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 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*:

Name		
🚞 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**.
- On the newly opened page, click the Actions drop-down menu in the top-right corner and click the Upload option.

Admin By Request

3. 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

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



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



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

Manage your apps	Apps
+ Get more apps	Upload an app

4. Select the **Upload a custom app** option:

1	Upload a cutotom app
-	Opicad an app package (.zip nie) for yoursen or a team. This is a great way to test an app as it's being developed. Learn more
	Upload an app to your org's app catalog
	As an admin, you can upload an app without approval from others. Learn more
	Submit an app to your org
	Submit an app to your IT admin for approval and check the status of your submissions. Learn more

5. 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:

	Microsoft Teams admin	center						y ⊠ @ ? (€
=								
ŵ	Dashboard		Manage apps					
ንድ	Teams	~	Control which apps are available to install for people in your organization by allowing and approve, and publish custom apps made specifically for your organization to the app store	I blocking apps. You can also uple e. After managing apps on this pi	oad. age,			Actions 🗸
RA	Users	~	use an app setup policy to pre-install apps for your users. Learn more about managing ap	ips.				
8	Teams devices 🕺	~	Pending approval Featured app	App details				
B	Teams apps	~		eDesk Plus Cloud	>			
	Meetings	~	Submitted custom apps Updated custom app	lisher-attested app, streamlining andling and quick issue resolution.				
	Messaging	~			_			
S	Voice	~	All apps All subscriptions					
6	Locations	~	Browse by Everything ~					
瘤	Frontline deploym	~	옷 Edit availability '캬 Add to team 🖉 Customize 1 item				admin by request	× = ©
٦	Enhanced encrypti		√ Name	Supported on (1)	Available to (3)	App status (3)	Certification ③	Publisher
5	Policy packages		Admin By Request - Requests Handle requests from Admin By Request directly through Teams.	ų.	Everyone	Unblocked		Admin By Request
i	Planning	~						
⊵	Analytics & reports	~						
Q	Notifications & ale	~						
	Show pinned							6
								Ę

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:

	Microsoft Teams admin	center	P texth	
=			Manage app: \ Admin Ap Repuert - Repuerts	
*	Dashboard		Admin By Request - Requests	Actions \sim
, A	Users	÷	Advise by Faquet	
40	Teams devices	~	Autors esson Everyone	
18	Teams apps	¥	By using this app, you and your asses append to the Privacy pulsy and Terms of use.	
8	Maatings	, ,	About Dans and groups Plansand promp	
ς,	Voice	\sim	Available to	
0	Locations	~	Available to everyone	
15	Frontline deploym_	~	malina na una del universi tante una malemante dinario tanza.	
	Enhanced encrypti		Make the upper wainable to users can introd and use it.	
9	Policy packages		shi kati sushalatiy	
-	Planning	~		
R	Analytics & reports	~		
0	Notifications & als	~		
	Show pinned			T

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:

::: Microsoft Teams admi	in cente	م	9 Search	¥ ⊠ © ? (H)
=		Manage apps \ Admin By Request - Requests		
Dashboard		Admin By Pequest - Pequests		Edit availability
፟ም Teams		Admin By Request	w version	Admin By Request - Requests Handle requests from Admin By Request dir
g ^A Users		Supported on U	Upload file	Available to
Teams devices		Published version Eve	eryone	© Everyone
Teams apps		By using this app, you and your users agree to the Privacy policy and Terms of use	٨.	Everyone can install and use this app, including people in my org, guests, and external users.
Meetings				Specific users or groups
Messaging		About Users and groups Permissions Plans and pricing	9	Only selected users and groups can install and use this app.
& Voice		Available to		No one Nobody can install or use this app.
Cocations		 Available to everyone Evenues can install the anni inclusion panels in mulchashing quests and extern 		
Frontline deploym		Everyone can move una applicationing people in my organization, goeso, and extern		
Enhanced encrypti		Make this app available so users can install and use it.		
Policy packages		_R β Edit availability		
II Planning				
∠ Analytics & reports				
Q Notifications & ale				
··· Show pinned				
				Apply Cancel

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.

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



4. 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.

5. 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.*

- 6. Click **Create**.
- 7. 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:

Admin By Request					End	point Privileg	e Manageme	ent 👻 Eric Ha	astie @ Admi	in By Requ	est Demo 👻
YOUR Company Logo		Summary	Auditlog	Requests	Inventory	Reports	Settings	Download	Logins	Docs	Support
							Setti	ngs			
Tenant Settin	ngs					2	🤹 Tenant				
Settings here are glob	oal tenant settings on top of all other settings	. If you have	any questio	ns, feel free t	o contact us	here.	🥰 Produc	t Enrollment			
							d Window	vs Settings			
Lidentity				API KEYS	;		Windov -	vs Sub Settings			
Auto-Undate							d Mac Set	tings			
Auto-opuate				API Key	/S		G Mac Sul	o Settings			
🛔 Privacy							👃 Linux Se	ettings			
Retention					t		A Linux Si	ub Settings			
	KEY 1			KEY 2			🧲 Windov		ıgs		
API Keys	Jira			Slack			Windov .	vs Server Sub S	settings		
1 Webhooks	Active			Active			🦚 Integra		•		
Email Damain	API KEY:			API KEY			8 Settings	Changelog			
	Click to show			<u>Click to sh</u>	<u>ow</u>			<u>Click</u>	to show		
Policies	Last use: 23-01-2024		I	_ast use: 28-06	-2023			Last use:	25-08-2022	2	
	Disable Key Edit description Delete Key		Disable Ke	y Edit descript	ion Delete Ke	x	Dis	able Key Edit d	lescription [<u>Delete Key</u>	
	4 Add New							Save			
					1/						
			At	out API	Keys						
	API Access allows you to extract https://dc1api.adminbyrequest.c	t your data th com.	nrough our p	oublic API. Re	fer to <u>this pa</u>	g <u>e</u> for docu	umentation.	Your API pref	īx is		

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

2. 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):



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

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

Admin By Request - Requests 11:55 PM
Submit your API key
In order to complete the installation, please submit an Admin By Request API key.
You can create API keys from the Admin By Request portal.
API Key *
Continue

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.

5. Click Continue.

6. When the connection is complete, a success message is displayed:

	Admin By Request - Requests 11:55 PM
	Installation complete Your Admin By Request Teams app is now configured and new requests will be sent to this channel.
	← Reply

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):

\bigcirc	Admin By Request - Requests 12:15 AM					
0	Administrator Session					
User time: 8/26/2022 12:14 AM						
	User Sophie Alice Dodson would like to start an Admin Session.					
	Reason: Teams install demo					
	Approve Deny					

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:

Admin By Request - Requests 12:15 AM	
Administrator Session	
User time: 8/26/2022 12:14 AM	
User Sophie Alice Dodson would like to star	t an Admin Session.
Reason: Teams install demo	
Request denied 🔶	

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-xxxx,",
        "packageName": "teams.abr.com",
 6
        "developer": {
    "name": "Admin By Request",
 7
 8
            "websiteUrl": "https://www.adminbyrequest.com",
 9
            "privacyUrl": "https://www.adminbyrequest.com/privacy",
10
            "termsOfUseUrl": "https://www.adminbyrequest.com/terms"
11
        12
13
            "color": "color.png",
14
            "outline": "outline.png"
15
        },
"name": {
"chor
16
17
            "short": "Admin By Request - Requests",
18
            "full": "Admin By Request - Admin Requests"
19
20
        21
            "short": "Handle requests from Admin By Request directly through Teams.",
22
            "full": "Keep using the tools you love. With the Admin By Request Teams app
23
    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
        },
"accentColor": "#FFFFFF",
25
        "bots": [
26
27
            {
28
                 "botId": "xxxxxxxx-xxxx-xxxx-xxxx-xxxx,
                 "scopes": [
29
                     "team"
30
31
                 ],
                 "supportsFiles": false,
32
                 "isNotificationOnly": false
33
34
            }
35
        ],
         "permissions": [
36
            "identity",
37
            "messageTeamMembers"
38
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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