



# Admin Ecosystem Setup Guide

Last updated: 1/3/2024

## 1. System Requirements and Prerequisites

### 1.1 Technical Requirements

- Azure Org
- Microsoft Teams

### 1.2 Supported Platforms

Tweelin is available for the following platforms: Android, iOS, MS Teams, and Windows. All apps are an integral part of the Tweelin ecosystem.

#### 1.2.1 Tweelin for Microsoft Teams

Tweelin for Microsoft Teams requires Microsoft Azure and Microsoft Teams administrator accounts, in order to set the required policies and grant access to the end users.

#### 1.2.2 Tweelin for Mobile

- Tweelin for Android supports smartphones featuring Android 8 (Oreo) or newer.
- Tweelin for iOS requires an iPhones 8 or newer.

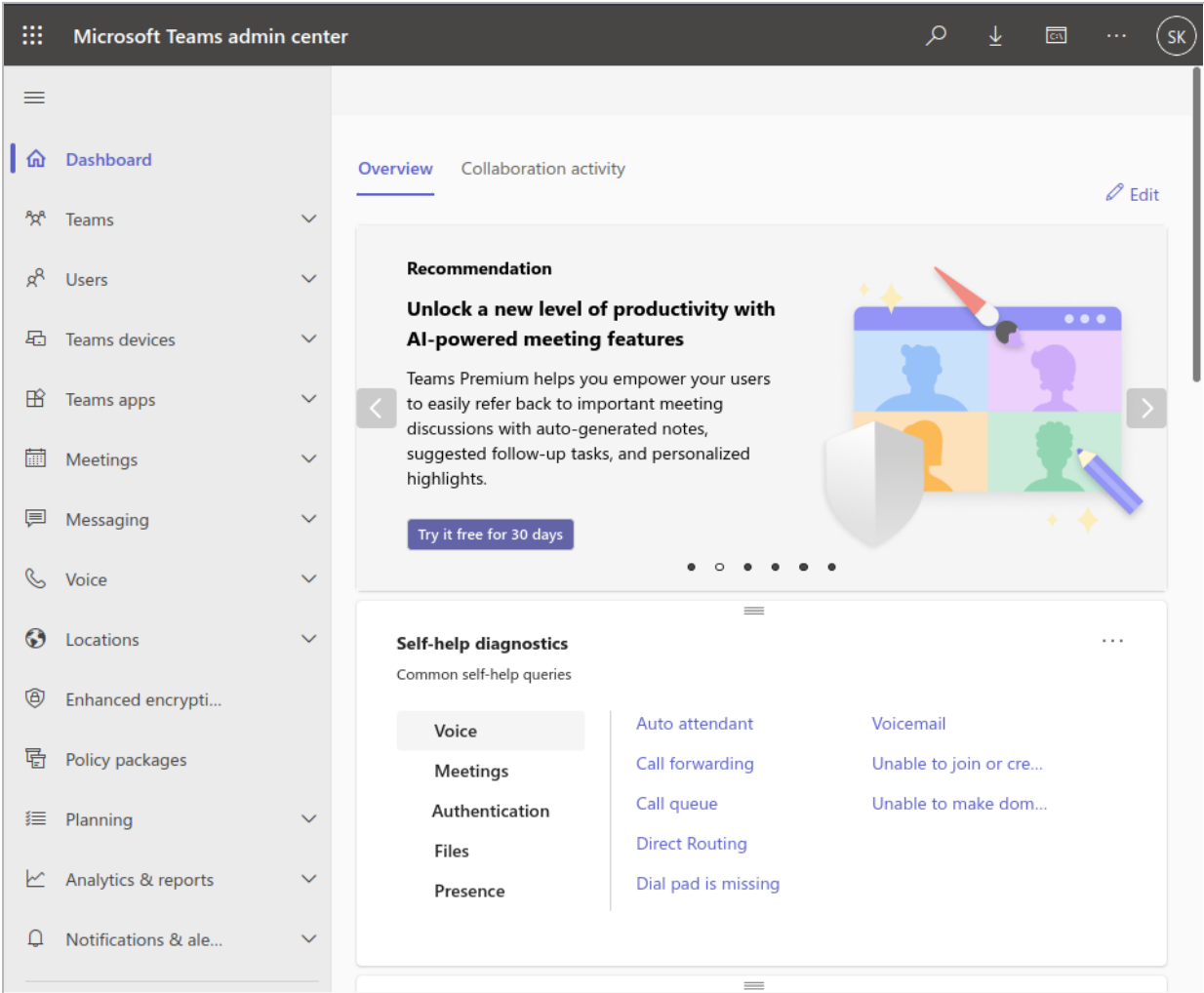
#### 1.2.3 Tweelin Telemetry Agent

- Windows 10 or 11, 64-bit.
- Pre-existing Tweelin account.

# 2. Global Setup Process

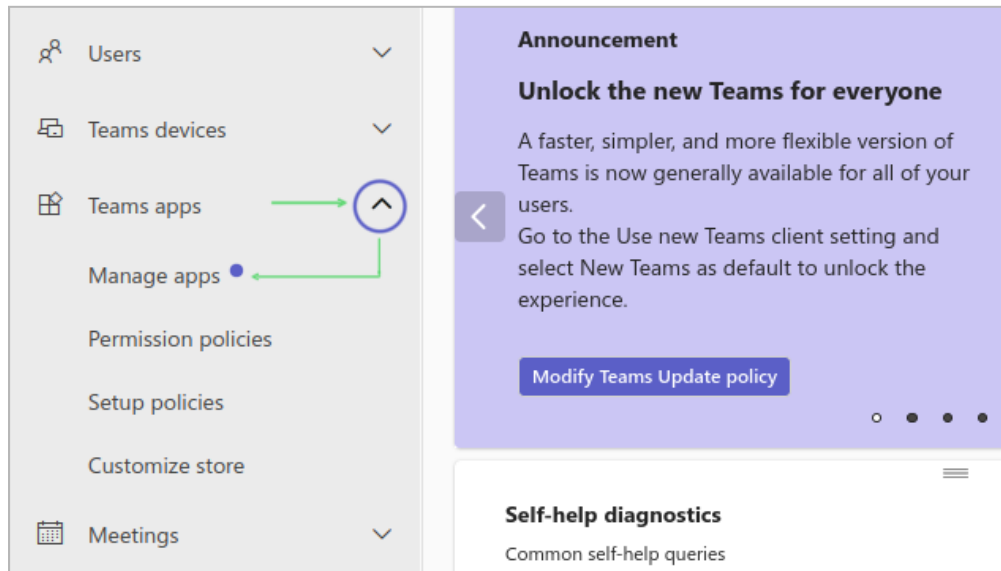
## STEP 1 - Go to admin center

Navigate to the [Microsoft Teams admin center](#).



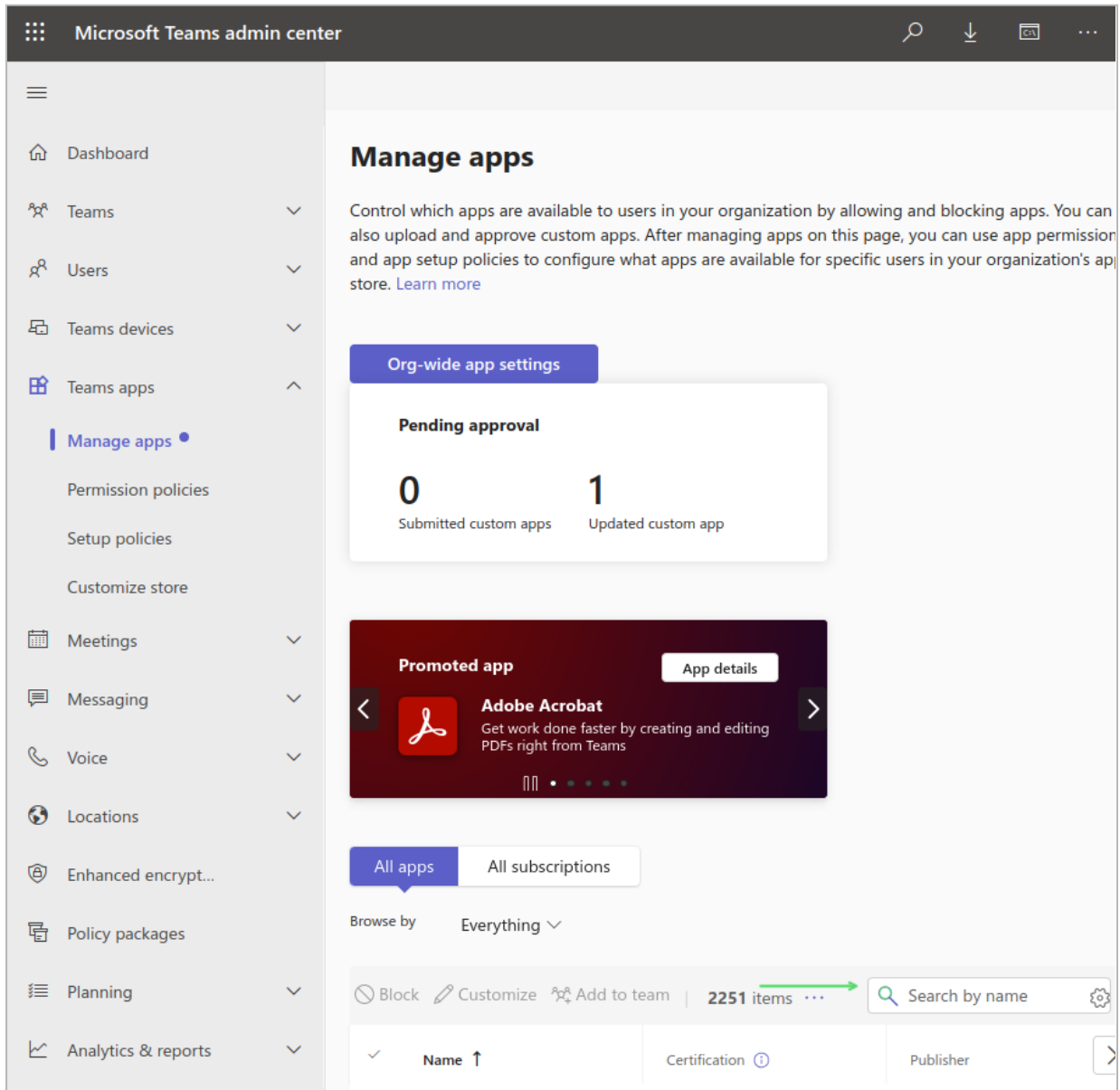
## STEP 2 - Manage apps

Navigate to **Teams apps** > [Manage apps](#).



### STEP 3 - Search for Tweelin

Open the **All apps** tab and, Search for “Tweelin”.



## STEP 4a - Check the status

Check the **Tweelin** app details in the list to make sure it is allowed in your organization.

The screenshot shows the Microsoft Teams admin center interface. The left sidebar contains navigation options like Dashboard, Teams, Users, and Manage apps. The main content area is titled 'Manage apps' and includes a search bar with 'Tweelin' entered. Below the search bar, there is a table of apps. The 'Tweelin' app is listed with a status of 'Allowed'. A green box highlights the 'Tweelin' app name in the search bar, and another green box highlights the 'Tweelin' app in the list. A green arrow points from the search bar to the app in the list.

## STEP 4b - Allow, if blocked

If Tweelin is blocked, select it and click on **Allow**.

This close-up screenshot focuses on the 'Manage apps' interface. The search bar contains 'Tweelin'. Below the search bar, there are buttons for 'Allow' and 'Block'. The 'Allow' button is highlighted with a green box. A green arrow points from the 'Tweelin' app name in the list below to the 'Allow' button.


## STEP 5 - Open app details page

Click on the **Tweelin** app name in the list to proceed to the app details page.

Manage apps \ Tweelin

# Tweelin

Tweelin Inc.



Status ⓘ  Allowed

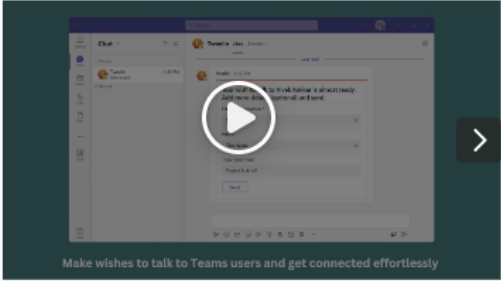
Publisher attested

Version **1.1.16**

By using this app, you and your users agree to the [Privacy policy](#) and [Terms of use](#).

About **Permissions** Settings Plans and pricing

### Overview



Make wishes to talk to Teams users and get connected effortlessly


**Tweelin connects you with other users at the right time effortlessly.**

Serendipity engineered into your primary collaboration tool. Tweelin allows you to make wishes to talk to coworkers and connects you at the right time for both. With Tweelin, you can say goodbye to endless st...[More](#)

**Bots**  
Chat with the app to ask questions and get info

**Personal app**  
Keep track of important content and info

### Details

Short name	Categories	Certification ⓘ
Tweelin	Communication, Productivity, Utilities	<a href="#">Publisher attested</a> 


## STEP 6 - Review permissions and consent

Scroll down to the permission section where you will be able to find **Review permissions and consent**. Click on it.

Manage apps \ Tweelin

### Tweelin

Tweelin Inc.



Status ⓘ  Allowed

Version **1.1.16** Publisher attested

By using this app, you and your users agree to the [Privacy policy](#) and [Terms of use](#).

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#### App permissions

- Receive messages and data that I provide to it.
- Send me messages and notifications.
- Access my profile information such as my name, email address, company name, and preferred language.
- Receive messages and data that chat members provide to it in a chat.
- Send messages and notifications in a chat.
- Access this chat's information such as chat name and roster (including chat member's names and email addresses) - and use this to contact them.

#### Org-wide permissions

**This app has been granted consent for some permissions.** Go to [Microsoft Entra ID](#) to view details.

As an admin you can review and accept the permissions that this app requires for all of your users in your organization. You would do this so users won't have to review and accept the permissions for the app individually when the app is started.

Use the below button to grant admin consent. [Learn more](#)

[Review permissions and cons...](#) ←

#### Resource-specific consent (RSC) permissions

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## STEP 7 - Login as admin

Login with your Microsoft admin account.

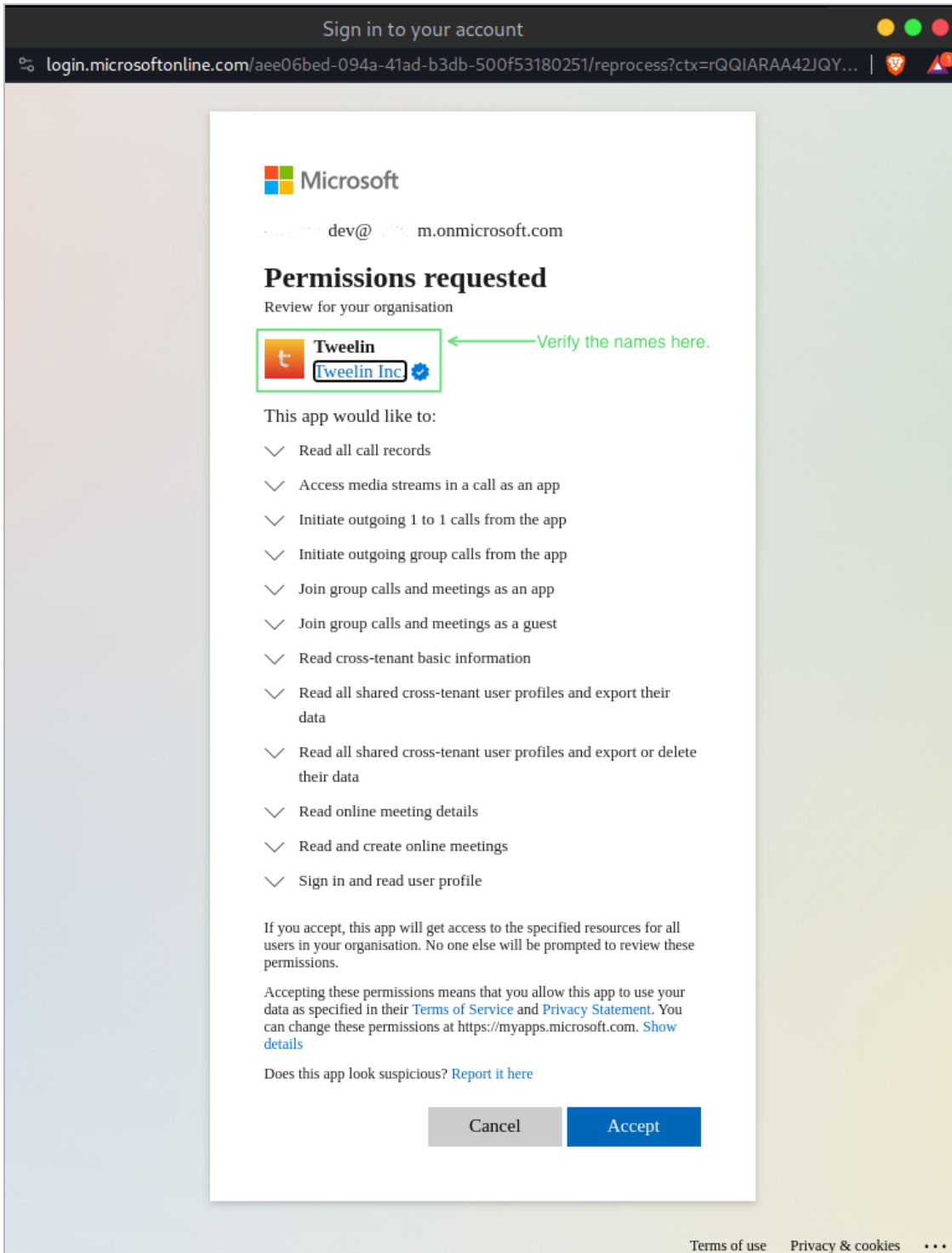
The screenshot displays the Microsoft Admin Center interface for managing the 'Tweelin' application. The main page shows the app's status as 'Allowed' and provides a list of permissions under the 'App permissions' section. A 'Permissions' tab is selected, showing a list of permissions such as 'Receive messages and data that I provide to it' and 'Send me messages and notifications'. Below this, there is a section for 'Org-wide permissions' with a button to 'Review permissions and cons...'. A 'Resource-specific consent (RSC) permissions' section is also visible at the bottom.

Overlaid on the right side of the screenshot is a 'Sign in to your account' dialog box. The dialog shows the Microsoft logo and the text 'Pick an account'. It lists a signed-in account: 'Developer' with an email address ending in '@...onmicrosoft.com'. Below this, there is a '+ Use another account' option. The dialog also includes links for 'Terms of use' and 'Privacy & cookies' at the bottom.



## STEP 8 - Grant permissions

Make sure that the app name is “Tweelin”, and the publisher name is “Tweelin Inc.”, then grant the permissions to the Tweelin app by clicking **Accept**.



The screenshot shows a web browser window with the address bar displaying a Microsoft login URL. The main content is a 'Sign in to your account' dialog box. At the top, it shows the Microsoft logo and the user's email address 'dev@m.onmicrosoft.com'. Below this, the heading 'Permissions requested' is followed by the instruction 'Review for your organisation'. A card for the 'Tweelin' app is highlighted with a green border and a green arrow pointing to it with the text 'Verify the names here.'. The app card shows the Tweelin logo and the publisher name 'Tweelin Inc.' with a verified badge. Below the app card, a list of permissions is shown, each with a checkmark icon. At the bottom of the dialog, there are 'Cancel' and 'Accept' buttons. The footer of the browser window contains links for 'Terms of use' and 'Privacy & cookies'.

Sign in to your account

login.microsoftonline.com/... |

Microsoft

dev@m.onmicrosoft.com

### Permissions requested

Review for your organisation

**Tweelin** ← Verify the names here.  
Tweelin Inc.

This app would like to:

- ✓ Read all call records
- ✓ Access media streams in a call as an app
- ✓ Initiate outgoing 1 to 1 calls from the app
- ✓ Initiate outgoing group calls from the app
- ✓ Join group calls and meetings as an app
- ✓ Join group calls and meetings as a guest
- ✓ Read cross-tenant basic information
- ✓ Read all shared cross-tenant user profiles and export their data
- ✓ Read all shared cross-tenant user profiles and export or delete their data
- ✓ Read online meeting details
- ✓ Read and create online meetings
- ✓ Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organisation. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [Terms of Service](#) and [Privacy Statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel Accept

Terms of use Privacy & cookies

## STEP 9 - Verify that Tweelin is in the enterprise application list

Verify that Tweelin is correctly added to the list of your enterprise applications in the [Microsoft Azure portal](#). Navigate to **All Applications** under the “Manage” menu category.

The screenshot shows the Microsoft Azure portal interface for Enterprise applications. The left-hand navigation pane is expanded to the 'Manage' section, where 'All applications' is highlighted with a green box and a white arrow. The main content area displays an overview of the tenant's applications, including statistics for total, enabled, disabled, and hidden apps, as well as sections for Conditional Access, Admin consent requests, and Access reviews.

The **Tweelin** app should be listed in the **All applications** section.

The screenshot shows the 'All applications' page in the Microsoft Azure portal. A table lists the applications found in the organization. The 'Tweelin' application is listed as the first entry.

Name	Object ID	Application ID	Homepage URL	Created on	Certificate Expiry St...	Active Certificate Ex...	Identifier URI (Entit...
Tweelin	093bc55d-ab4f-49cf-a1...	40c028b3-19db-49e7-b...	https://tweelin.com/v	21/11/2023	-	-	api://webtab.tweelin.co...
Zoom	7cc1f979-0805-4245-bf...	23962431-1240-420c-84...	https://zoom.us	18/10/2023	-	-	api://zoomdev.com/239...
Trello	fb179a70-c7fd-49f9-9c1...	9944f501-65a1-4c2e-8b...		27/10/2023	-	-	api://msteams-trello.ser...

## STEP 10 - Setup global access policy

Open the [Microsoft Teams admin center](#) and navigate to **Teams apps > Setup policies**.

In the **Manage policies** tab you can either create a new policy or edit the existing “Global” policy. We proceed to illustrate how to edit the Global policy.

**10.1** Click on **Global (Org-wide default)** to open the policy details.

The screenshot displays the Microsoft Teams admin center interface for managing app setup policies. The left sidebar shows the navigation menu with 'Setup policies' selected. The main content area is titled 'App setup policies' and includes a summary card showing 2 default policies and 0 custom policies. Below the summary, there are tabs for 'Manage policies' (selected) and 'Group policy assignment'. A toolbar above the table provides actions like Add, Edit, Duplicate, Delete, Reset Global policy, and Manage users. The table lists the following policies:

Name ↑	Description	Custom policy
Global (Org-wide default)		No
FirstLineWorker	This is a default app set...	No

**10.2** Make sure the **User pinning** toggle is **On**. If you are installing an Alpha or Beta version of Tweelin, then make sure the **Upload custom apps** toggle is also **On**.

The screenshot shows the Microsoft Teams admin center interface. The left sidebar contains navigation options, with 'Setup policies' highlighted. The main content area is titled 'App setup policies \ Global' and 'Global (Org-wide default)'. It displays two toggle switches: 'Upload custom apps' and 'User pinning', both set to 'On'. Below this, the 'Installed apps' section has an 'Add apps' button. The 'Pinned apps' section shows a list of pinned apps: 'Activity' and 'Chat'.

	App bar	Messaging extensions
1	Activity	No pinned apps
2	Chat	

### 10.3 Click on Add apps

**Installed apps**  
Choose which apps and messaging extensions you want installed in your users' personal Teams environment and in meetings they create. Users can install other available apps from the Teams app store. [Learn more](#)

Add apps that you want to install.

←

**Pinned apps**  
Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions, and meeting extensions; then rearrange them in the order you want them to appear. [Learn more](#)

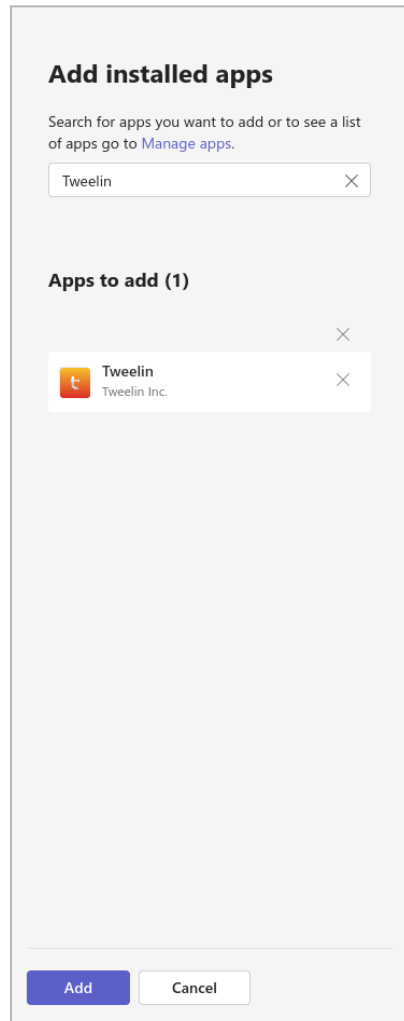
+ Add apps | ↑ Move up | ↓ Move down | ✕ Remove | 7 items

	App bar	Messaging extensions
1	Activity	No pinned apps
2	Chat	
3	Teams	
4	Calendar	
5	Calling	
6	OneDrive	
7	Tweelin	

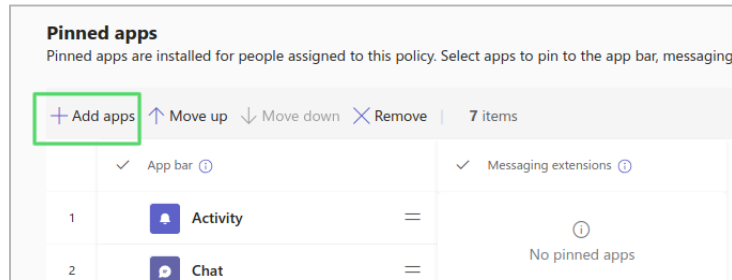
**10.4** Search for “Tweelin” in the right popup window and click on **Add**.

The screenshot shows the Microsoft Teams admin center interface. The main window displays the 'Global (Org-wide default)' policy configuration page. The 'Add installed apps' popup window is open on the right side of the screen. The popup window has a search bar containing the text 'Tweelin' and a search icon. Below the search bar, there is a list of search results. The first result is 'Tweelin', which has a small icon to its left and an 'Add' button to its right. Below the search results, there is a circular icon with an exclamation mark and the text 'To add apps, search by their name above.' At the bottom of the popup window, there are 'Add' and 'Cancel' buttons.

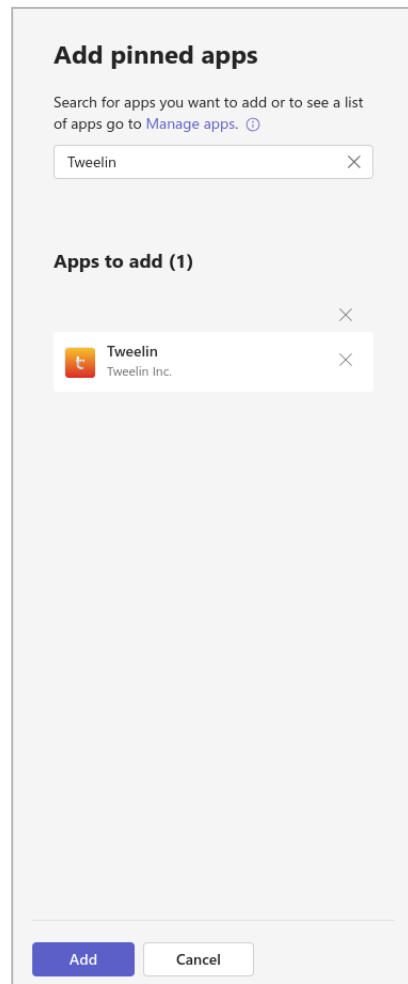
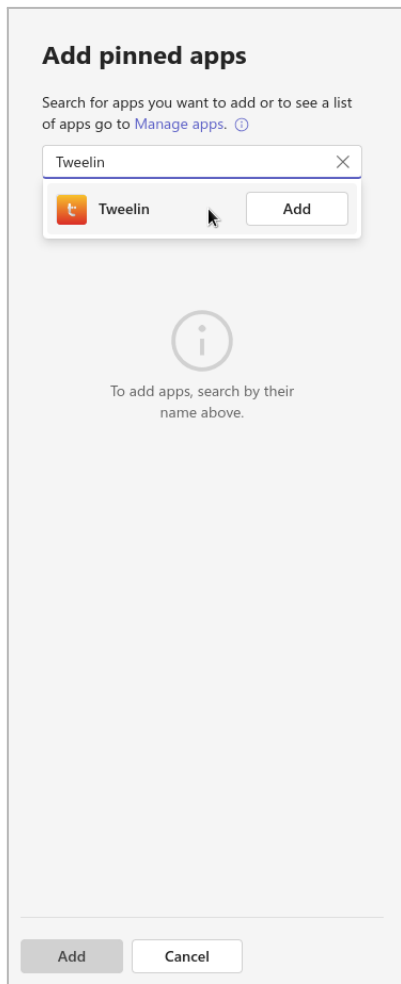
**10.5** Confirm by clicking **Add** at the bottom of the popup window.



**10.6** Go to the **Pinned apps** section and click **+Add apps**.



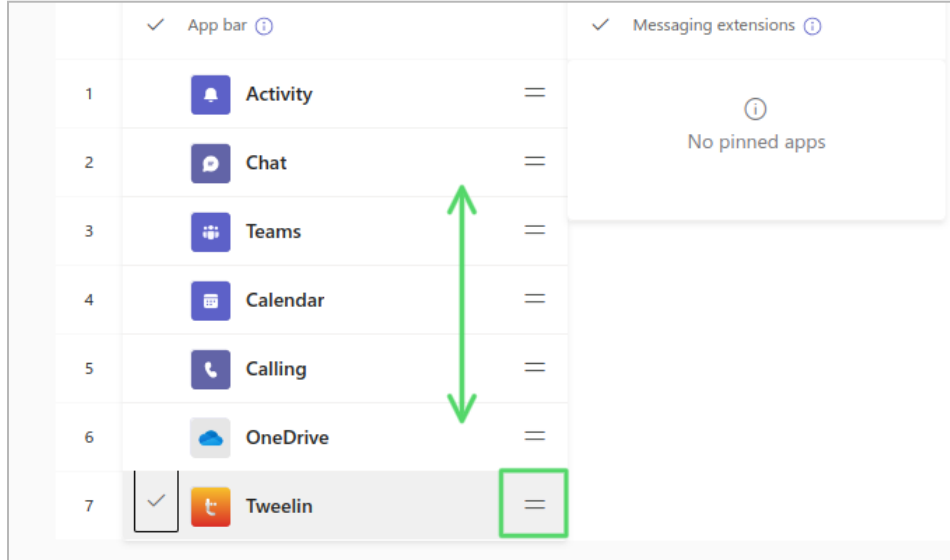
**10.7** Search for “Tweelin” in the right popup window and click on **Add**. Confirm by clicking on **Add** at the bottom of the popup window.



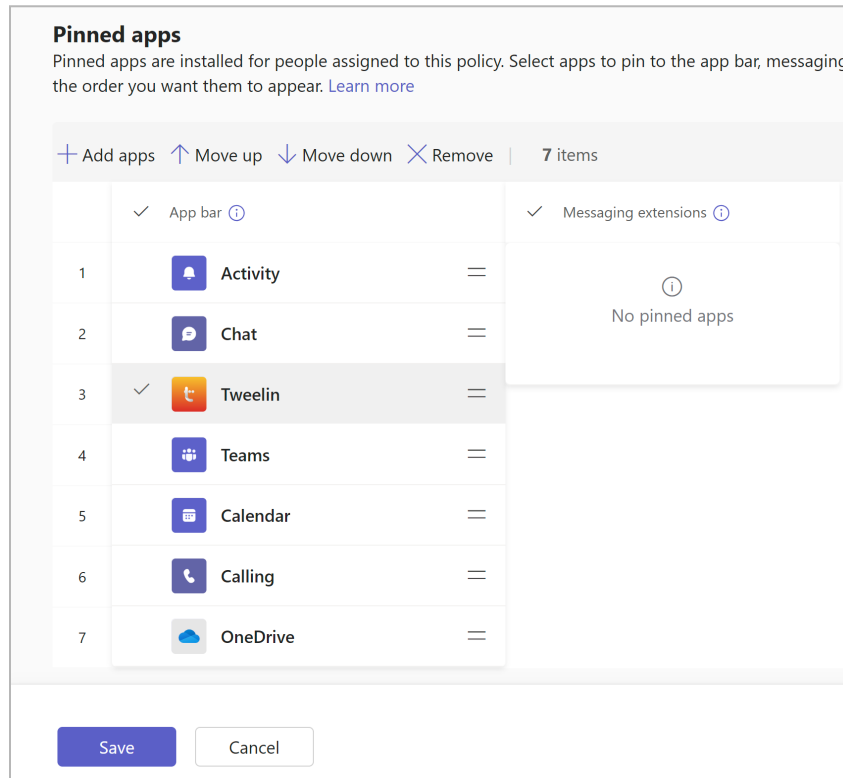


**10.7** Drag “Tweelin” up/down in the list of pinned apps to reflect the desired position in the Microsoft Teams left navigation pane.

*Note: It may take a few hours for the new left pane arrangement to reflect for all users.*



**10.7** Save the policy.



# 3. Set Up an Alpha or Beta Version

In this section, we outline the procedure to follow in order to manually install an unpublished Alpha or Beta version of Tweelin.

1. Open the Team's [Admin Center](#).
2. Navigate to the Teams App > [Manage apps](#).
3. Click on **Upload new app**.
4. From the popup window, upload the provided manifest zip folder. You will receive a success message after successfully installing the application.
5. Visit the **Manage apps** section and refresh. You will be able to find Tweelin in the list, otherwise, **search** Tweelin in the list.
6. Open the app details by clicking on the **Tweelin** app name and navigate to the **Permissions** tab.
7. Click on **Review Permissions and Consent**.  
*Note: If you see it disabled you need admin permissions for Azure Active Directory and Teams Admin Center. Review the permissions and allow the app in the org.  
If you encounter any error while granting permissions, check your enterprise application list in Azure and delete "Tweelin", if it is already there.*
8. A popup window will appear, showing the list of permissions required by Tweelin; review and click on **Accepted permissions**.
9. Verify the permissions given to the app. Open **Azure portal** > **Enterprise Apps** and check the Tweelin App for Teams then navigate to permission and compare the list of permissions provided in the doc below.  
*Note: In case any permissions are not granted, the app will not be able to perform all of its functions. In case of failure, you can confirm the list of required permissions with the Tweelin support team. If you still don't find any report to the Tweelin support team.*
10. The app will now be listed in the store and the users in your organization can add it to Teams and use it.

## List of permissions that Tweelin currently requires

1. User.Read
2. Calls.JoinGroupCall.All
3. OnlineMeetings.Read.All
4. OnlineMeetings.ReadWrite.All
5. CallRecords.Read.All
6. Calls.JoinGroupCallAsGuest.All
7. Calls.Initiate.All
8. Calls.AccessMedia.All
9. Calls.InitiateGroupCall.All

*Note: The permission list may vary in terms of strings, based on the associated permission required. Major permissions are for user details, call initialization and management.*

## 4. Troubleshooting

In case of issues, please visit <https://tweelin.com/support/> to consult the list of Frequently Asked Questions and open a case, if necessary.