Integration Manual

Microsoft Teams V2

Document Information

Code: **IM-Teams**
Version: **2.2**
Date: **8 May 2026**

Admin By Request
ZERO TRUST PLATFORM

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Overview (V2)

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.

Version 2 of the Teams integration introduces several significant improvements over V1:

- **Sub Settings Name scoping** - channels can be configured to receive only requests that match a specific Sub Settings Name, enabling targeted routing across multiple channels within the same team.
- **Multi-channel synchronization** - when a request is handled in any channel, all other channels that received the same request automatically update their cards to reflect the outcome and where it was handled.
- **Portal-handled notification** - if a request is approved or denied in the Admin By Request portal, Slack, or any other integration rather than through Teams, all Teams channels are updated to indicate it was handled. When handled via the portal, the portal admin's name is also displayed on the updated card.
- **Both request types supported** - both *Run As Admin* and *Admin Session* requests are routed to Teams.
- **Run As Admin program details** - request cards for *Run As Admin* requests include the program version, file path, and scan result.
- **Deny reason** - when denying a request from Teams, a deny reason can be entered; it is recorded in the audit log.
- **Auditlog attribution** - if the Teams user's email matches a portal admin's email, the portal admin's name is written to the auditlog. If no match is found, the "Approved by" field is omitted from the auditlog entry.

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.

> The access provided to users through our Teams integration **overrides Portal settings**.
>
> Once the Teams integration described in this guide is configured, all users with access to the Teams channel(s) 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 V2 application .zip file: teams-v2.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.

The V2 integration is installed once per team. Existing single-channel setups continue to work; the Sub Settings Name feature is optional and only required if you want to route requests to multiple channels based on settings scope.

IMPORTANT: Upgrading from V1

V1 and V2 of the Teams integration are independent and cannot be updated in place. To use V2, you must remove the existing V1 integration and complete the V2 installation described in this guide.

V1 will continue to function until it is removed. You can run both integrations in parallel during a transition period if needed.

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 guide (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.

Related Documents

This guide may refer to, and should be read in conjunction with, the following:

- Commitments and responsibilities in ABR's Data Processing Agreement
- Support provisions in ABR's Terms and Conditions and Customer Support Services
- Collection, use and disclosure of personal data in ABR's Privacy Policy and Data Privacy Settings

Refer also to ABR's Trust Center documents.

This guide is available online:

Microsoft Teams Integration Manual

Integration Tasks (V2)

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 and Channels" on page 7

"D. Submit API Key and Configure Channel Scope" on page 9

"E. Manage Requests" on page 11

A. Upload the App File

The V2 app comes preconfigured as a zip file that is ready to upload (this is the same file linked to in "Prerequisites" on page 2).

NOTE

If you haven't already, download *teams-v2.zip*.

Refer to "Teams App Zip File (V2)" on page 14 for the contents of this file, including the updated manifest.

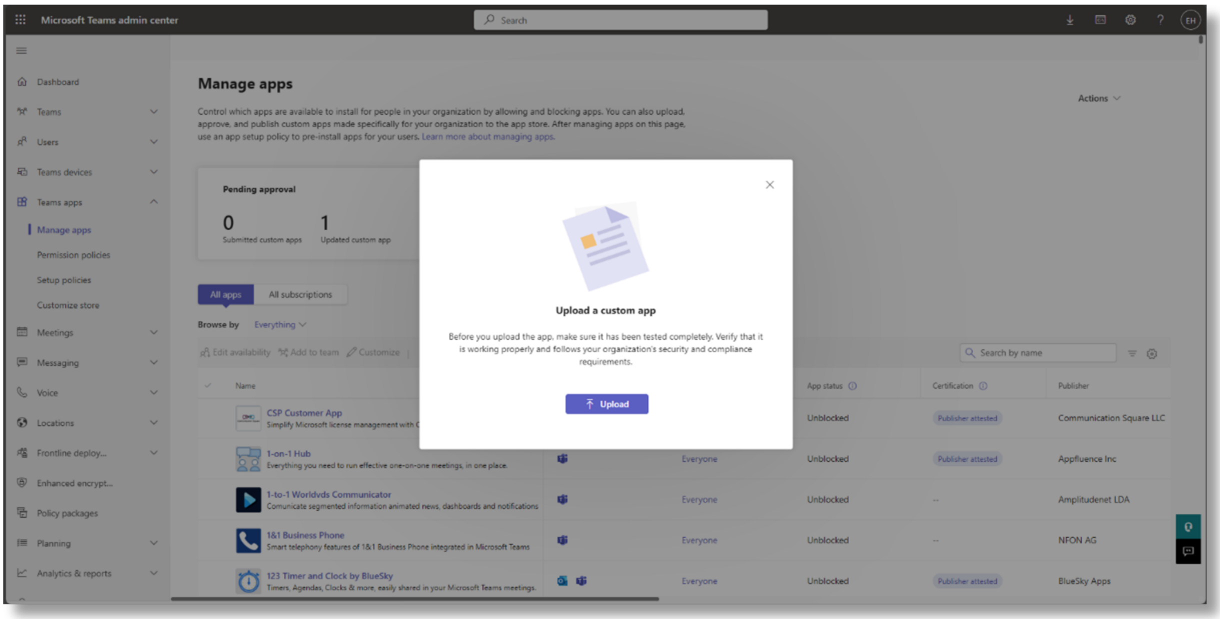
This task describes two options for uploading the zip file to Teams:

- 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

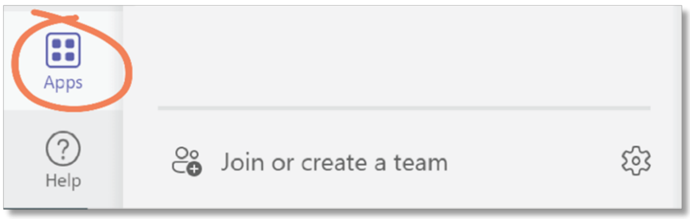
1. In the Teams Admin Center, navigate to **Teams apps** > **Manage apps**.
2. On the newly opened page, click the **Actions** drop-down menu in the top-right corner and click the **Upload** option.

3. Finally, click the **Upload** button available in the pop-up window and navigate to wherever you saved the *teams-v2.zip* file:

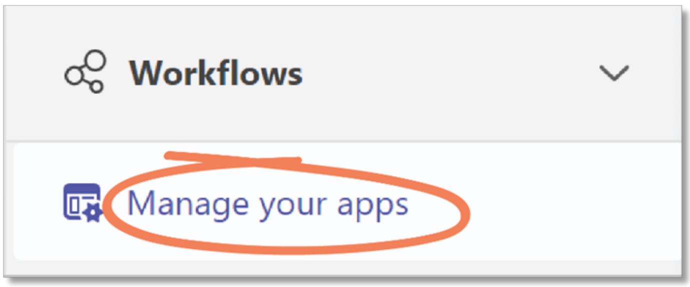


Option 2 - Upload from inside the Teams application

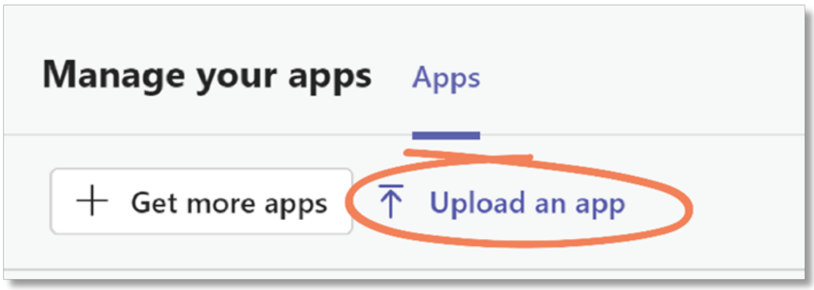
1. From within the regular Teams application, select **Apps** from the bottom left-hand corner:



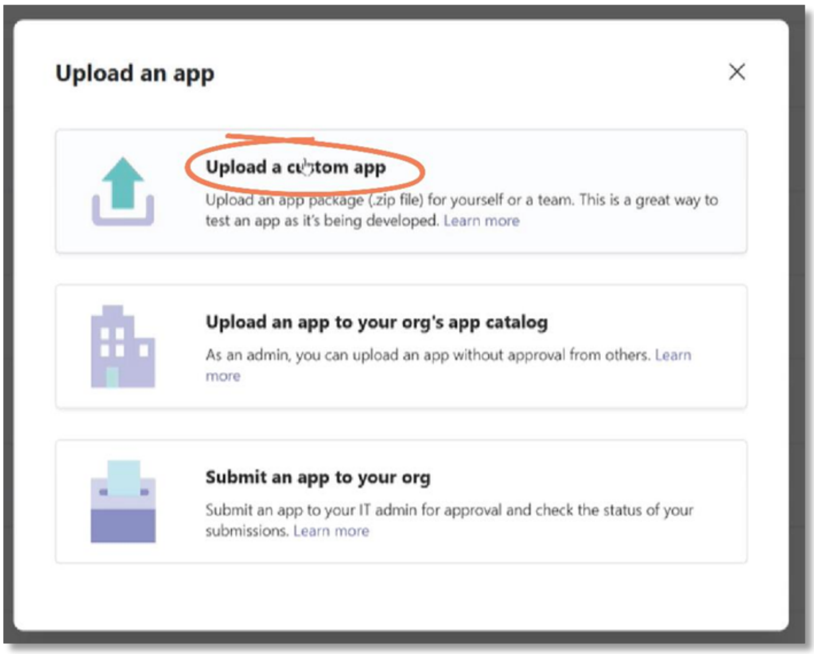
2. From the bottom left-hand menu, select **Manage your apps**:



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



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

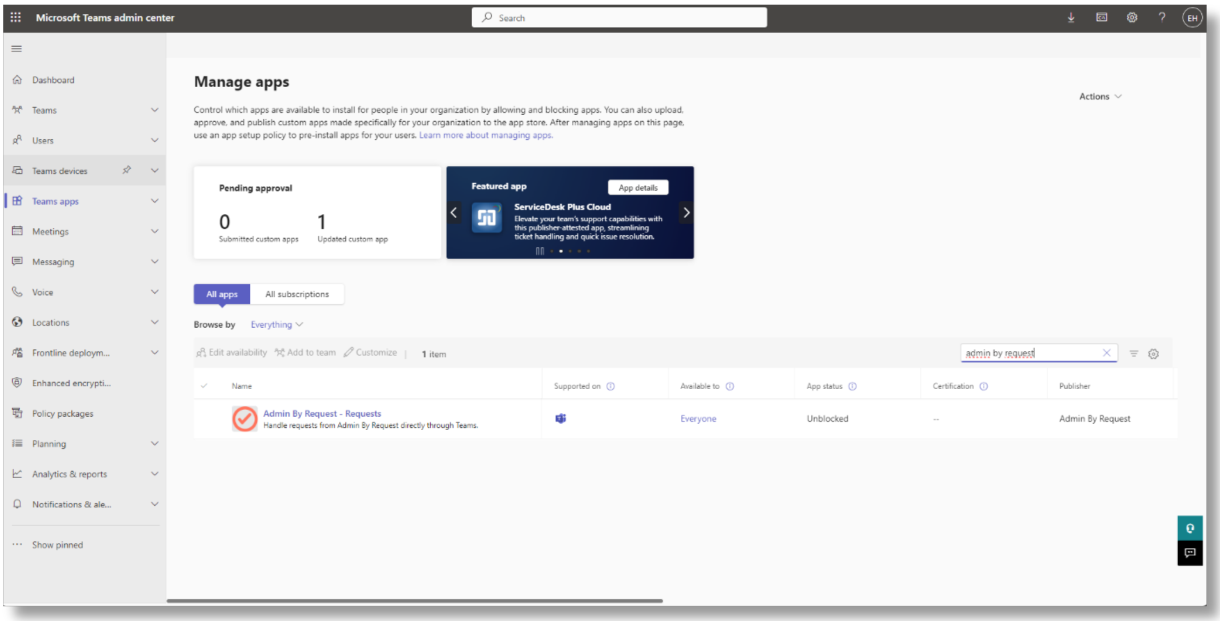


5. Locate and select the *teams-v2.zip* file downloaded in "Prerequisites" on page 2.

B. Ensure the App has required permissions

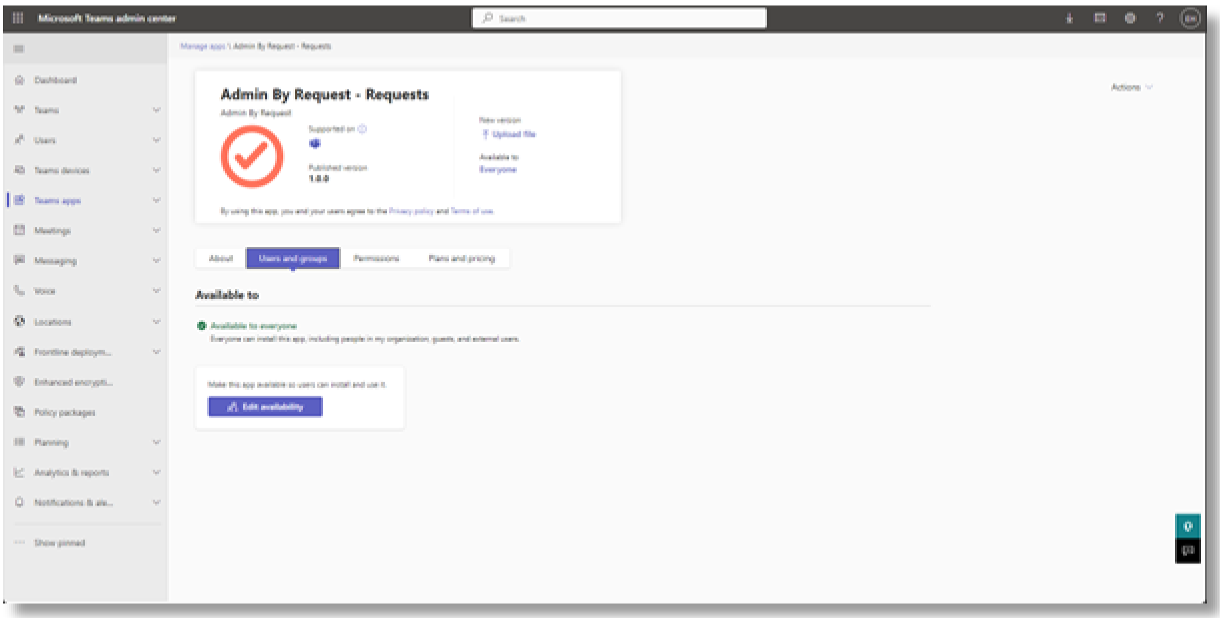
This task ensures the integration has the necessary rights to function correctly.

1. On the **Manage apps** page, find and double-click the uploaded **Admin By Request v2 – Requests** application:

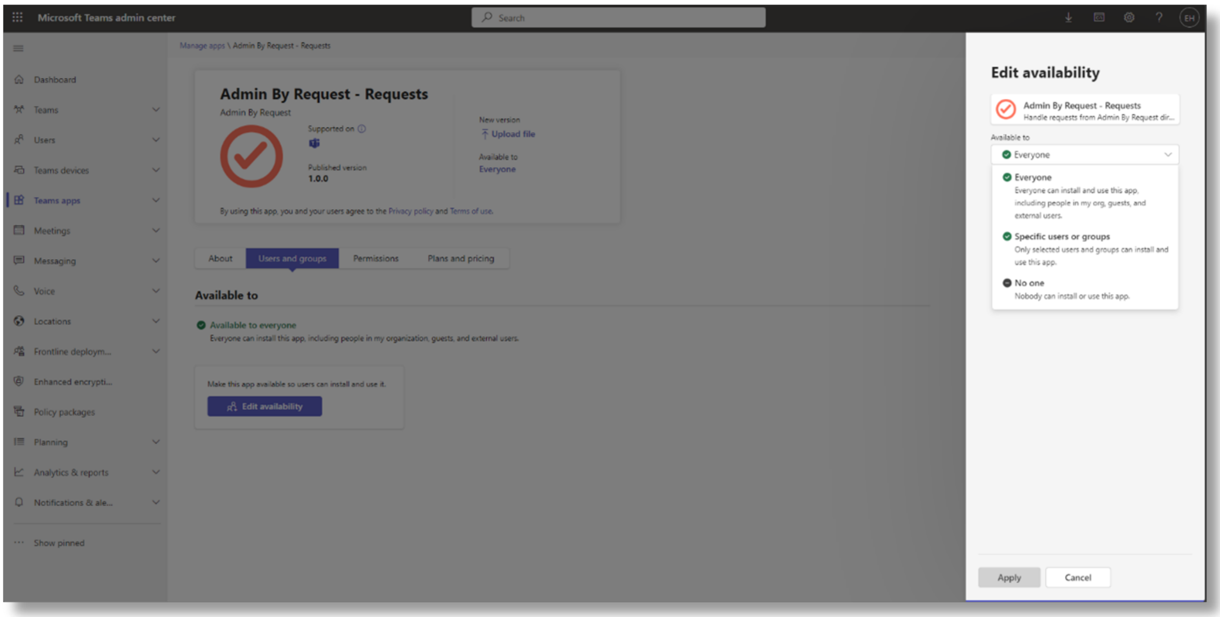


If necessary, use the search function located to the right to easily find the application.

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 and Channels

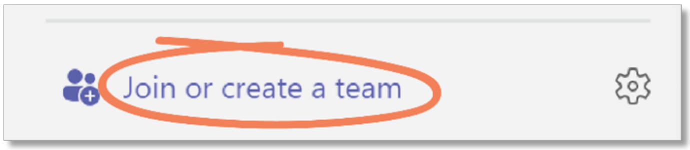
The Admin By Request V2 integration is installed once per team. Within that team, you can configure one or more channels to receive requests. Each channel can optionally be scoped to a specific Sub Settings Name to control which requests it receives.

Planning your channel layout

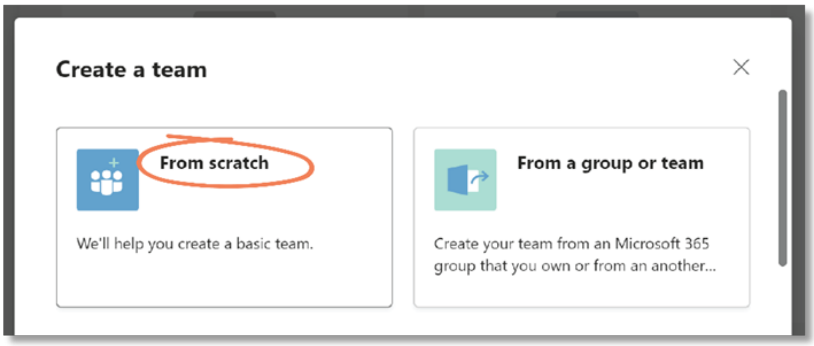
- A channel with no Sub Settings Name set (or with "Global" as its value) acts as a **catch-all**: it receives all requests regardless of the request's settings name.
- A channel with a specific Sub Settings Name set will **only** receive requests whose settings name matches. Global (catch-all) requests are not sent to scoped channels.
- You can have multiple catch-all channels. When a request matches, it is sent to every eligible channel, and all channels remain synchronized — see Task E for details.

Steps

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



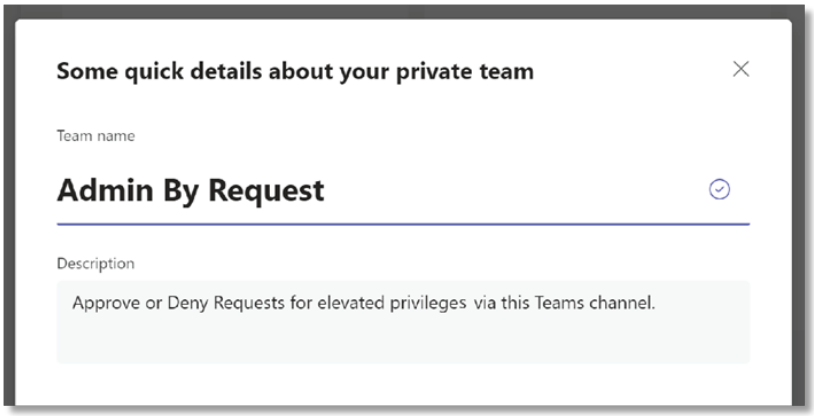
2. Click the **Create team** button in the *Create a team* option.
3. In the *Create a team* pop-up window, click **From scratch**:



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.*

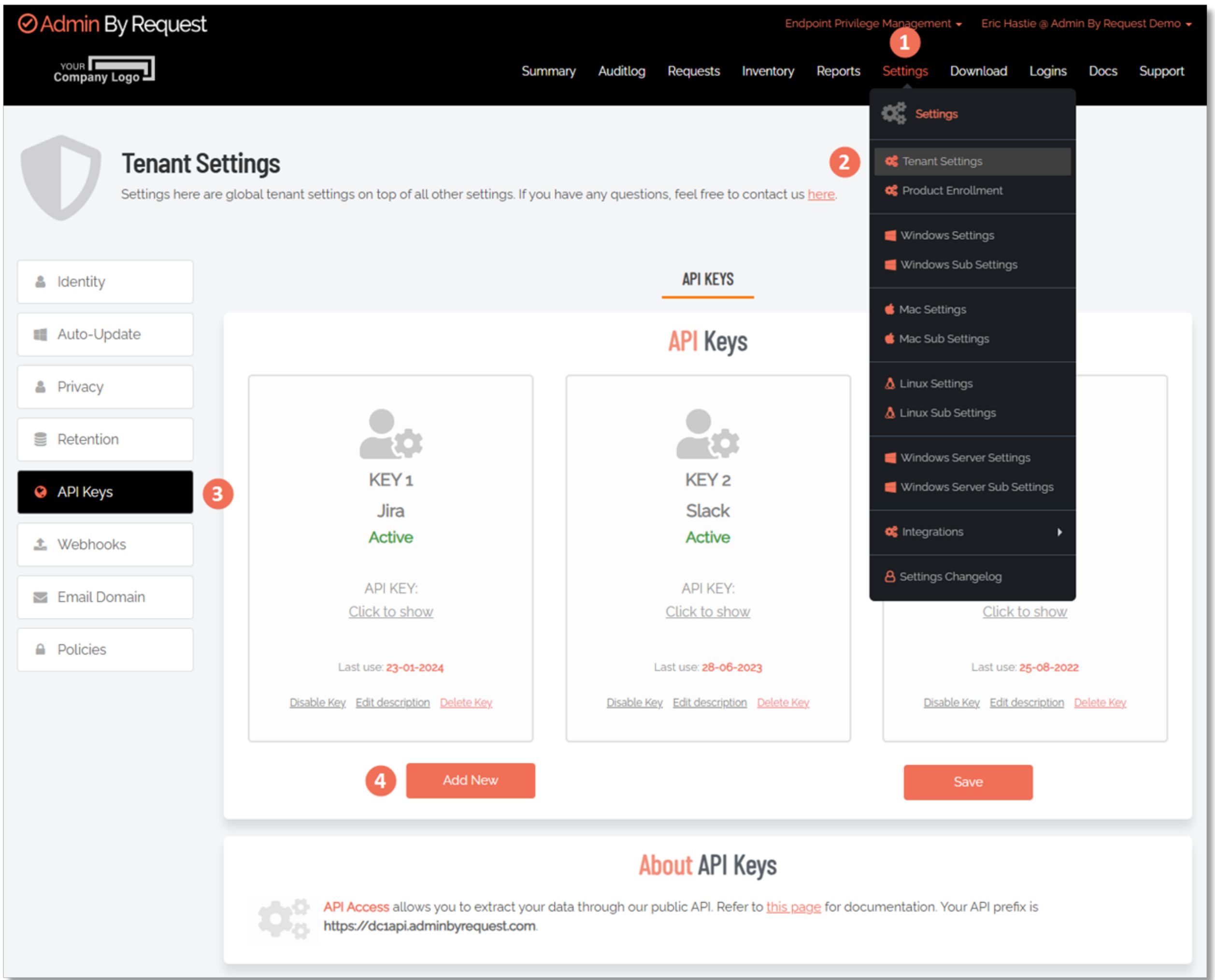
6. Click **Create**.
7. **Skip** adding members for now.
8. If you want to route requests to multiple channels based on Sub Settings scope, create additional channels and teams now. Note that one team can be associated with only one channel. You will assign a Sub Settings Name to each channel in Task D.

IMPORTANT
Remember that this integration **overrides** portal settings, so all users with access to the Teams channel(s) 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 and Configure Channel Scope

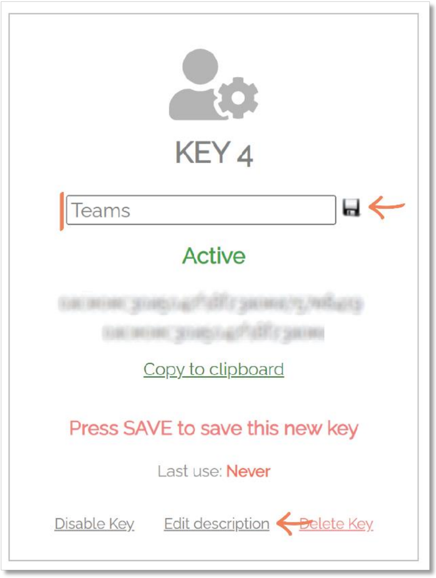
An *API Key* must be created for use with Teams. In V2, you also have the option to specify a *Sub Settings Name* per channel to control which requests that channel receives.

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



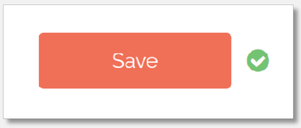
Your API prefix (i.e. data center) is shown at the bottom of this page, under **About API Keys**.

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

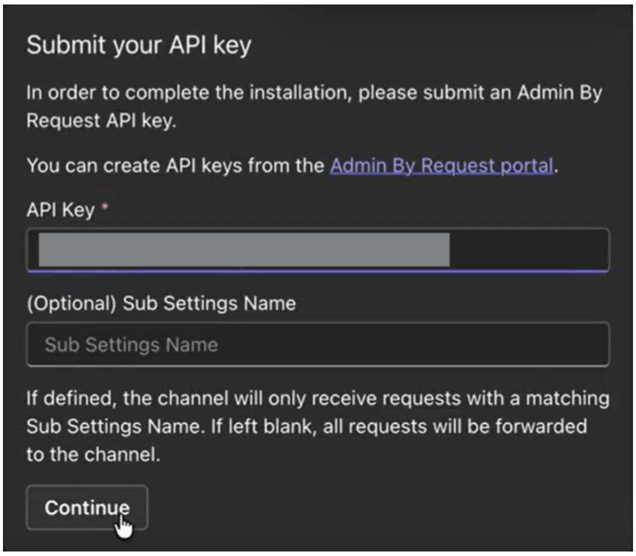


IMPORTANT

The little *Save* icon is for saving the new description only - 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:

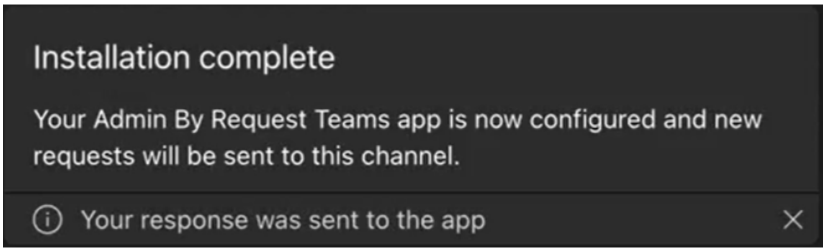


If the integration prompt does not initially request an API key as in the above picture, please ensure that the required permissions are provided. Refer to "B. Ensure the App has required permissions" on page 6 for instructions.

5. (Optional) Enter a **Sub Settings Name** for this channel.

> **Sub Settings Name**
> The Sub Settings Name controls which requests are routed to this channel. It must match the `settingsName` value returned in the ABR Audit Log API for a request to be delivered here.
> - Leave this field blank (or enter *Global*) to receive all requests, including those from sub-settings and global settings.
> - Enter a specific sub-settings name (e.g., *Finance*) to receive only requests originating from that sub-setting. Requests from Global settings will not be sent to this channel.
> - To confirm the correct Sub Settings Name to use, check your audit log entries — the `settingsName` field in the JSON payload is the value to enter here.

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



8. Repeat steps 4–7 for each additional channel and team, specifying a different Sub Settings Name per channel where required.

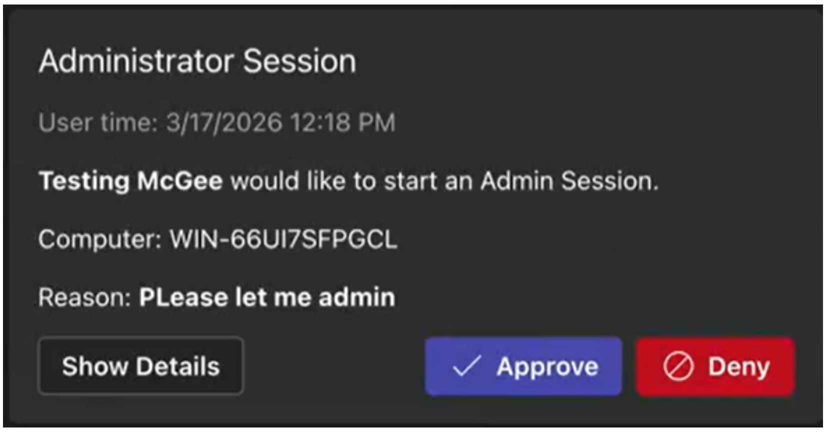
> **NOTE**
> The same API key can be reused across all channels in the team.

E. Manage Requests

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

Receiving requests

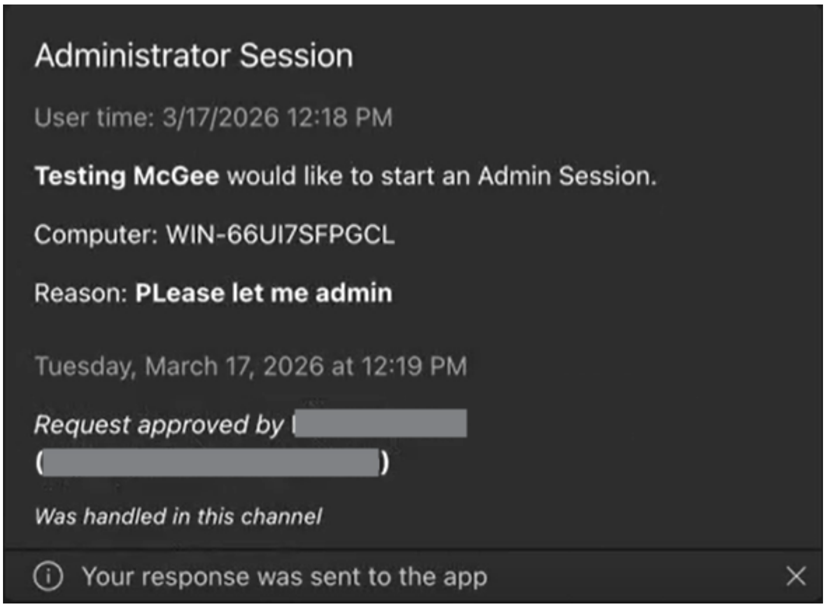
1. New / Pending requests appear in the appropriate Teams channel(s) as a card, displaying the request type (Run As Admin or Administrator Session), the time the request was made, the name of the user, the computer name, the reason provided (if enabled in your ABR settings), and the application name where applicable. For Run As Admin requests, the card also includes the program version, file path, and scan result:



> **Which channels receive the request**
> A request is delivered to every channel whose Sub Settings Name matches the request's `settingsName`. Channels with no scope set (Global) receive all requests. Channels scoped to a specific sub-setting receive only requests from that sub-setting.

Approving or denying a request

1. Click **Approve** or **Deny** on the request card — the same way you would in the Requests page of your Admin By Request portal:



2. If denying, you may optionally enter a **Deny Reason**. The deny reason is recorded in the ABR audit log for the request.

Multi-channel synchronization

If the same request was delivered to more than one Teams channel, approving or denying it in any channel automatically updates the cards in all other channels. Each updated card indicates the outcome and identifies the team and channel where the request was handled.

Handling attribution

When handled in Teams, the card displays the Teams display name of the user who handled the request. When handled via the portal or another integration, the portal admin's name is displayed on the card instead.

In the ABR audit log, if the Teams user's email address matches a portal admin's email address, the portal admin's name is recorded. If no match is found, the "Approved by" field is omitted from the audit log entry.

Requests handled outside of Teams

If a request is approved or denied in the Admin By Request portal, Slack, or any other integration (rather than through Teams), all Teams channels that received the request card are updated to reflect the outcome. When handled via the portal, the portal admin's name is also shown on the updated card.

Your IT staff can now use Teams for more than just communication; they can approve or deny requests for administrative access via one or more dedicated Teams channels, with full synchronization across all channels.

Teams App Zip File (V2)

The *teams-v2.zip* file downloaded in "Prerequisites" on page 2 contains two icons (`color.png` and `outline.png`) and a manifest in JSON format.

The V2 manifest differs from V1 in the following ways:

- **manifestVersion** updated from `1.11` to `1.3`
- **version** updated from `1.0.0` to `2.0.0`
- **name.short** updated to identify this as the V2 app
- **botId** is now a fixed, pre-configured value: do not change this field
- **macOS endpoints** should use the files in folder **__MACOSX**

IMPORTANT
Don't change anything in the manifest - the contents of the zip file are listed here simply for your information.

```
{
  "$schema": "https://developer.microsoft.com/en-us/json-
schemas/teams/v1.13/MicrosoftTeams.schema.json",
  "manifestVersion": "1.13",
  "version": "2.0.0",
  "id": "12d049cf-7faf-4526-93db-87366f318fbf",
  "packageName": "teams.abr.com",
  "developer": {
    "name": "Admin By Request",
    "websiteUrl": "https://www.adminbyrequest.com",
    "privacyUrl": "https://www.adminbyrequest.com/privacy",
    "termsOfUseUrl": "https://www.adminbyrequest.com/terms"
  },
  "icons": {
    "color": "color.png",
    "outline": "outline.png"
  },
  "name": {
    "short": "Admin By Request v2",
    "full": "Admin By Request v2 - Admin Requests"
  },
  "description": {
    "short": "Handle requests from Admin By Request directly through Teams.",
    "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. "
  },
  "accentColor": "#FFFFFF",
  "bots": [
    {
      "botId": "6c0d961b-b50f-45ff-8f8a-26d002870d80",
      "scopes": ["personal", "team"],
      "supportsFiles": false,
      "isNotificationOnly": false
```

```
    }
  ],
  "permissions": [
    "identity",
    "messageTeamMembers"
  ],
  "validDomains": []
}
```

Document History

Version	Author	Changes
15 April 2023 **1.0**	Sophie Alice Dodson	Initial document release.
24 February 2025 **2.0**	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.
7 March 2025 **2.1**	Steve Dodson	Corrected typos. Added IMPORTANT note in chapter "Integration Tasks", task *D. Submit API Key*.
8 May 2026 **2.2**	Steve Dodson	Updates for new V2 integration features, including Sub Settings Name channel scoping, multi-channel synchronization, portal-handled notification, Admin Session request type support, deny reason and auditlog attribution. Updated manifest to version 2.0.0 (manifestVersion 1.3) with fixed botId.