



Alertable for Microsoft Teams

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Installation, location setup, pinning, troubleshooting, and removal

Purpose

Use this simple guide to add Alertable in Microsoft Teams, set your location, keep the app easy to find, resolve common installation issues, and uninstall it when required.

Prepared for the Queen's University Microsoft 365 Teams environment

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1 BEFORE YOU BEGIN

- Use the Microsoft Teams desktop app or Teams on the web.
- Sign in with your Queen's University account.
- Ensure you know the location(s) you want Alertable to use for relevant notifications.

About the Teams interface

At the time of authoring, Microsoft was rolling out an updated Teams interface. During this transition, some users may see the new interface while others may still see the existing interface.

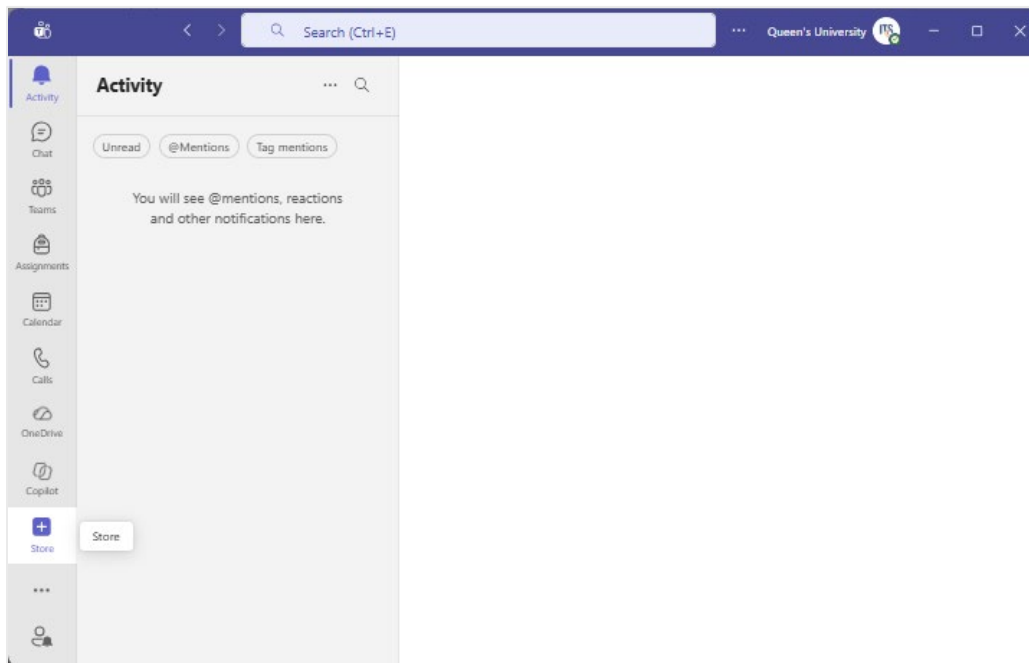
This guide uses the **new enhanced interface by default**. When the steps are the same in both interfaces, only the new interface is shown. **When the process differs between interfaces, both versions are shown.**

2 QUICK REFERENCE

Task	Path or action
Install	+Store > search for Alertable > Alertable > Add > Open
Set location	Open Alertable > Settings > search for a location > select location > Save
Pin	View more apps > right-click Alertable > Pin
Update location	Open Alertable > Settings > search for a location > update selections > Save
Refresh access	Sign out of Teams > close Teams > reopen Teams > sign in > try again
Restart Teams	Quit Teams completely > reopen Teams > try again
Test the client	Open Teams on the web > Apps > search for Alertable
Unpin	Right-click Alertable > Unpin
Uninstall	Right-click Alertable > Uninstall > Remove

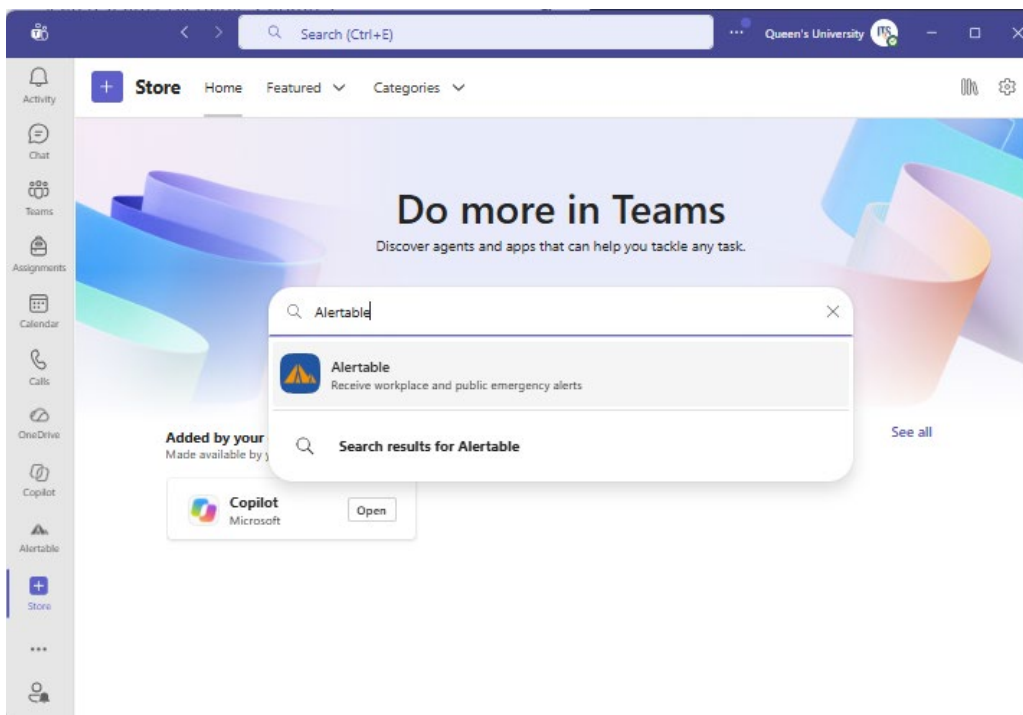
3 FIND ALERTABLE IN THE TEAMS STORE

1. In Microsoft Teams, select **+Store** from the left navigation menu.

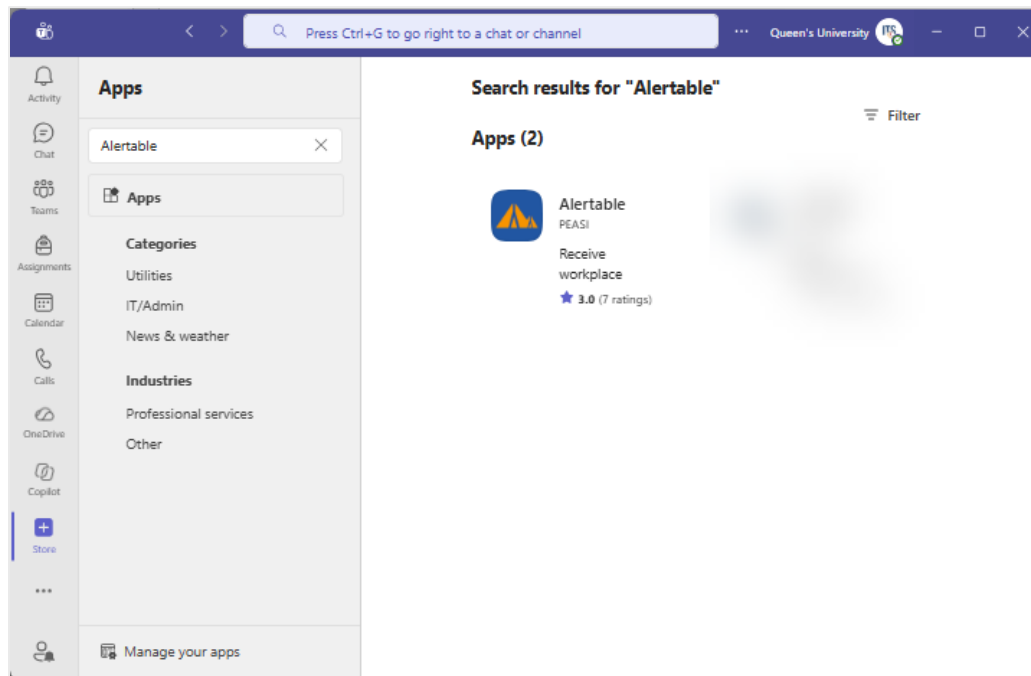


2. In the Apps search box, enter **Alertable**. Select Alertable from the search results to open its details page.

Enhanced Teams store interface

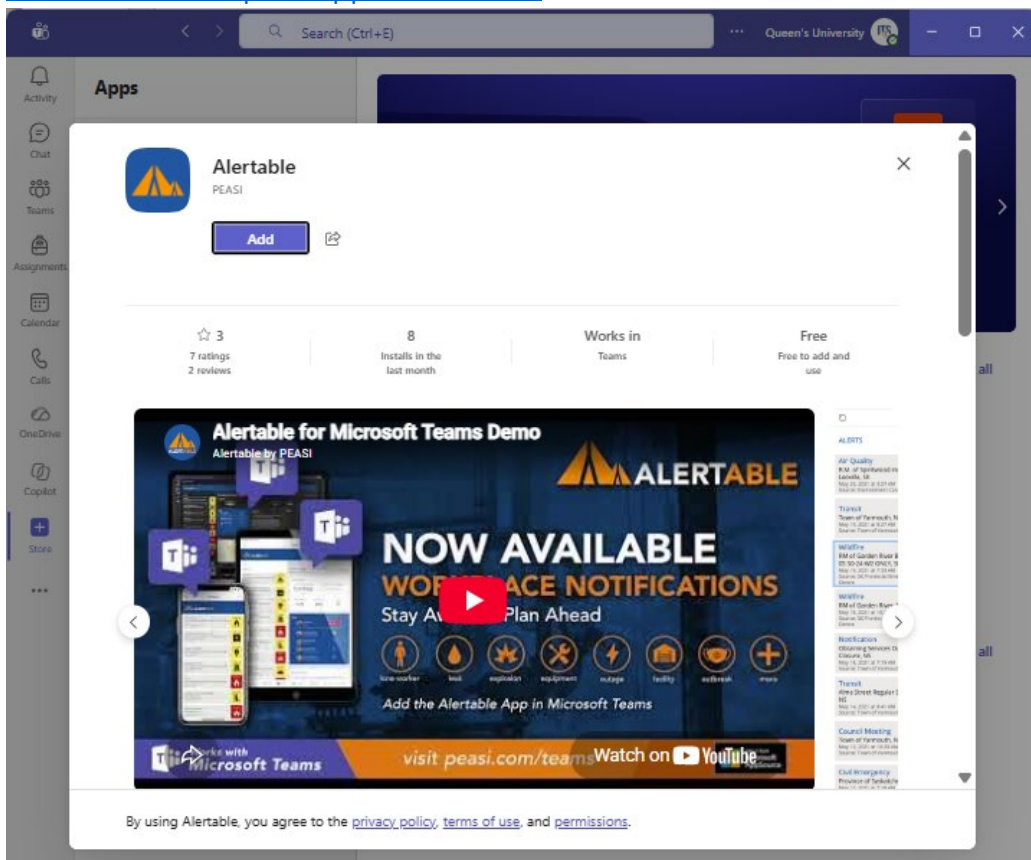


Existing Teams store interface

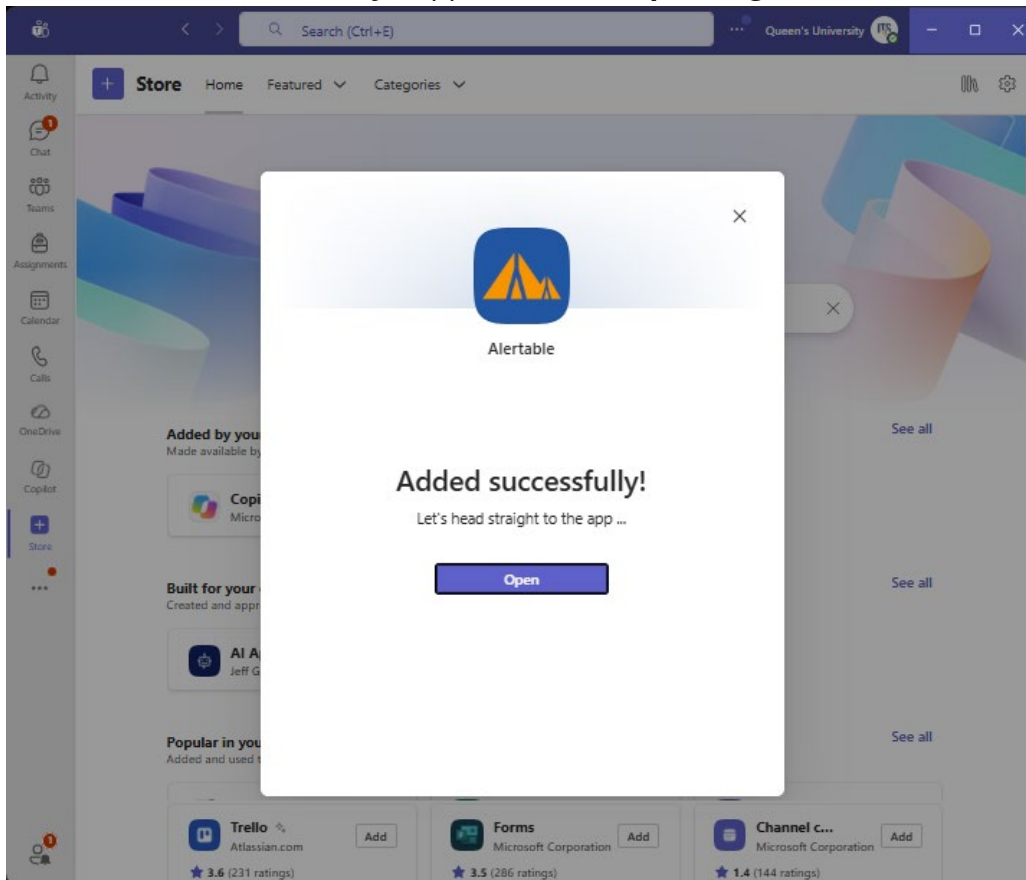


4 ADD ALERTABLE TO TEAMS

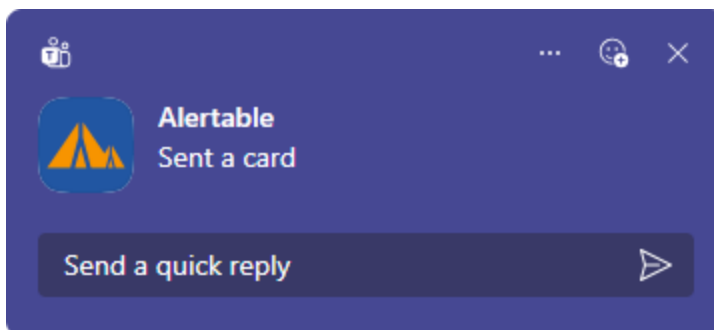
1. Select **Add** and wait while Teams installs the app. If you see "Request approval" refer the [Troubleshoot Request approval section](#).



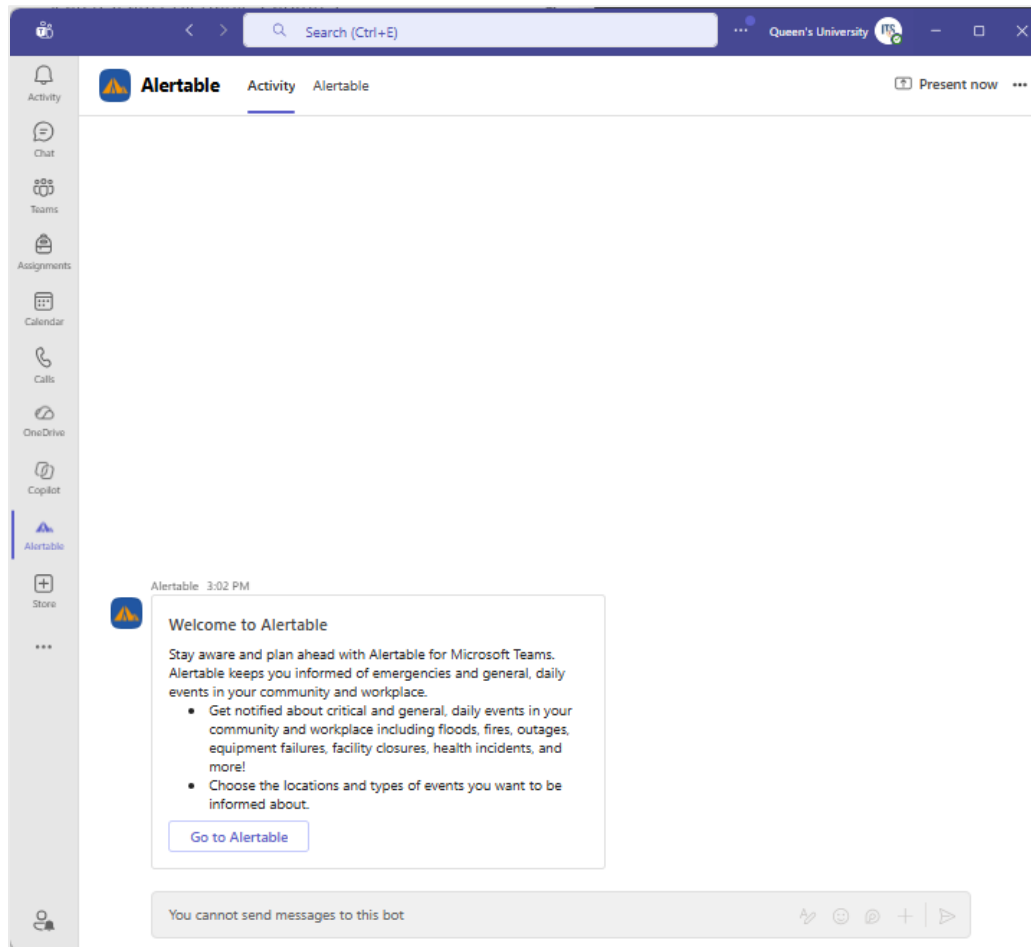
2. When **"Added successfully!"** appears, select **Open** to go to Alertable.



A Teams *toast* notification may also pop up to inform you that Alertable sent a card in Teams chat.

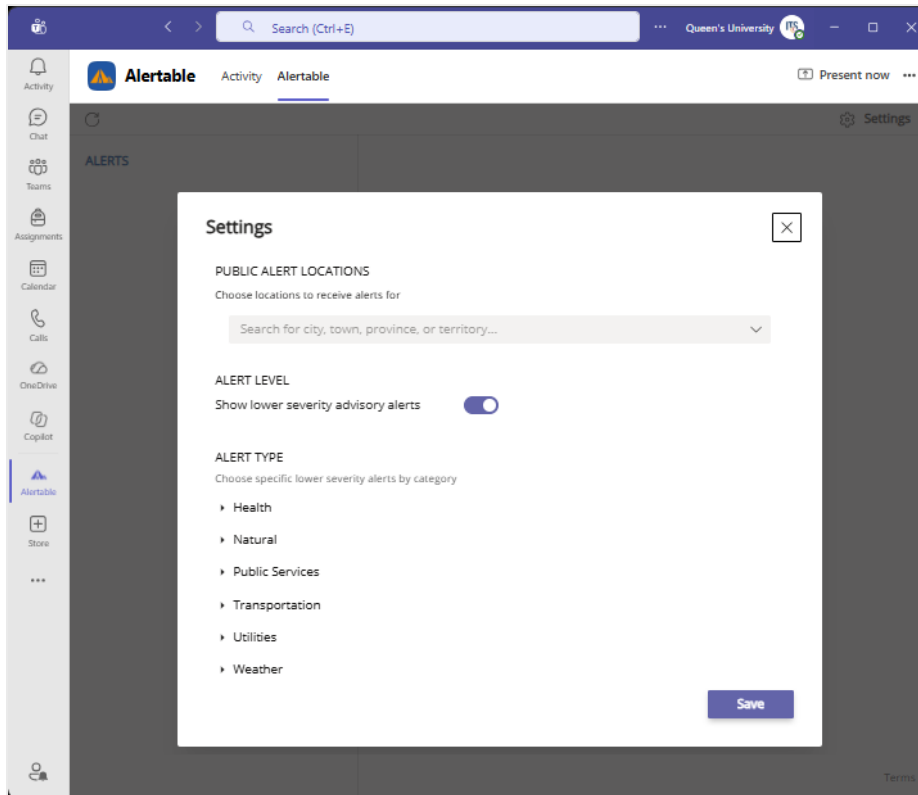


3. Select **Go to Alertable** button in the Welcome to Alertable card.

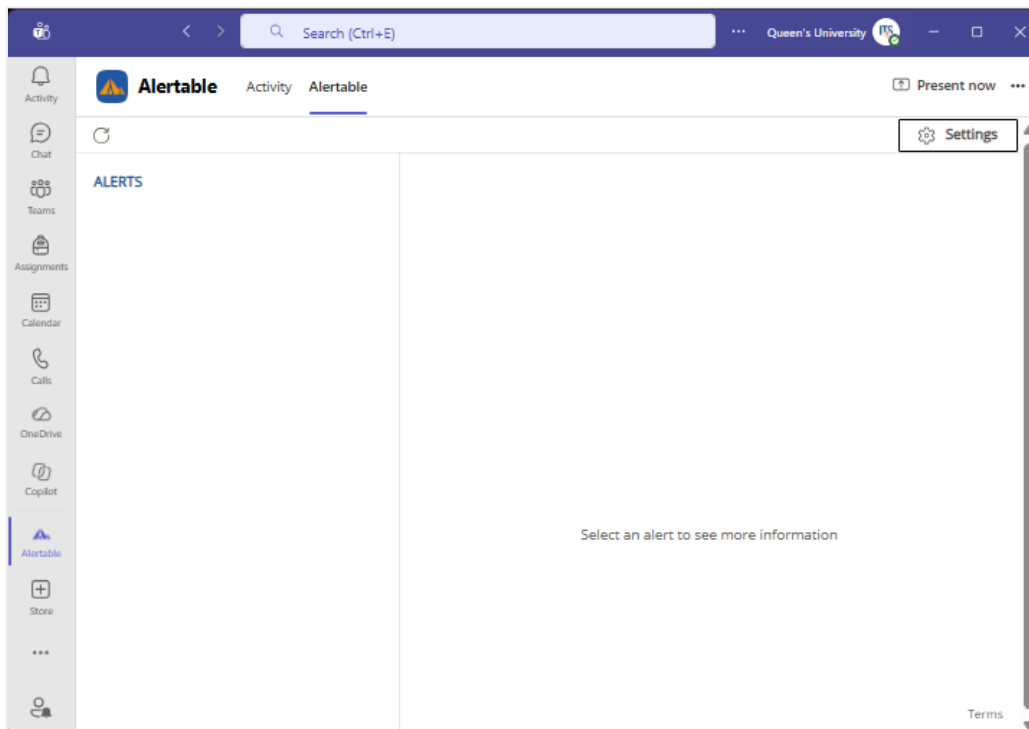


5 SET ALERT LOCATIONS AND PREFERENCES

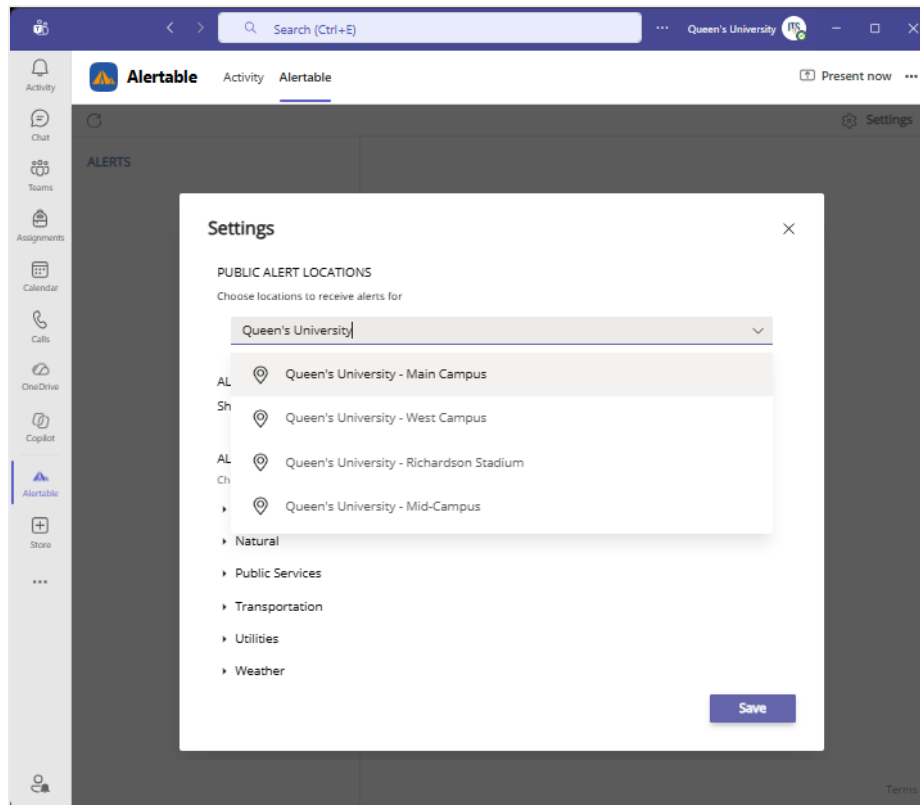
1. On first use, you may be prompted to configure your Alertable settings, including selecting the locations for which you would like to receive alerts.



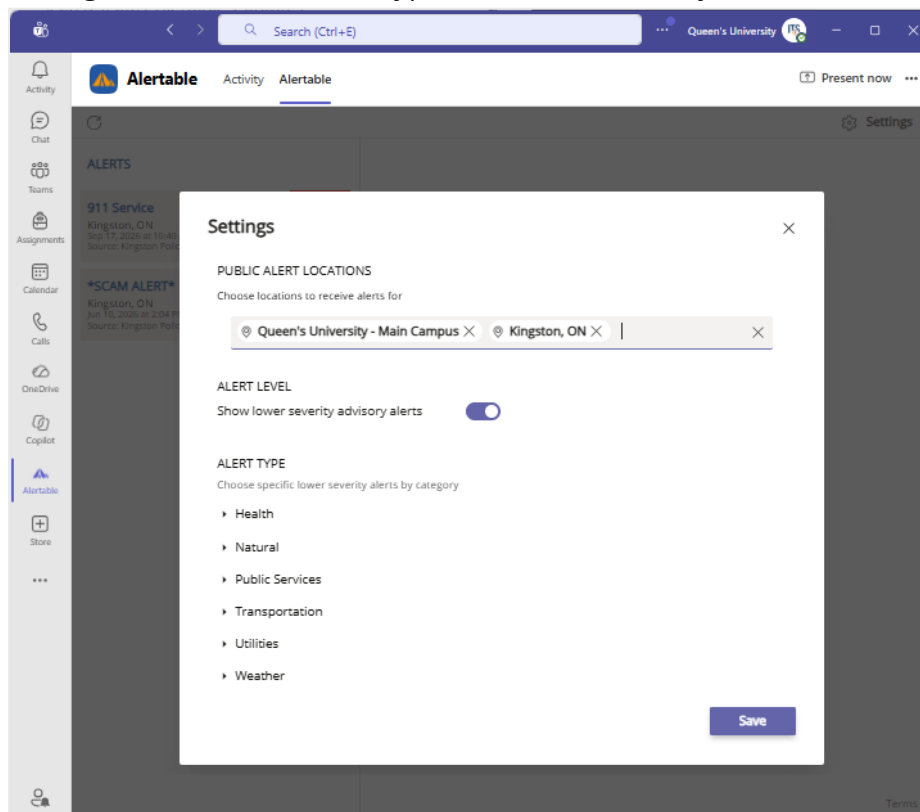
If you aren't prompted, open Alertable **Settings** to configure your alert preferences



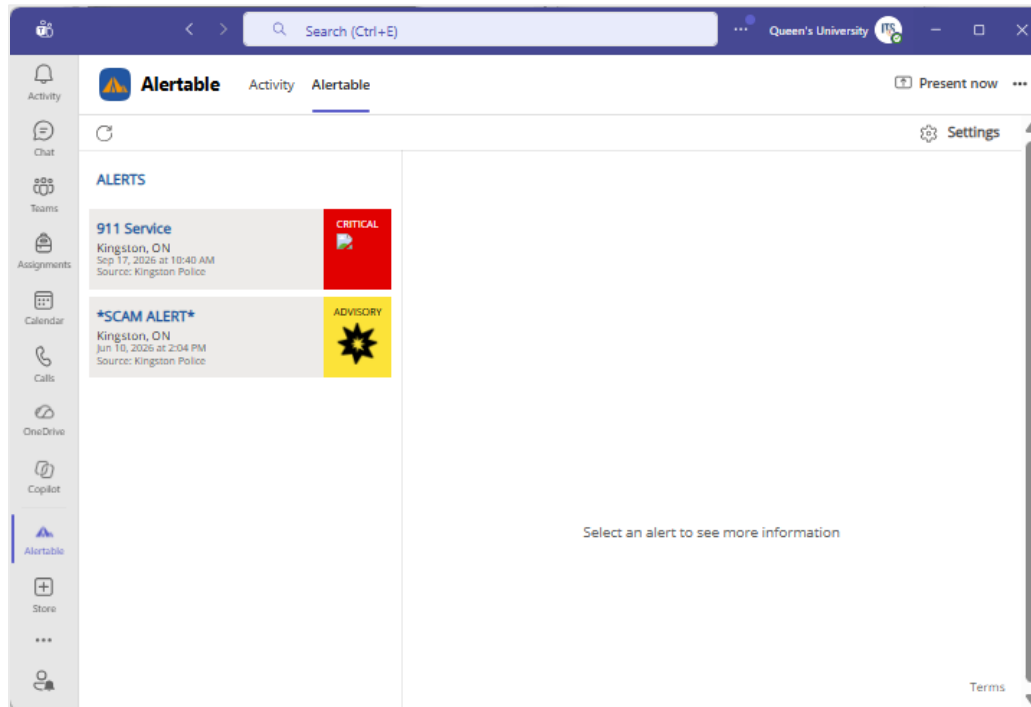
2. On the **Settings** page, enter/search the location(s) for alerts (Queen's University – Main Campus, Kingston, ON, is recommended).



3. Select the correct location from the available search results. Review and update any settings for Alert Level and Types. **Save** to confirm your selection.

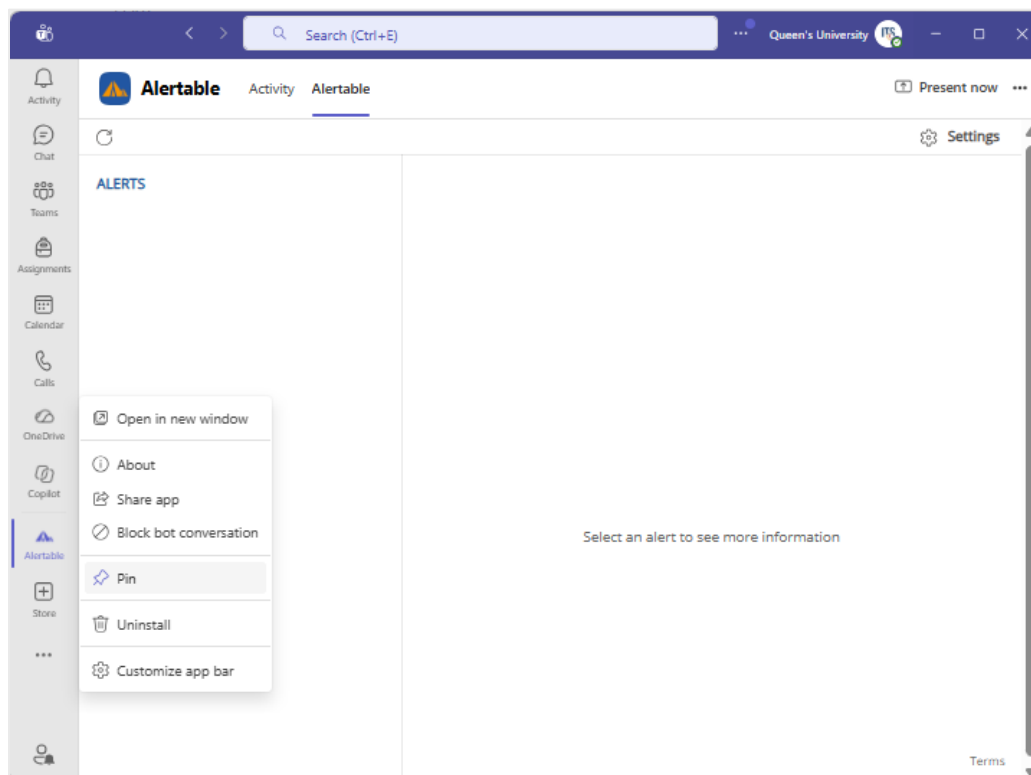


If there are any active public alerts for the locations you selected, they will be posted in the Alerts pane (e.g. Kingston, ON).



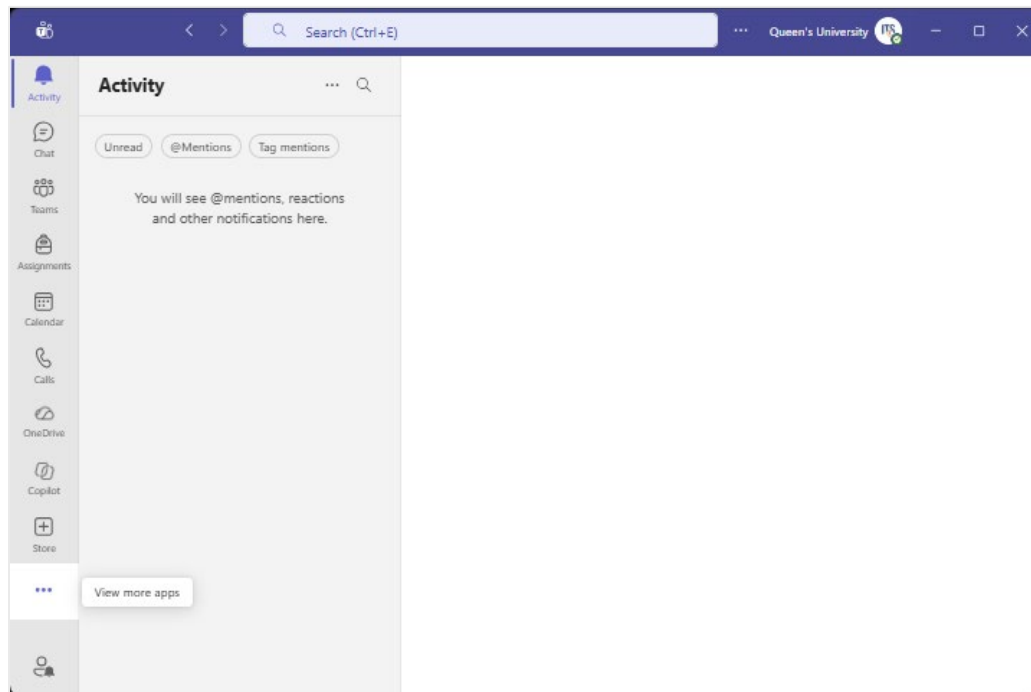
6 PIN ALERTABLE

If the Alertable app is already displayed on the left side of Teams, right-click the **Alertable** app icon and select **Pin**.

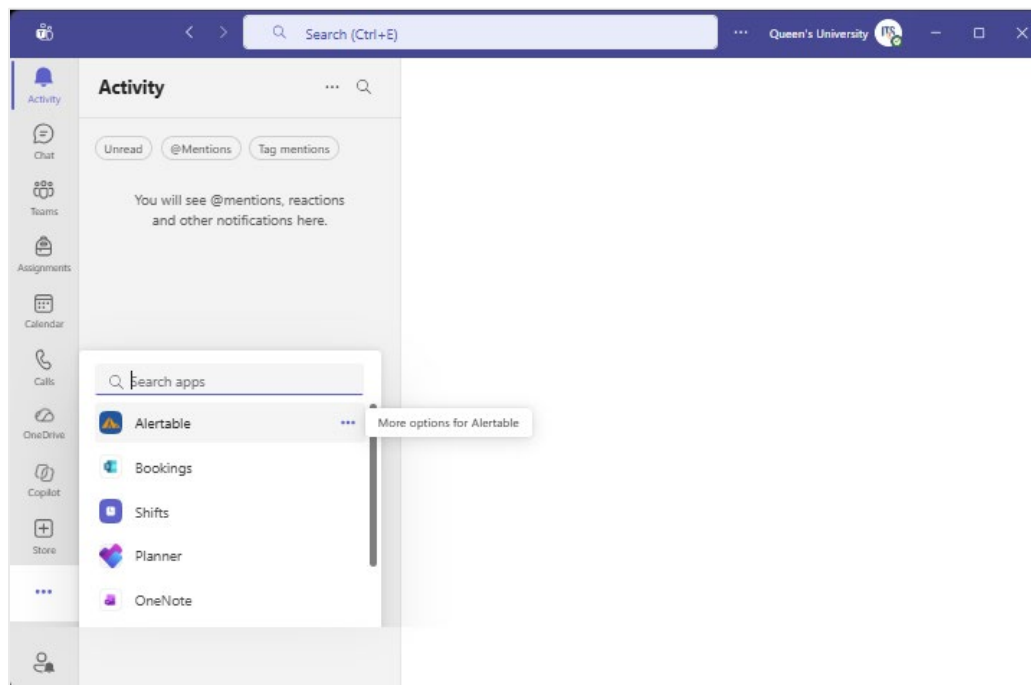


If Alertable is not displayed:

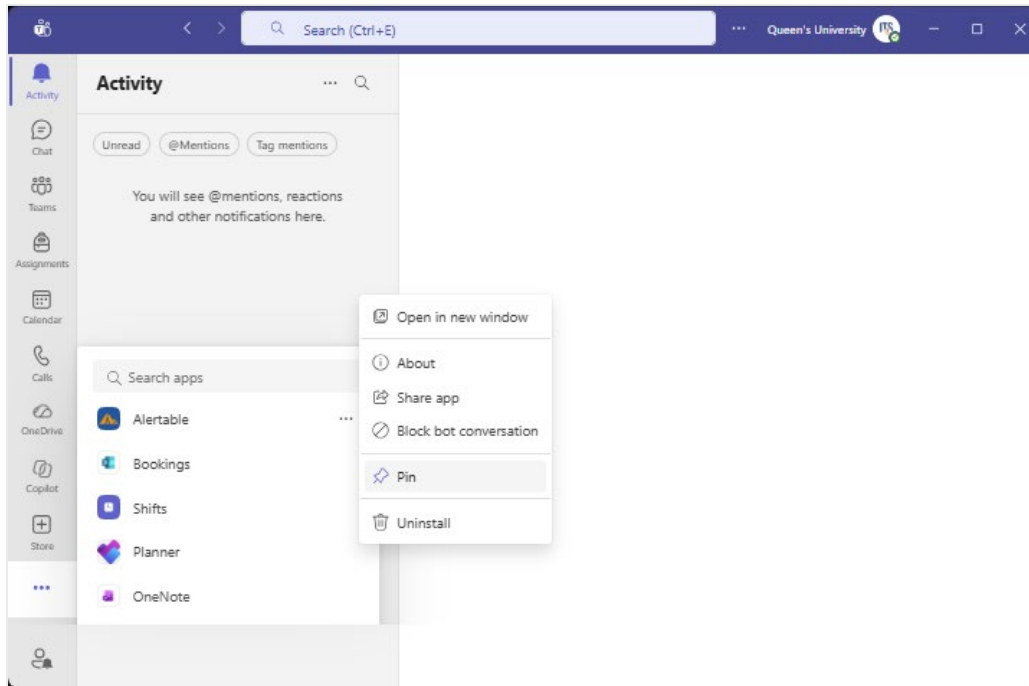
1. Select **View more apps (...)** on the left side of Teams.



2. Search for **Alertable** and right-click or click More options for Alertable (...).



3. Select **Pin**.

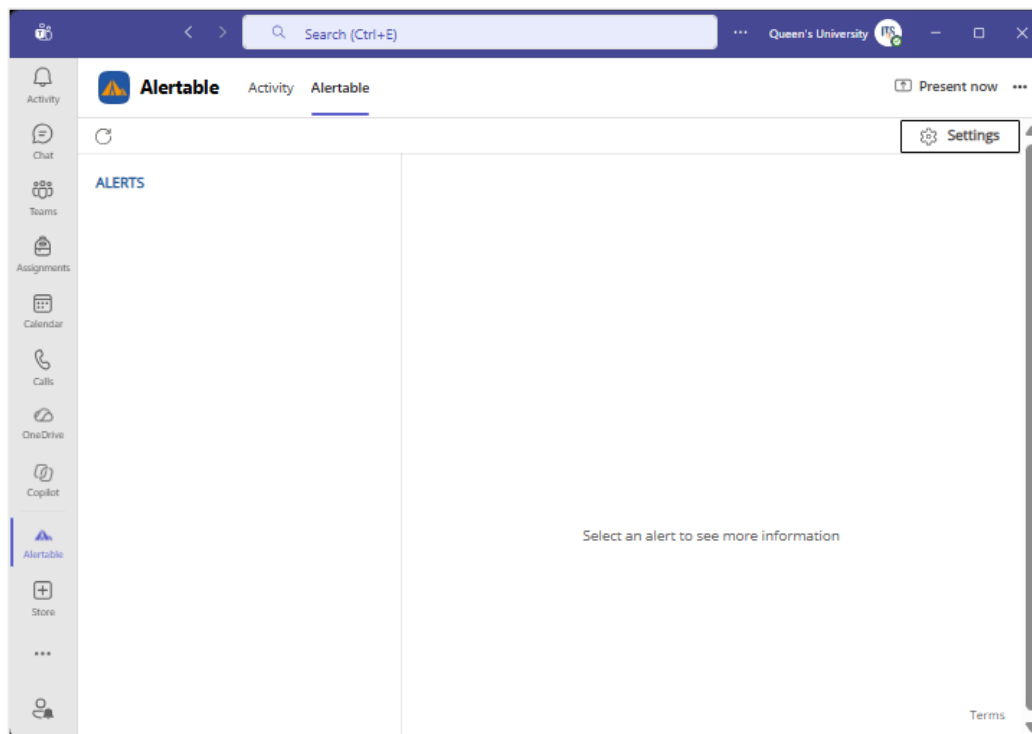


Optional

Drag the pinned Alertable icon up or down to place it in your preferred position.

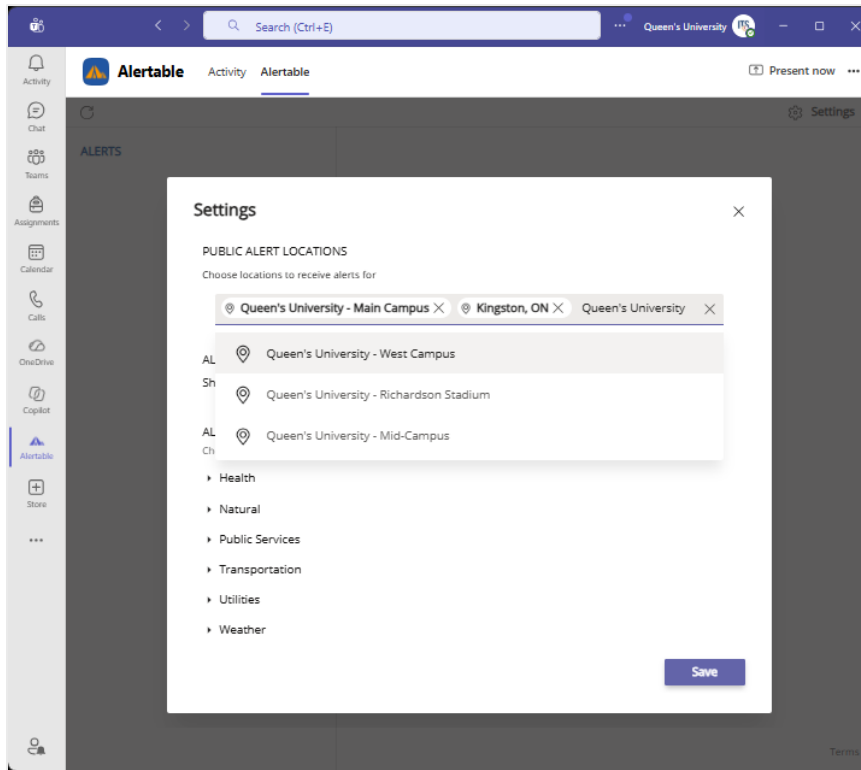
7 UPDATE YOUR ALERT LOCATION AND PREFERENCES

Open Alertable, click **Settings** to configure your alert preferences.

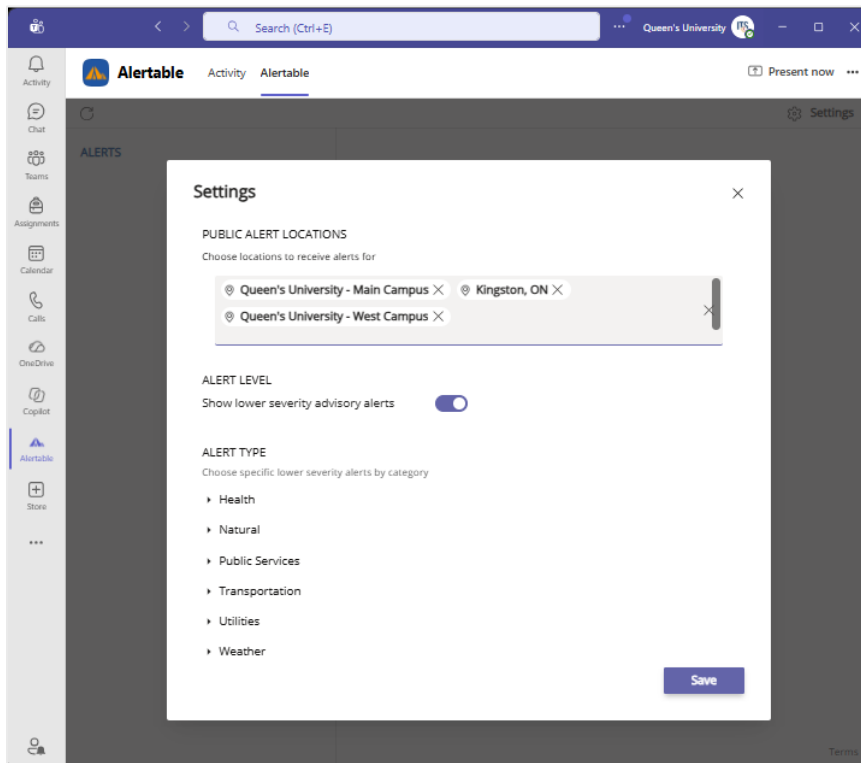


7.1 Add a location

1. On the **Settings** page, enter/search the location(s) for alerts (e.g. Queen's University – West Campus).



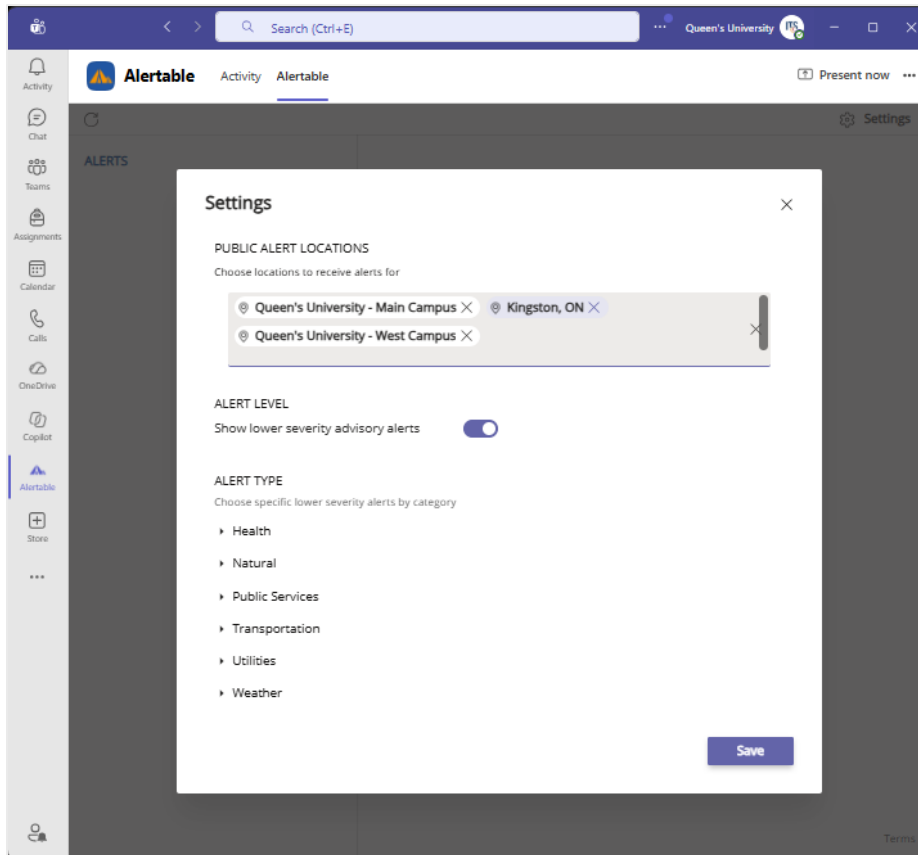
2. Select the correct location from the available search results.



3. **Save** to confirm your changes.

7.2 Remove a location

1. On the **Settings** page, select the **X** beside the location(s) you want to remove (e.g. Kingston, ON).

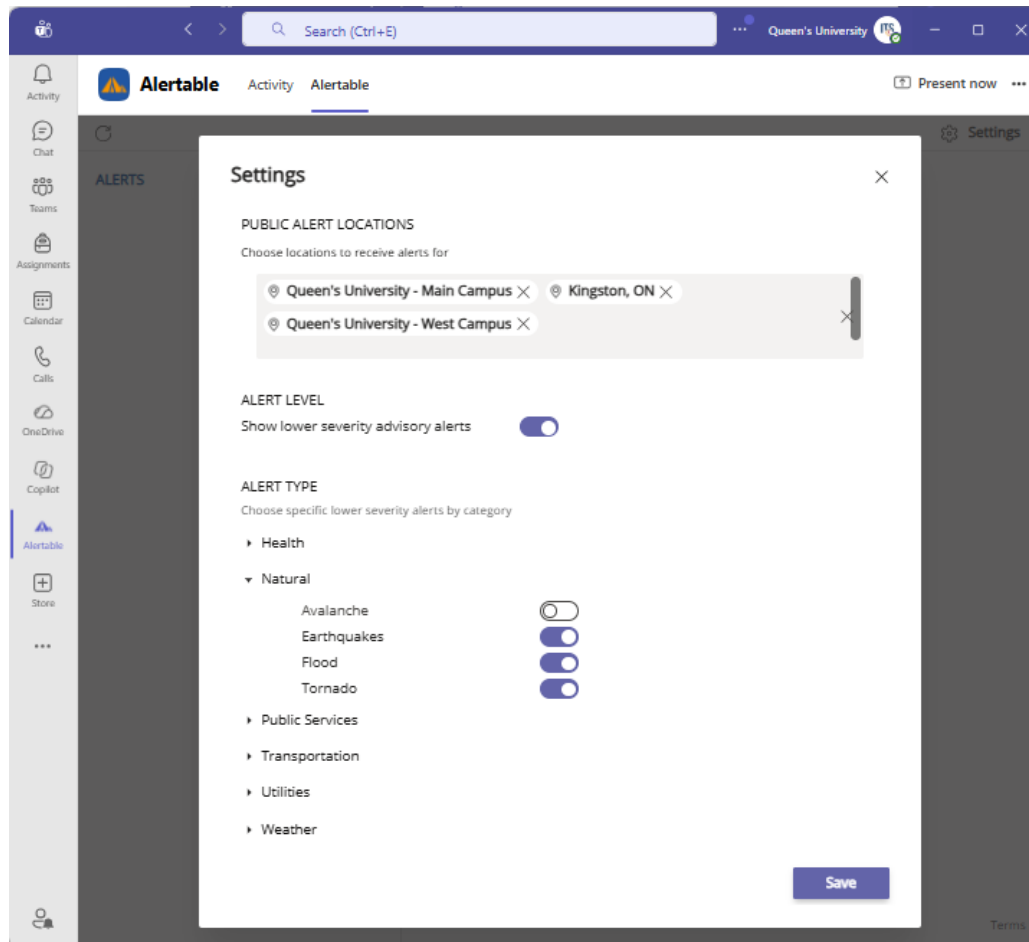


2. **Save** to confirm your changes.

7.3 Modify Alert Types

1. On the **Settings** page, expand an alert category to view the available alert types.
2. Use the toggle beside each alert type to turn it **on or off**.
 - **Toggle on (open):** You will receive the alert type.
 - **Toggle off (closed):** You will not receive the alert type.

In the example below, **Avalanche is turned off**, while the other alert types are **turned on**.

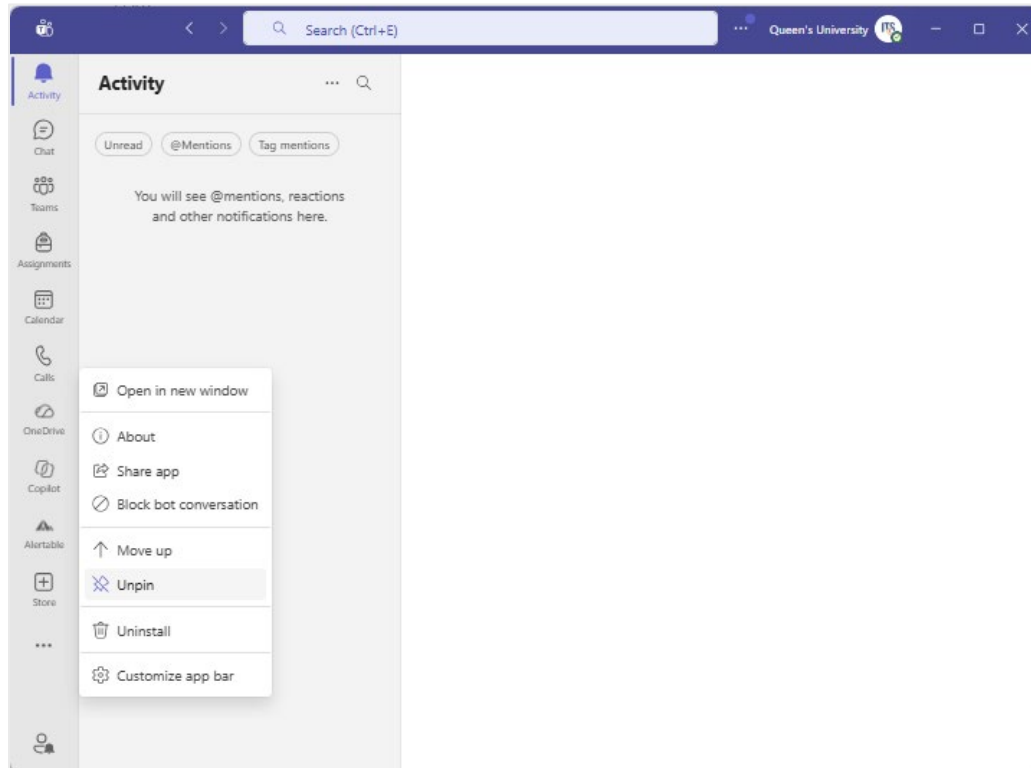


3. **Save** to confirm your changes.

8 UNPIN ALERTABLE

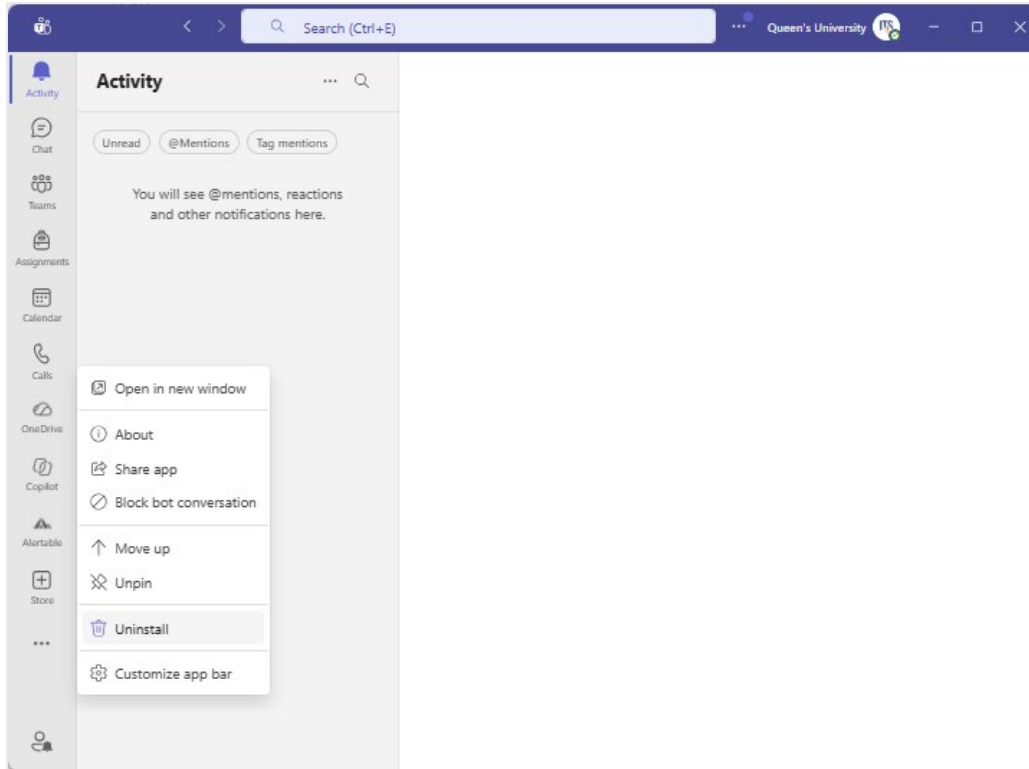
- If you decide you no longer wish to use the Alertable app

1. From the left side of Teams, right-click the Alertable app icon and select **Unpin**.

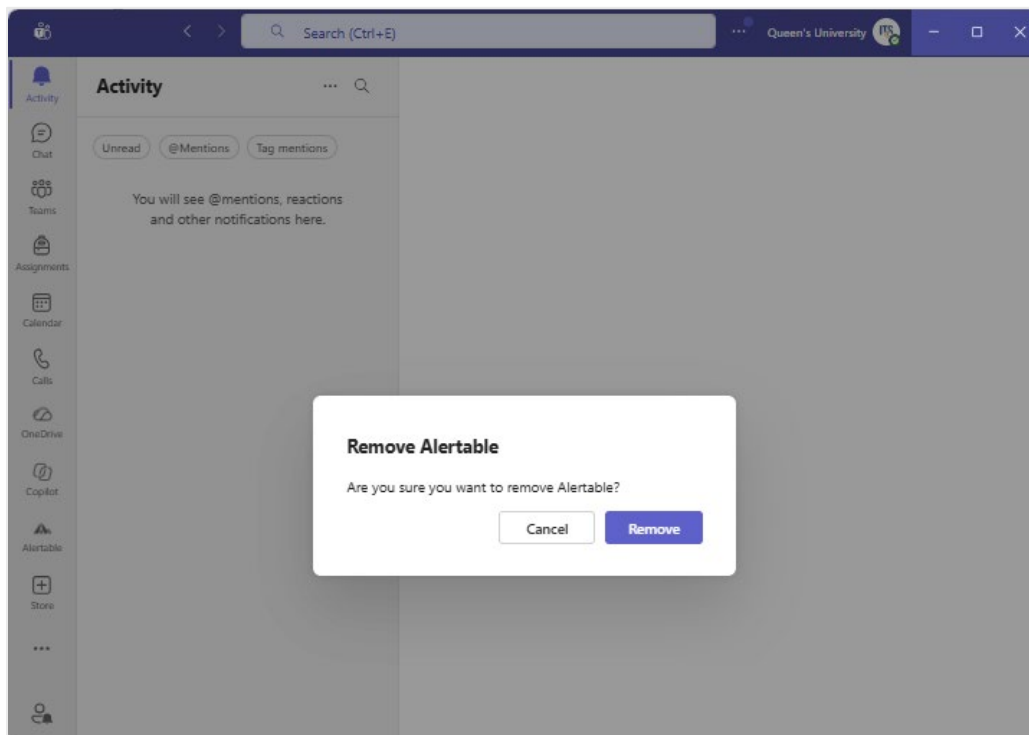


9 UNINSTALL ALERTABLE

1. If the Alertable app is already displayed on the left side of Teams: Right-click the Alertable app icon and select **Uninstall**.

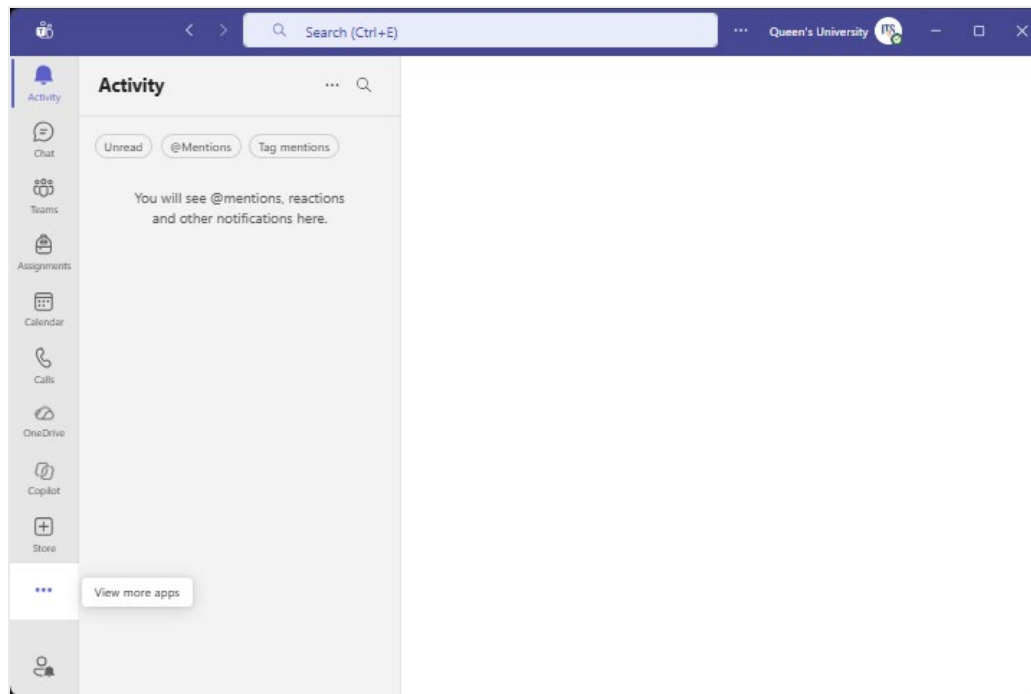


2. When prompted to Remove Alertable, select **Remove** to confirm.

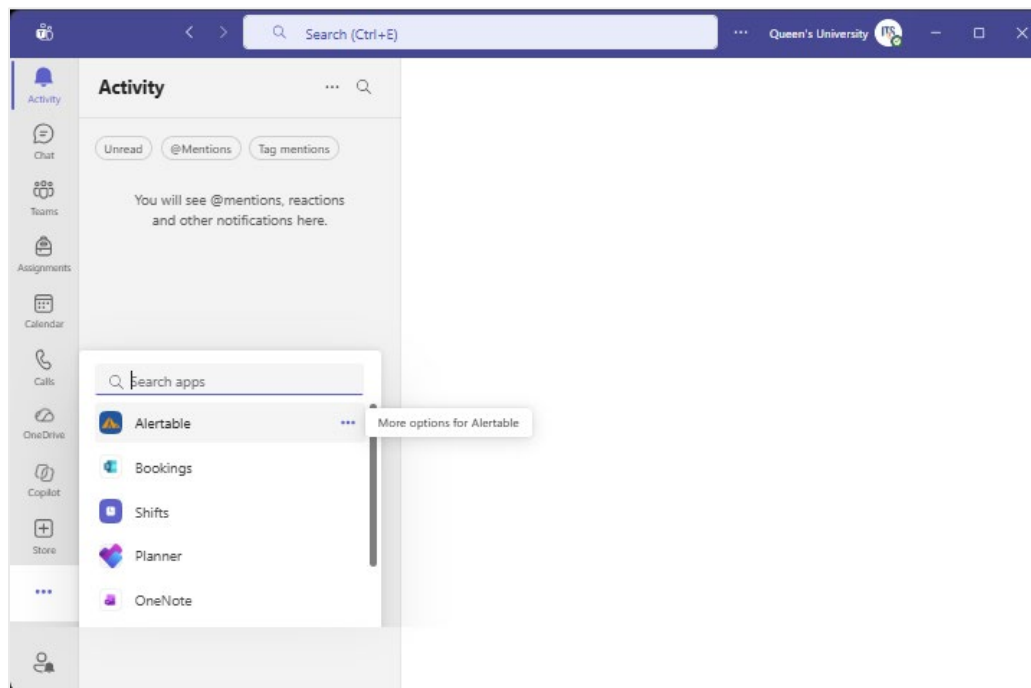


If Alertable is not displayed:

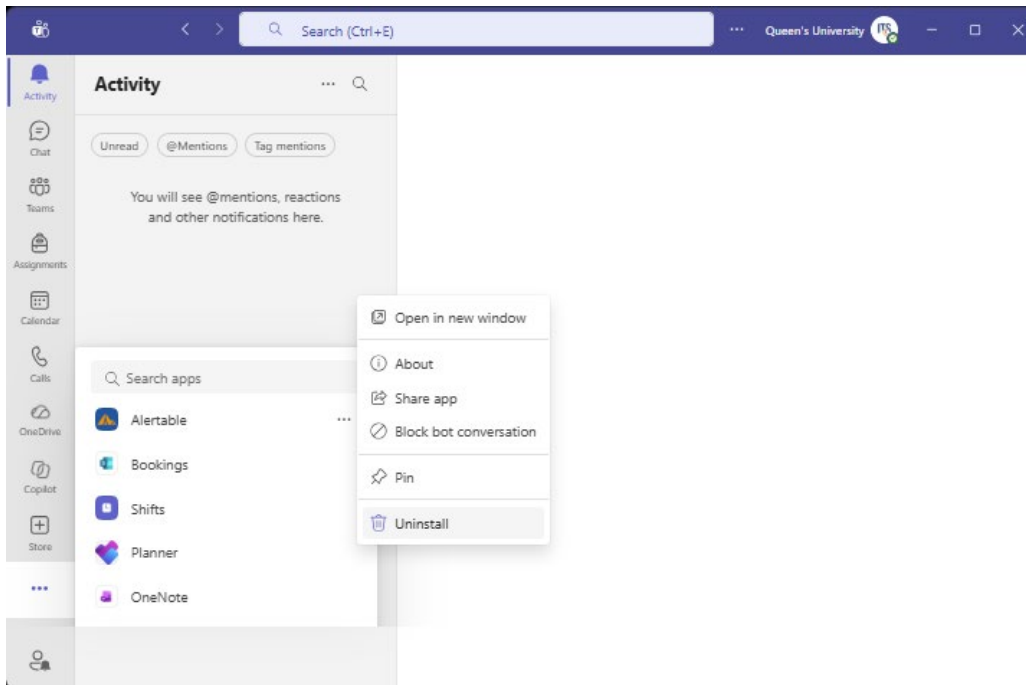
1. Select **View more apps (...)** on the left side of Teams.



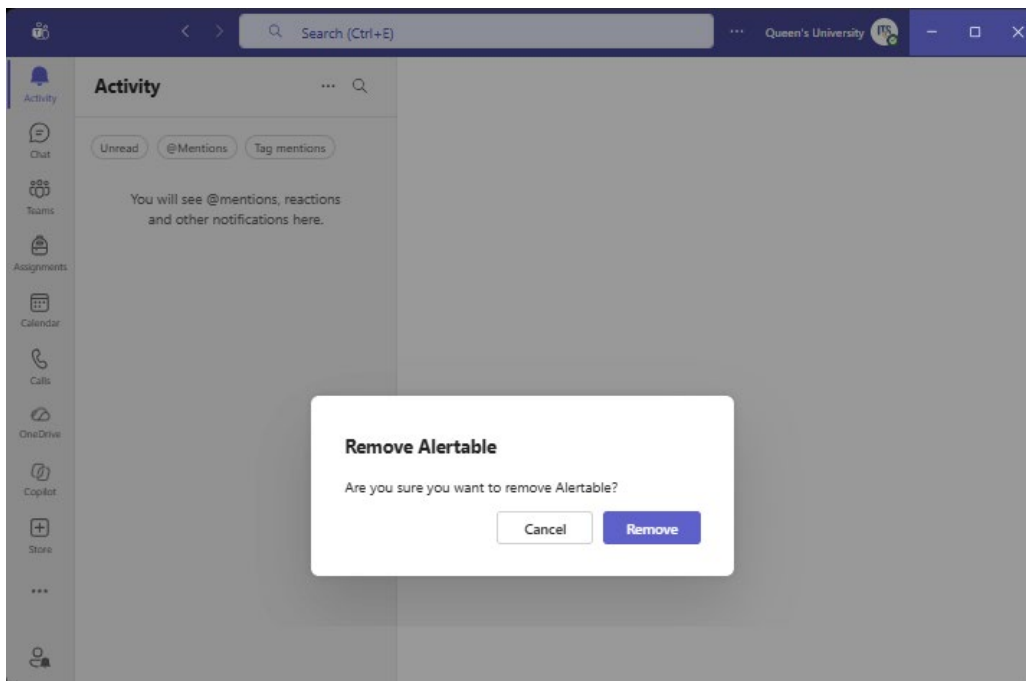
2. Search for **Alertable** and right-click or click **... More options for Alertable**



3. Select **Uninstall**.

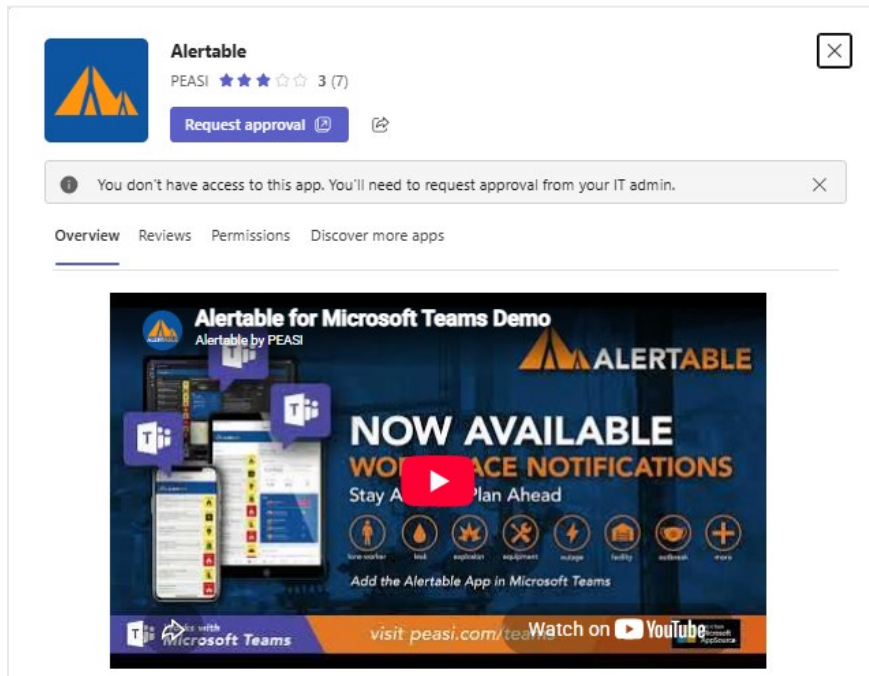


4. When prompted to Remove Alertable, select **Remove** to confirm



10 TROUBLESHOOT REQUEST APPROVAL

If **Request approval** appears instead of **Add**, Teams is not currently presenting the app as ready for you to install. In the Queen's rollout scenario, first refresh your sign-in and test the web client to determine whether the desktop client is the source of the issue.



A. Sign out and sign back in

1. Select your profile picture in Teams, then select **Sign out**.
2. Close Teams completely, reopen it, and sign in again with your Queen's account.
3. Select **+Store**, search for **Alertable**, and check whether **Add** is available.

B. Test Teams on the web

If **Add** is still not available in the desktop app, test whether the issue is specific to the Teams desktop client.

1. Open the Teams web app in a browser, <https://teams.cloud.microsoft> and sign in with your Queen's account.
2. Select **+Store**, search for **Alertable**, and check whether **Add** is available.

Interpret the result

- Add appears on the web but not in the desktop app: The issue is likely limited to the Teams desktop client.
- Request approval appears in both the desktop app and web: Capture a screenshot and [contact the IT Support Centre](#).

11 RELATED MICROSOFT GUIDANCE

- [Add an app to Microsoft Teams](#)
- [Pin/Unpin an app in Microsoft Teams](#)
- [Remove an app in Microsoft Teams](#)