

Microsoft Teams Integration

Setup & Configuration Guide

Overview

This guide walks your IT administrator through connecting Oak to Microsoft Teams. Once complete, your employees will be able to access personalised company news, resources, and engagement features directly inside the Teams application, without leaving the tools they use every day.

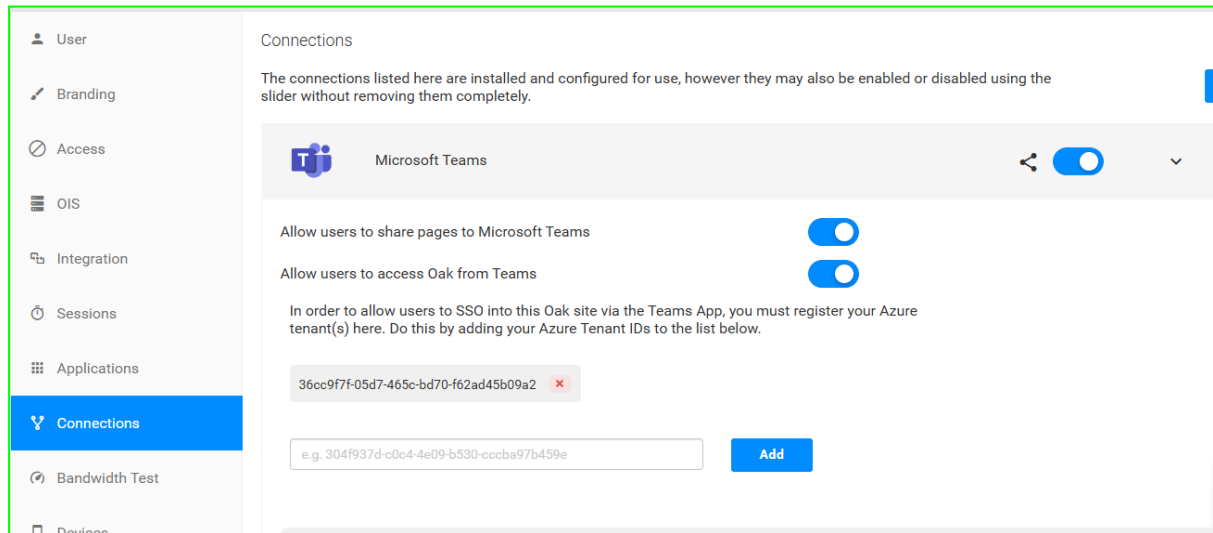
Before You Begin

Please ensure the following are in place before starting the setup:

Requirement	Details
Microsoft 365 Admin Access	Global Admin or Teams Service Admin role required to approve the Oak app
Azure Admin Access	Access to Azure Active Directory (Entra ID) to retrieve your Tenant ID
Active Oak Subscription	Your Oak environment must be live and accessible before connecting Teams
Oak Admin Access	Access to Oak's Site Settings to configure the Teams connection

Part 1: Connecting Oak to Microsoft Teams

This section covers the technical configuration required to link your Oak environment with Microsoft Teams. This is performed by your IT/Azure administrator.



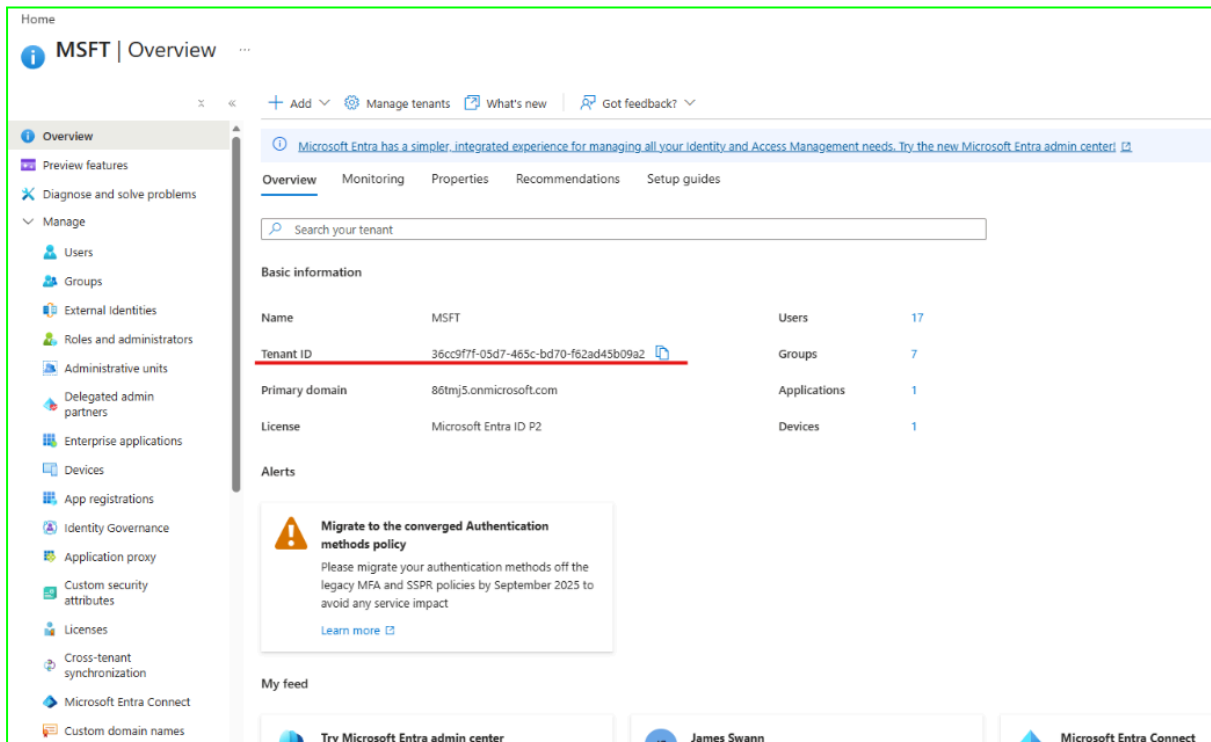
Step 1 – Enable Teams Access in Oak Site Settings

Navigation path: Oak Admin → Site Settings → Connections → Microsoft Teams

1. Log in to your Oak environment as an Administrator.
2. Navigate to **Site Settings** using the left-hand navigation panel.
3. Select **Connections**, then choose Microsoft Teams from the list.
4. Toggle 'Allow users to access Oak from Teams' to the enabled (on) position.

i Note: Enabling this toggle does not immediately expose Oak to all users. It simply unlocks the configuration fields and prepares Oak to accept a Teams connection.

5. Enter your **Azure Application (Tenant) ID** in the field provided. See Step 2 below for how to locate this value.
6. Click Save. The accordion panel will close to confirm the settings have been saved.



Step 2 – Locate Your Azure Tenant ID

Your Azure Tenant ID is the unique identifier for your organisation’s Microsoft environment. You will need this to complete the connection in Oak.

1. **Open Azure Entra ID** (previously known as Azure Active Directory) at portal.azure.com
2. From the left-hand menu, select **Overview**.
3. Under the Basic information panel, locate the field labelled **Tenant ID**.
4. Copy this value and paste it into the **Tenant ID field** in Oak Site Settings (Step 1, item 5 above).

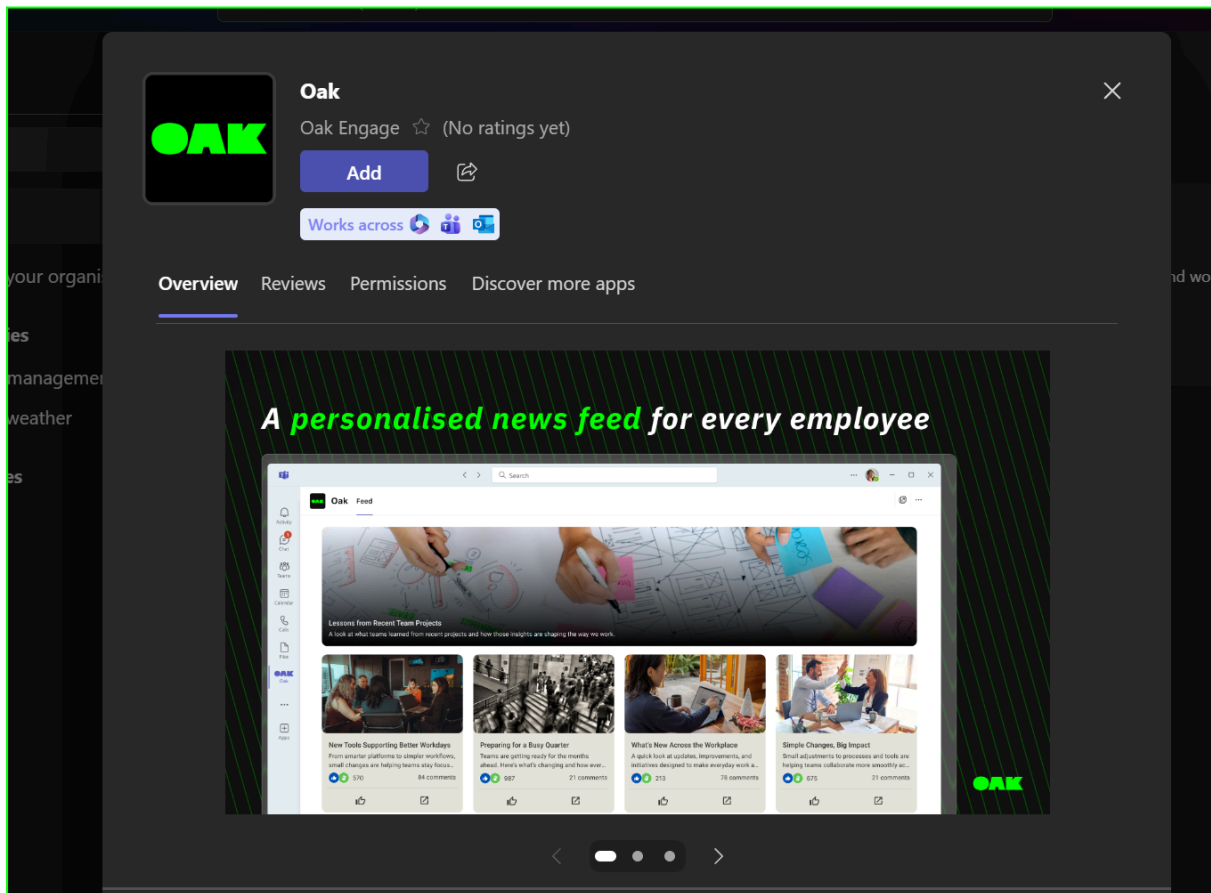
⚠ Important: If you cannot find or see the Tenant ID in Azure, you may need to contact your Azure Global Admin. The Tenant ID maps your Oak web solution to the Oak Teams App, so both must match exactly.

Part 2: Installing the Oak App in Microsoft Teams

Once your Oak environment is configured with the correct Tenant ID, you can install the Oak app from the Microsoft Teams App Store.

Step 3 – Find Oak in the Teams App Store

1. Open Microsoft Teams on your desktop or browser.
2. Click **Apps** in the left-hand navigation bar.
3. In the search bar at the top, type “**Oak**” and press Enter.
4. You should see the **Oak** app listed in the results under **Apps**.



Step 4 – Add Oak to Your Organisation

1. From the search results, click on the **Oak** app tile to open its detail panel.
2. Click the **Add** button to install the application for your organisation.
3. Follow any on-screen prompts to confirm permissions and complete installation.

⚠ Important: Only users with Microsoft Teams Admin permissions can install apps for the entire organisation. If you can only see an option to add it for yourself, please escalate to your IT Admin.

Step 5 – Verify the Connection

Once the Tenant ID has been entered in Oak and the Teams app has been installed:

This document covers Oak Teams Integration. A supplementary guide covering advanced configuration will be provided separately.

1. Open Microsoft Teams and navigate to the Oak app.
2. You should see your Oak personalised news feed loading directly within Teams.

⚠ Important: If content is not loading, double-check that the Tenant ID entered in Oak exactly matches the Tenant ID in Azure Entra. Even a single character difference will prevent the connection from working.

How the News Feed Works

The news feed in the Oak Teams app is powered by **Smart Delivery**. If Smart Delivery is **enabled** in your Oak environment, every employee will see a personalised feed, ordered based on their interests, must read/should read content, and reading history.

If Smart Delivery is **switched off**, the feed will instead display all news content from across the intranet in date order, newest first.

Your Oak administrator can enable or disable Smart Delivery via the Oak Admin panel: **Action button** → **Configure** → **Site Settings** → **Applications**. Find Smart Delivery in the list and toggle it on or off.

Part 3: Customising the Oak Teams App

The Oak Teams app can be customised to reflect your organisation's brand. This section covers how to update the app's name and logo to match your internal branding, so the app feels native to your company's Microsoft Teams environment.

Changing the App Name and Logo

By default, the app appears in Teams as "Oak". You can replace this with your organisation's own app name (for example, "MyCompany Hub" or "The Loop") and upload your own icon.

i Note: App name and logo changes are made via the Microsoft Teams Admin Centre, not within Oak itself. You will need Teams Admin permissions to complete this step.

Navigate to Teams Admin Centre

1. Go to admin.teams.microsoft.com
2. In the left menu, go to **Teams apps** → **Manage apps**.
3. Search for the Oak app in the list.
4. Click on the app name to open its settings, then select **Customise**.

Update the App Name

5. In the **Short name** field, enter your desired app name. This is what will appear in the Teams sidebar and app store listing for your organisation.
6. Keep the short name concise – it will be truncated in the sidebar if it exceeds approximately 20 characters.
7. Optionally update the **Full name** and **Short description** to reflect your branding.

Update the App Logo

You will need to provide two versions of your logo:

Logo Type	Dimensions	Usage
Colour icon	192 × 192 px	Main app icon shown in the Teams app store and tab bar
Outline icon	32 × 32 px	Monochrome (white/transparent) icon used in the Teams sidebar nav

Both images must be in PNG format with a transparent background.

1. Under the **Colour icon** and Outline icon fields, click **Upload** and select your prepared PNG files.
2. Click **Apply** to save your changes.

i Note: Changes to the app name and logo may take up to 24 hours to propagate across all users in your Microsoft 365 tenant.

Part 4: Deploying the App to Your Users

Once the app is installed and branded, you can choose how to roll it out to your employees. Microsoft Teams offers several deployment methods depending on your requirements.

Option A – Pre-pin for All Users (Recommended)

The recommended approach for most organisations. This pins the Oak app to every user's Teams sidebar automatically, so employees don't need to find or install it themselves.

1. In the **Teams Admin Centre**, go to **Teams apps** → **Setup policies**.
2. Select the policy that applies to your users (typically **Global (Org-wide default)**).
3. Under **Pinned apps**, click **Add apps** and search for Oak (or your custom app name).

4. Add the app and save the policy.

i Note: Pre-pinning ensures maximum visibility and adoption. Users can always re-order or unpin apps from their sidebar if they prefer.

Option B – Self-Service via App Store

You can also make the app available for users to install themselves via the Teams App Store. This is a lighter-touch deployment but relies on employees actively discovering the app.

1. In **Teams Admin Centre** → **Teams apps** → **Permission policies**, ensure the Oak app is set to **Allowed** for the relevant user groups.
2. Communicate to employees that the app is available in the Teams App Store under your custom name.
3. Provide employees with the search term they should use to find the app.

Part 5: Troubleshooting

If you encounter issues during setup or after deployment, refer to the common scenarios below before contacting support.

Issue	Resolution
Oak app shows blank/white screen in Teams	Verify the Tenant ID in Oak Site Settings exactly matches the Tenant ID in Azure Entra ID. Check for leading/trailing spaces.
Cannot find Tenant ID in Azure	Navigate to portal.azure.com → Azure Active Directory (Entra ID) → Overview. If it's not visible, you may not have the required Azure Admin role. Contact your Global Admin.
Oak app not appearing in Teams App Store search	Check that app permission policies in Teams Admin Centre allow the Oak app for your users. It may have been blocked by your organisation's app governance policies.
Logo not updating after change	App customisation changes can take up to 24 hours to propagate. Ask users to sign out and back in to Teams, or clear the Teams cache.
Only 'Add for me' option is visible, not 'Add to org'	You do not have Teams Admin permissions. Contact your IT Admin to complete the organisation-wide installation.

Getting Help

If you're unable to resolve an issue using this guide, our team is here to help.

Technical Support

For issues related to Azure configuration, Tenant ID, or Teams app installation.

support@oak.com

Implementation Team

For guidance on branding, deployment strategy, or custom app configuration.

Contact your dedicated Oak CSM

Appendix: Quick Reference Checklist

Use this checklist to track your setup progress:

#	Task
1	Confirm Microsoft 365 Global Admin or Teams Service Admin access
2	Log in to Azure Entra ID and locate your Tenant ID
3	Log in to Oak Admin and navigate to Site Settings → Connections → Microsoft Teams
4	Enable 'Allow users to access Oak from Teams' toggle
5	Paste Tenant ID into Oak and click Save
6	Search for Oak in the Microsoft Teams App Store
7	Install Oak for your organisation
8	Verify the app loads Oak content correctly
9	Customise app name and logo in Teams Admin Centre (optional)
10	Configure deployment policy (pre-pin or self-service)
11	Communicate launch to employees