

# Get Started

MSPbots is a platform that uses Robotic Process Automation to create apps and bots that automate repetitive tasks. Its free version gives access to prebuilt dashboards and widgets where you can easily identify action items and create bots that remind you of action items and pending tasks. If you need customized reports and dashboards to address unique business needs, an MSPbots VIP Access is great for your MSP.

Start your MSPbots experience now. Here are the steps and some pointers on how to get started with MSPbots.

1. [Sign up](#) using your Microsoft Office 365 account for free. In the signup process, you will be asked to:
  - a. Describe your business environment so we can determine the best automation bots for you.
  - b. Provide [AAD authorization](#). This step syncs your company's directory so that it will be easy to assign users and groups that will access MSPbots. Any update in the AAD will be reflected in your MSPbots account immediately. This is also important in activating the escalation feature of bots.
  - c. Download and [install the MSPbots app](#).
  - d. [Add MSPbots to the Teams Global Policy](#) to get the app installed automatically to current and future AAD users.
  - e. [Add admins](#) who will manage MSPbots.
  - f. Go through the [Best Practices in Using MSPbots](#). This will guide you in fully utilizing the benefits of the MSPbots app.
  - g. [Connect your software](#), APIs, and PSAs to MSPbots. The datasets will be created promptly as soon as the connections are set up.
2. Once the datasets are ready, you can start on these actions:
  - a. Use the prebuilt [Widgets](#) or create new widgets.
  - b. Review the prebuilt Dashboards.
  - c. Create [Reports](#).
  - d. Use existing [Bots](#) or create new bots.
  - e. Browse the prebuilt [Apps](#).

If you encounter problems while getting started, check these common issues and questions for related information and resolutions:

- [Some employees are not appearing on the MSPbots dashboard](#)
- [Users are not receiving the bot alerts](#)
- [How to Set up Manager and Job Title info for employees](#)
- [How to Enable a User Account in the MSPBots App](#)
- [How to Create a Report in MSPbots](#)
- [How to Create a Basic Grid Widget](#)
- [How to create Work Schedule Template](#)

**Note:** MSPbots will store all timestamps for Reports and Attendance records using the time zone that you set up in the system.