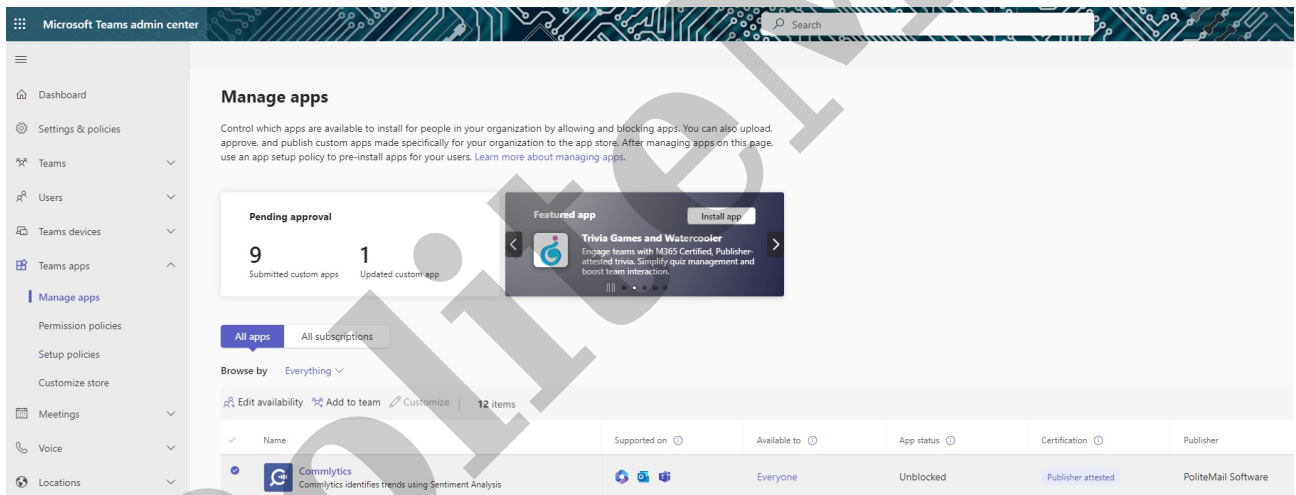# I get blocked when I try to install Commlytics!

Last Modified on 11/13/2024 1:59 pm EST

The issue you're experiencing is likely because the Commlytics app needs to be allowed by your organization's Microsoft 365 (M365) administrator.

To resolve this, your M365 administrator will need to add Commlytics to the list of allowed apps in the Microsoft Teams admin center. Here are the steps they can follow:

1. Sign in to the Microsoft Teams admin center with admin credentials.

2. Navigate to Teams apps in the left-hand menu, then select Manage apps.

3. In the search bar, type "Commlytics" to locate the app.

4. Click on the Commlytics app to open its settings.

5. Ensure that the app is set to Allowed. If it's set to Blocked, change it to Allowed.

Additionally, if your organization uses app permission policies, the administrator should:

1. Go to Teams apps > Permission policies.

2. Edit the policy assigned to your users or create a new one.

3. Under Microsoft apps, make sure Commlytics is included in the list of allowed apps.