



Insights Discovery for Microsoft Teams

Setup guide



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How to add the app to Microsoft Teams

The Insights Discovery app is [available on the Microsoft Teams app store](#).

This guide is for whoever administrates a Microsoft Teams account, usually an IT team, to install the app for an organisation via the Microsoft Teams admin centre. We also ask that it be pinned to the navigation menu (for visibility) and, if necessary, restricted to specific users.

We use the app ourselves internally and have in-depth knowledge of this setup process. Representatives from our internal IT team are on hand to answer technical questions you may have. Please email msteams@insights.com with any technical queries and we'll get back to you as soon as possible.

How we use your tenant ID

Passing your Microsoft tenant ID to us is a necessary part of the setup process. The Insights Discovery app was built to allow existing Insights customers to make use of their already purchased and available profile data. In order to direct users in-app to the right points of contact and to ensure organisations receive full support and a smooth onboarding experience, we've implemented a tenant ID system.

This system checks that a tenant ID exists in a record and then allows an organisation to access the relevant profile data on our practitioner platform. If you're happy to proceed with the installation, we ask that you pass your tenant ID (or multiple tenant IDs) to us by providing it to the Insights representative who contacted you. These will then be added to this record.

Until this is done, the app will display a "It looks like your organisation is not set up to use learner data in Microsoft Teams yet" error message.

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Microsoft Teams administrators – follow these steps to install the Insights Discovery App and set app permissions:

1. Search and install the “Insights Discovery” app on Microsoft Teams – when searching, you should see a result labelled “Insights Discovery” with the Insights logo as its icon. You can also [install it directly from the store here](#).
2. Navigate to the “Manage apps” area of the Microsoft Teams administration centre, select the “Insights Discovery” app and set its status to “Allowed” and select the “Install for everyone” action – [see here for full instructions](#).
3. *If allowing access to all Microsoft Teams users*, navigate to the “Setup policies” area and update the global setup policy to include the “Insights Discovery” app – [see here for full instructions](#).
 - a. Before doing this, **we recommend following step 4 and restricting the app to a few initial test users** to check your tenant ID has been set up correctly and the app works as expected.
4. *If you want to restrict access to the app for a select group of Microsoft Teams users*, do the following:
 - a. Navigate to “Permissions policies” area of the Microsoft Teams administration centre.
 - b. Create a global policy that blocks the Insights Discovery app for all users – [see here for full instructions](#).
 - c. Create a custom application policy that unblocks the Insights Discovery app and assign that policy to the specific users you want to have access – [see here for how](#).
 - i. Before applying this policy to all the relevant users, **we recommend restricting the app to a few initial test users** to check your tenant ID has been set up correctly and the app works as expected.
 - d. Navigate to the “Setup policies” area of the Microsoft Teams administration centre.
 - e. Create a new policy based on the global setup policy, select “User pinning” and add the “Insights Discovery” app.
5. Pin the app to the app bar in Microsoft Teams by adding the Insights Discovery app to the “Pinned apps” setup policy – [see here for help](#).

After some time (due to caching it may take a day or two), users will begin to see “Insights Discovery” appear as an option in the Microsoft Teams navigation menu.

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App requested permissions

API name	Claim value	Permission	Type
Microsoft Graph (30)	TeamsAppInstallation. ReadForUser.All	Read installed Teams apps for all users	Application
"	TeamsTab.ReadWrite ForChat.All	Allow the Teams app to manage all tabs for all chats	"
"	TeamsAppInstallation. ReadWriteSelfForUser.All	Allow the app to manage itself for all users	"
"	TeamsAppInstallation. ReadWriteSelfForTeam.All	Allow the Teams app to manage itself for all teams	"
"	AppCatalog.Read.All	Read all app catalogs	Delegated
"	Calendars.Read	Read user calendars	"
"	ChannelMember.Read.All	Read the members of channels	"
"	ChannelMessage.Read.All	Read user channel messages	"
"	ChannelMessage.Send	Send channel messages	"
"	Chat.Read	Read user chat messages	"
"	Chat.ReadBasic	Read names and members of user chat threads	"
"	ChatMessage.Read	Read user chat messages	"
"	ChatMessage.Send	Send user chat messages	"
"	Contacts.Read	Read user contacts	"
	email	View users' email address	"
"	offline_access	Maintain access to data you have given it access to	"
"	openid	Sign users in	"
"	People.Read	Read users' relevant people lists	"

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API name	Claim value	Permission	Type
"	People.Read.All	Read all users' relevant people lists	"
"	Presence.Read	Read user's presence information	"
"	Presence.Read.All	Read presence information of all users in your organisation	"
"	profile	View users basic profile	"
"	Team.ReadBasic.All	Read the names and descriptions of teams	"
"	TeamsAppInstallation.ReadWriteSelfForChat	Allow the Teams app to manage itself in chats	"
"	TeamsTab.Read.All	Read tabs in Microsoft Teams	"
"	TeamsTab.ReadWriteForChat	Allow the Teams app to manage all tabs in chats	"
"	User.Read	Sign in and read user profile	"
"	User.Read.All	Read all users' full profiles	"
"	User.ReadBasic.All	Read all users' basic profiles	"
"	User.ReadWrite	Read and write access to user profile	"