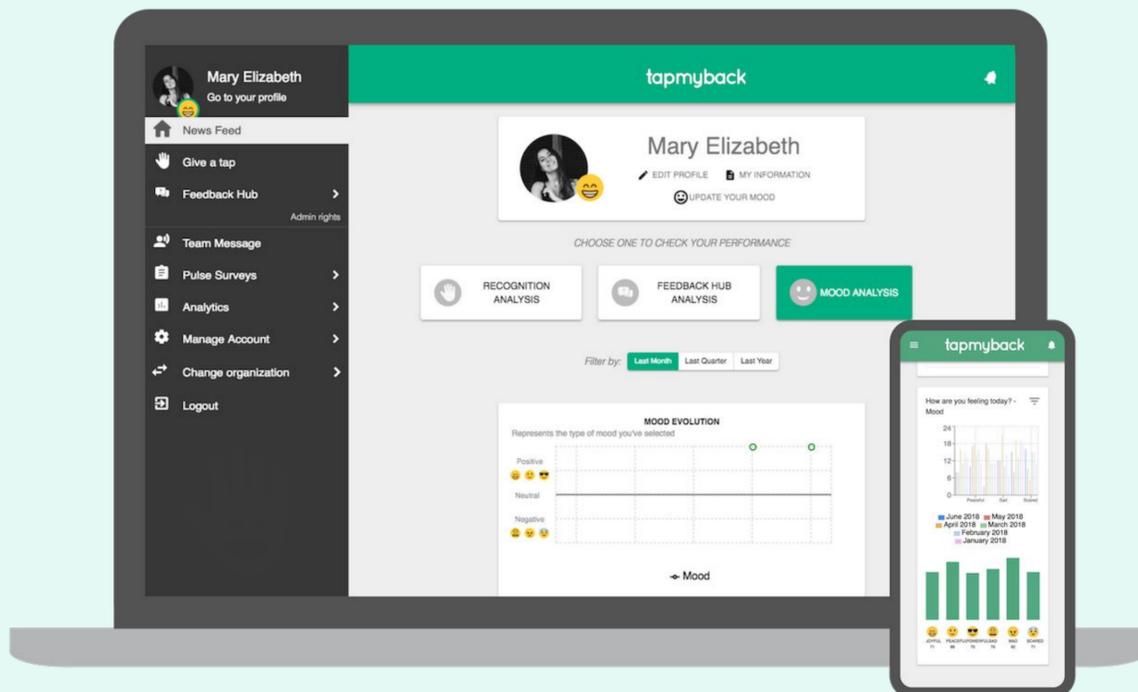




Tap My Back Deployment Guide



Tap My Back integrates easily with Microsoft Teams and Office 365. This guide walks through the steps for IT admin to deploy the app for users in your organization.

Deployment Guide for IT admin

- Create an account on Tap My Back
- On the left menu, choose “Manage Account” then “Integrations”
- Scroll down to our “Office 365” option
- Authenticate with your administrator account
- Choose the type of setup to sync users
- Choose the groups or users list that will have access
- Save your setup and our automatic process will make sure everything stays up to date.

Deployment Guide for Teams users

- Go to the Teams store
- Search for “Tap My Back”
- Click “Add”
- On the left menu, click our icon
- SSO will automatically authenticate you in Tap My Back*
- Use the different tabs to navigate to different pages

* If your company does not have an active Tap My Back account, you need to create one or request an administrator to do so.





Architecture and line of business customization

- Our solution is hosted on Azure cloud infrastructure.
- With our SaaS offering you can manage your subscription details directly in the Office 365 administrator platform.
- Our subscription is seat based, meaning that you'll choose the according plan and the number of users that will have access
- You can customize your Tap My Back account with your business branding materials.
 - Add your logo instead of Tap My Back's one
 - Change the colors to match your branding

Troubleshooting

- If your users can't sign-in in the Teams App, make sure you have integrated our solution with your Office 365 first. This will allow users to use SSO instead of setting up new accounts. Use [this link](#) for a detailed guide.
- If you want to invite someone outside your organization to Tap My Back, you can use our email or link invite feature. Since these users won't be automatically synced with your tenant you'll need to manually remove access if needed.
- If someone has lost access to Tap My Back, confirm that the user belongs to any tenant group that is synced or choose that specific user from the users list.
- We sync and require the minimal information about users, if you need to sync more data from users to our solution, reach out and tell us more about your use case.

For support with troubleshooting visit our [help center](#) or use the technical support contact information below.

Technical Support Contact Information

For additional assistance, use our chatbot to communicate directly with our support team or reach out by email to joao@tapmyback.com.