUP	ACTION
 CrisisCommunication.Request	Flow	Create as new	
 brdang@microsoft.com	Microsoft Teams Connection	Select during import admin@M365x560253.onmicrosoft.com	
 brdang@microsoft.com	Office 365 Users Connection	Select during import admin@M365x560253.onmicrosoft.com	
 Content Conversion	Content Conversion Connection	Select during import Content Conversion	
 brdang@microsoft.com	Office 365 Outlook Connection	Select during import admin@M365x560253.onmicrosoft.com	

Import **Cancel**

Task 2: Import crisis communication admin app

In this task, you will import the crisis communication admin app into your environment and update the SharePoint connections.

1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select **Apps** and click **Import canvas app**.
3. Click **Upload**.
4. Select **CrisisCommunicationAdmin.zip** and click **Open**.

Name	Date modified	Type	Size
 CrisisCommunication.zip	4/16/2020 10:21 AM	Compressed (zipp...	1,117 KB
 CrisisCommunicationAdmin.zip	4/16/2020 10:21 AM	Compressed (zipp...	497 KB
 CrisisCommunicationGCC.zip	4/16/2020 10:21 AM	Compressed (zipp...	1,118 KB
 CrisisCommunicationNewsNotification.zip	4/16/2020 10:21 AM	Compressed (zipp...	5 KB
 CrisisCommunicationNewsNotificationG...	4/16/2020 10:21 AM	Compressed (zipp...	5 KB
 DeploySPLists.zip	4/16/2020 10:21 AM	Compressed (zipp...	6 KB

me: Compressed (zipped) Folder (*.*)

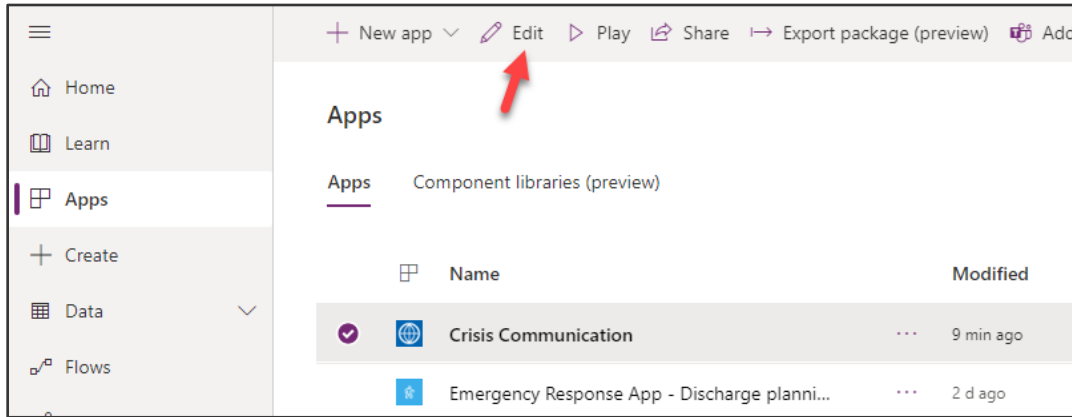
Open **Cancel**

5. Click **Import** and wait for the application import to complete.

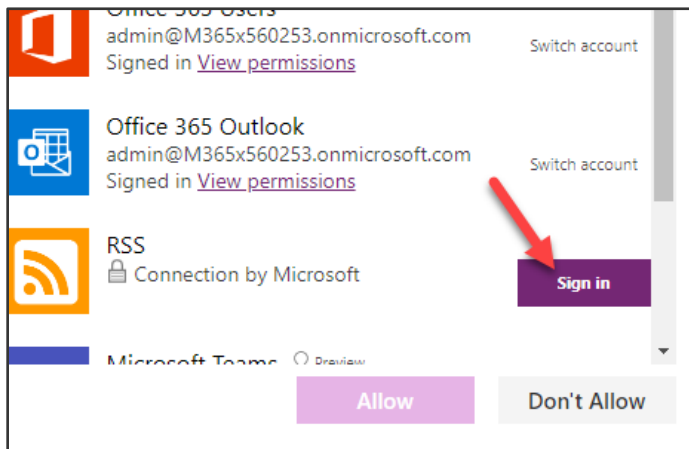
Task 3: Update app data sources

In this task, you will update the data sources for your applications.

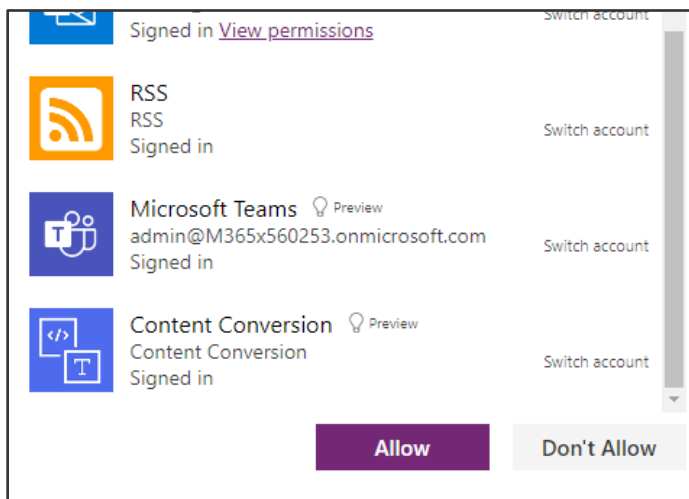
1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select **Apps**, select the **Crisis Communication**, and click Edit.



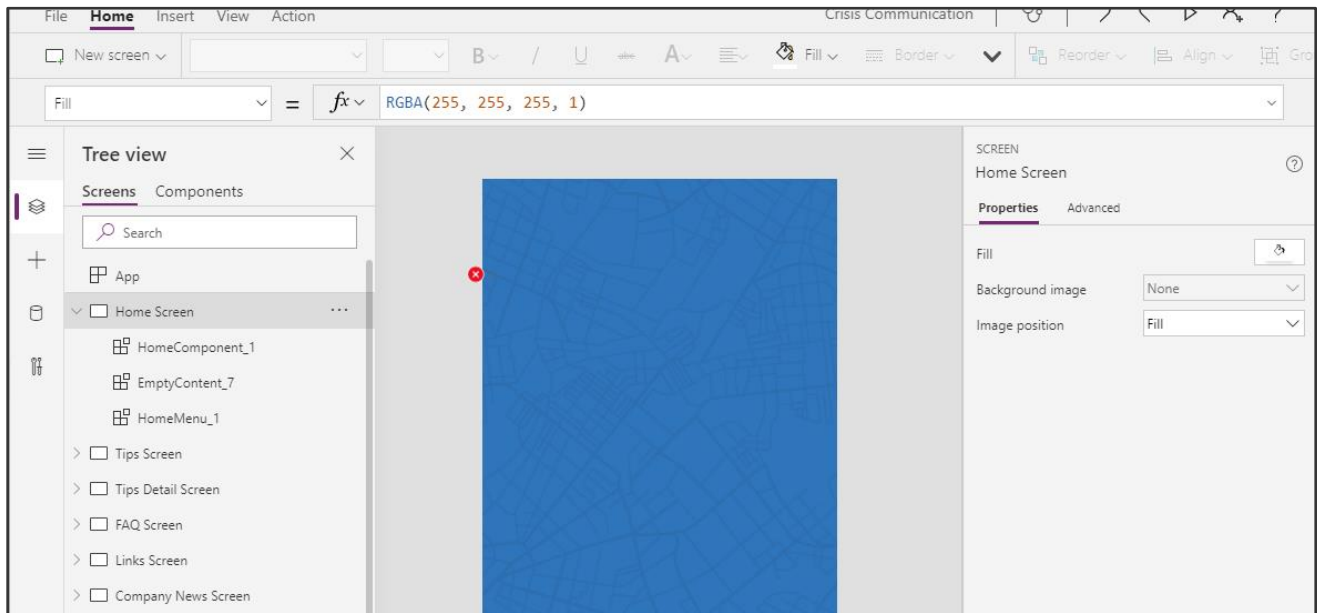
3. Click Sign in for the RSS connection, if prompted.



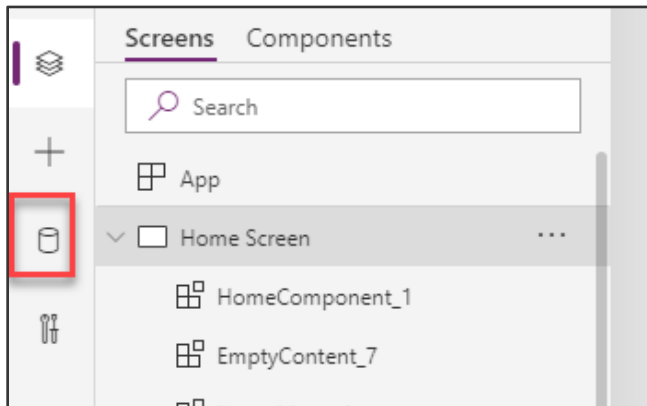
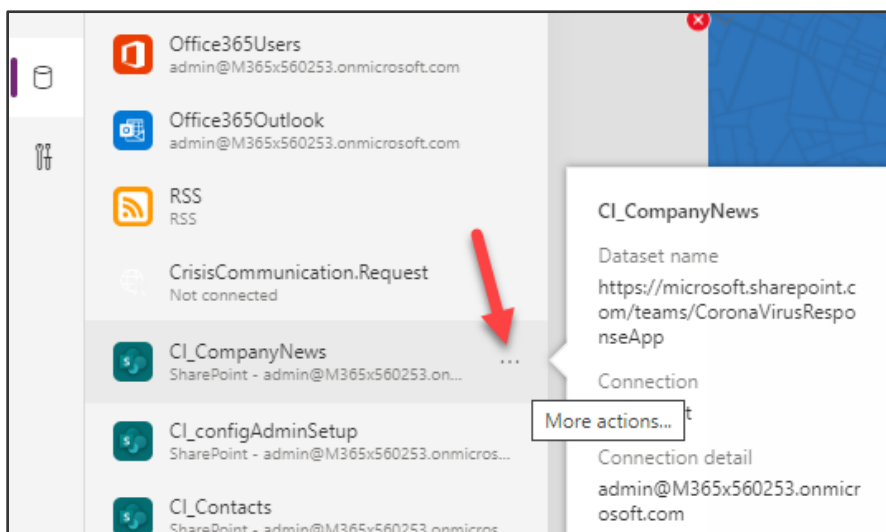
4. Click **Allow**.

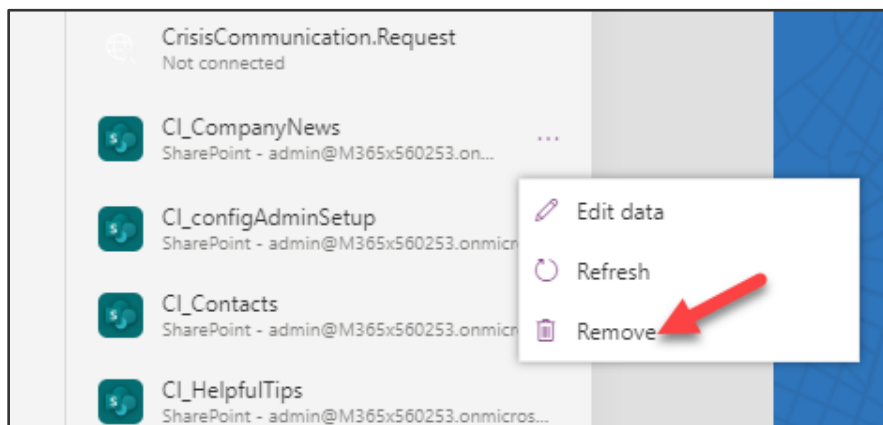


5. The App should open in the Power App Studio.



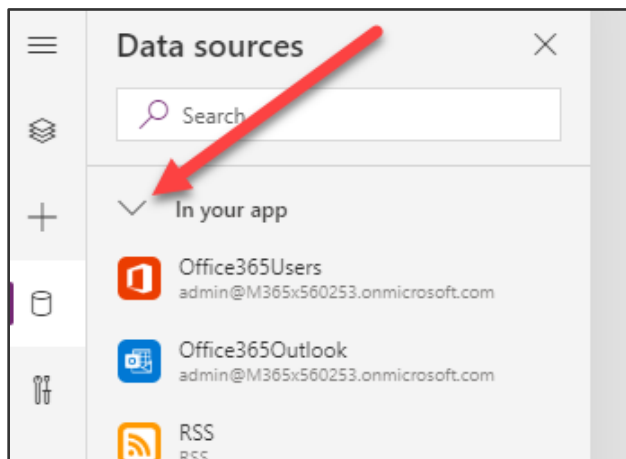
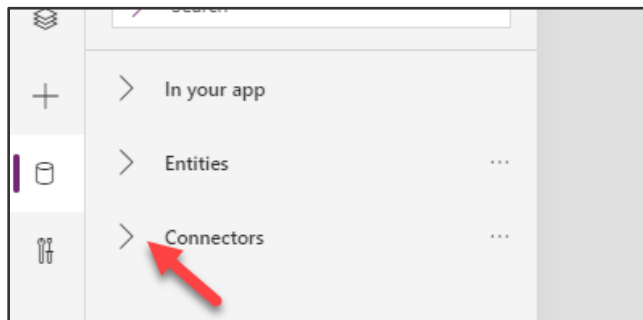
6. Select Data Sources.

7. Locate **CI_CompanyNews** and click on the ... **More actions** button.

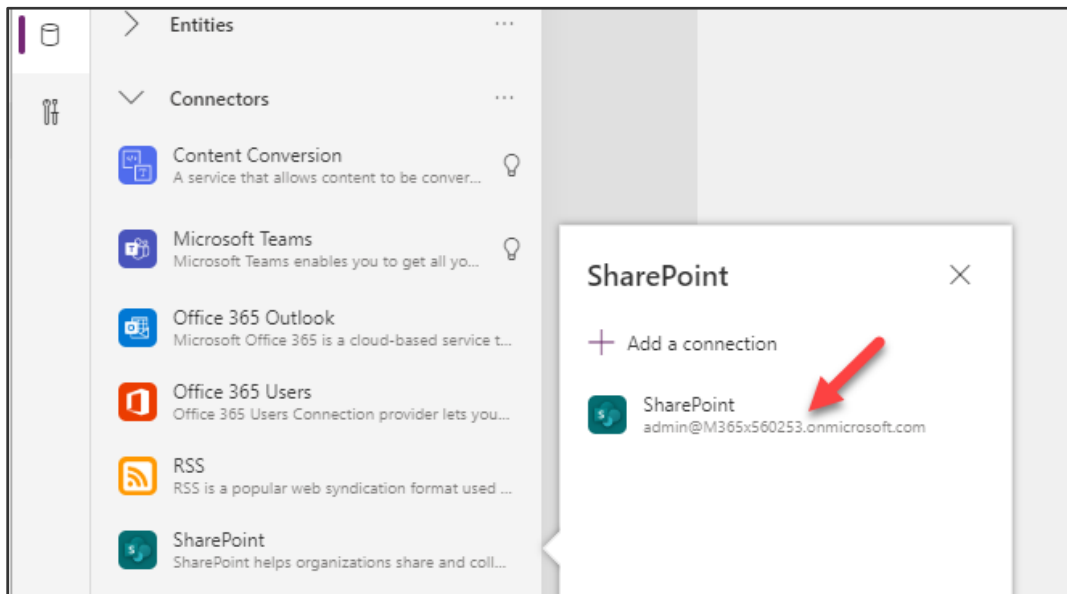
8. Select **Remove**.

9. Repeat the prior two steps and remove the following apps:

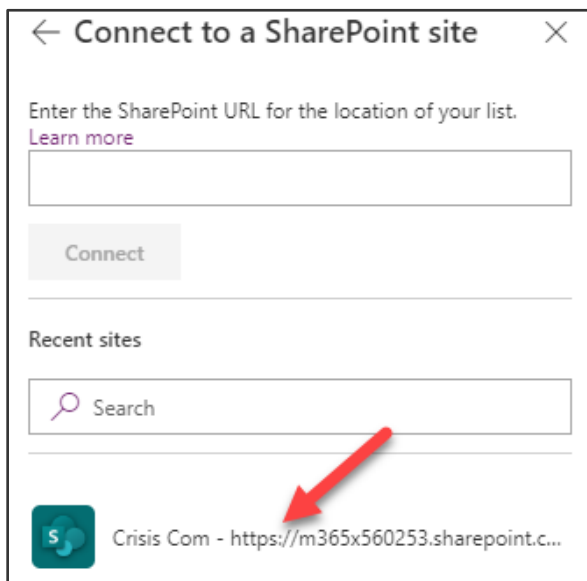
- CI_ConfigAdminSetup
- CI_Contacts
- CI_HelpfulTips
- CI_FAQ
- CI_Employee Status
- CI_Usefullinks

10. Collapse the **in your app** section.11. Expand the **Connectors** section.

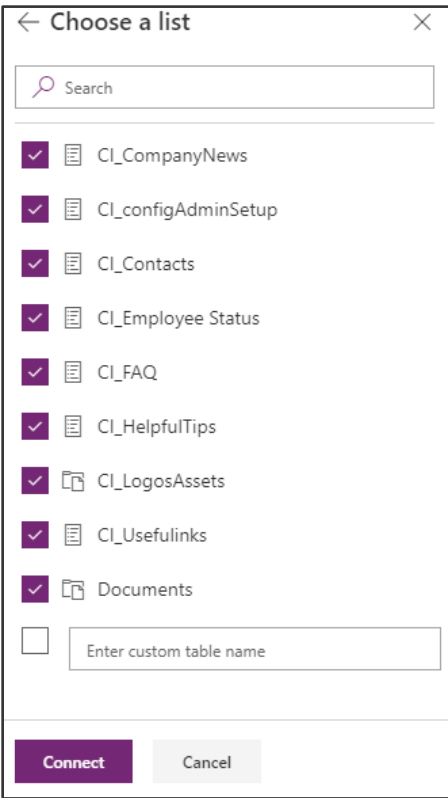
12. Click **SharePoint** and select it.



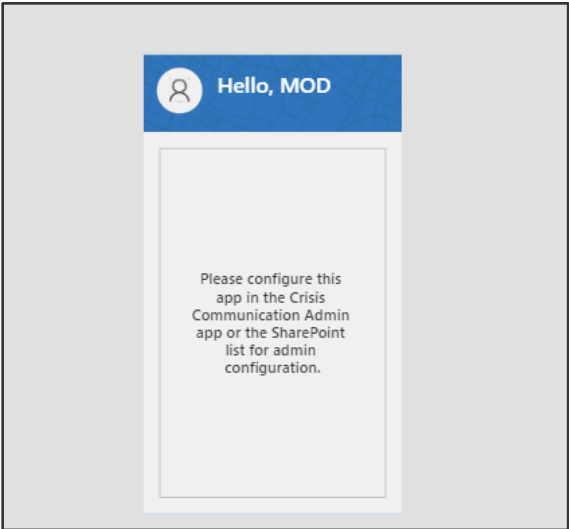
13. Select the SharePoint site you created. If it does not show, paste the URL of the site into "Enter the SharePoint URL" and click Connect.



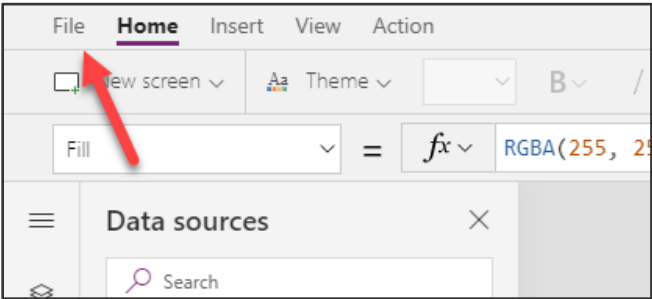
14. Select all the lists and click **Connect**.



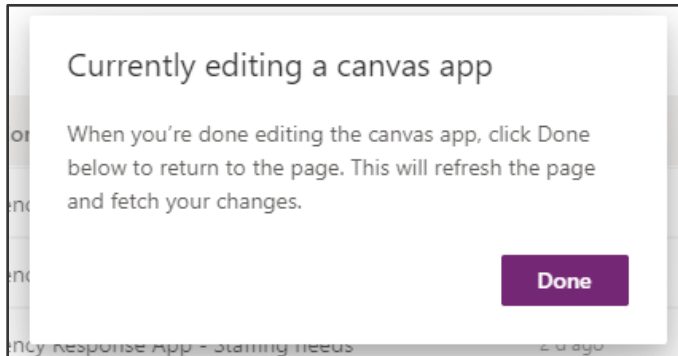
15. The app should now load in the designer without errors.



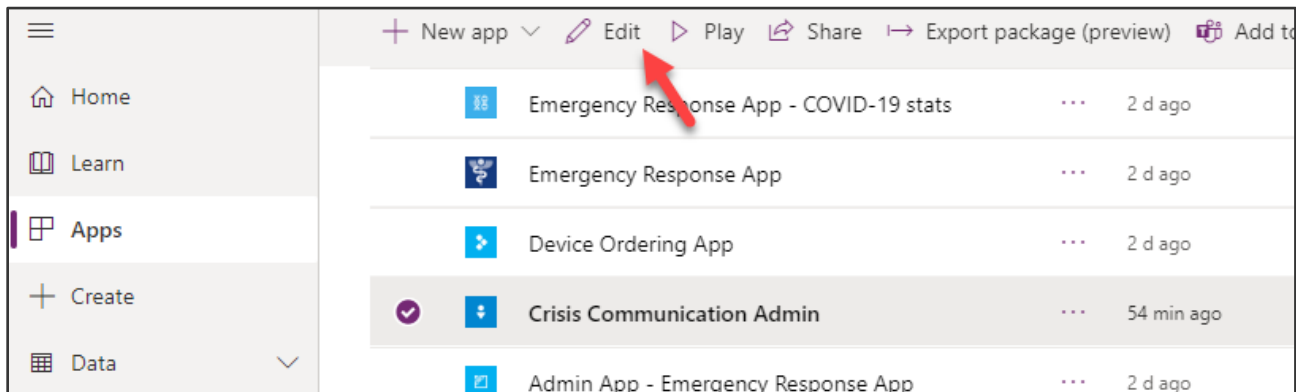
16. Click **File**.



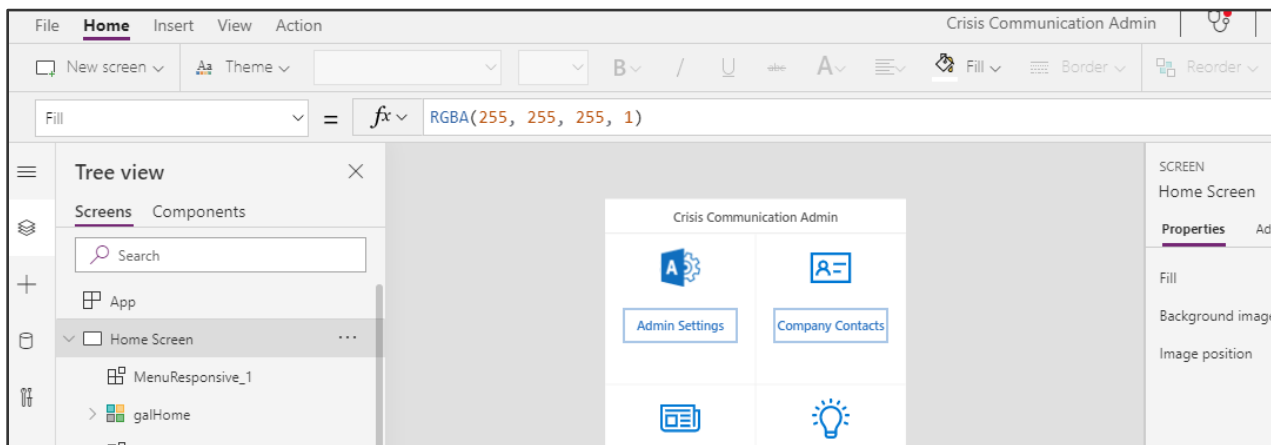
17. Select **Save**.
18. Click **Publish**.
19. Select **Publish** this Version.
20. Close the Power Apps Studio browser tab or window.
21. Click **Done**.



22. Make sure you still have Apps selected. Select the **Crisis Communication Admin** app and click **Edit**.

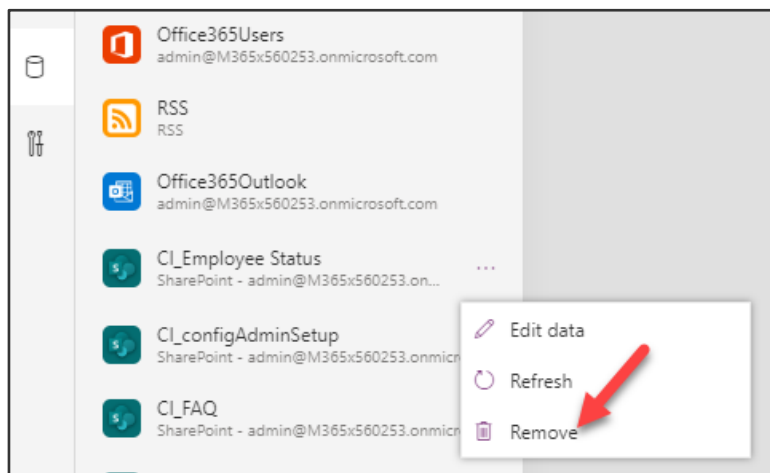


23. Click **Allow**.
24. The admin app should load inside Power App Studio.



25. Select **Data sources**.
26. Locate **CI_Employee Status** and click on the ... **More actions** button.

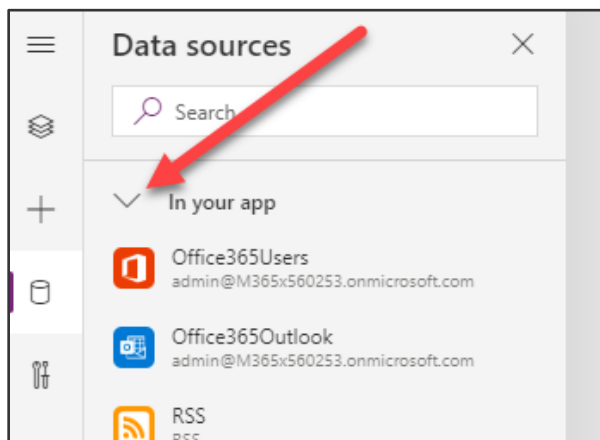
27. Select **Remove**.



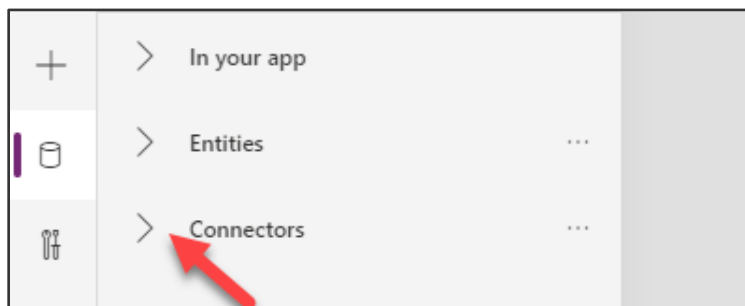
28. Repeat the prior two steps and remove the following:

- CI_configAdminSetup
- CI_Contacts
- CI_HelpfulTips
- CI_FAQ
- CI_CompanyNews
- CI_Usefullinks.

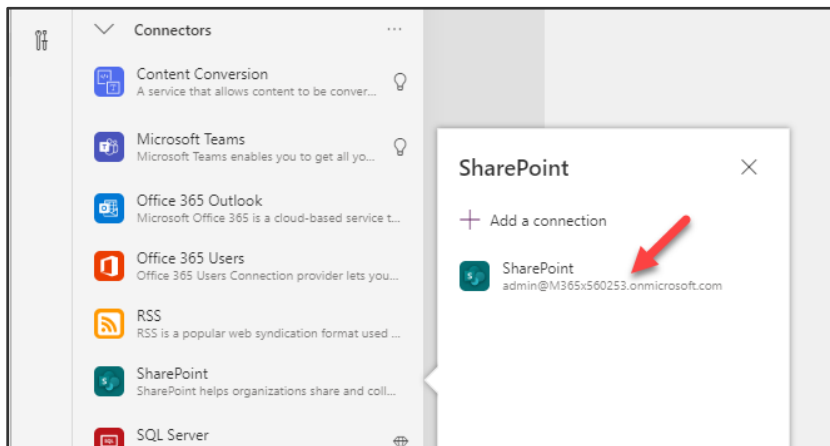
29. Collapse the **in your app** section.



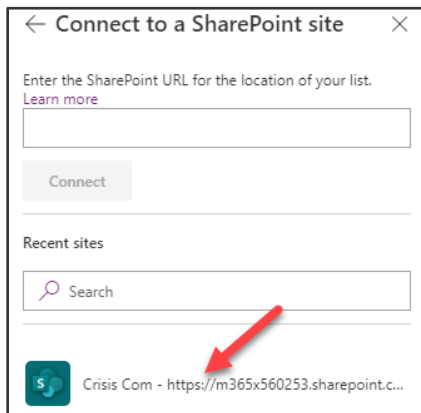
30. Expand the **Connectors** section.



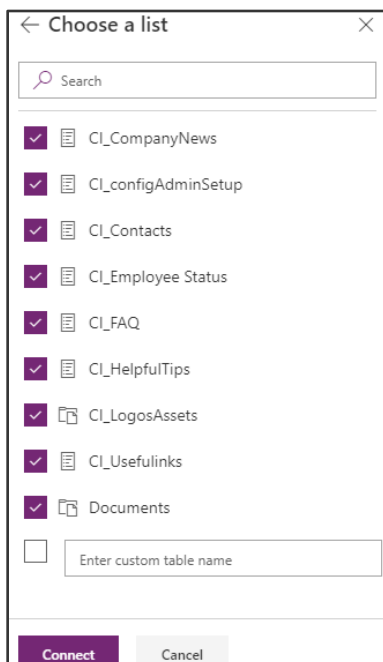
31. Click **SharePoint** and select it.



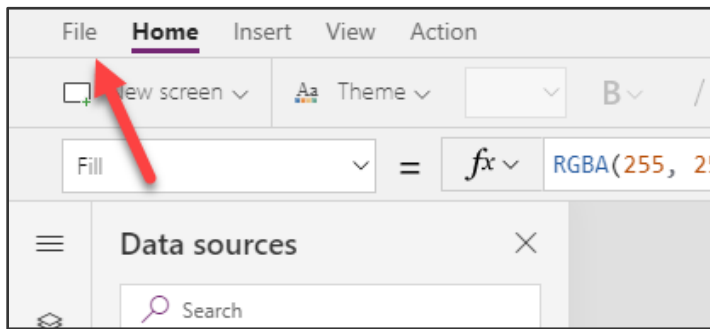
32. Select the SharePoint site you created. If it does not show, paste the URL of the site into "Enter the SharePoint URL" and click Connect.



33. Select all the lists and click **Connect**.



34. Click **File**.



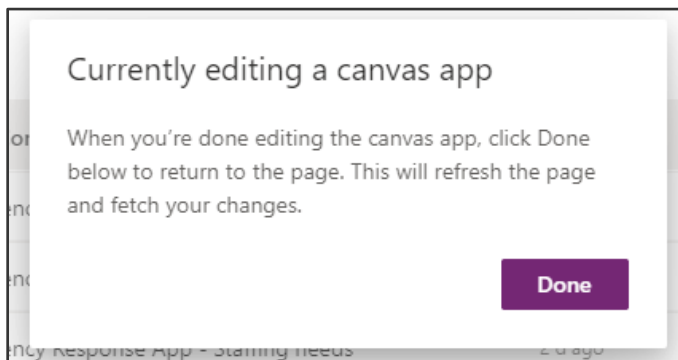
35. Select **Save**.

36. Click **Publish**.

37. Select **Publish** this Version.

38. Close the Power Apps Studio browser tab or window.

39. Click **Done**.



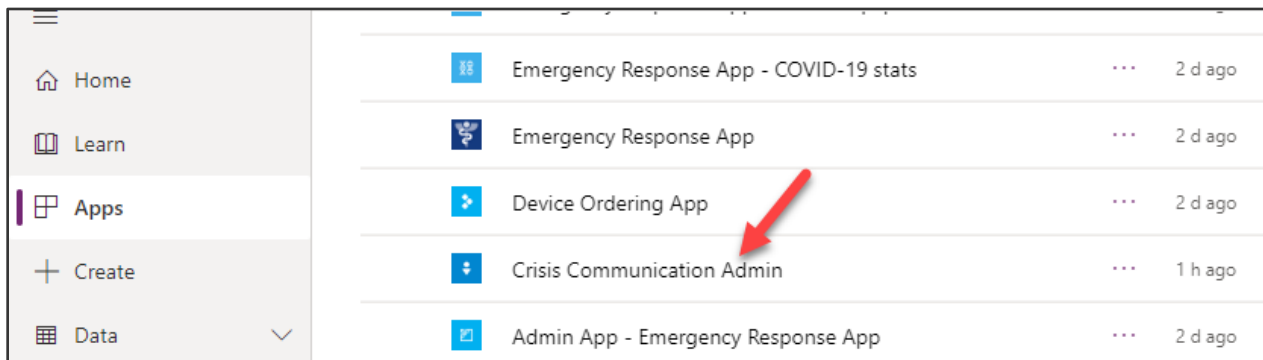
Exercise 3: Setup and test apps

In this exercise, you will setup the admin app and test the client app.

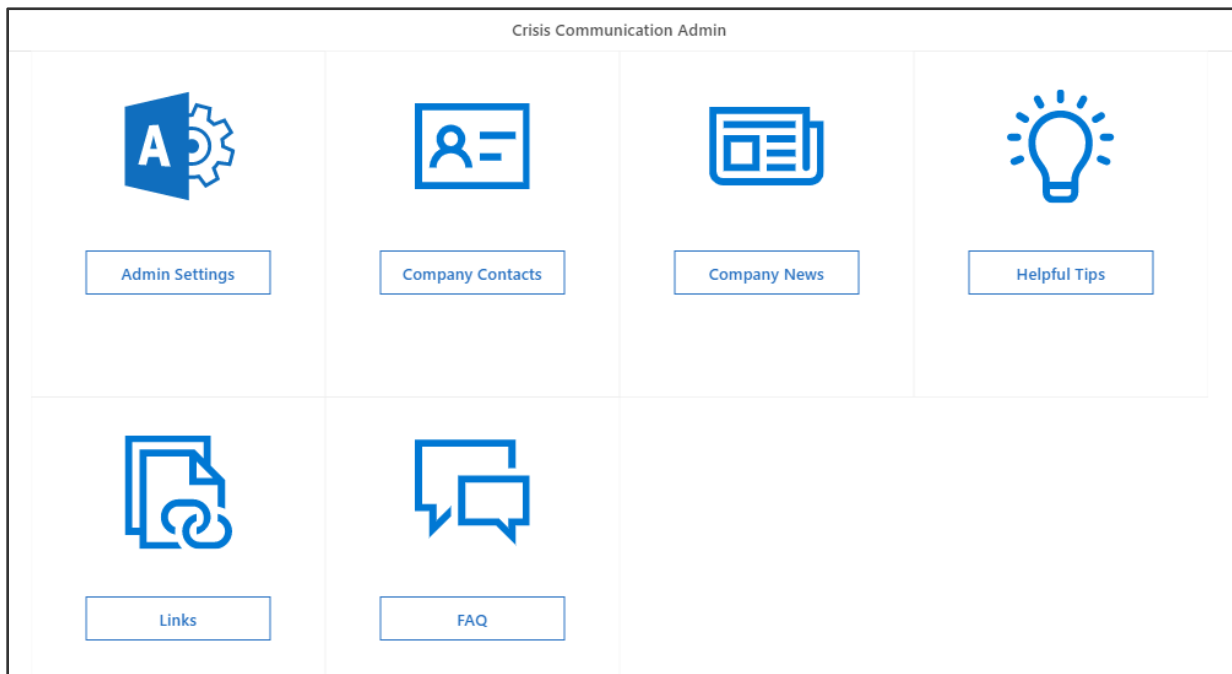
Task 1: Setup admin app

In this task, you will setup the admin app.

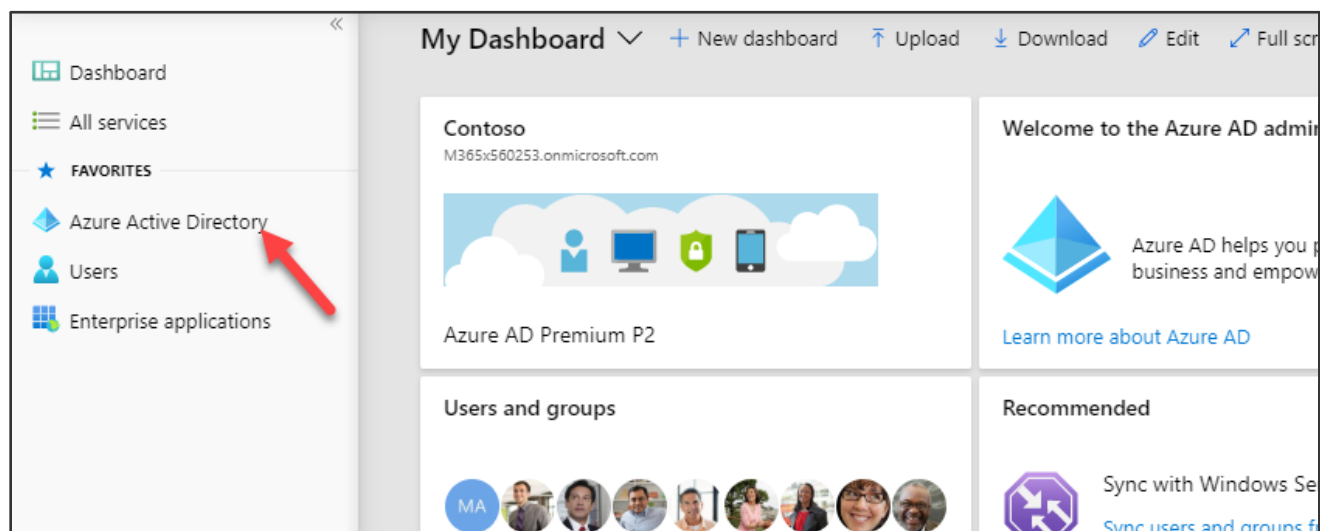
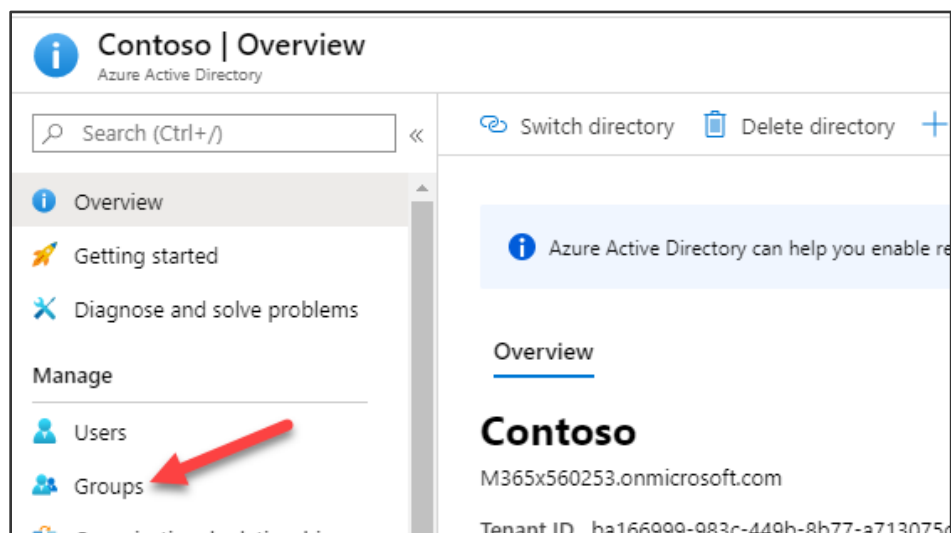
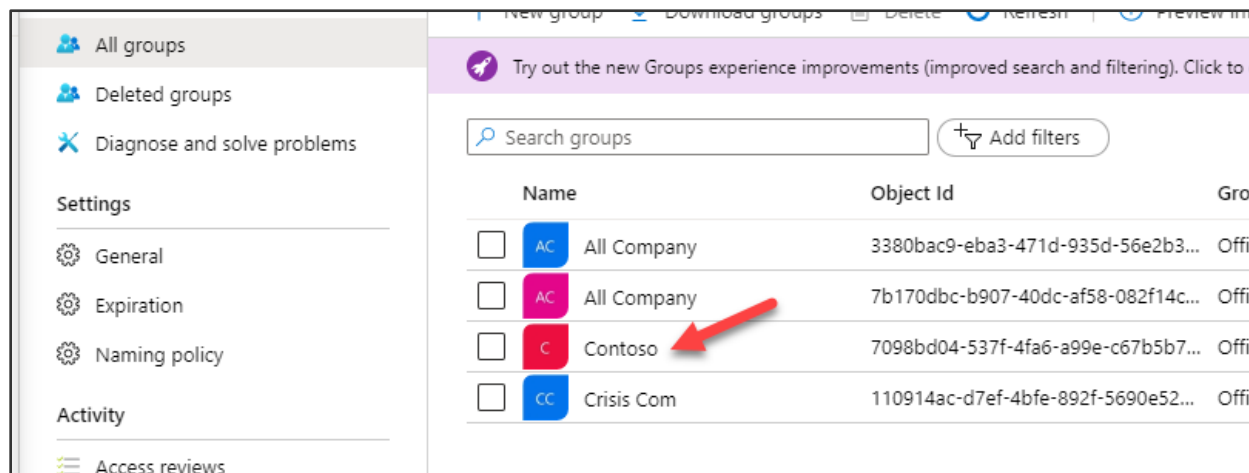
1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select **Apps**, locate and click to open the **Crisis Communication Admin** application.

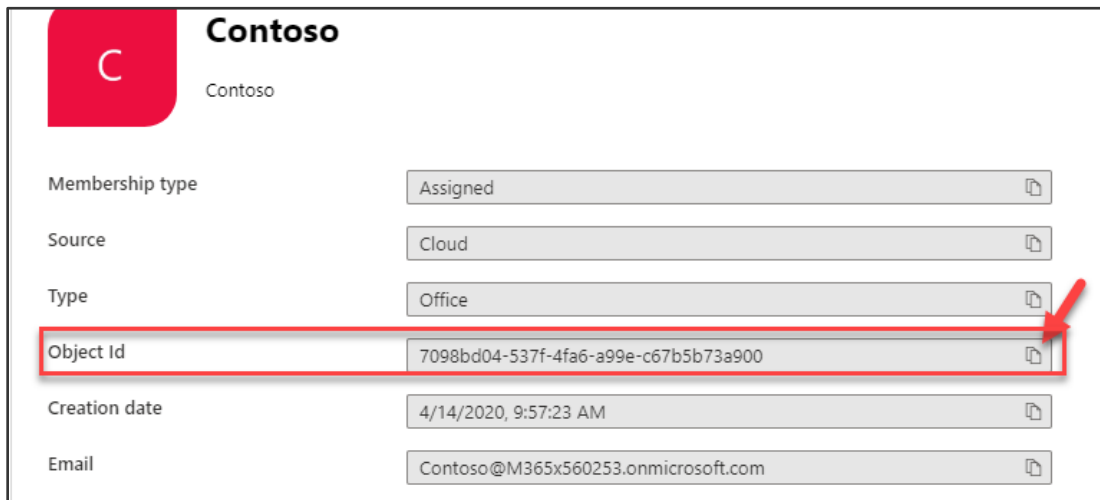


3. The application should load.



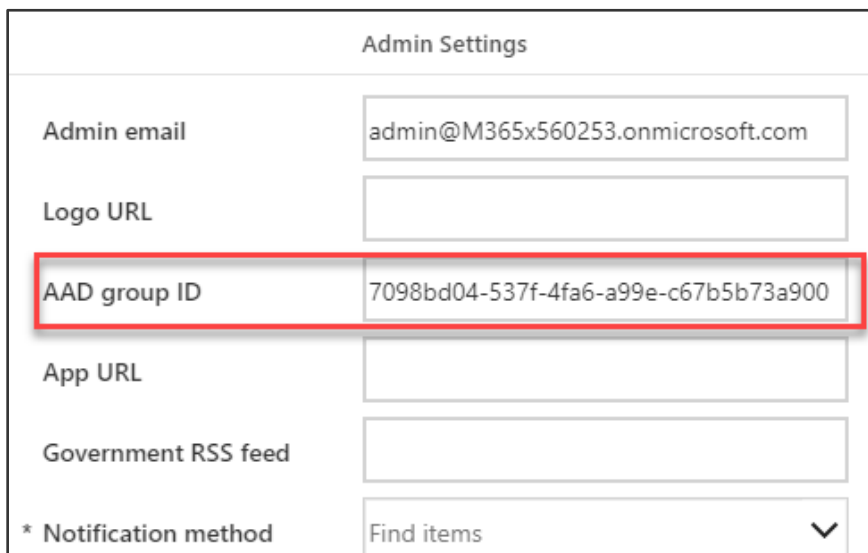
4. Click **Admin Settings**.
5. Provide your admin email address as **Admin email**.
6. Start a new browser window and navigate [Azure Active Directory](#) and sign in with your admin user, if prompted.

7. Select **Azure Active Directory**.8. Select **Groups**.9. You will send notifications to everyone in the company. Select **Contoso** or your company name is, if it is different.

10. Copy the **Object Id**.

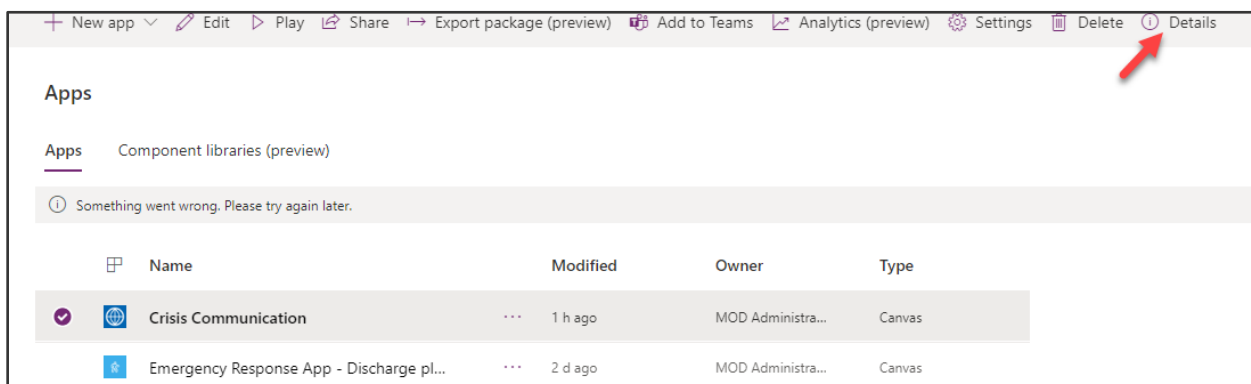
Contoso
Contoso

Membership type	Assigned
Source	Cloud
Type	Office
Object Id	7098bd04-537f-4fa6-a99e-c67b5b73a900
Creation date	4/14/2020, 9:57:23 AM
Email	Contoso@M365x560253.onmicrosoft.com

11. Go back to the crisis communication admin app and paste the Object Id you just copied to the **AAD group ID** field.

Admin Settings

Admin email	admin@M365x560253.onmicrosoft.com
Logo URL	
AAD group ID	7098bd04-537f-4fa6-a99e-c67b5b73a900
App URL	
Government RSS feed	
* Notification method	Find items

12. Go back to [Make Power Apps](#) and make sure you are in the correct environment.13. Locate the **Crisis Communication** application, select it and click **Details**.

New app Edit Play Share Export package (preview) Add to Teams Analytics (preview) Settings Delete Details

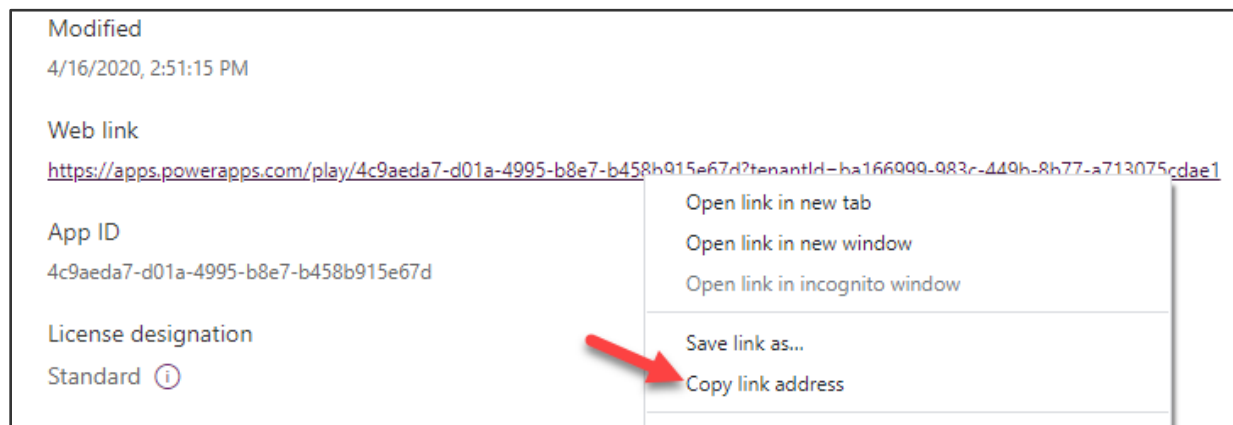
Apps

Apps Component libraries (preview)

Something went wrong. Please try again later.

Name	Modified	Owner	Type
Crisis Communication	1 h ago	MOD Administra...	Canvas
Emergency Response App - Discharge pl...	2 d ago	MOD Administra...	Canvas

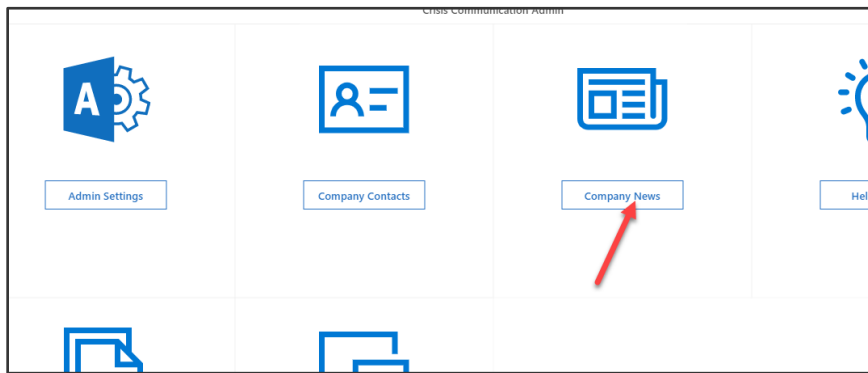
14. Right click on the **Web link** and copy it.



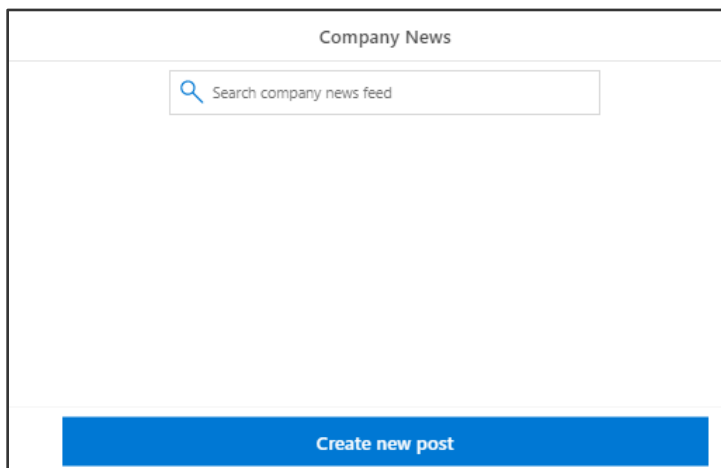
15. Go back to the admin application and paste the web link you just copied to the **App URL** field.
16. Paste <https://www.who.int/rss-feeds/news-english.xml> in the **Government RSS feed** field. This is the WHO news RSS feed.
17. Select **Teams notification** for **Notification method**.
18. Turn on all the Feature Flags and click **Save**.

Admin Settings	
Admin email	<input type="text" value="admin@M365x560253.onmicrosoft.com"/>
Logo URL	<input type="text"/>
AAD group ID	<input type="text" value="7098bd04-537f-4fa6-a99e-c67b5b73a900"/>
App URL	<input type="text" value="https://apps.powerapps.com/play/4c9aeda"/>
Government RSS feed	<input type="text" value="https://www.who.int/rss-feeds/news-englis"/>
* Notification method	<div>Teams notification ▼</div>
FEATURE FLAGS	
Share status	<input checked="" type="checkbox"/> On
Request help	<input checked="" type="checkbox"/> On
Emergency contacts	<input checked="" type="checkbox"/> On
Company news	<input checked="" type="checkbox"/> On
World news	<input checked="" type="checkbox"/> On
Helpful tips	<input checked="" type="checkbox"/> On
Links	<input checked="" type="checkbox"/> On
FAQ	<input checked="" type="checkbox"/> On
<div>Save</div>	

19. Click **Company News**.



20. Click **Create new post**.

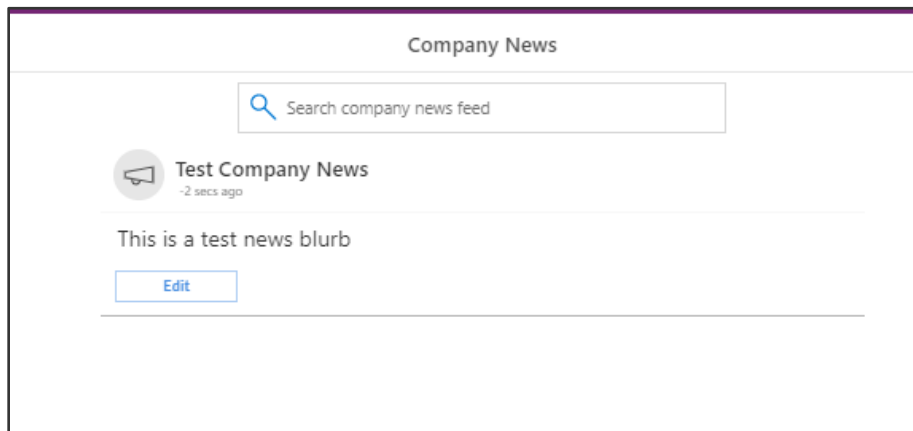


21. Provide some information and click **Save**.

The screenshot shows the 'Edit Update' form for creating a new company news post. The form has the following fields and controls:

- Title:** A text input field containing 'Test Company News'.
- Details:** A rich text editor with a toolbar (Normal text, Bold, Italic, Underline, Link, Unlink, Bulleted list, Numbered list, Indent, Outdent, and a menu icon). The text area contains 'This is a test company news'.
- Blurb:** A text input field containing 'This is a test news blurb'.
- Deprecated:** A toggle switch labeled 'No'.
- Save:** A large blue button at the bottom.

22. You should now have at least one company news.

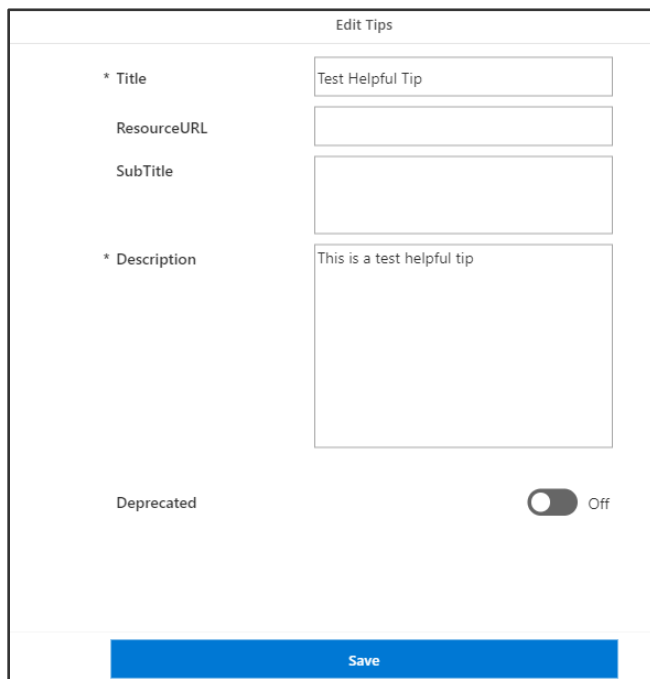


23. Click on the <- **Back** button.

24. Select **Helpful Tips**.

25. Click **New tip**.

26. Provide some test data and click **Save**



27. Click on the <- **Back** button.

28. You may provide test data for Links, and FAQ.

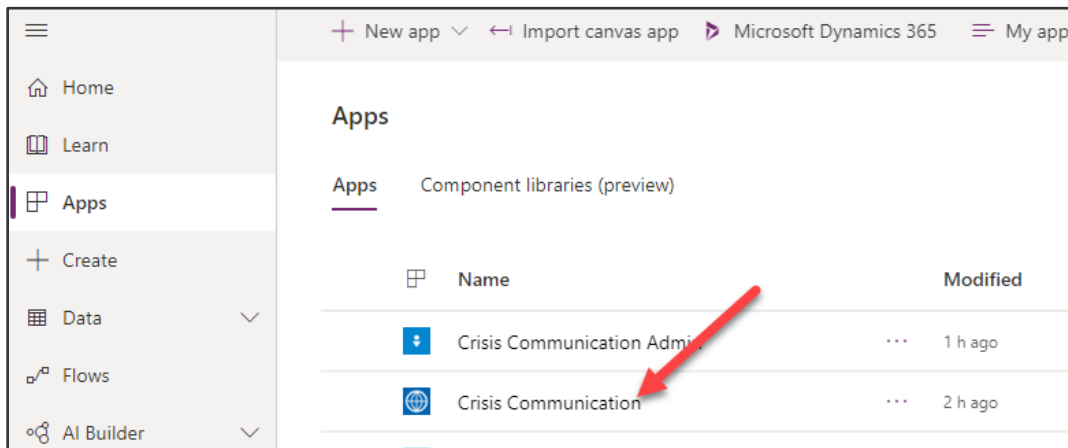
29. Close the Crisis Communication Admin application.

Task 2: Test the client app

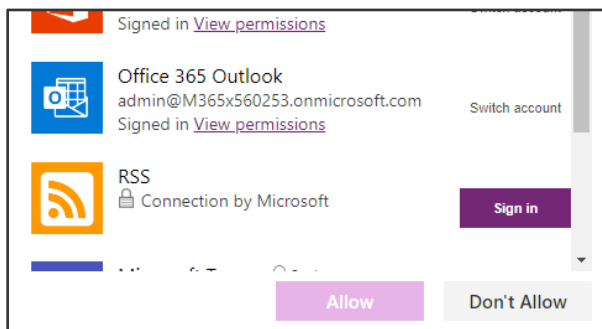
In this task, you will test the crisis communication client application.

1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.

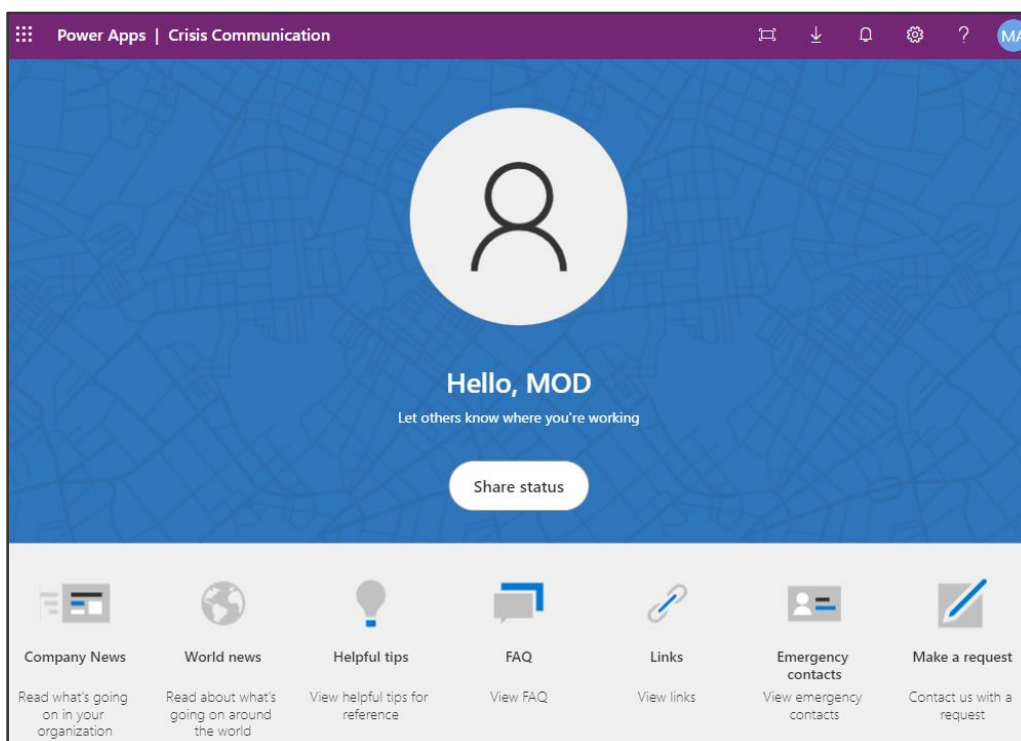
2. Select Apps, locate and click to open the **Crisis Communication** application.



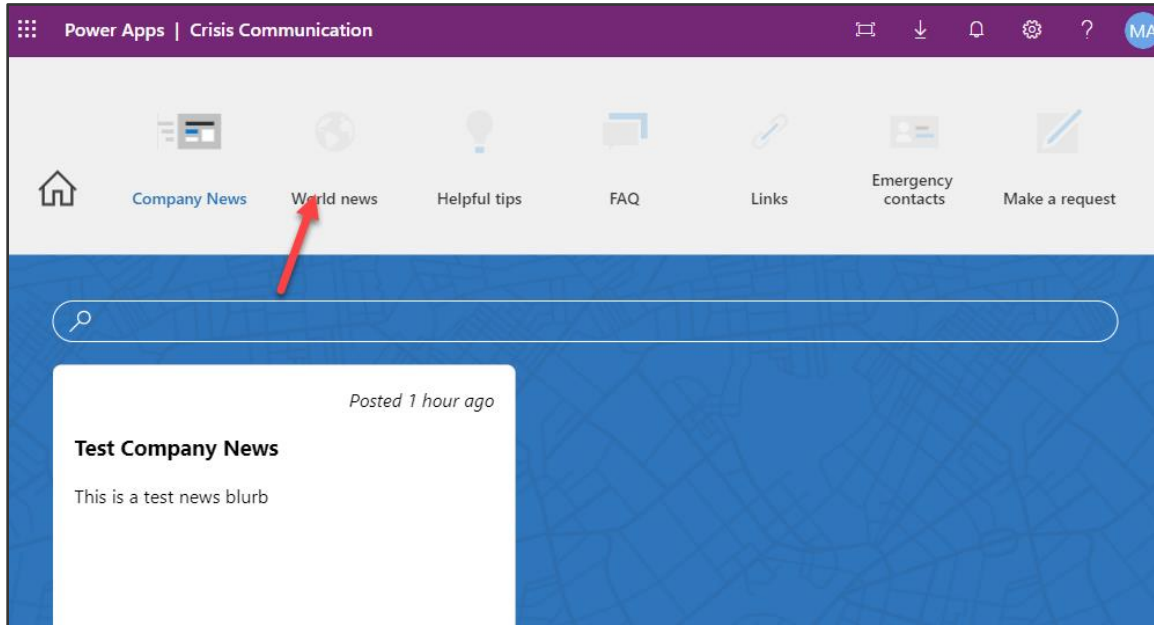
3. Click Sign for RSS, if prompted.



4. Click **Allow**.
5. The application should load.



6. Click **Company News**.
7. Your test news should show up here. Click **World news**.



8. You should see news from WHO news RSS feed.



9. Select **Helpful Tips**. You should see the test data you provided.
10. Close the admin application

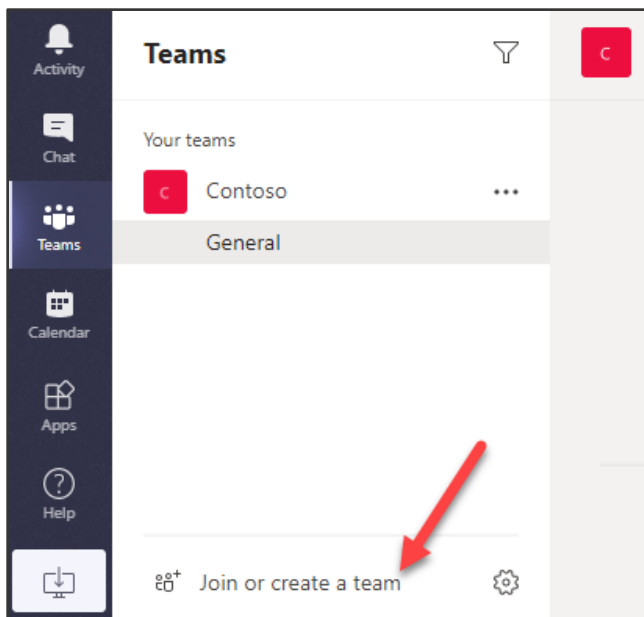
Exercise 4: Configure crisis communication request

In this exercise, you will create a crisis communication team and request channel in Microsoft Teams, you will also configure and test the crisis communication request flow.

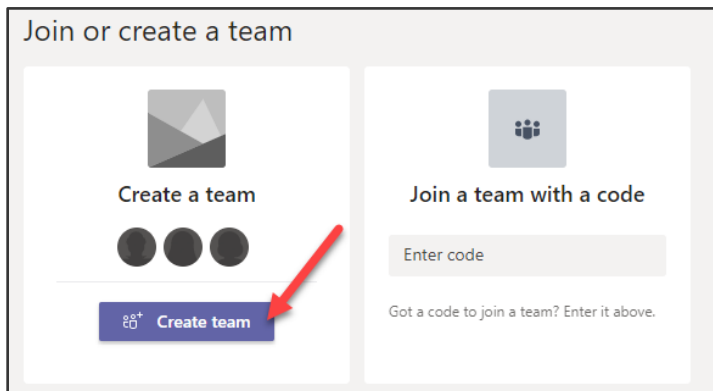
Task 1: Create crisis communication team

In this task, you will create a crisis communication team and channel.

1. Navigate to [Microsoft Teams](#) and sign in with your admin credentials
2. Select **Teams** and click **Join or create a team**.

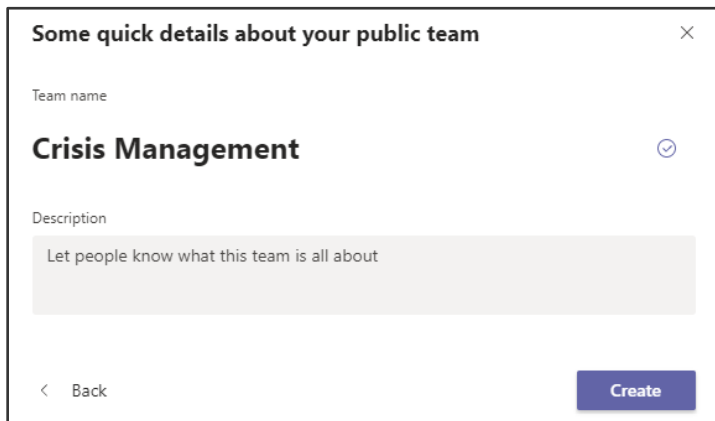


3. Select **Create a team**.



4. Select **Build a team from scratch**.
5. Select **Public**.

6. Enter **Crisis Management** for **Team name** and click **Create**.



Some quick details about your public team

Team name

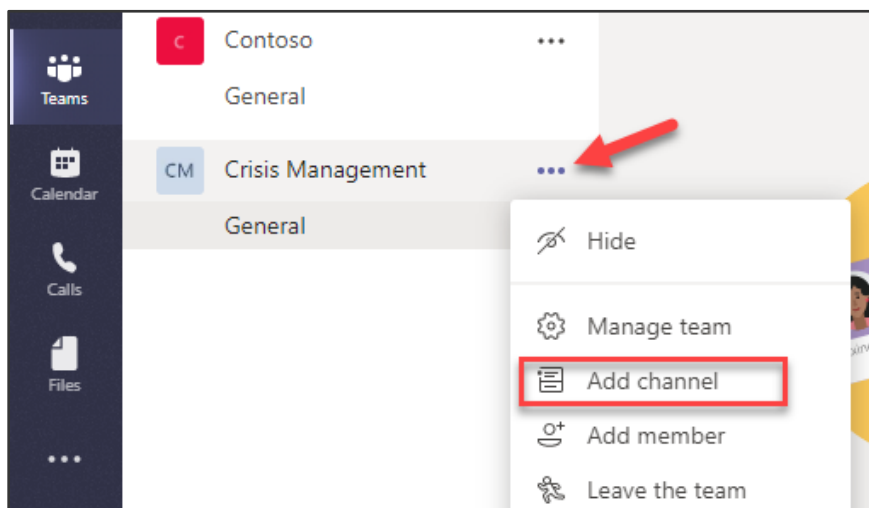
Crisis Management ✓

Description

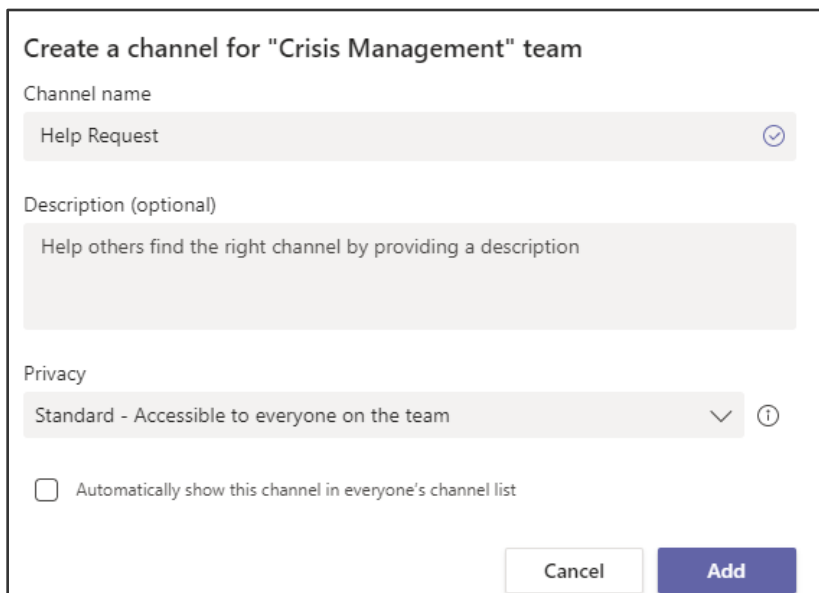
Let people know what this team is all about

< Back Create

7. Click **Skip**.
8. Click on the ... **More options** of the crisis team you just created and select **Add channel**.



9. Enter **Help Request** for **Channel name** and click **Add**.



Create a channel for "Crisis Management" team

Channel name

Help Request ✓

Description (optional)

Help others find the right channel by providing a description

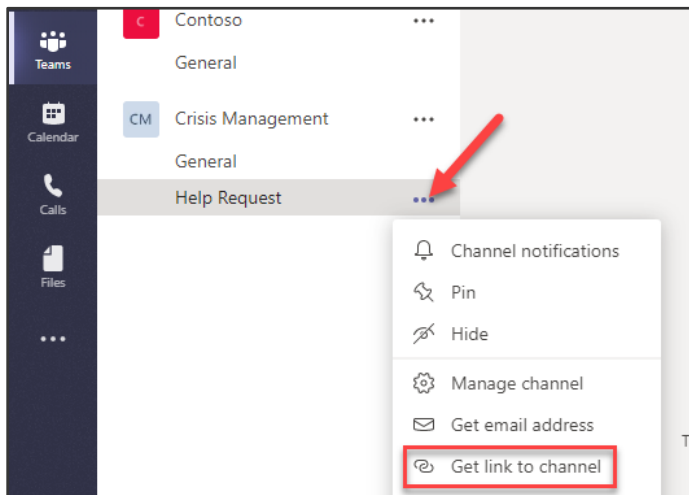
Privacy

Standard - Accessible to everyone on the team ▼ ⓘ

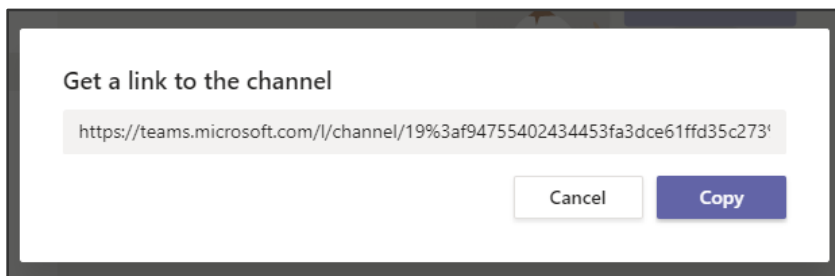
☐ Automatically show this channel in everyone's channel list

Cancel Add

10. Click on the ... **More options** button of the channel you just created and select **Get link to channel**.



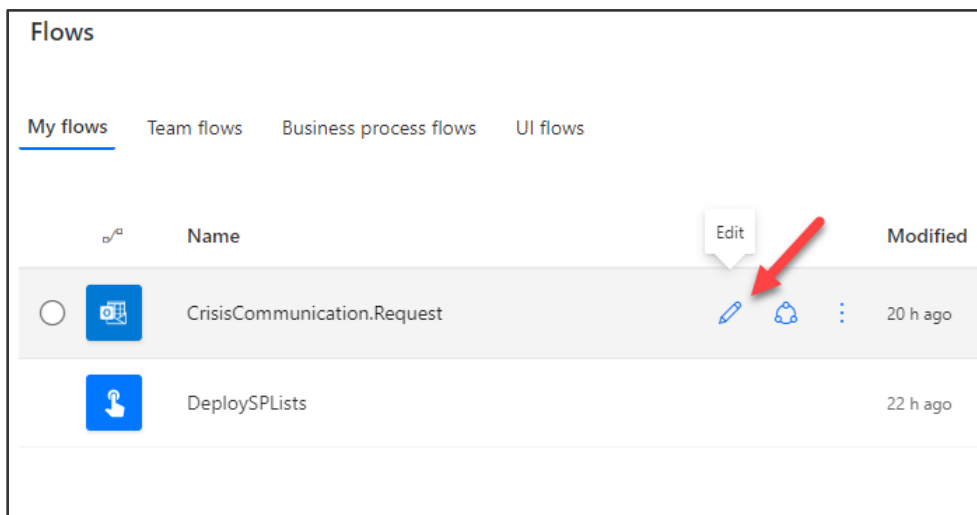
11. Click Copy and paste in on a notepad. You will need this information in the next task.



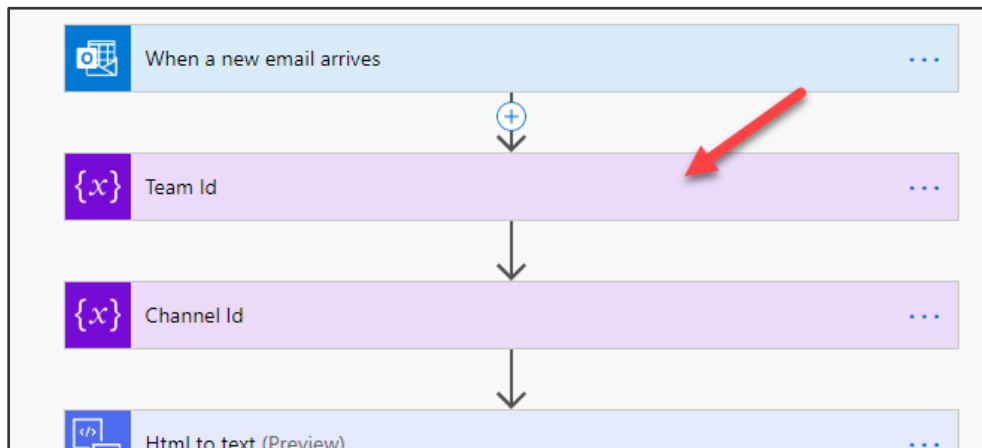
Task 2: Configure and test flow

In this task, you will configure and test the crisis communication request flow.

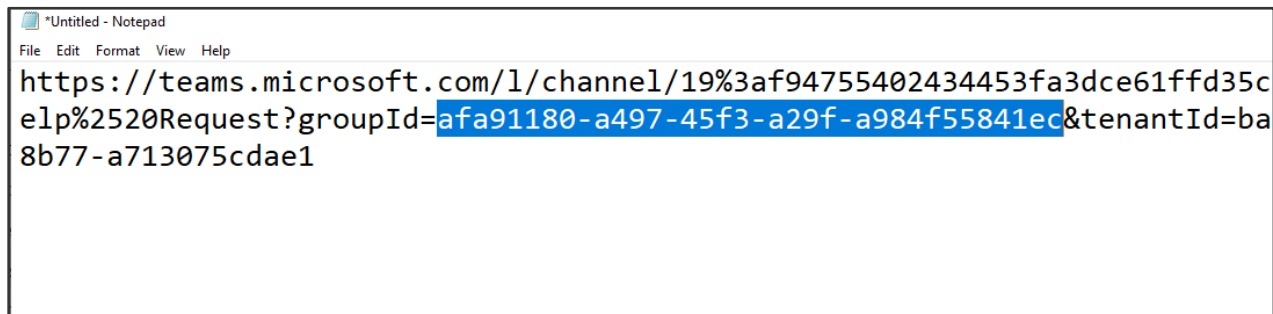
1. Navigate to [Power Automate](#) and make sure you are in the correct environment.
2. Select **My flows** and click edit on the **CrisisCommunication.Request** flow. This flow was imported when you added the crisis communication application.



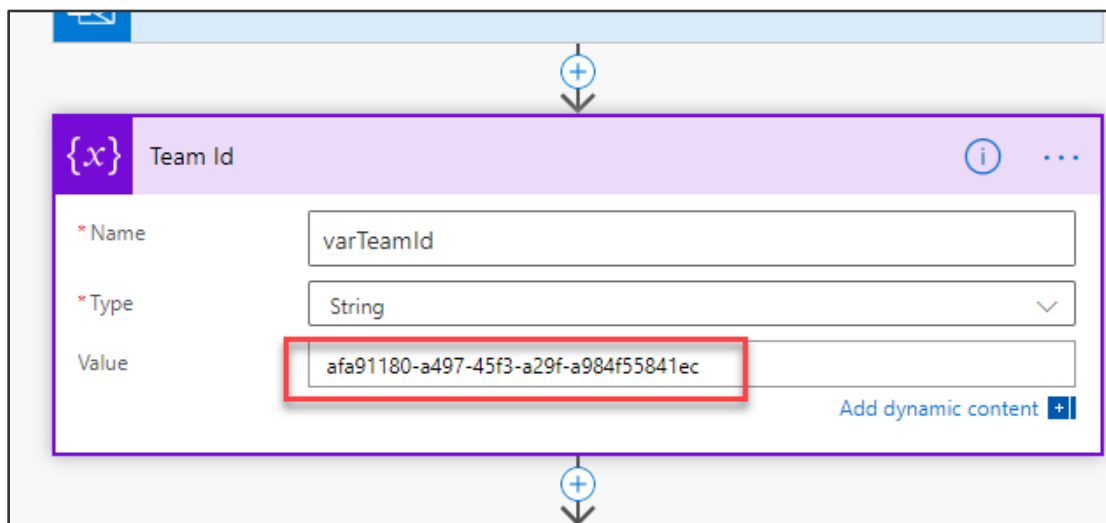
- Click to expand the **Team Id** step.



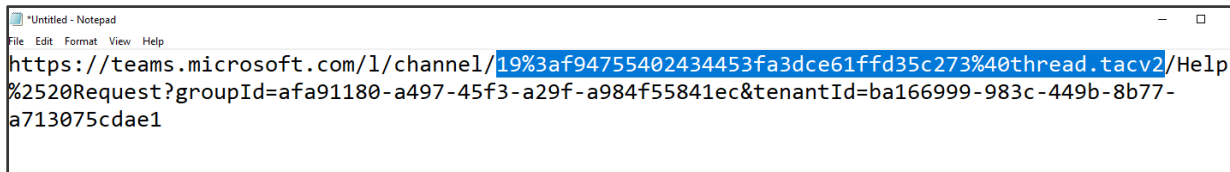
- Go to the notepad where you have the channel link and copy the group id. You will copy the GUID located between `groupId=` and `&tenantId=`.



- Go back to the flow and paste the group id you copied into the **Value** field of the **Team Id** step

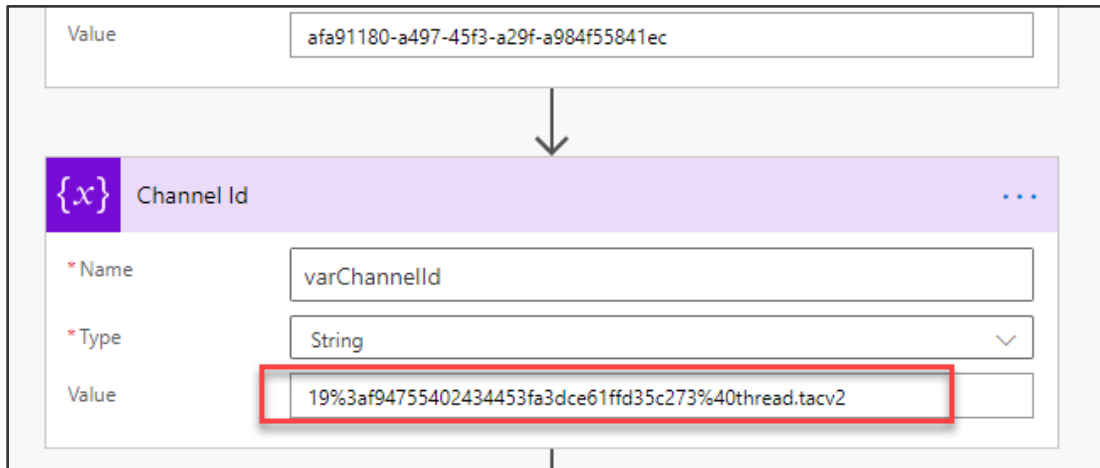


- Click to expand the **Channel Id** step.
- Go to the notepad where you have the channel link and copy the channel id. You will copy everything between `channel/=` and `/Help`.



```
https://teams.microsoft.com/l/channel/19%3af94755402434453fa3dce61ffd35c273%40thread.tacv2/Help%2520Request?groupId=afa91180-a497-45f3-a29f-a984f55841ec&tenantId=ba166999-983c-449b-8b77-a713075cdae1
```

8. Go back to the flow and paste the channel id you copied into the **Value** field of the Channel Id step.



Value: afa91180-a497-45f3-a29f-a984f55841ec

Channel Id

* Name: varChannelId

* Type: String

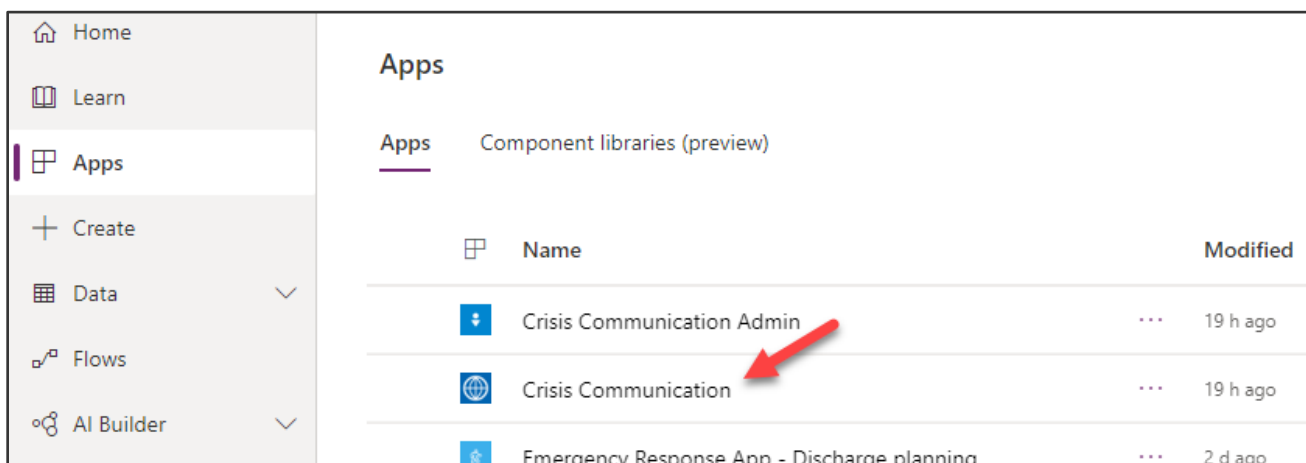
Value: 19%3af94755402434453fa3dce61ffd35c273%40thread.tacv2

9. Click **Save** to save the flow.

Task 3: Test the flow

In this task, you will test the crisis communication request flow.

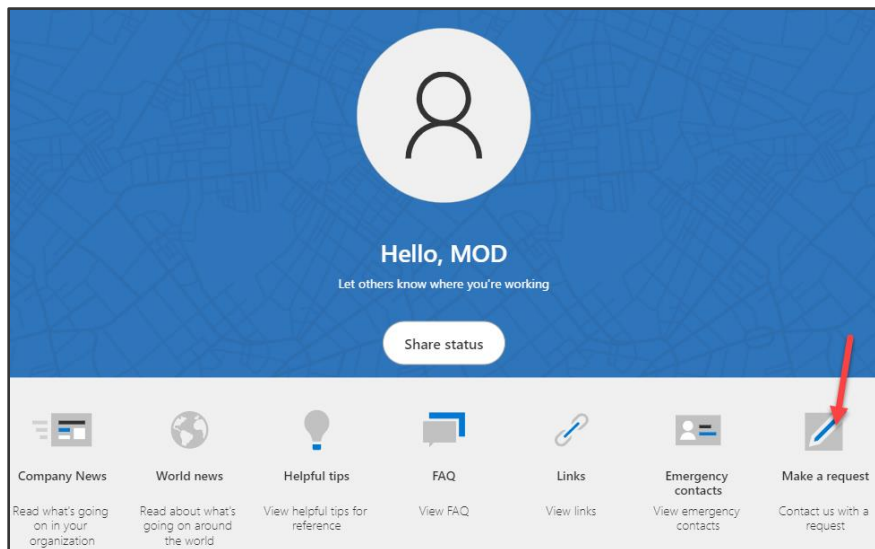
1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select Apps and click to open the **Crisis Communication** application.



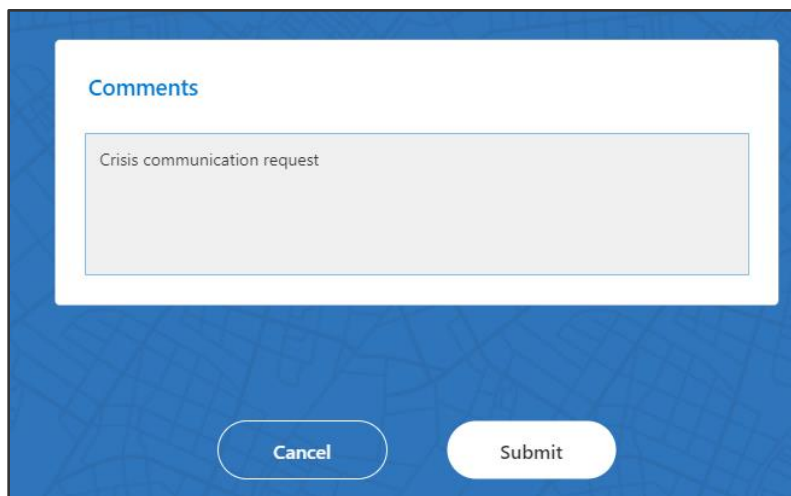
Home	Apps
Learn	Component libraries (preview)
Apps	
Create	
Data	
Flows	
AI Builder	

Name	Modified
Crisis Communication Admin	19 h ago
Crisis Communication	19 h ago
Emergency Response App - Discharge planning	2 d ago

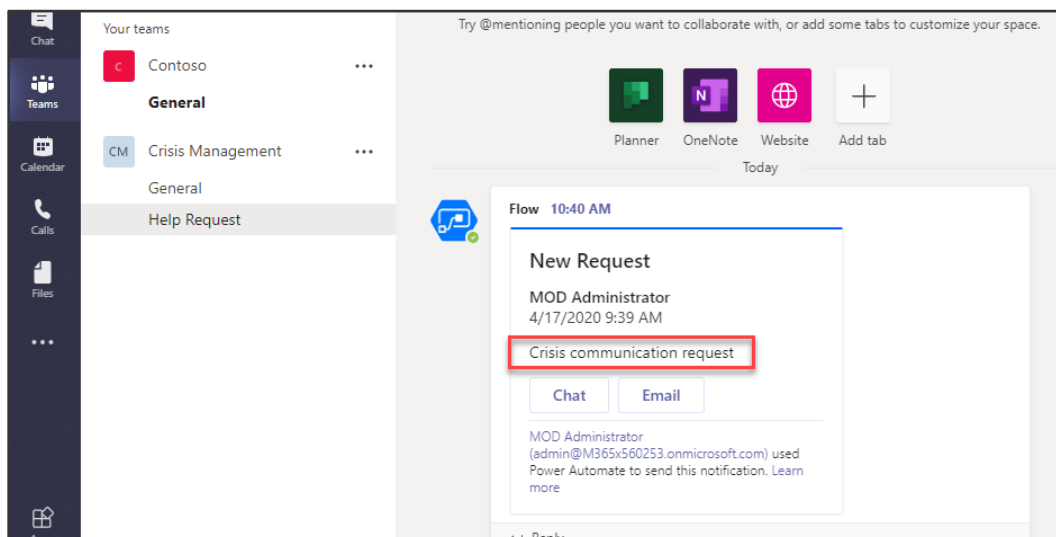
3. Click **Make a request**.



4. Provide comments and click **Submit**.



5. Go back to Teams and select the **Help Request** channel you created. You should a post from flow.



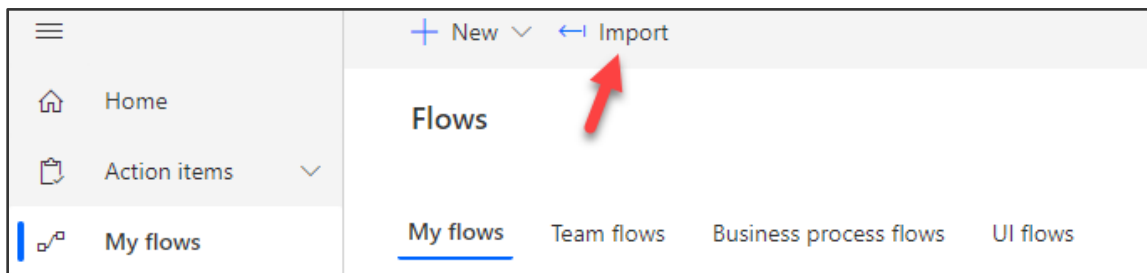
Exercise 5: Import and configure the news notification flow

In this exercise, you will import, configure, and test the crisis communication news notification flow

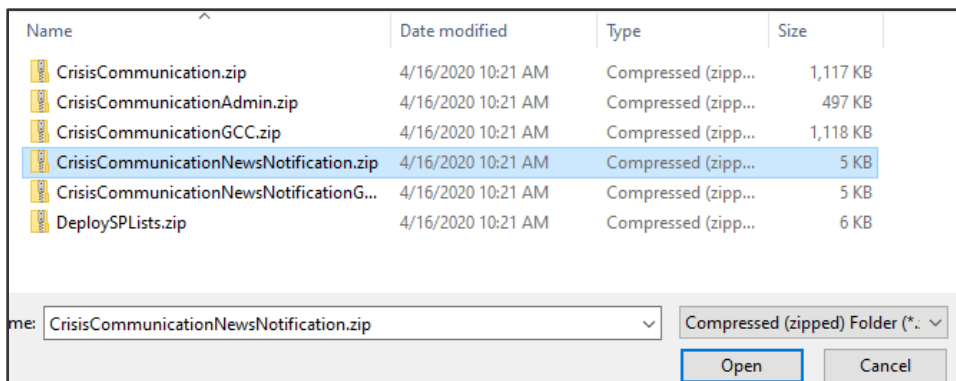
Task 1: Import and configure flow

In this task, you will import and configure the crisis communication news notification flow.

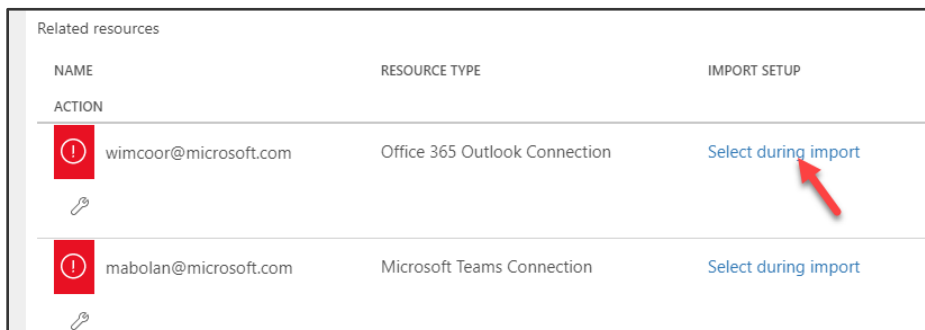
1. Navigate to [Power Automate](#) and make sure you are in the correct environment.
2. Select **My flows** and click **Import**.



3. Click **Upload**.
4. Browse to the crisis communication package you extracted, select **CrisisCommunicationNewsNotification.zip** and click **Open**.



5. Click **Select during import** for Office 365 Outlook Connection.



6. Select the available connection and click **Save**.

The connection or custom API already exists in the environment and must be selected when this package is imported.

+ Create new Refresh list

NAME	RESOURCE TYPE
admin@M365x560253.onmicrosoft.com	1 h ago ✓

Save Cancel

7. Click **Select during import** for Microsoft Teams Connection.
8. Select the available connection and click **Save**.
9. Click **Select during import** for SharePoint Connection.
10. Select the available connection and click **Save**.
11. You will now create two new connections Power Apps Notification and Azure AD connections. Click **Select during import** for Power Apps Notification Connection.

admin@M365x560253.onmicrosoft.com	Microsoft Teams Connection	admin@M365x560253.onmicrosoft.com
News Notifications	PowerApps Notification Connection	Select during import
wimcoor@microsoft.com	Azure AD Connection	Select during import
	SharePoint Connection	Select during import

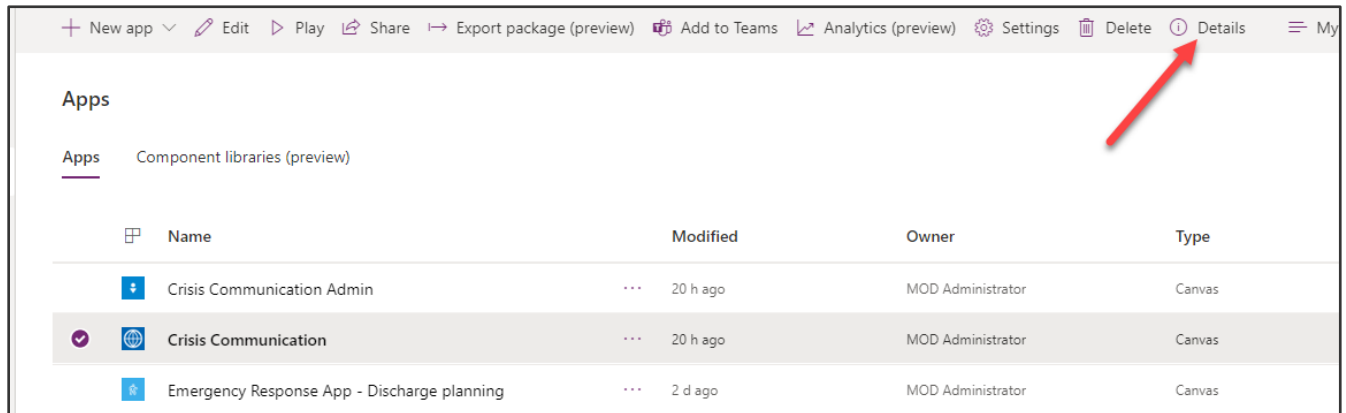
12. Click + **Create new**.
13. Click + **New connection**.
14. Search for Power Apps and select **Power Apps Notification**.

Power apps

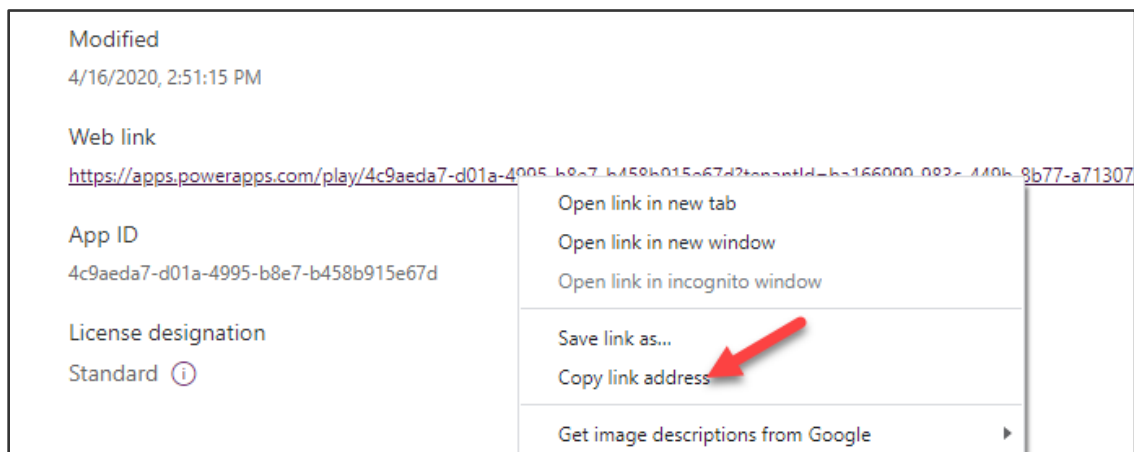
Connections > New connection

Name	Type
Power Apps for Admins (preview) Microsoft	Standard
Power Apps for Makers (preview) Microsoft	Standard
Power Apps Notification (preview) Microsoft	Standard

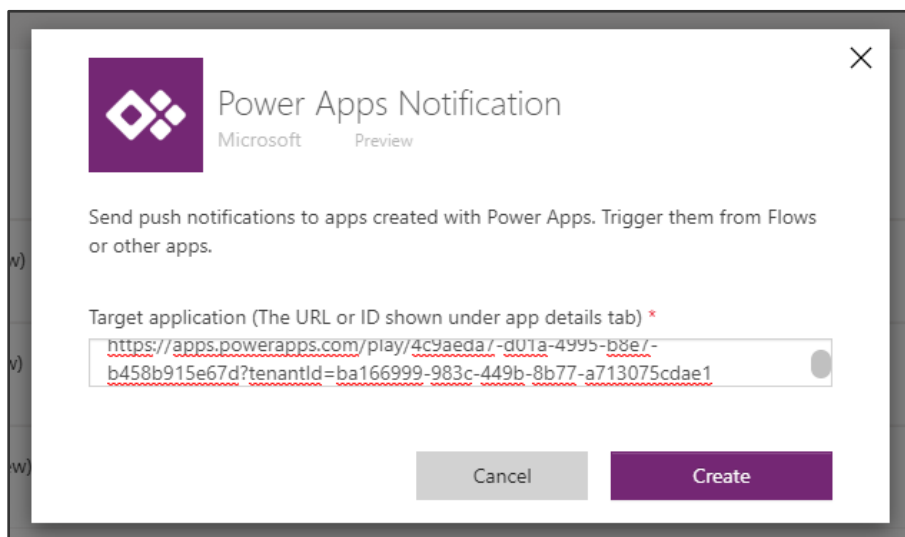
15. Start a new browser tab or window, navigate to [Make Power Apps](#) and make sure you are in the correct environment.
16. Select **Apps**, select the **Crisis Communication** application and click **Details**.



17. Copy the **Web Link**.

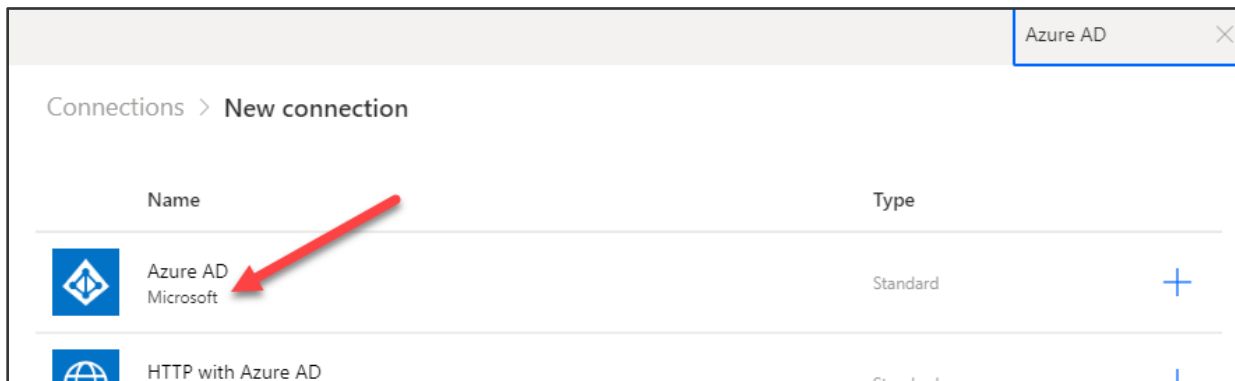


18. Go back to the flow import, paste the web link into the **Target application** field and click **Create**.



19. You will create the second connection. Click **+ New connection** again.

20. Search **Azure AD** and select it.



21. Click **+Create**.

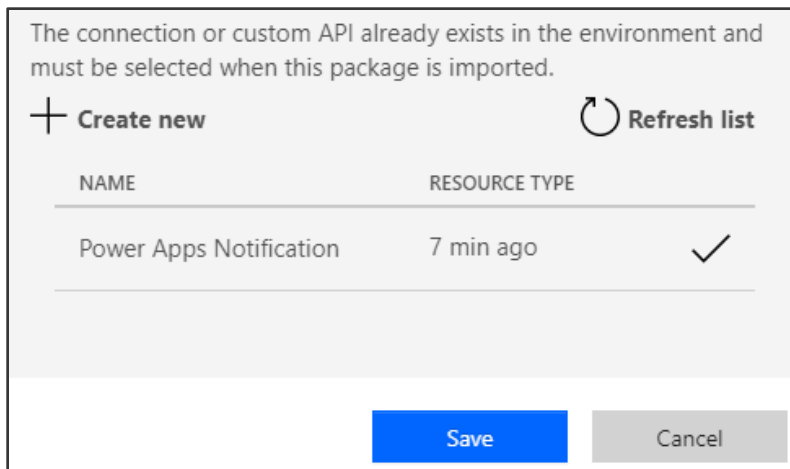
22. Provide your admin user email and click **Next**.

23. Provide your admin user password and click **Sign in**.

24. Click **Accept**.

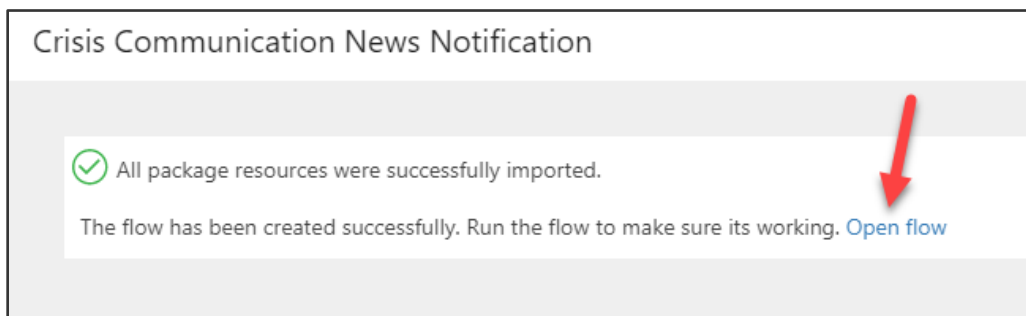
25. Close the connections browser tab or window.

26. Select the Power Apps Notification connection you added and click **Save**.

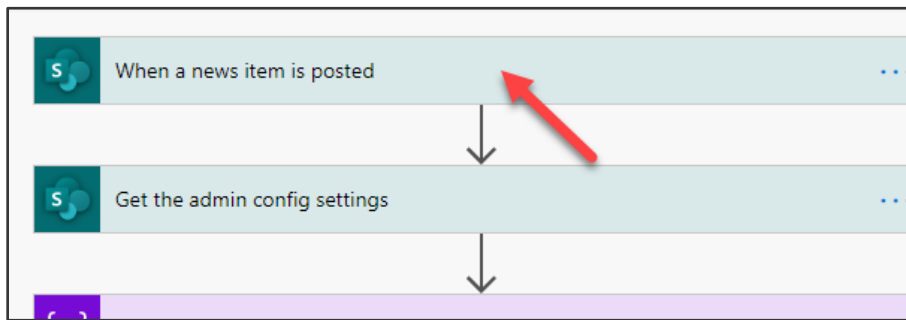


27. You are now ready to import. Click **Import** and wait for import to complete.

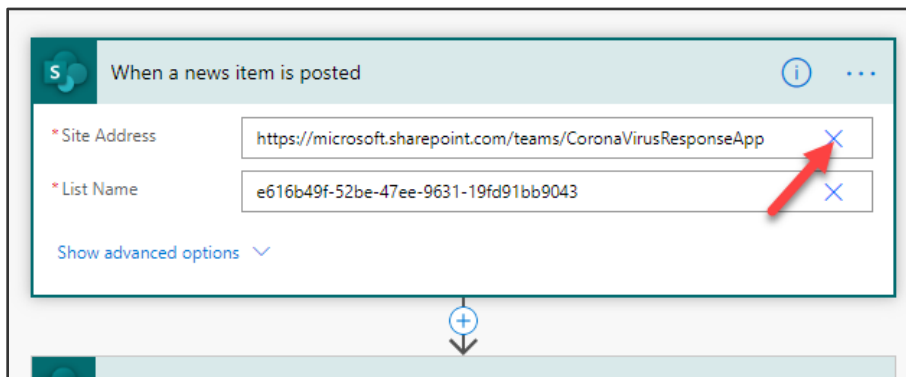
28. Once the import is complete, click **Open Flow**.



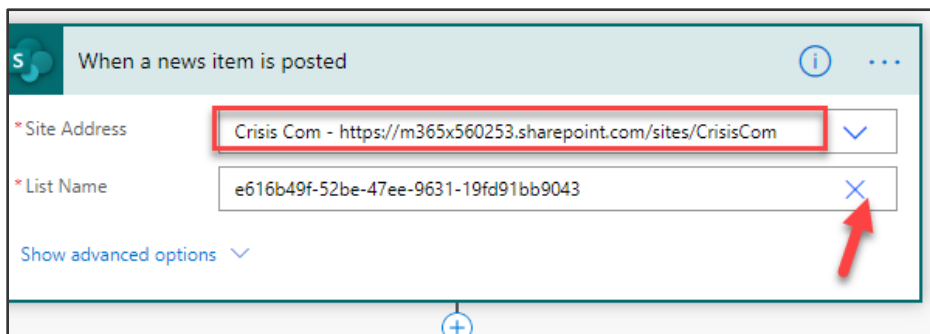
29. Click to expand the **When a new item is posted** step.



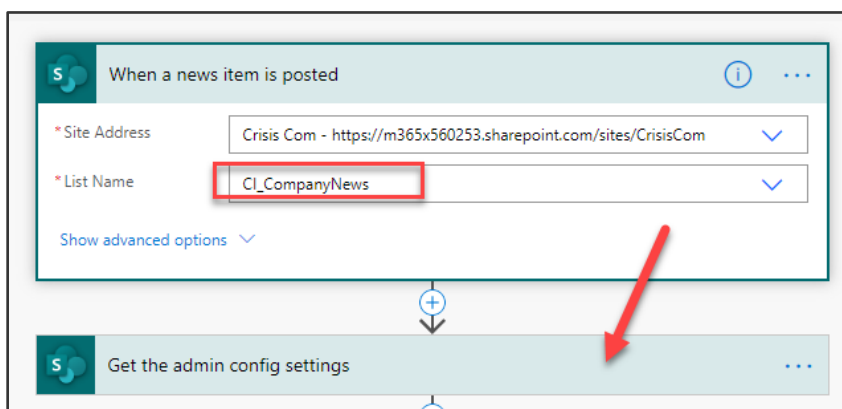
30. Clear the **Site Address** field.



31. Select your SharePoint site for **Site Address** and clear the **List Name** field.



32. Select **CI_CompanyNews** for **List Name**. Then click to expand the **Get the admin config settings** step.



33. Clear the **Site Address** value and select your SharePoint sit.
34. Clear the **List Name** value and select **CI_configAdminSetup**.
35. Click **Save** to save your changes.

Notify users on new crisis communication news

Save Flow checker Test

When a news item is posted

*Site Address Crisis Com - https://m365x560253.sharepoint.com/sites/CrisisCom

*List Name CI_CompanyNews

Show advanced options

Get the admin config settings

*Site Address Crisis Com - https://m365x560253.sharepoint.com/sites/CrisisCom

*List Name CI_configAdminSetup

Limit Entries to Folder Select a folder, or leave blank for the whole list

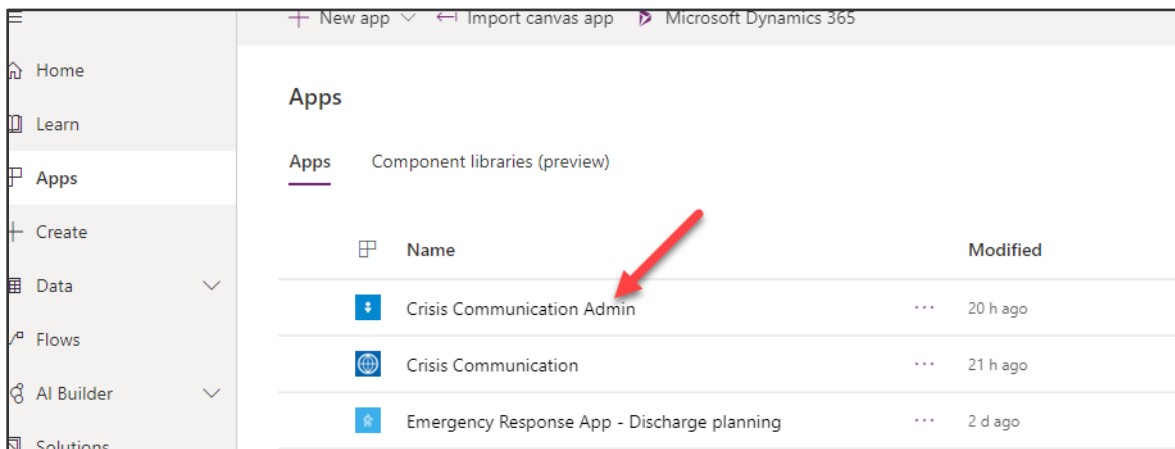
Include Nested Items Return entries contained in sub-folders (default = true)

Show advanced options

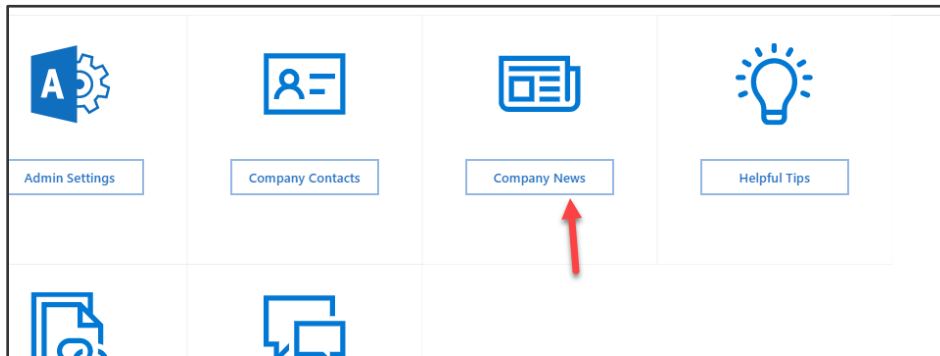
Task 2: Test news notification flow

In this task, you will test the crisis communication news notification flow

1. Navigate to [Make Power Apps](#) and make sure you are in the correct environment.
2. Select **Apps** and click to open the **Crisis Communication Admin** application.



3. Select **Company News**.

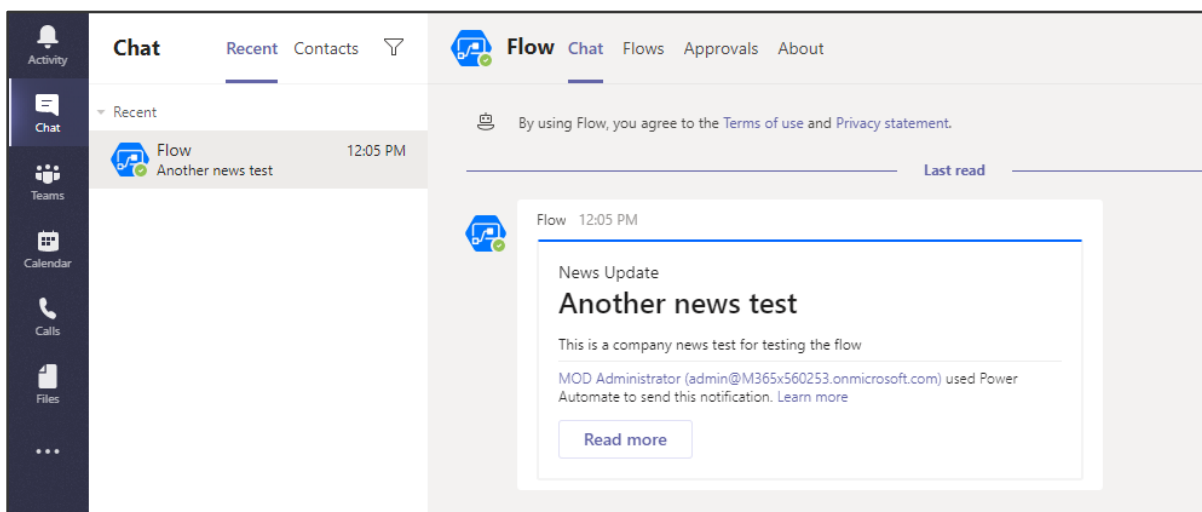


4. Click **Create new post**.

5. Provide post information and click **Save**.

A screenshot of the 'Edit Update' form. It has a title field with the text 'Another news test'. Below it is a 'Details' section with a rich text editor containing the text 'This is a company news test for testing the flow'. There is also a 'Blurb' field with the same text. At the bottom, there is a 'Deprecated' toggle switch set to 'No' and a blue 'Save' button.

6. Go back to Teams. You should get a chat notification from the flow.



Next Steps

Enable location information for submit request [Enable location update](#)

Add additional work status information [Additional work status message](#)

Configure a shared inbox [Shared inbox](#)

Setup emergency contacts [Setup emergency contacts](#)

Sending notifications to more than 5000 users [Bypass 5000 group members limit](#)

Monitor office absences with Power BI [Monitoring absences with Power BI](#)

Integrating your app into Teams [Integrate with Teams](#)

FAQ for crisis communication solution [FAQ](#)

Issues and feedback [Feedback](#)

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