
Integration Manual

Microsoft Teams

Document Information

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Overview

Introduction

Microsoft Teams is a workspace for all-round collaboration, bringing together messaging, file sharing, application sharing, and video conferencing capabilities.

Literally millions of organizations around the world use Teams as their go-to business communication tool, so we've created a custom Admin By Request app for Teams which enables users to handle (i.e., approve and deny) requests for administrative access from within a dedicated Teams channel.

This manual provides a step-by-step guide on how to configure the application and integrate a core Admin By Request feature into your Teams environment.

Assumptions

The tasks described in this manual assume that the user has access to Teams, the Admin By Request Portal, and some familiarity with both environments.

IMPORTANT

The access provided to users through our Teams integration **overrides Portal settings**.

Once the Teams integration described in this manual is configured, all users with access to the Teams channel created in Task C will have the ability to approve or deny requests via Teams, regardless of whether they have been granted these abilities in Admin By Request User Portal Sub-Settings.

Ensure you only add the integration to internal channels and reserve access for authorized users.

Prerequisites

To complete the integration, you first need to download the application .zip file: [teams.zip](#). This file will be uploaded during task "[A. Upload the App File](#)" on [page 3](#).

You will also need access to your organization's Teams Admin Center console.

Something Missing?

If you've identified a bug or have a suggestion for this integration, or another SIEM integration you'd like us to add, contact us [here](#) and we'll see what we can do.

NOTE

The task descriptions in this document (and screenshots in particular) cover the state of Microsoft Teams at the time of writing. While every effort is made to ensure currency, the screens you see during setup may look a little different, especially color schemes and the placement of buttons and links.

Integration Tasks

The remainder of this document describes the tasks required to configure the integration.

Integration Tasks

Introduction

The following tasks are covered in this section:

- "A. Upload the App File" below
- "B. Ensure the App has required permissions" on page 6
- "C. Create a Team" on page 7
- "D. Submit API Key" on page 9
- "E. Manage Requests" on page 12

A. Upload the App File

The app used in this integration comes preconfigured as a [zip file](#) that is ready to 'plug-in-and-go' (this is the same file linked to in "[Prerequisites](#)" on page 1).

NOTE

If you haven't already, download [teams.zip](#):



Refer to "[Teams App Zip File](#)" on page 13 for the contents of this file.

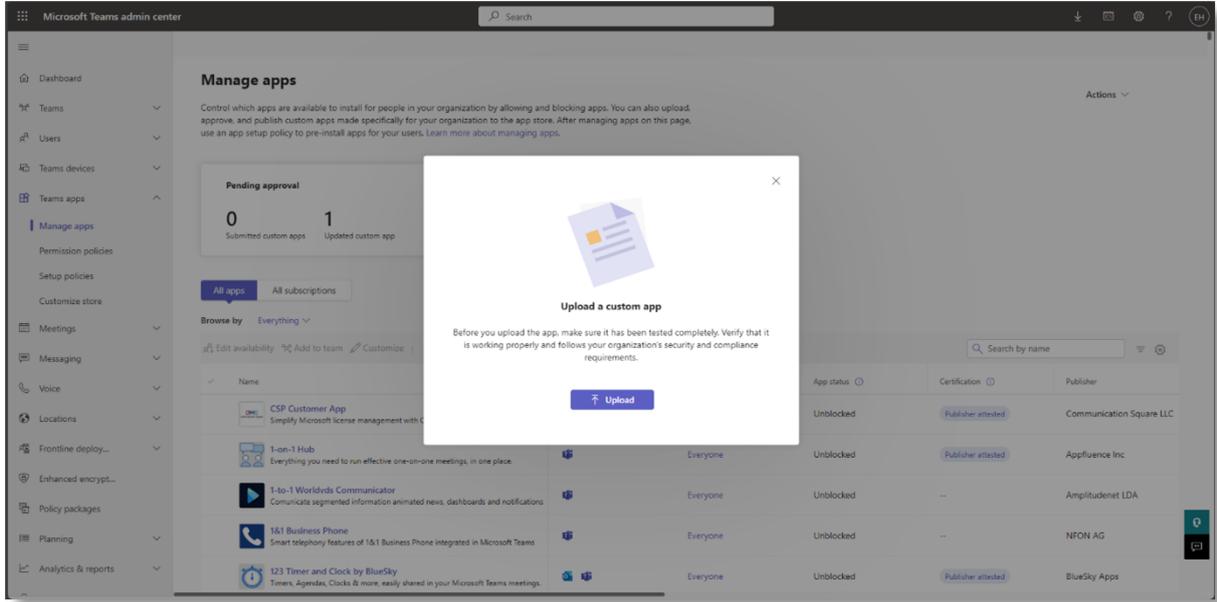
This task describes two options for uploading the zip file to Teams:

- Option 1 - Upload via the Teams Admin Center console
- Option 2 - Upload from inside the Teams application

Option 1 - Upload via the Teams Admin Center console

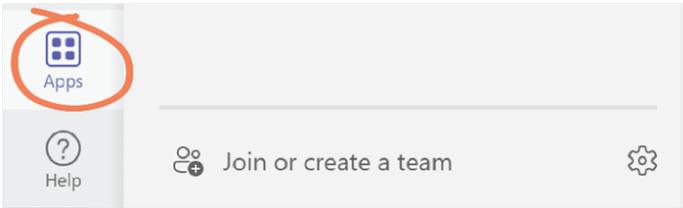
1. In the Teams Admin Center, navigate to **Teams apps > Manage apps**.
2. On the newly opened page, click the **Actions** drop-down menu in the top-right corner and click the **Upload** option.

- Finally, click the **Upload** button available in the pop-up window and navigate to wherever you saved the *teams.zip* file:

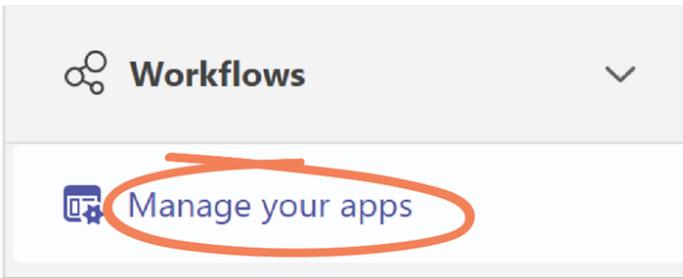


Option 2 - Upload from inside the Teams application

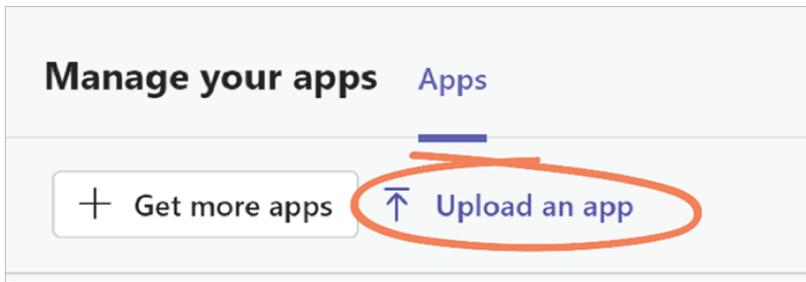
- From within the regular Teams application, select **Apps** from the bottom left-hand corner:



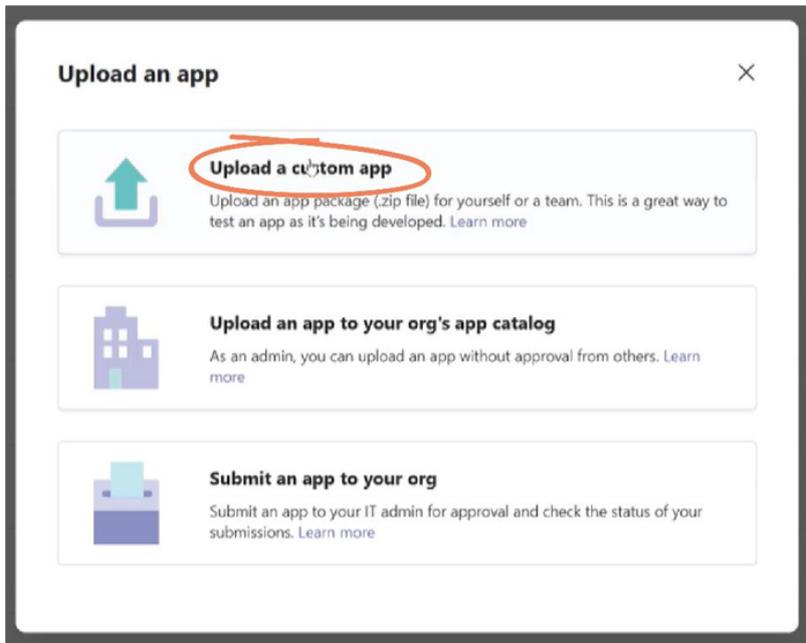
- From the bottom left-hand menu, select **Manage your apps**:



- From the top menu, select **Upload an app**:



- Select the **Upload a custom app** option:

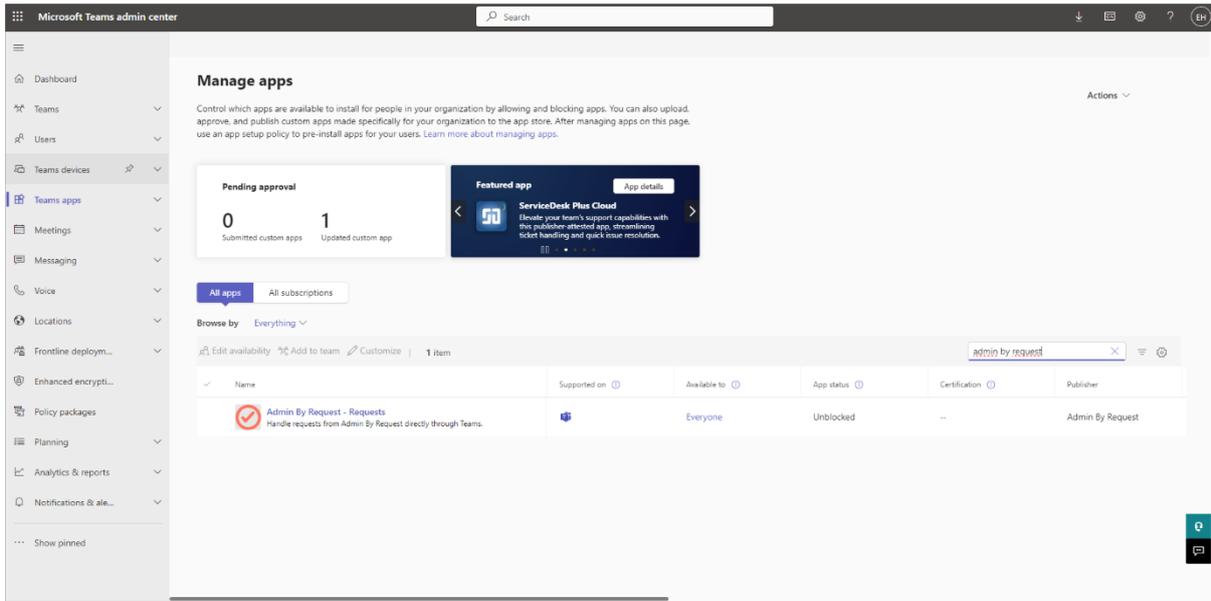


- Locate and select the *teams.zip* file downloaded in "Prerequisites" on page 1.

B. Ensure the App has required permissions

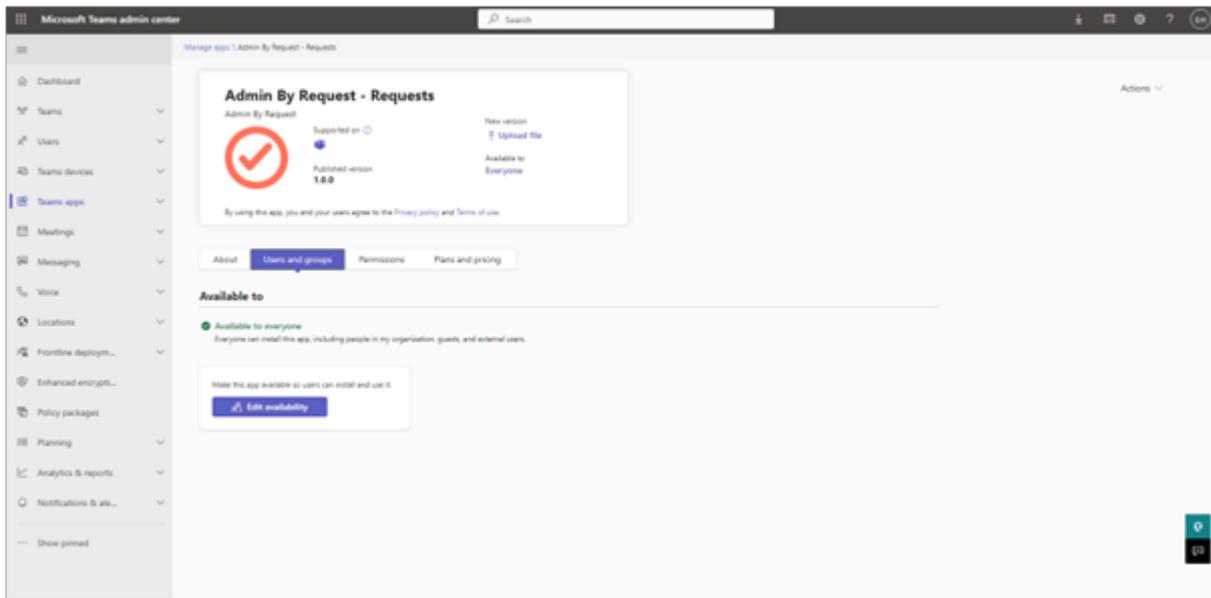
This task ensures the integration has the necessary rights to function correctly.

1. On the **Manage apps** page, find and double-click the uploaded **Admin By Request – Requests** application:

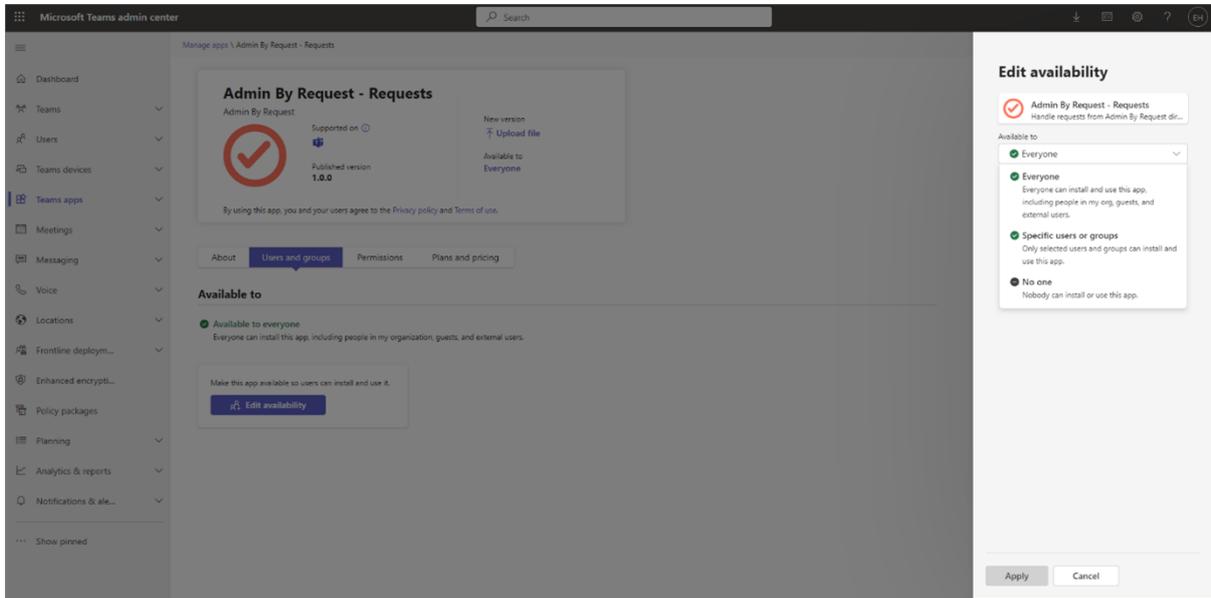


If necessary, use the search function located to the right to easily find the application.

2. On the newly opened page, switch the tab to **Users and groups**. The **Available to** status should either indicate it's available to everyone or specific users and/or user groups:



3. Click the **Edit Availability** option if you wish to change the availability status of the application. If the button is greyed-out, ensure the account you're using has administrative privileges in the Teams Admin Center:



4. Finally, click **Apply** once you have configured the availability status.

NOTE

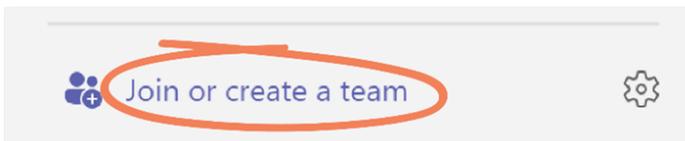
When configuring the **Specific users or groups** option, you may experience applicable users and/or user groups being unable to use the application straight away. It may take some time for the configuration to be fully applied to your Teams Admin Center.

Please reach out to [Admin By Request Support](#) if the setting hasn't gone through after 24 hours of waiting.

C. Create a Team

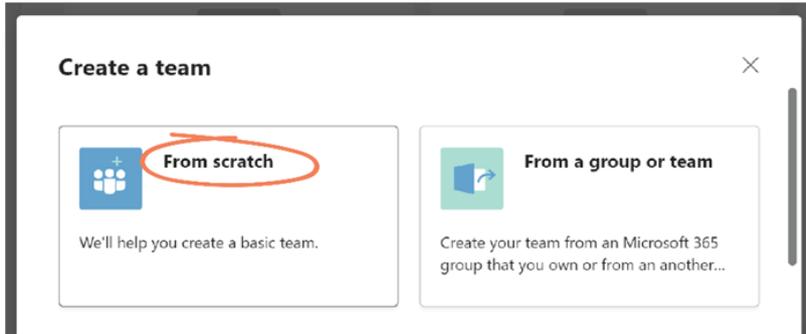
The Admin By Request integration requires a dedicated Admin By Request Team for requests to be *sent to*, and *managed from*.

1. In Microsoft Teams, select **Join or create a team** from the bottom of the left-hand menu:



2. Click the **Create team** button in the *Create a team* option.

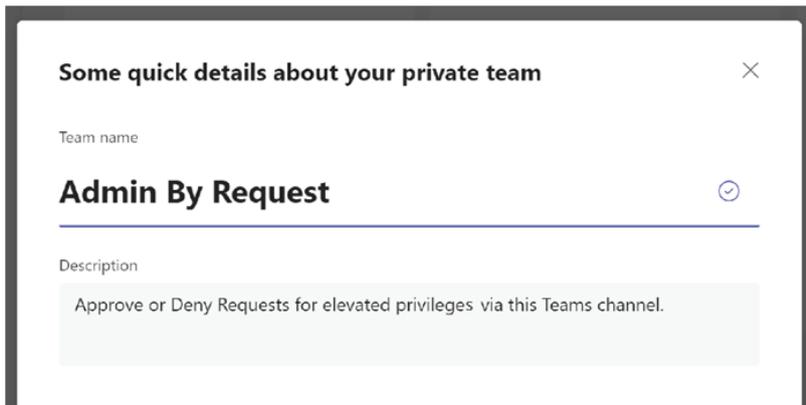
- In the *Create a team* pop-up window, click **From scratch**:



- In the *What kind of team will this be?* window, select **Private**.

Choosing **Private** means users need permission from you to join the team. If you do not select Private for this team, anyone in your organization can join the channel and will have the ability to approve or deny Requests.

- In the next window, give your new team a **Team name** (and optional **Description**):



In this example, our Team channel is named *Admin By Request* and our description reads, *Approve or Deny Requests for elevated privileges via this Teams channel.*

- Click **Create**.
- Skip** adding members for now.

IMPORTANT

Remember that this integration **overrides** portal settings, so all users with access to the Teams channel created above will have the ability to approve or deny requests via Teams, **regardless** of whether they have been granted these abilities in your portal sub-settings.

D. Submit API Key

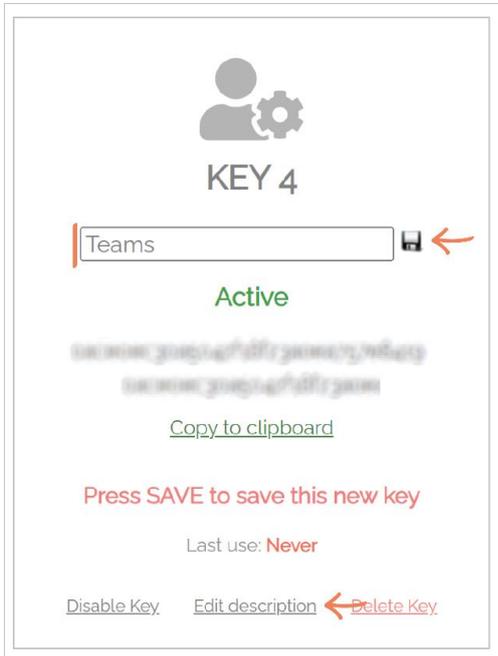
An *API Key* must be created for use with Teams..

1. In your Admin By Request portal, navigate to **Settings > Tenant Settings > API Keys > API KEYS** and click the **Add New** button:

The screenshot shows the Admin By Request portal interface. At the top, there is a navigation bar with the company logo and user information. Below this is a main navigation menu with options like Summary, Auditlog, Requests, Inventory, Reports, Settings, Download, Logins, Docs, and Support. The 'Settings' menu is open, showing a list of settings categories including Tenant Settings, Product Enrollment, Windows Settings, Windows Sub Settings, Mac Settings, Mac Sub Settings, Linux Settings, Linux Sub Settings, Windows Server Settings, Windows Server Sub Settings, Integrations, and Settings Changelog. The 'Tenant Settings' category is selected, and the 'API KEYS' sub-section is active. On the left sidebar, the 'API Keys' option is highlighted. The main content area displays three API key cards: KEY 1 (Jira, Active, last used 23-01-2024), KEY 2 (Slack, Active, last used 28-06-2023), and KEY 3 (last used 25-08-2022). Each card has a 'Click to show' link for the API key and buttons for 'Disable Key', 'Edit description', and 'Delete Key'. At the bottom of the API keys section, there is an 'Add New' button and a 'Save' button. Below the API keys section is an 'About API Keys' section with a gear icon and text explaining API Access and providing the API prefix: https://dc1api.adminbyrequest.com.

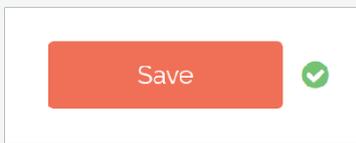
Your API prefix (i.e. data center) is shown at the bottom of this page, under **About API Keys**.

- Click the **Edit Description** button, type *Teams* (or similar descriptive name) as the description, and click the **Save** icon:



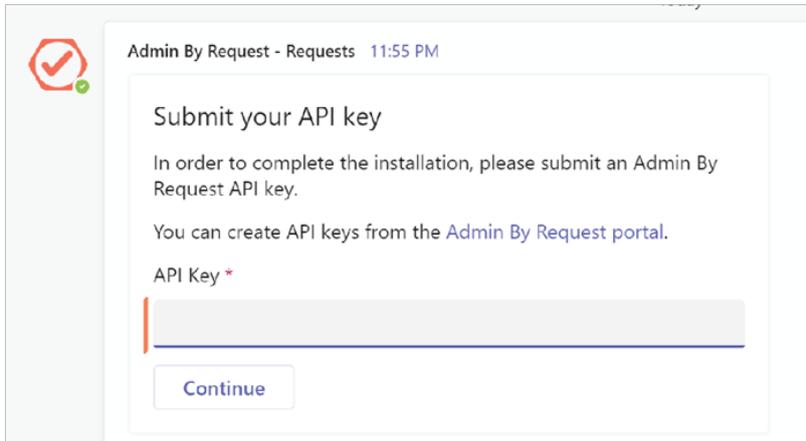
IMPORTANT

After adding a new API Key you must then ensure you click the general **Save** button (i.e., outside of the individual API Key):



- For the new API Key just created, select **Click to show**, and then **Copy to clipboard**.

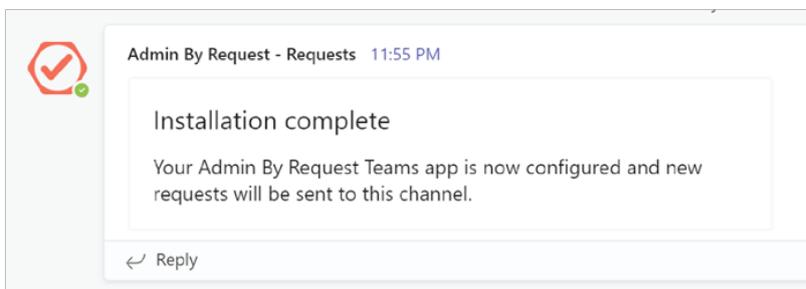
- Navigate back to Teams and paste the copied **API Key** into the *API Key field* in the Teams channel:



IMPORTANT

If the integration prompt does not initially request an API key as in the above picture, please ensure that the required permissions are provided. Refer to "[B. Ensure the App has required permissions](#)" on page 6 for instructions.

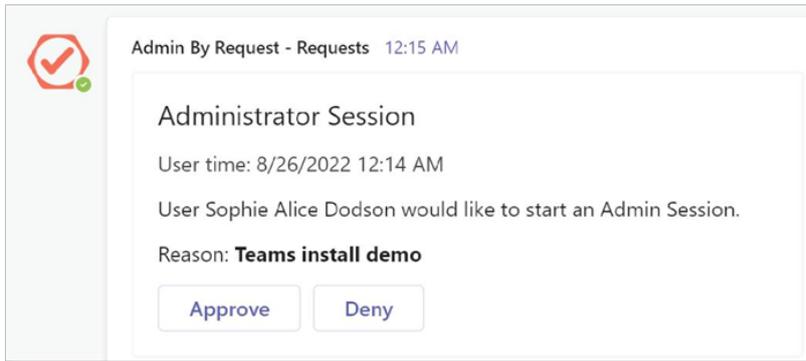
- Click **Continue**.
- When the connection is complete, a success message is displayed:



E. Manage Requests

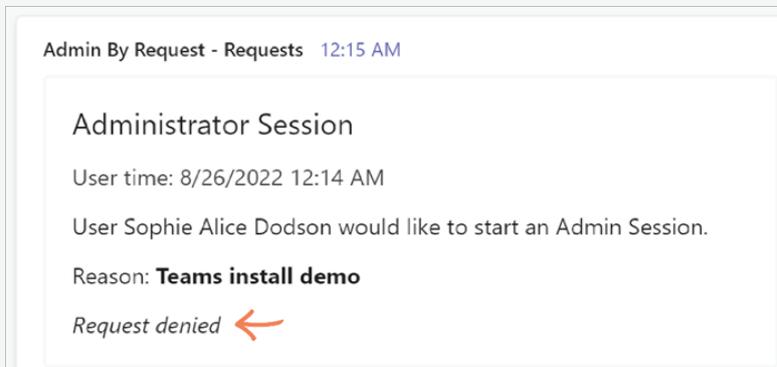
This task demonstrates how to use the new Teams channel to approve or deny Requests made by your users.

1. New / Pending requests now appear in Teams, in our newly created channel displaying the time the request was made, the name of the user, and the reason provided for making the Request (if the Reason feature is enabled in your ABR settings):



2. Click **Approve** or **Deny** – the same way you would in the Requests page of your Admin By Request portal.

The response chosen is reflected in the channel:



Your IT staff can now use Teams for more than just communication; they can approve or deny requests for administrative access via a dedicated Teams channel.

Teams App Zip File

The *teams.zip* file downloaded in "[Prerequisites](#)" on page 1 contains two icons (*color.png* and *outline.png*) and a manifest in JSON format:

```

1  {
2    "$schema": "https://developer.microsoft.com/en-us/json-
schemas/teams/v1.11/MicrosoftTeams.schema.json",
3    "manifestVersion": "1.11",
4    "version": "1.0.0",
5    "id": "xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx",
6    "packageName": "teams.abr.com",
7    "developer": {
8      "name": "Admin By Request",
9      "websiteUrl": "https://www.adminbyrequest.com",
10     "privacyUrl": "https://www.adminbyrequest.com/privacy",
11     "termsOfUseUrl": "https://www.adminbyrequest.com/terms"
12   },
13   "icons": {
14     "color": "color.png",
15     "outline": "outline.png"
16   },
17   "name": {
18     "short": "Admin By Request - Requests",
19     "full": "Admin By Request - Admin Requests"
20   },
21   "description": {
22     "short": "Handle requests from Admin By Request directly through Teams.",
23     "full": "Keep using the tools you love. With the Admin By Request Teams app
you won't have to switch over to your mail client to check for new requests, for then
to log into the web portal to handle them. The app will simply send all new requests
to a Teams channel of your choosing and let you approve or deny requests directly
through Teams. "
24   },
25   "accentColor": "#FFFFFF",
26   "bots": [
27     {
28       "botId": "xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx",
29       "scopes": [
30         "team"
31       ],
32       "supportsFiles": false,
33       "isNotificationOnly": false
34     }
35   ],
36   "permissions": [
37     "identity",
38     "messageTeamMembers"
39   ],
40   "validDomains": []
41 }

```

Document History

Version	Author	Changes
1.0 15 April 2023	Sophie Alice Dodson	Initial document release.
2.0 24 February 2025	Steve Dodson	Updated manual structure and layout. Updated procedures to include Teams Admin Center, improve clarity and reflect changes to Teams look and feel by Microsoft.
2.1 7 March 2025	Steve Dodson	Corrected typos. Added IMPORTANT note in chapter "Integration Tasks", task <i>D. Submit API Key</i> .

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