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

What's in this page:

- Issue Description
- Applications and Permissions
- Possible Reasons
- Expected Outcome
- Resolution
- Related Topic

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**.



Welcome to Resolve's Microsoft 365 portal.

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 Permissio	ns tab.			
MSPbots.ai Pern	nissions	auons (Air applications -) interdoctial			
Overview Deployment Plan Diagnose and solve problems		R Got feedback?			
Manage	Below is the list of permissions that hav	e been granted for your organization. As an administrat	or, you can grant permissions to this app on behal	f of all users (delegated permissions). You can also grant per	missions directly to this app (ap
Properties	Fou carrievew, revoke, and restore per	Grant admin consent for RESOLVE SOLUTIONS LT	D		
 Roles and administrators Users and groups 	Admin consent User consent				
Single sign-on	API Name	↑↓ Claim value	↑↓ Permission	↑↓ Туре	↑↓ Granted through
Self-service Curtom require stributer	No admin consented permissions four	nd for the application			
Security					
 Conditional Access Permissions 					
Token encryption Activity					
Sign-in logs ái Usage & insights					

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

Permissions requested

Review for your organization

MSPbots.ai mspbots.ai

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