

# How to Resolve the Issue of Failing to Log in to the MSPbots with the Prompt "Requires Admin Approval"

What's in this page:

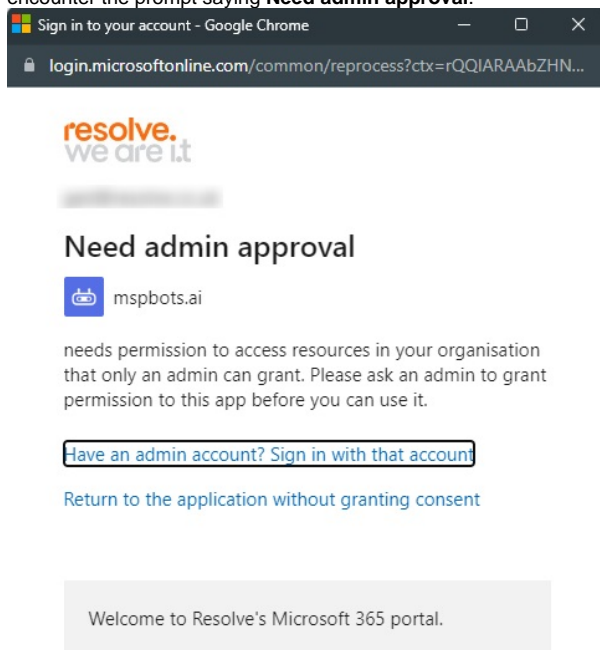
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## Issue Description

An organization's users are unable to login to [app.mspbots.ai](#) and are shown the prompt **Need admin approval** when trying to sign in.

Currently, only the global administrator account of the organization is able to log in to [app.mspbots.ai](#).

Even when the organization's administrator attempts to log in using a trial account that was initially set up with their global administrator account, they still encounter the prompt saying **Need admin approval**.



## Applications and Permissions

Typically, customers of MSPbots may encounter this issue. However, it requires the intervention of the global administrator of the customer's organization to resolve this problem.

## Possible Reasons

When a new account for the organization is created and synced with MSPbots, the permissions automatically sync with the consent settings of the organization's third-party applications.

It is possible that the global administrator of the organization may have removed the [mspbots.ai](#) application from the consent settings, causing the consent settings for the organization in the third-party application to not apply and propagate to other individuals in the organization.

## Expected Outcome

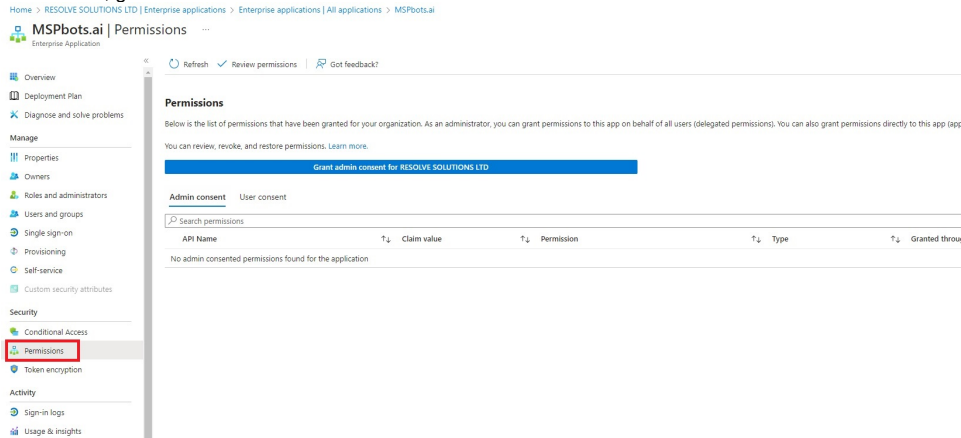
Users hope to be able to log in to [app.mspbots.ai](#) with their non-administrator accounts (as well as their colleagues).

## Resolution

The global administrator of your organization should review the configuration and settings of the third-party application consent at <https://learn.microsoft.com/en-us/entra/identity-platform/application-consent-experience> and check if appropriate permissions have been granted to **MSPbots.ai**.

Here are the steps for the global administrator of the customer's organization to follow:

1. Login to the portal of your organization as a global administrator. Let's use the *Microsoft Organization Account Portal* as an example.
2. Navigate to the **Enterprise applications** section.
3. Search for the application name or object ID: **MSPbots.ai**.
4. Once found, go to the **Permissions** tab.



5. Proceed to the **Admin Consent** and **User Consent** tabs.
6. Grant the necessary permissions to **MSPbots.ai**.

## Permissions requested

Review for your organization



**This application is not published by Microsoft.**

This app would like to:

### Sign in and read user profile

Allows users to sign-in to the app, and allows the app to read the profile of signed-in users. It also allows the app to read basic company information of signed-in users.

This is a permission requested to access your data in MSPbots.ai.

### Read all users' basic profiles

Allows the app to read a basic set of profile properties of other users in your organization on behalf of the signed-in user. This includes display name, first and last name, email address and photo.

This is a permission requested to access your data in MSPbots.ai.

7. Finally, try logging in again using a non-administrator account.

## Related Topic

- [How to Sign In to MSPbots using Office 365](#)
- [How to Access the MSPbots App from on MacOS, iPhone or iPad](#)