Texting for Business App

Teams Admin

Deployment Quick Reference

MOMENTUM

1. Introduction

This document provides guidance for Microsoft 365 administrators to deploy Texting for Business ($) in Microsoft Teams. This document also includes some basic information for Teams users to get started with Texting for Business.

1.1 Overview of Texting for Business in Teams

- Texting for Business allows you to send/receive text messages from your work phone numbers.
- Creates an easy way for you to use a work number for texting instead of your personal mobile phone.
- All of the features of your smart phone from your business line.

# 2. Deployment guidance for Microsoft 365 **administrators**

2.1 Prerequisites

Prior to deploying Texting for Business in Microsoft Teams, ensure that you have:

- An active Microsoft 365 subscription for your organization
- Access to a Microsoft 365 administrator account with sufficient permissions (global)
- Activated Microsoft Teams for your organization
- An active **Texting for Business** subscription license
- You have sent the list of phone numbers and associated users for Service Provider approval.

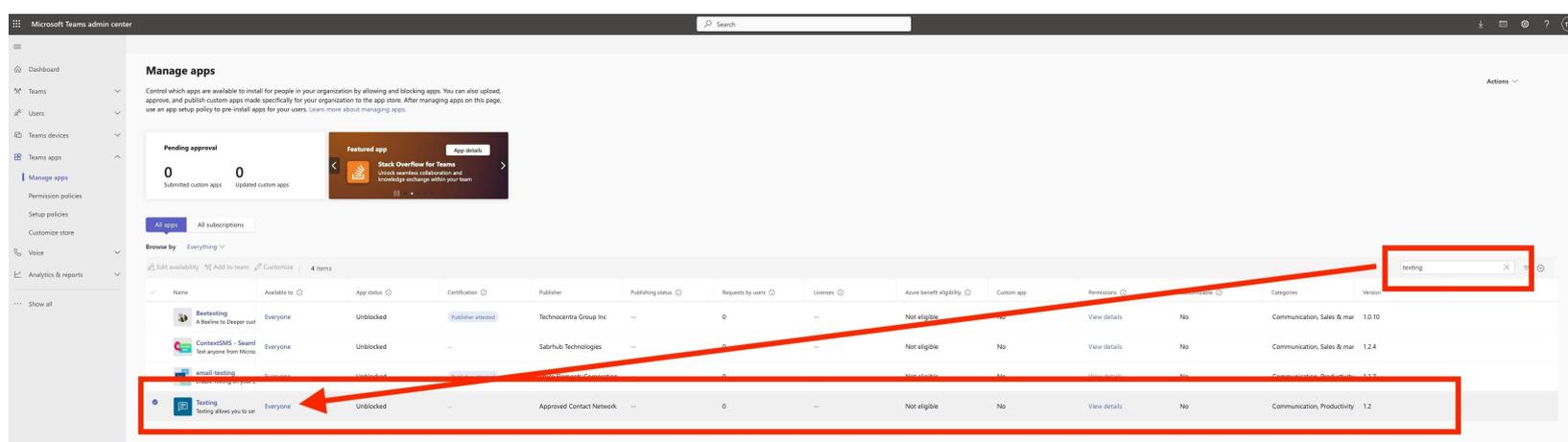## 2.2 Sign into the Microsoft Teams admin center

1. Go to https://admin.teams.microsoft.com/

2. Enter your administrator credentials.
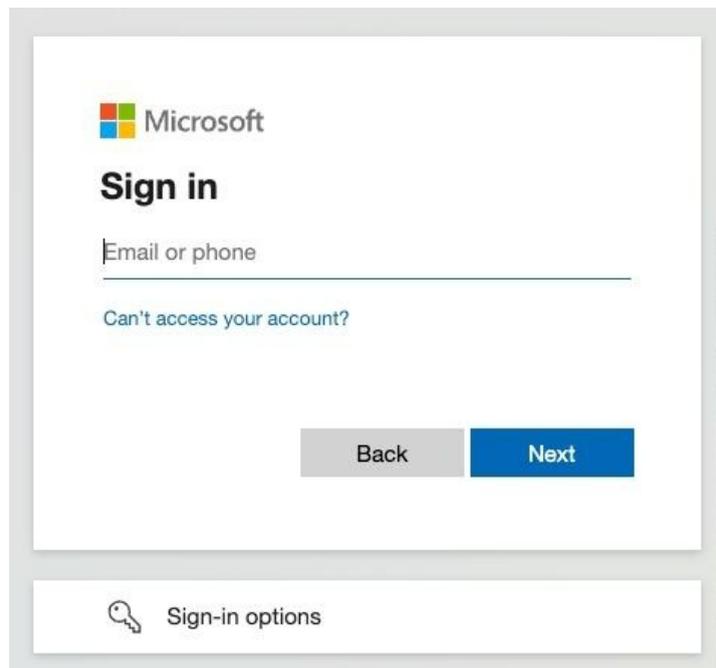
3. Access the MS Teams Admin Center dashboard - then choose Teams apps > Manage Apps.
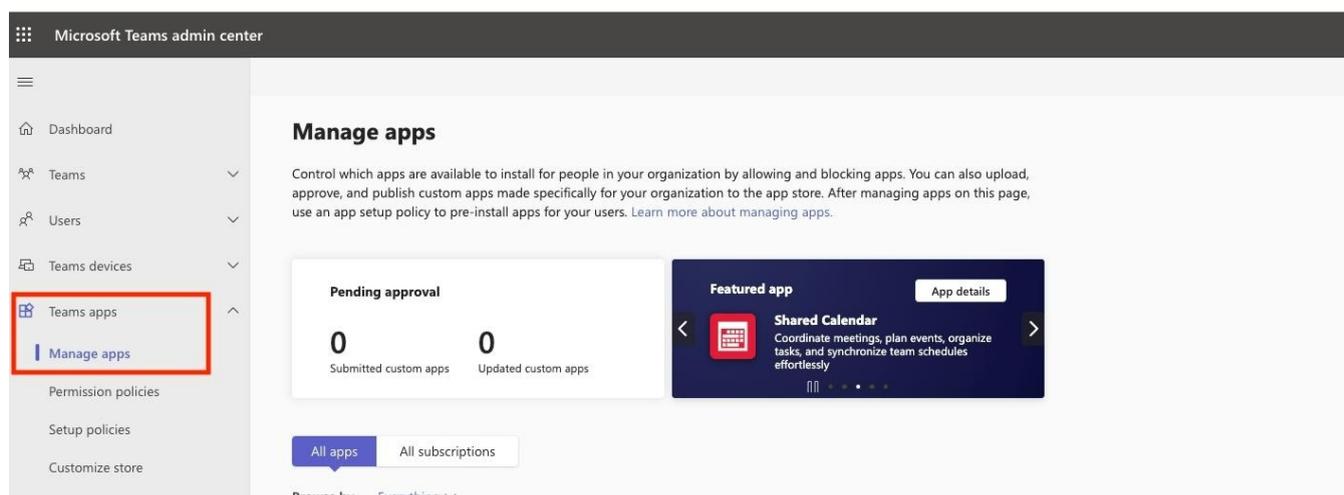

4. Search for "Texting" and choose **Texting by Approved Contact Networks**.

5. With the app selected, choose "Edit availability" at the top of the list.

   NOTE: We have noticed issues with this being available and being unable to be tapped.
   If it is not tappable, just pop off the screen and come back. There seems to be a slight bug on the Microsoft side for the enabling of this feature. It should work most of the time though.
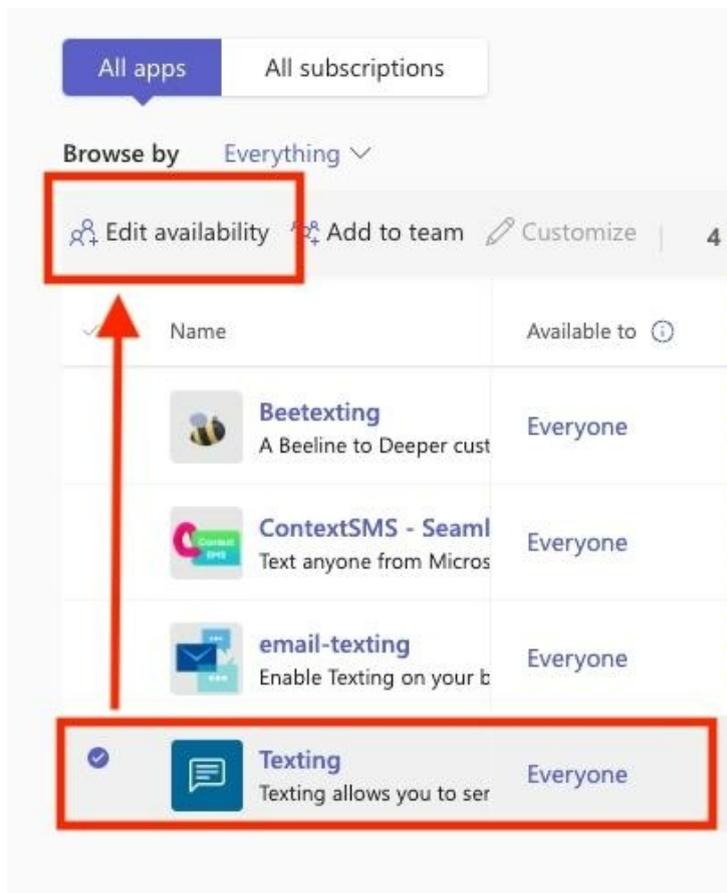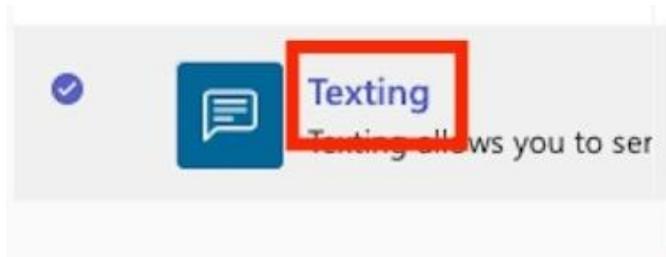

6. A section will slide out on the right side of the page. Ensure it is "available" to Everyone.

   OR you can add specific users as well.

   When done, but sure to hit the "Apply" button.
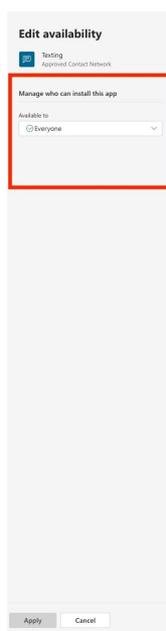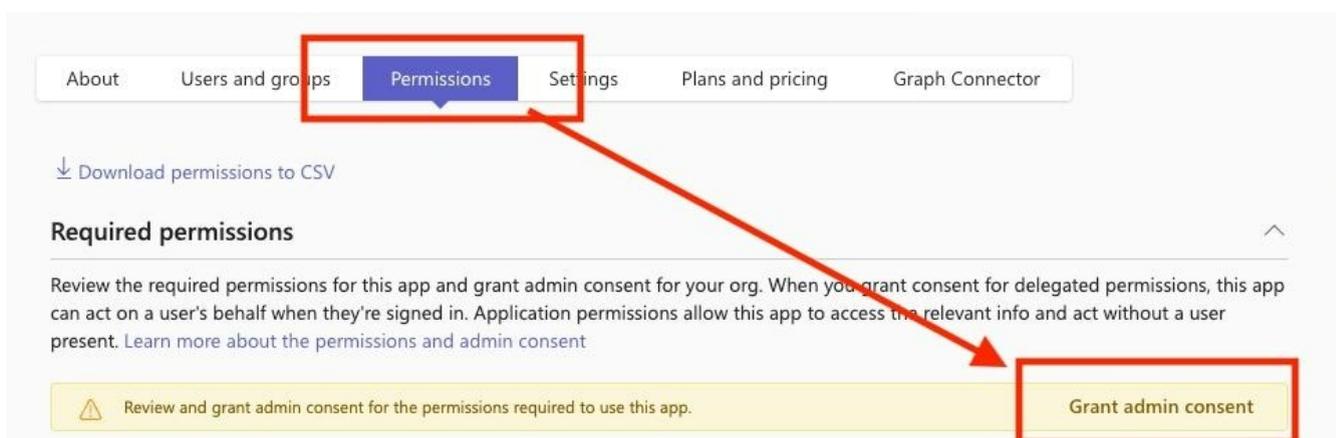
2.3 Set (org-wide) app permission policies

7. From the same list, tap on the app itself (click on the "Texting" name).

8. Select Permissions and "Grant admin consent". *You may have to login again here.*

    Follow the prompts to ensure admin consent has been granted.
    THIS IS A CRITICAL STEP.

    The following permissions will be granted. These include user security (email, id, etc.) as well as notification (Activity, etc.) and user installation permissions.
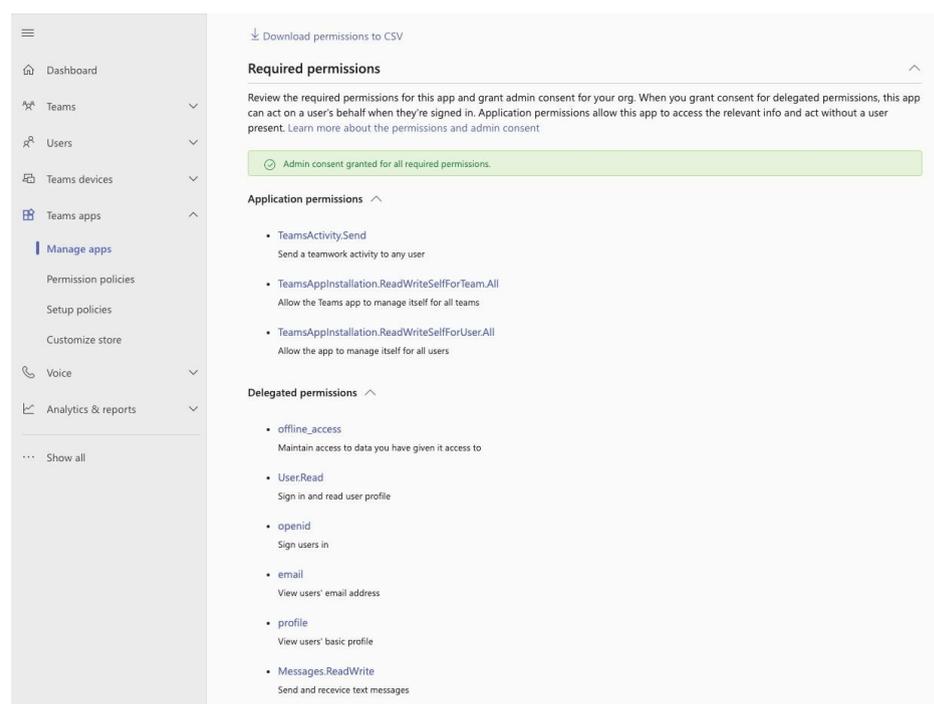
2.4 Additional Information

1. For each unique number that is licensed with Texting for Business, you can either install it into a Team with multiple users OR assign it to an individual user by pinning the app to the Teams sidebar.

2. You can allow Teams Notifications to be created automatically on inbound text messages by granting admin consent for our application using the steps above.

3. **A global admin will have to click on this link, and it will be enabled for all users in the domain:**

   ********login.microsoftonline.com/common/adminconsent?client_id=d

   90d0a4f-1b1c-4326-8820-7d573301787d&redirect_uri=https://text.approvedcontact.net/
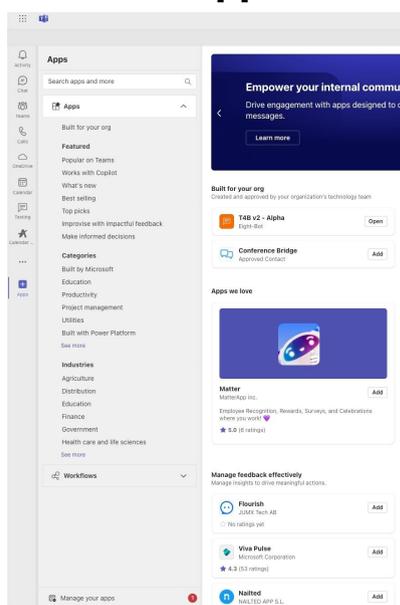
   microsoft-admin-consent

3. Deployment guidance for Teams users
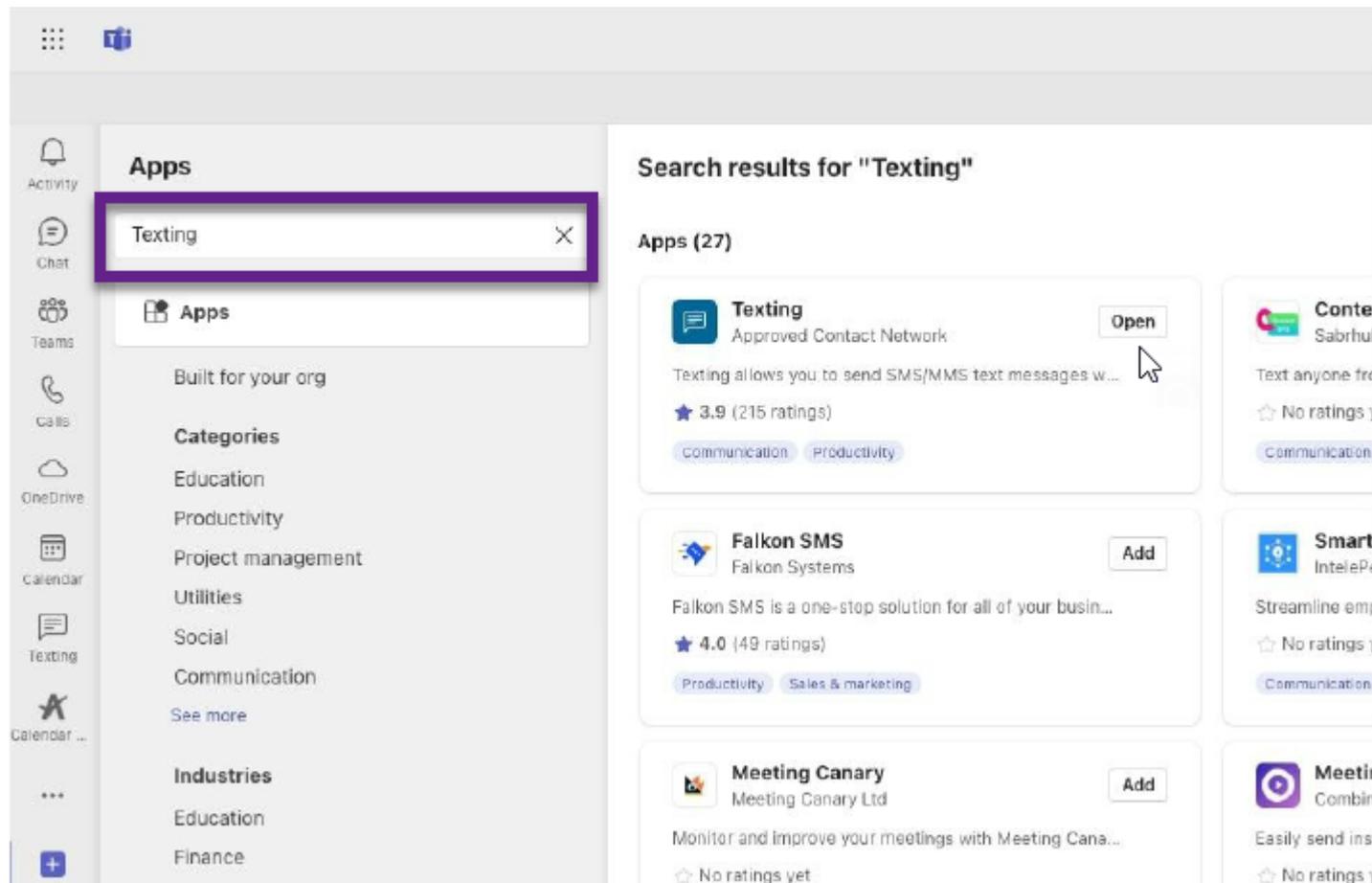
3.1 Prerequisites

- Active Teams account with Teams Calling or voice routing (direct/derived) enabled
- Active Texting for Business account deployed and assigned
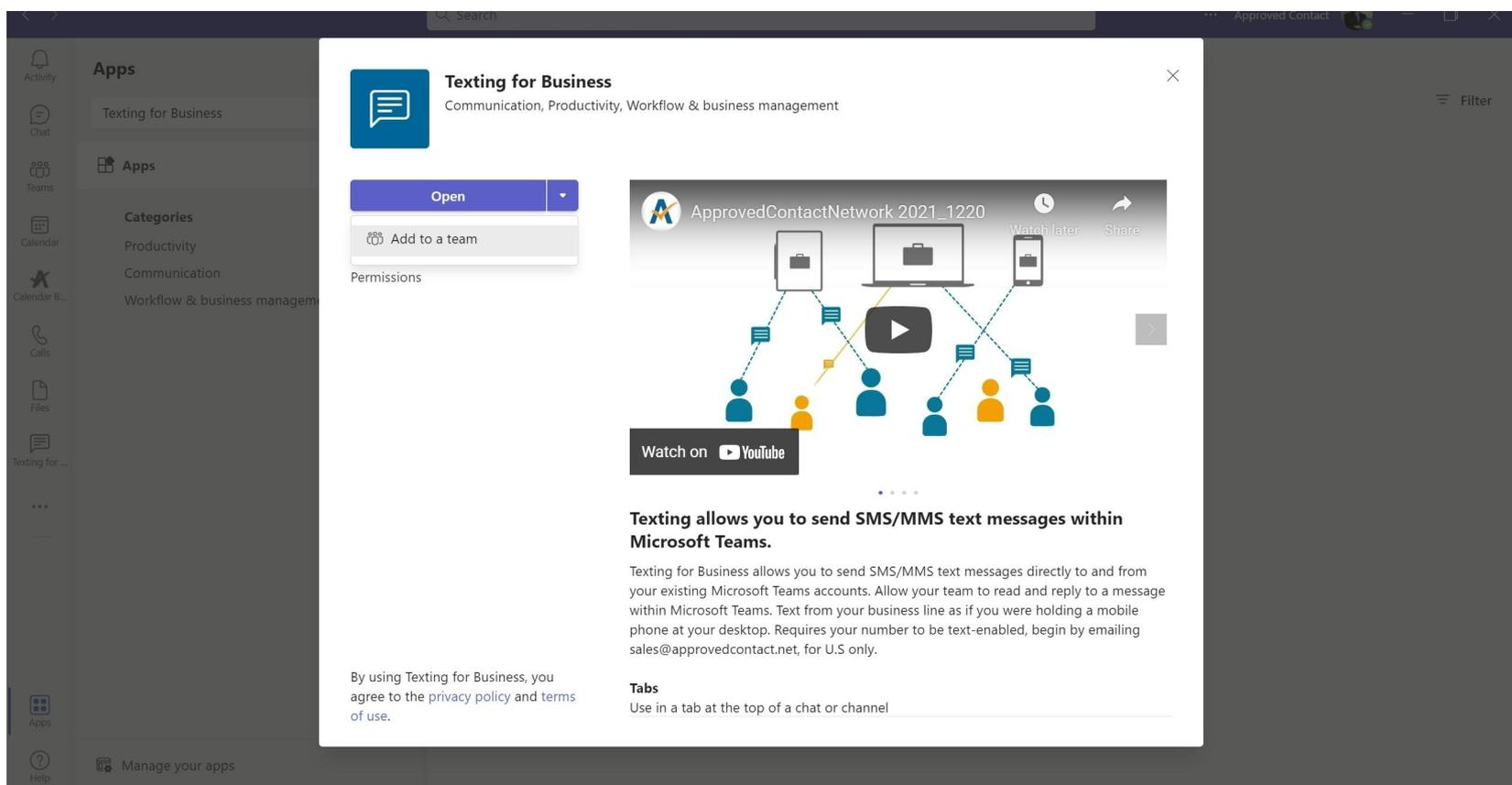
3.2 Add Texting for Business to Teams

1. Open Teams and sign in.

2. Select the **Apps** icon on the left rail of the Teams window.
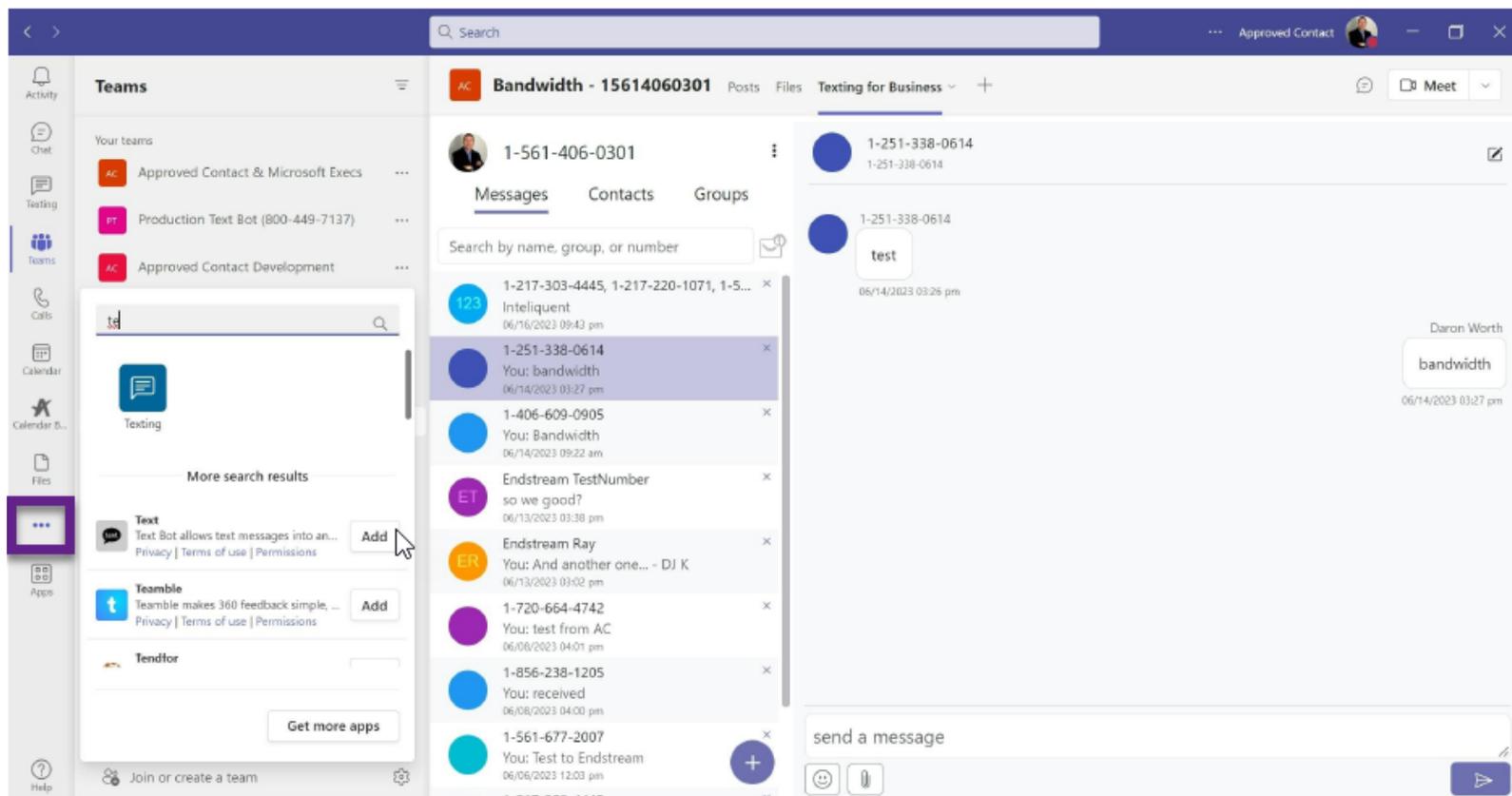
3.   Search for Texting

4.   Click on the application and press the **Add** button.

5. OPTIONAL – If you don't want to add the Texting application into a Team, you can pin it to the sidebar by selecting the ellipsis (three dots) in the the left sidebar to add it there.
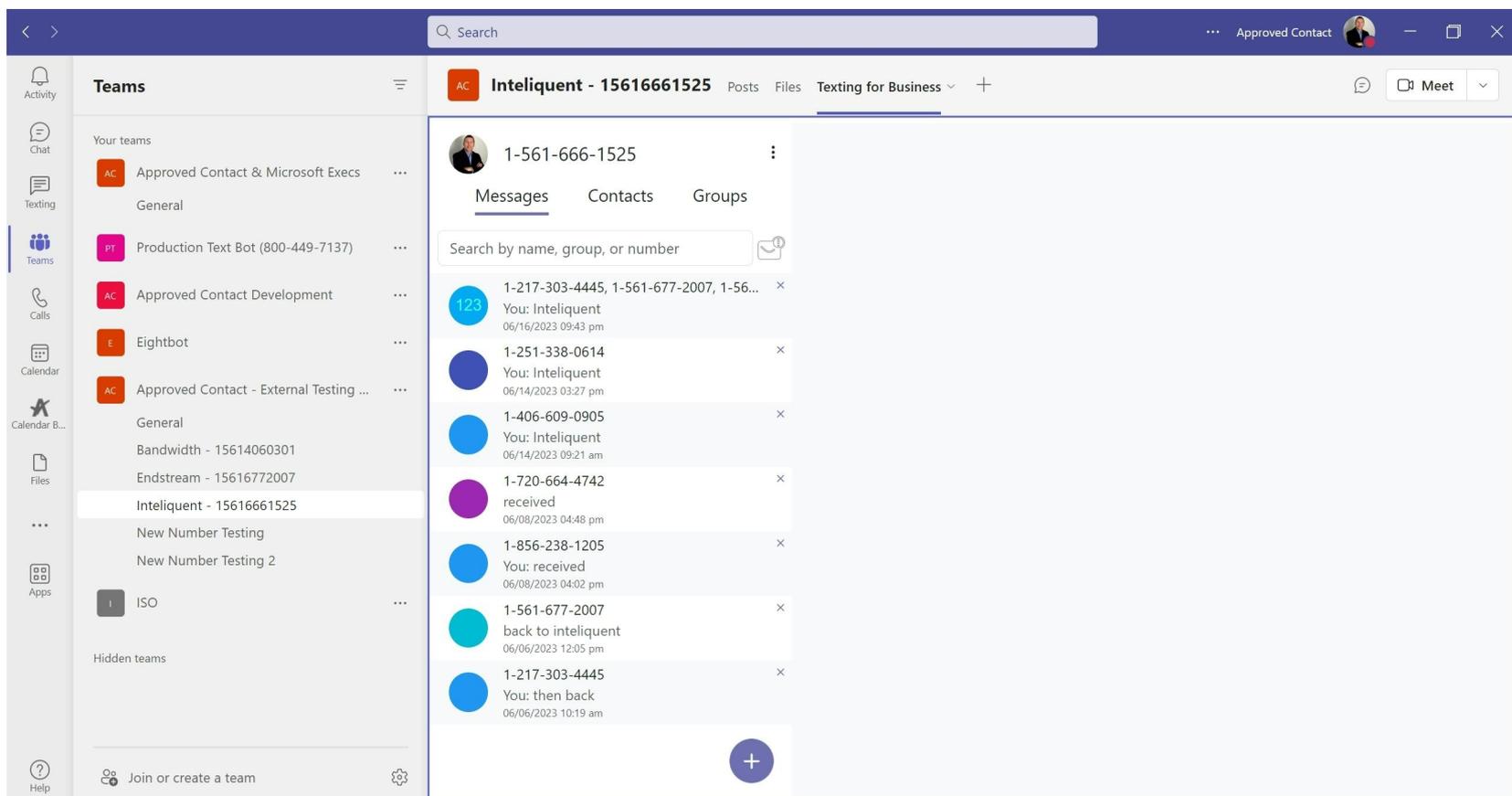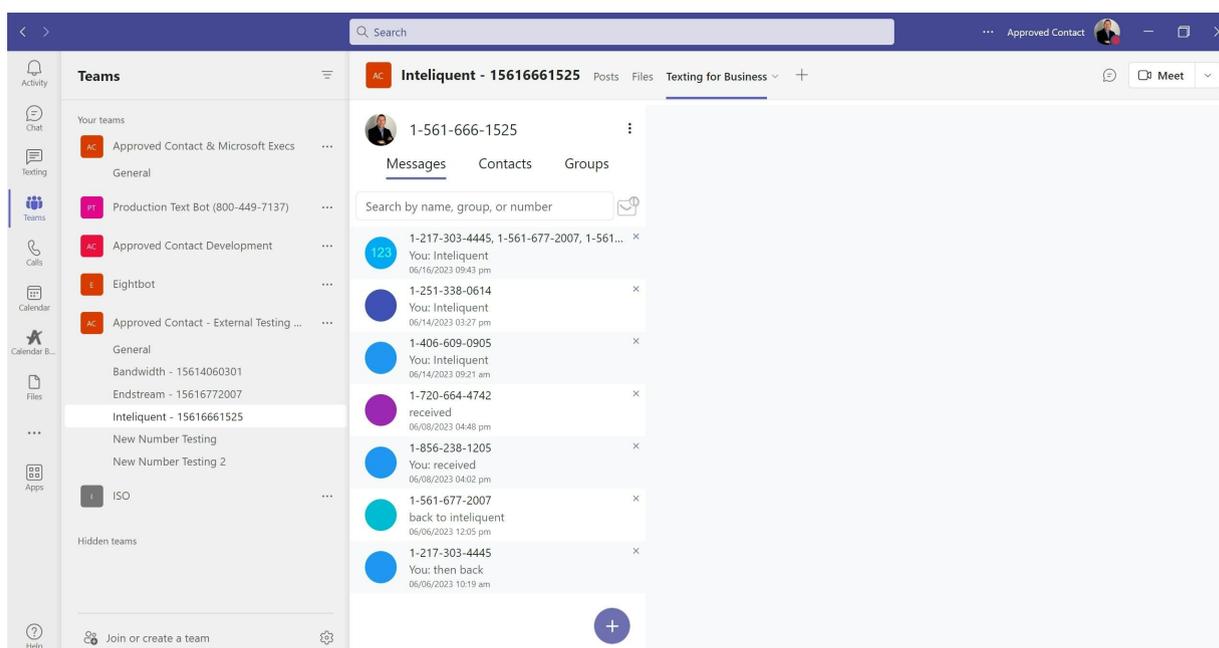

3.3 Sign into Texting for business

1. Once you are signed in and in the Teams channel (shown below) you will be asked to Add the pre-approved phone number that was provided to you. If you don't know the correct number to use, contact your Teams Admin or the Service Provider for assistance.
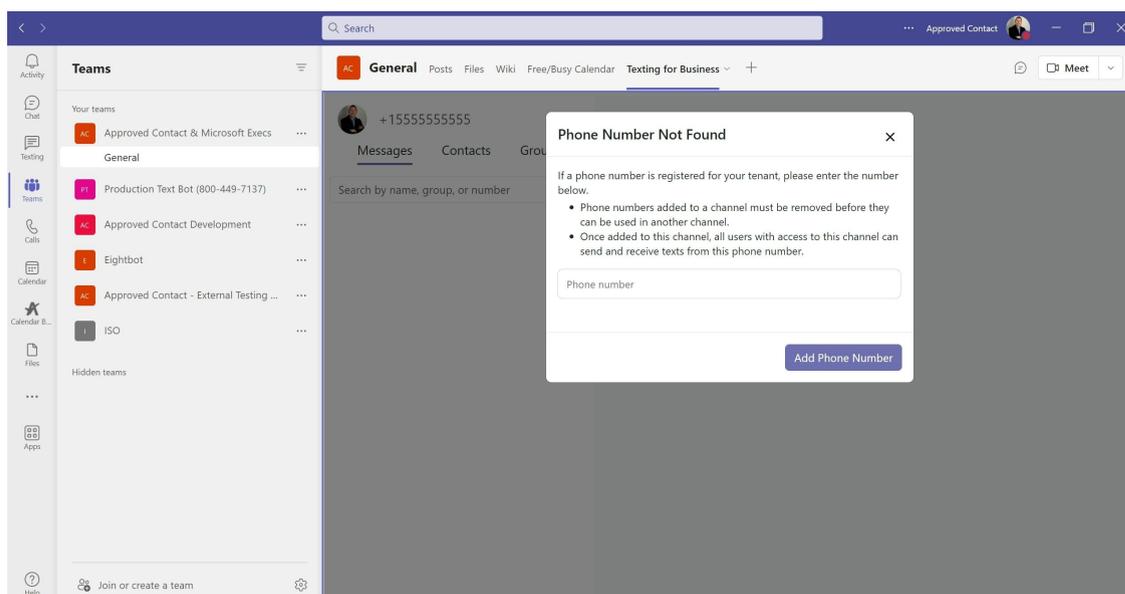
2. Once you are signed in you can begin texting by selecting the "+" sign

3. You will have comparable functionality to send and receive texts, just like on your smartphone. You can also import contacts or groups of contacts for group messaging or large list texting. MMS groups are limited to 20 people in the group. Large list texting, more than 20 people, requires your number to be registered with the *www.campaingregistry.com* and will also need optin/optout enabled in the app. Ask your Teams Admin for assistance with Optin/Optout enablement.

3.4 Start using Texting for Business

1. You can now send SMS Texts and append all the file types supported by the service provider.

3.5 Conditional Access Policies with Intune

1. **If you use conditional access with Intune, we recommend whitelisting the app (Texting for Business)** with the following two conditional access policies; one that excludes our applications from multi-factor authentication and one that excludes our applications from device compliance. See examples below:

Intune Device Compliance ...

Conditional Access policy

🗑 Delete

Control access based on Conditional Access policy to bring signals together, to make decisions, and enforce organizational policies. Learn more

Control access based on all or specific cloud apps or actions. Learn more

Select what this policy applies to

Cloud apps ⌄

Name *

Intune Device Compliance

Include   **Exclude**

Select the cloud apps to exempt from the policy

Assignments

Users ⓘ

All users included and specific users excluded

Cloud apps or actions ⓘ

All cloud apps included and 2 apps excluded

Conditions ⓘ

2 conditions selected

Access controls

Grant ⓘ

1 control selected

Session ⓘ

0 controls selected

Edit filter (Preview)

None

Select excluded cloud apps

Texting for Business Api and 1 more

Texting for Business
d90d0a4f-1b1c-4326-8820-7d573301787d   ...

Texting for Business Api
e760bd58-2afc-4a56-988b-3bc37b2f7562   ...

Enable policy

Report-only   On   Off

Save

Thank you for installing Texting for Teams.