Create a new Teams notification with Microsoft app

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> Only authors with **Full Account Admin** rights can create, edit, and delete notifications.

To create a new Teams notification for your knowledge base, you'll follow a three-step process:

1. Create the Teams notification in KnowledgeOwl. Follow the instructions in Step 1: Create the KnowledgeOwl notification.
2. Authorize the Microsoft app and select the Team and channel you want it to post to. Follow the instructions in Step 2: Authorize Microsoft and finish KnowledgeOwl configuration.
3. Add the KnowledgeOwl Notifications app to your team and channel. Follow the instructions in Step 3: Add KnowledgeOwl Notifications app to the Teams channel.

Step 1: Create the KnowledgeOwl notification

First, create the Teams notification in KnowledgeOwl:

1. Go to **Account > Notifications**. The Notifications page opens.
2. Select the **Teams notifications** tab.
3. Select **+ Create notification**. The **Create new notification** modal opens.
4. Enter a **Name** for this notification. This name is displayed as the title of the card in the notifications display.
5. Make sure **Microsoft Teams** is selected in the **Notification channel** dropdown.
6. Enter the **Knowledge bases** you'd like to trigger these notifications for.
    a. The field defaults to **All Knowledge Bases**. Once you enter a specific knowledge base, the notifications will only send for the selected knowledge bases.
7. If you've restricted your notifications to a single knowledge base, you can search for a category to **Limit article events to a single category**. This option isn't available if you've selected multiple or all knowledge bases for the notification.

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8. Select the **Events** you'd like to receive notifications about from the dropdown. Refer to Available Teams notification events for more detailed information about each event type and its expected format.

9. Select **Connect to Microsoft Teams**. The **Authorize Microsoft Teams** modal opens.

10. Select **Continue to Microsoft** to complete the authorization process.

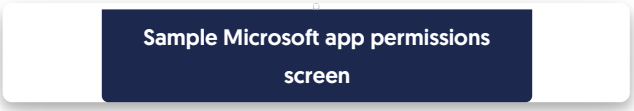
Follow the Step 2: Authorize Microsoft and finish KnowledgeOwl configuration steps below.

Step 2: Authorize Microsoft and finish KnowledgeOwl configuration

Once you select **Continue to Microsoft**, the window refreshes to display the Microsoft login screen:

1. ISelect or enter the Microsoft account you'd like to log in to Microsoft with. (This step is unnecessary if you're already logged into Microsoft in this browser.)

2. The page updates to list the permissions our app requests. Select **Accept** to complete the Microsoft authorization:



3. The page redirects back to KnowledgeOwl with the **Complete Teams setup** modal open. Use the new section at the top to complete your configuration:

4. Select the Microsoft team you want to send notifications to from the **Select a team...** dropdown.

5. Select the Teams channel you want to send notifications to from the **Select a channel...** dropdown.

6. Then select **Update notification** to save those changes.

Step 3: Add KnowledgeOwl Notifications app to the Teams channel

Once you complete the above steps, you'll likely receive this warning in KnowledgeOwl:

> Waiting on Microsoft Teams action — please go to Teams to add the **KnowledgeOwl Notifications** app to **[Teams org] / [Channel name]** to finish connecting.

You'll need to add the **KnowledgeOwl Notifications** app to Teams and to the channels you'll need. Depending on your Teams permission structure, you may need a Teams admin to complete this step. Refer to Microsoft's Add an app to Microsoft Teams documentation for more detailed and up-to-date instructions on the process overall.

To add the app to your channel:

1. Select the **Store (+)** icon in the left navigation.

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2. Enter `KnowledgeOwl` in the **Search apps and more** searchbar.
3. Select the **KnowledgeOwl Notifications** app which shows up in the list.
4. Select **Add** to add the app to Teams. The **Added succesfully!** modal appears.
5. Select the channel(s) you want to add the app to and select **Go**.
6. Teams should redirect you to the channel and you should have a new message from **KnowledgeOwl Notifications** saying: "Webhook subscription test successful.":
7. If you don't immediately see this message, Teams should have drafted a message from you linked to **KnowledgeOwl Notifications**. Send that message to complete setup:
8. You should now have the "Webhook subscription test successful." message outlined in step 6.

Any time one of your selected events occurs in the selected knowledge bases, this channel will receive a Teams message with details, for example:

Refer to Available Teams notification events for more information on the available events and their expected message formats.

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