

SC SMS For Microsoft Teams User Guide

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Installing SC SMS into Microsoft Teams

Overview

This guide provides step by step instructions for adding a user by installing SC SMS into Microsoft Teams:

Installing SC SMS to MS Teams for a Single user

Step 1: Add SC SMS from Microsoft Teams App Store

In the Microsoft Teams sidebar panel, click on the **ellipsis** () button then click **Get more apps**

Alternatively, click **Apps** in Microsoft Teams List pane

- A. Search for '**SC SMS**' where you will see the **SC SMS** app tile
- B. Click on the SC SMS app tile to open the app and then click the **Add** button to install into Teams

Step 2: Provide user permission

Click on the **Continue** button to provide your permission to access **SC SMS** to Microsoft Teams

Step 3: Access SC SMS

- A. A registration page will be displayed if your Microsoft account email is not registered with **SC SMS**
- B. Click on the **Register** for a free trial button to register
- C. Once your Microsoft account email is registered with **SC SMS** you will automatically be signed in to **SC SMS** using your Microsoft Teams profile and the **SC SMS** messaging application will be displayed.

4: Pin SC SMS to the Microsoft Teams Sidebar


SC SMS can be pinned to the Microsoft Teams sidebar for easier access on the desktop and Teams mobile.

- A. To pin the app, **right click** the **SC SMS** icon in the Microsoft Teams sidebar
- B. Select **Pin icon**. This will keep the app on your side-panel whenever you open Teams on the desktop or Mobile.

Installing SC SMS for Multiple users through Microsoft Teams Admin Center


Note: To complete the following steps, you need required access to the MS Teams Admin Center. To access click on this link <https://admin.teams.microsoft.com/>

Step 1: Adding SC SMS in Microsoft Teams admin center

- A. Click the Navigation button () and click Teams apps
- B. Click Manage Apps and search **SC SMS**
- C. Select the **SC SMS** App tile and click Actions
- D. Select Upload a custom app then click Upload
- E. Upload the Manifest as supplied by **SC SMS**

Step 2: Granting Permission

Use the following steps to add **SC SMS** and grant permission using the Microsoft Teams Admin Portal:


- A. Click the Navigation button () and click Teams apps
- B. Click Manage Apps and search **SC SMS** and click View Details
- C. Select the Permissions tab and then click Grant admin consent button
- D. Sign-in with your Teams Administrator credentials and accept the requested permissions in the pop-up window

Step 3: Any SC SMS registered user will now be able to access SC SMS in Microsoft Teams

To find out more about Microsoft Permissions please refer to this link <https://learn.microsoft.com/en-us/microsoftteams/app-policies>

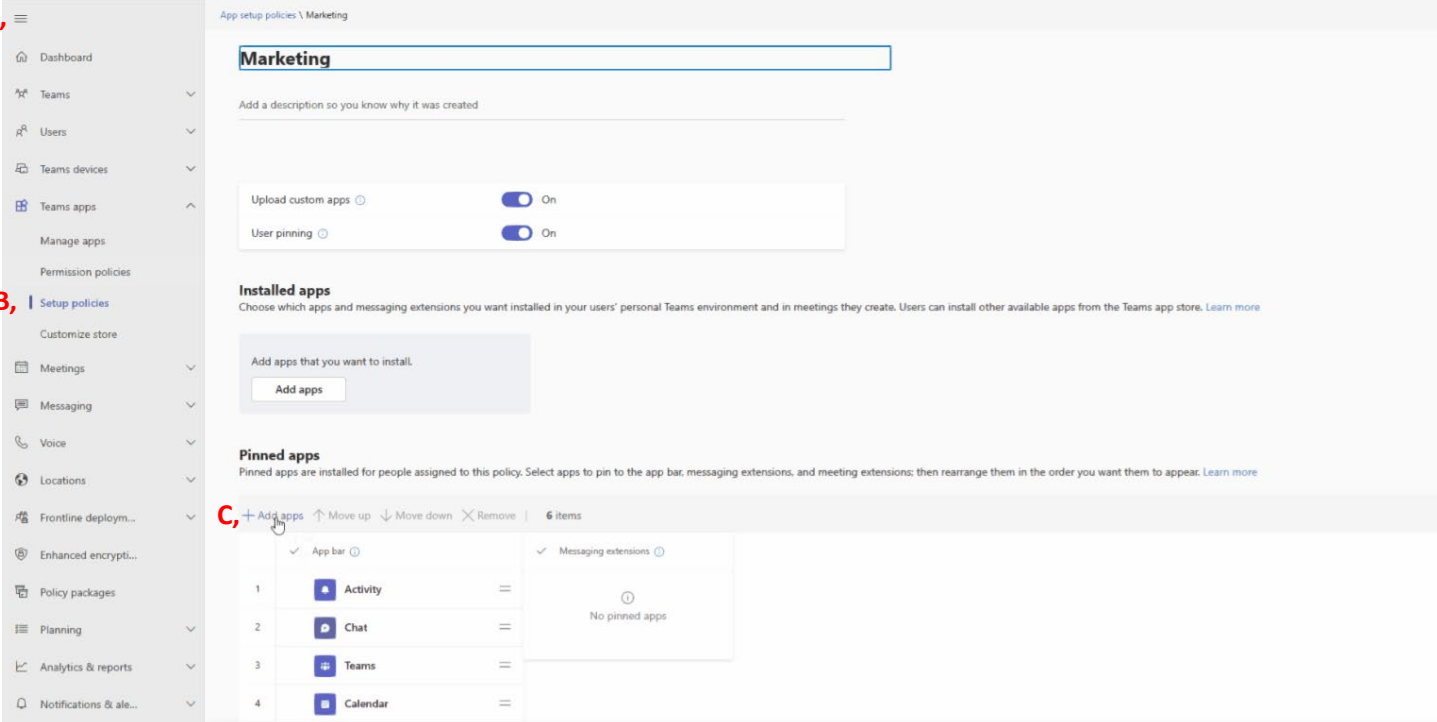
Step 4: Adding SC SMS as a pinned app in the Microsoft Teams sidebar

Use the following steps to add the SC SMS app to the Microsoft Teams sidebar for all users within a Policy

- A. Click the **Navigation button** () and click **Teams apps**
- B. Click **Setup policies** and select the permission policy that contains the users that require the **SC SMS** app to be added to the Microsoft Teams sidebar
- C. Click the **Add apps** button and in the right-side panel search for '**SC SMS**', click on the **Add** button
- D. The **SC SMS** app will be added to the list of **Pinned apps**

Note: Use the two-line icon to drag to where you wish '**SC SMS**' to be displayed the list of apps in the Microsoft Teams sidebar

- E. Finally, click on the **Save** button which will add the **SC SMS** app to the Microsoft Teams sidebar for all users within the selected Policy



The screenshot shows the 'App setup policies' page for a policy named 'Marketing'. The left sidebar is expanded to 'Setup policies'. The main content area shows the 'Marketing' policy configuration. Under the 'Pinned apps' section, there is a list of apps: Activity, Chat, Teams, and Calendar. The 'Add apps' button is highlighted with a red 'C' and a plus sign.

Installing SC SMS into a Microsoft Teams Channel

Overview

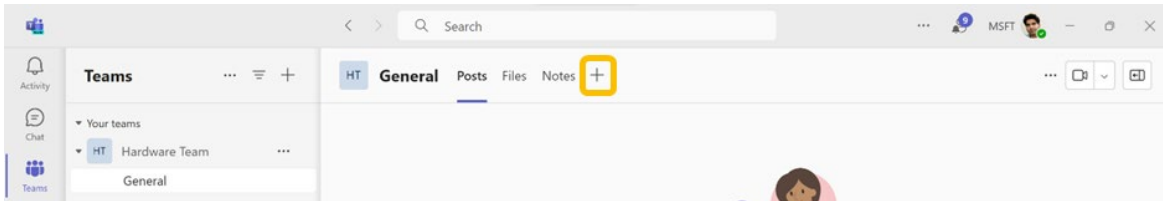
Installing the SC SMS messaging app into a Microsoft Teams Channel is simple. SC SMS is available from the Microsoft Teams app store, or Microsoft AppSource. To install SC SMS into Microsoft Teams Channel, follow these steps:

Step 1: Install SC SMS into your Microsoft Teams

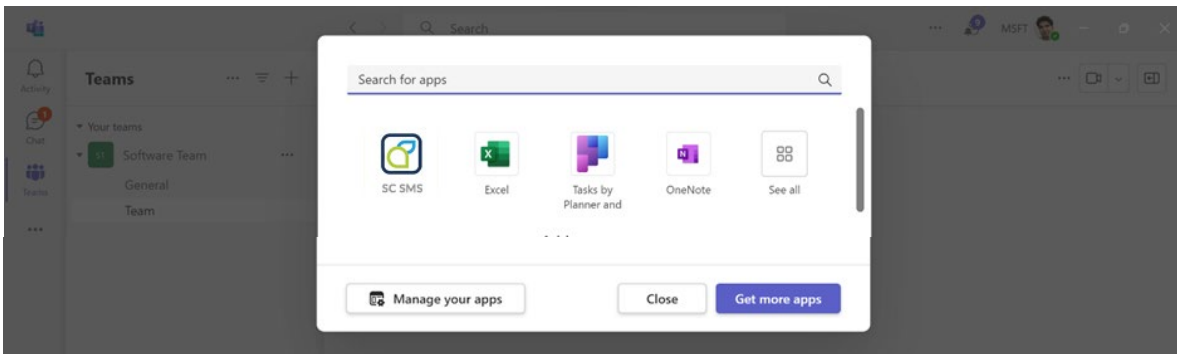
Ensure SC SMS has been added to Microsoft Teams

Step 2: Install SC SMS into your Microsoft Teams Channel

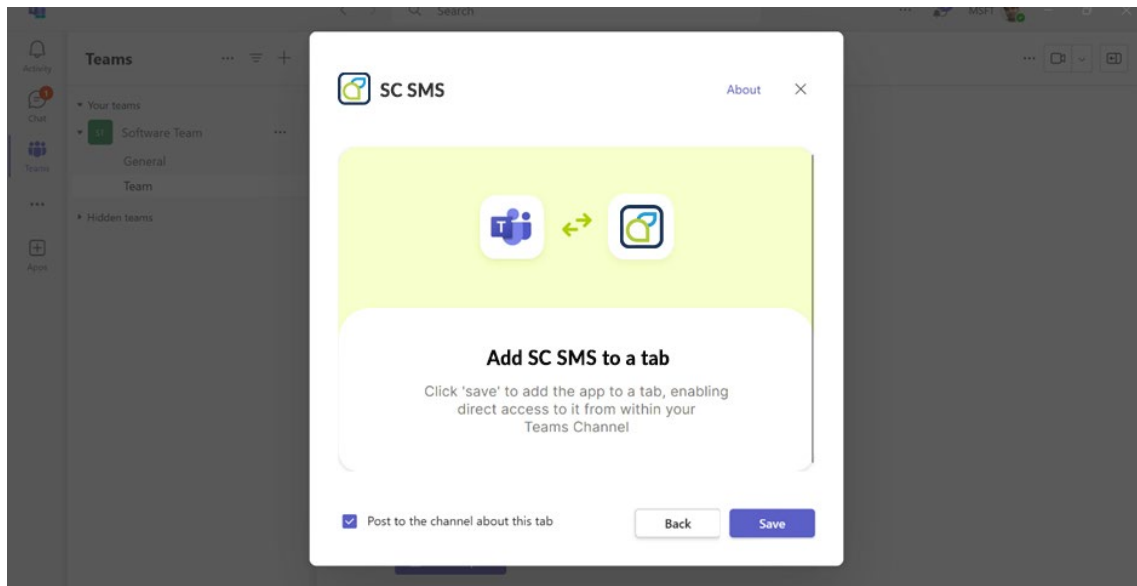
1. Download the SC SMS App for Microsoft Teams and sign in using the instructions here.
2. Navigate to the Teams channel that you would like SC SMS to be added to and click on the add tab '+' button at the top of the Teams channel.



3. Select the SC SMS app that is displayed in the pop-up window otherwise.

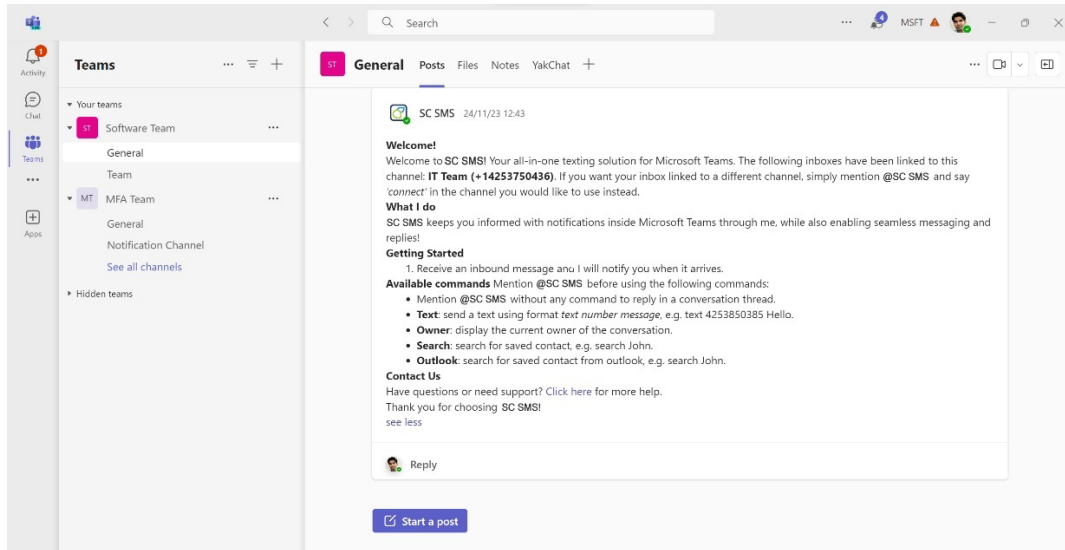


4. Click on the *Save* button to add SC SMS to the Microsoft Teams channel.



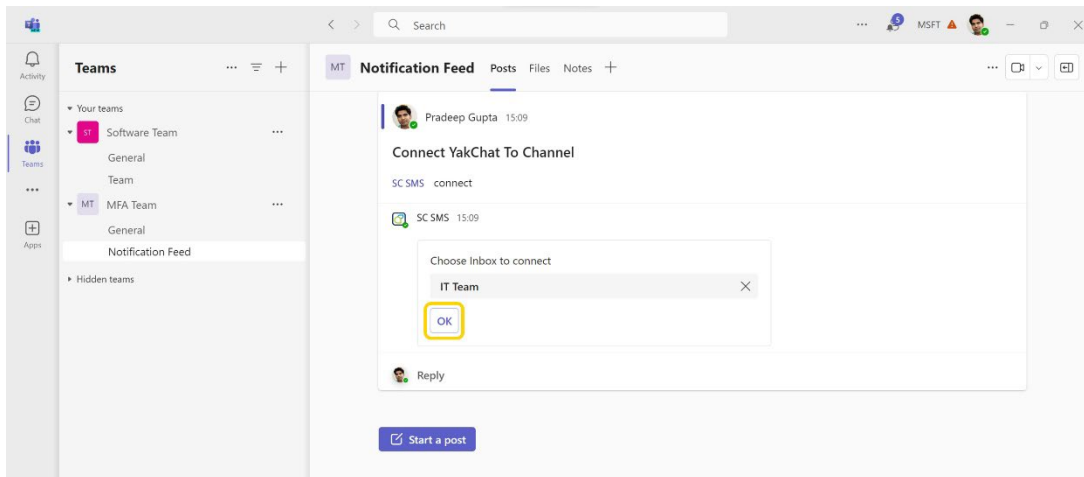
Step 3: Connect the Microsoft Teams Channel to a SC SMS inbox

If you are only assigned to one shared (or MFA) inbox, SC SMS will post a message confirming the connection to the general channel.

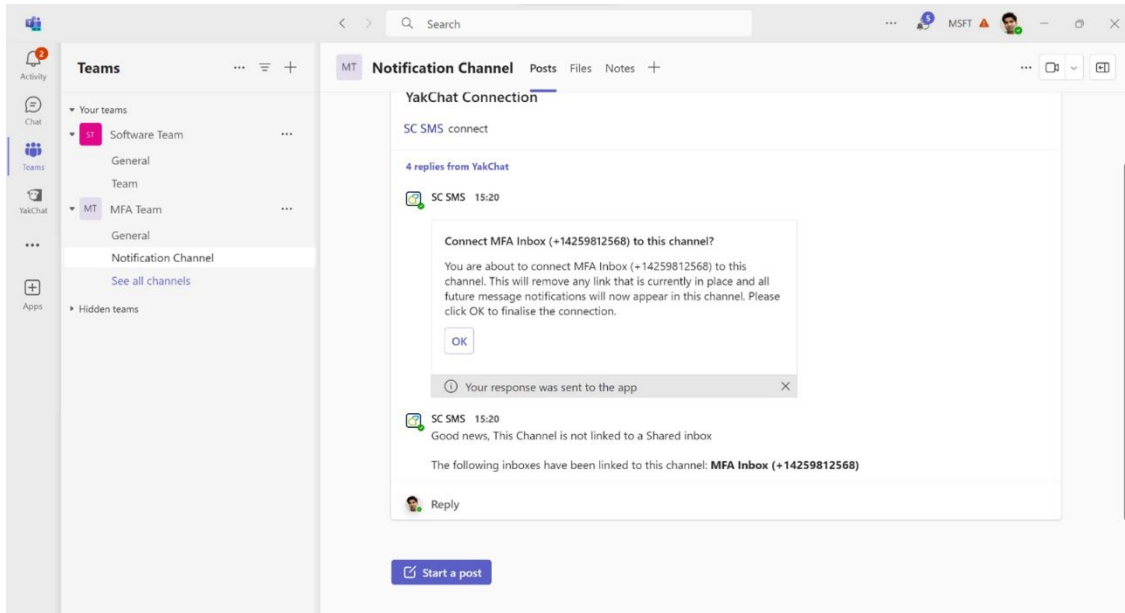


If you are assigned to more than one SC SMS shared inbox, SC SMS will send an adaptive card that enables you to select the inbox to connect with the channel.

1. Choose the inbox from the pull-down list and click the **OK** button in the adaptive card.

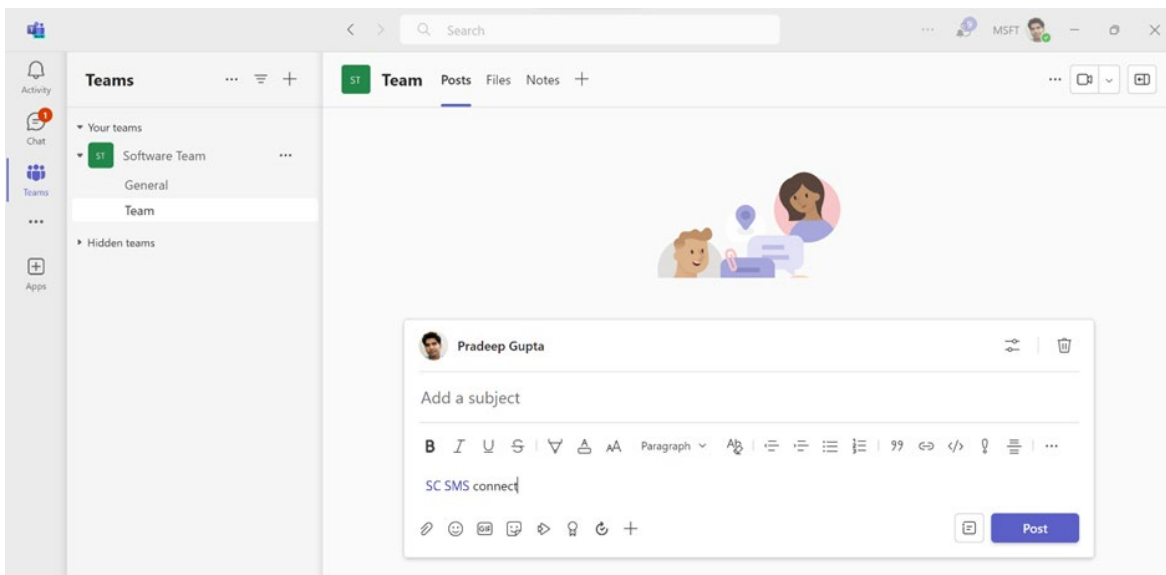


2. SC SMS will confirm when the channel has been successfully connected with the SC SMS inbox.



3. If you would like to install the bot into another channel rather than the general channel, if you are a SC SMS administrator please type @SC SMS connect, and you will be able to move the bot from the general channel to the channel of your choice.

Note: Only a SC SMS administrator can use the "connect" command.



Moving SC SMS to a different Microsoft Teams Channel

Overview

A SC SMS administrator can move the SC SMS inbox to a different Microsoft Teams channel within the same Team with the "Connect" command using the instructions below.

Move SC SMS to different Teams channel

Use the "Connect" command to move or connect a SC SMS inbox to a different Teams channel within the same Team:

1. Sign-in with a SC SMS administrator account.
2. Select the Team where SC SMS has been installed and then select the Microsoft Teams channel to move the SC SMS inbox connection to.
3. Initialize the connection by mentioning @SC SMS and sending the keyword "connect". This will prompt SC SMS to start the connection process.

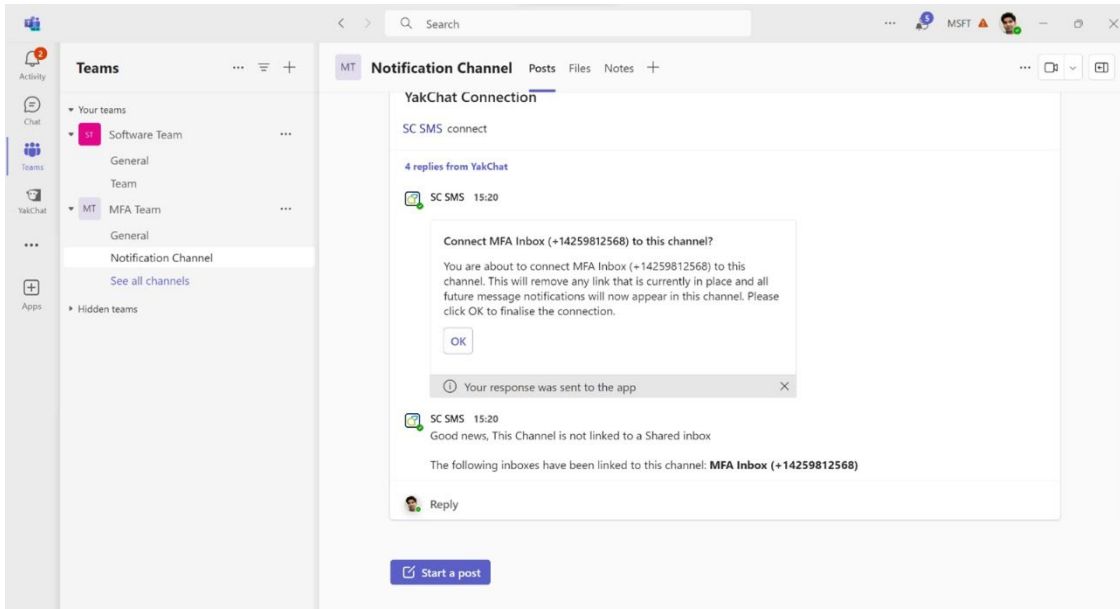
If you are only assigned to one shared inbox SC SMS will post a confirmation message stating that SC SMS has been successfully connected.

If you are assigned to more than one SC SMS shared inbox, SC SMS will send an adaptive card that enables you to select the inbox to connect with the channel.

1. Choose the inbox from the pull-down list and click the OK button in the adaptive card.

SC SMS will request confirmation to move the SC SMS inbox connection to the new Microsoft Teams channel.

1. Click the OK button confirm moving the connection.
2. SC SMS will then confirm when the new Teams channel has been successfully connected to the SC SMS inbox



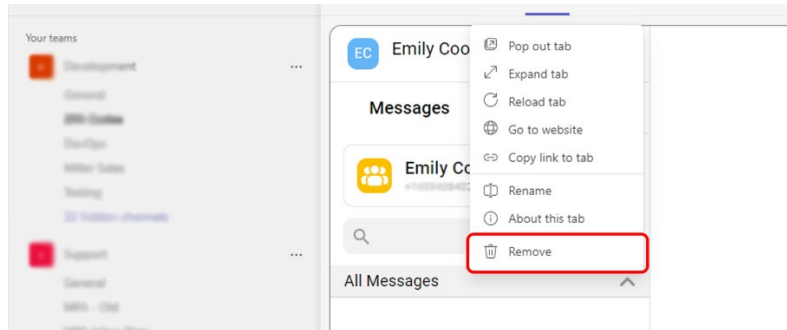
Uninstalling SC SMS from a Microsoft Teams Channel

Overview

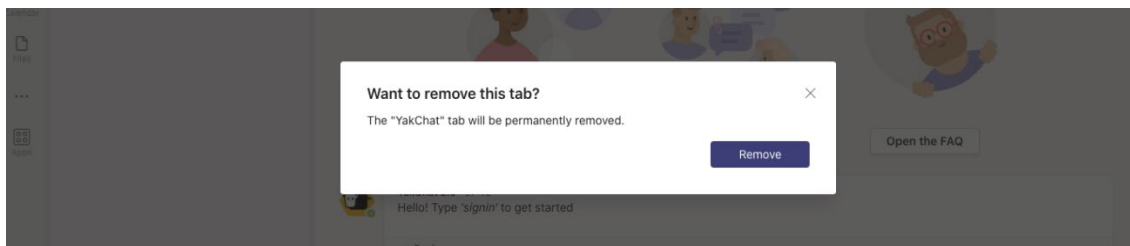
It might be necessary to uninstall and reinstall SC SMS in Teams Channels, this article will go through the process of uninstalling SC SMS from a Teams Channel.

Step 1: Uninstall SC SMS from Teams Channel

1. To uninstall SC SMS right click the *SC SMS* tab in the Teams channel and then select *Remove* from the drop-down menu.



2. Complete the uninstallation, select *Remove* on the pop-up window displayed.



Microsoft Teams Notifications

Overview

Caught up in a whirlwind of activity in Microsoft Teams? That's when crucial chats can be missed which is why SC SMS will always notify you of incoming texts, wherever you are in Microsoft Teams. In this article we will explain how different notifications are and how you can enable and use them.

Microsoft Teams Notifications

Microsoft Teams Bot

Notifications in Teams are provided by a [Teams bot](#) and you know which joins the SC SMS text messaging service with Microsoft Teams chat. Each inbound text message creates a Chat in Teams showing the text message, the contact name or number and any pictures that are included (MMS). The Teams user is notified of the new inbound text message in the same way as a normal Chat in Teams by providing a notification popup which when clicked navigates to the chat message containing the text message. If the notification is missed, then an unread notification will be displayed in Teams.

New Message Alert

When you're actively using SC SMS and a new text land in your inbox, you'll instantly receive a new message alert, and this will be accompanied by a sound to grab your attention. However, many of us prefer to keep the messaging app hidden while we're working elsewhere on other tasks. In this case, a notification will appear wherever you're working in Microsoft Teams. That way, you can confidently work in other applications, knowing that you'll always receive real-time alerts for unread messages.

1. **Chat Notification** - This is the number in red showing in the Chat bubble of Microsoft Teams. When a new message comes in, the number in red will show how many messages come in.
2. **Teams Notification (Pop up)** - This is the pop up that shows up alerting you that a message comes in. This works if your Device allow Microsoft notifications.

Microsoft Teams Activity Feed (New)

When you receive a message, it will now show up in the Microsoft Teams Activity section. You can click on the Activity, and it will display the message in SC SMS messaging application.

How to enable Microsoft Teams Notifications for SC SMS

1. Login to your **Admin Portal** and then go to **Users**
2. Locate the user, click on their name, and click **Edit**
3. Under Microsoft Teams Notifications, you will have the following options to enable using the toggle
 - A. **Chat and Teams Notifications**
 - B. **Activity Feed Notifications**
4. Click **Save**

Personal Inbox versus Shared Inbox Notifications

Personal Inbox (Teams chat)

Inbound text messages are provided as a Teams Chat for Personal Inboxes (not Post in a Teams channel) so that only the inbox user that is signed into Teams receive the notification. The user will receive a Teams Chat notification popup, and any unread message notifications will be displayed as an unread Chat and as an unread message in the SC SMS icon if SC SMS is pinned to the Teams sidebar.

Shared Inbox (Teams channel)


For Shared inboxes, inbound text messages are provided as a Post to the Teams Channel that the Shared inbox is added to, so that all Teams channel members will receive the notification and be able to read and reply to the text message. The users will receive a Teams Post notification popup and any unread message notifications will be displayed as an unread Activity in the Teams sidebar and the owner of the conversation is also mentioned so that they can see the message is for them.

No Notifications

Why does this happens?

You are not getting any message notifications, and this is usually because the notification settings was disabled.

How to resolve it?

1. Go to **Windows**  and search for **Settings**
2. Go to **System and then Notifications** and make sure it is enabled by clicking the toggle '**On**'
3. Go to Teams, click the **ellipsis** (**...**) next to your avatar at the upper right-hand side of the app
4. Choose **Settings**, then go to **Notifications and activity** make sure that these are on and configured as you expect to see them.

Upgrading SC SMS for Microsoft Teams

Overview

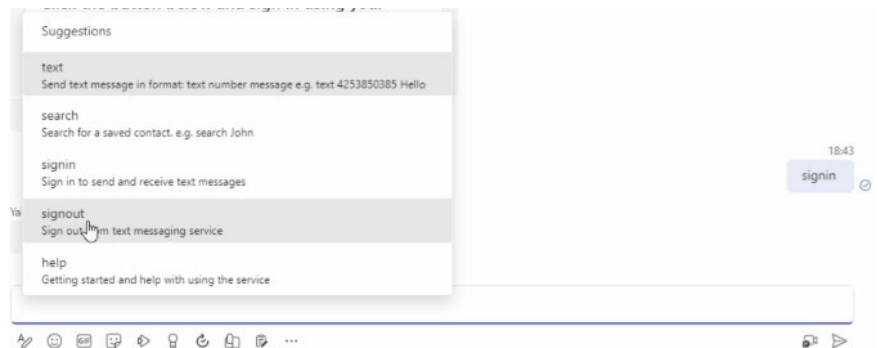
The following instructions describe how to upgrade from SC SMS to the latest version of SC SMS available in the Microsoft Teams app store.

Uninstall SC SMS for a single user (Personal inbox)

Use the following steps to uninstall SC SMS for a single Microsoft Teams using a Personal inbox/number.

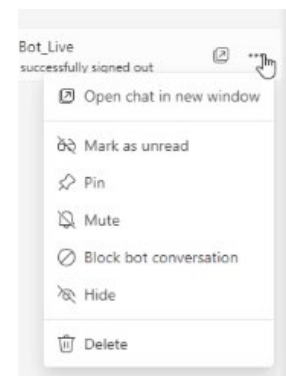
1. Sign-out of SC SMS in Teams chat

1. Click on the *Chat* tab in Microsoft Teams, find and select the chat named "SC SMS Bot_Live"
2. Select *Signout* from the *Suggestions* menu or type the word "signout" in the *Type a message box* in Teams and click *send*.
3. SC SMS will responded with "You have successfully signed out"



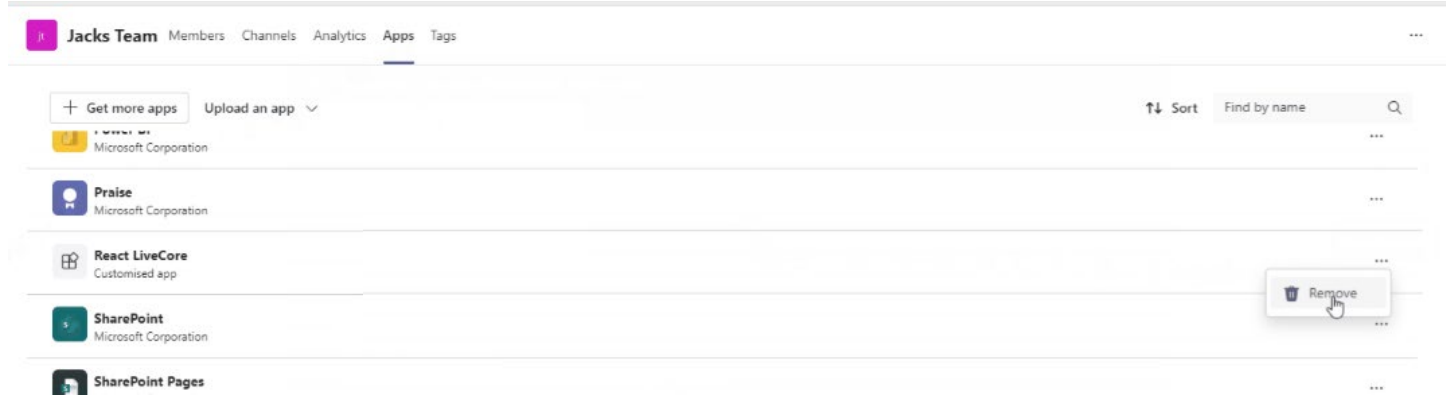
2. Block bot conversation

1. After signing out (step 1), hover over the chat named "SC SMS Bot_Live" and click on the three dots to display the pop-out menu.
2. Click on the "Block bot conversation" menu to block further messages from the SC SMS bot.



3. Uninstall SC SMS

1. Open SC SMS 2.0 so that the icon is displayed in the Microsoft Teams sidebar, then right click on the SC SMS icon and select *Uninstall* from the pop-out menu
2. This will uninstall SC SMS for a single user, but it will remain available for other users and it will still be available in the *Apps* page of team in the Built for your *organization* section.



Uninstall SC SMS from Microsoft Teams tenant

Refer to the Microsoft article [Remove an app from Teams](#) to remove SC SMS for all Microsoft Teams users or use the following steps:

- Got to your [Microsoft Teams Admin Portal](#)
- Navigate to Teams apps > Manage apps
- Search for "SC SMS" using the *Search by name* box on the righthand side
- Click on the SC SMS app and click on the *Actions* drop down menu positioned at the top right of the page and select *Delete* or *Block*

Note: Removing the app using the Microsoft Teams Admin Portal does not always remove the app for each user, especially if they have pinned the app to the Teams sidebar, but users will be unable to use the app once it has been deleted or blocked (which can take a period of time to take affect).