



Insights Discovery for Microsoft Teams

User guide



MS Teams User guide

This guide supports IT teams with the initial setup, while also providing guidance for practitioners who administer Insights Discovery and end users who interact with the Insights Discovery for Microsoft Teams application.

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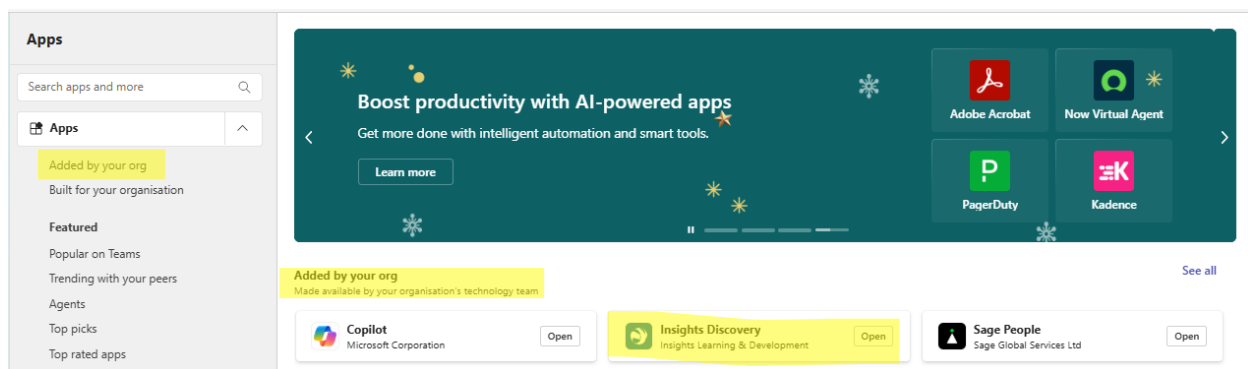
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How to add the app to Microsoft Teams

This will have to be done by your IT team or Microsoft administrator.

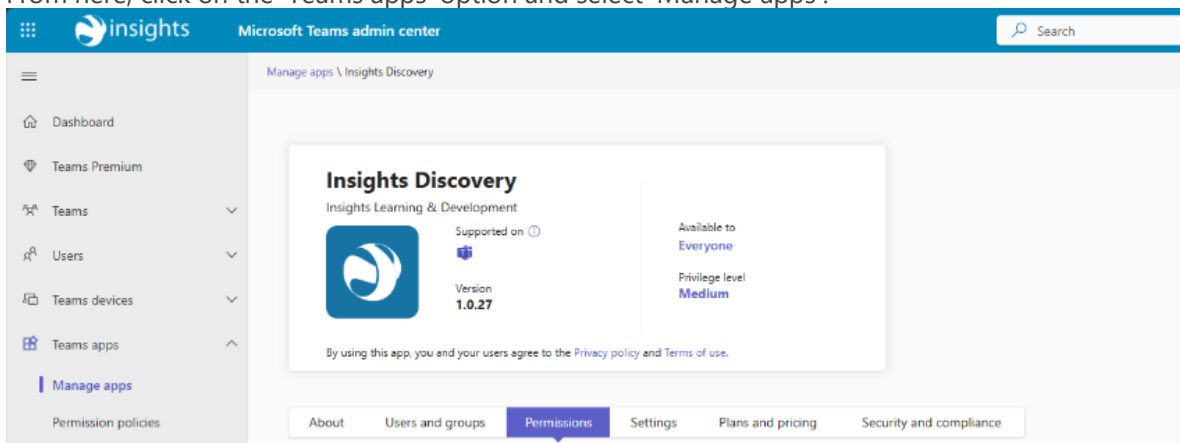
1. Download 'Insights Discovery' app from the [Microsoft Teams Admin Centre](#).
2. Once you have downloaded 'Insights Discovery', it should appear under 'Apps – Added by your org'



App Permissions

This will have to be done by your IT team or Microsoft administrator.

1. Access the Microsoft Teams Admin Center and locate the navigation menu on the left-hand side of the dashboard.
2. From here, click on the 'Teams apps' option and select 'Manage apps'.



3. Search for 'Insights Discovery'
4. Select the app
5. Grant admin consent for all required permissions

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The screenshot displays the 'Permissions' tab in the Microsoft Teams admin center. The overall privilege level is set to 'Medium'. A yellow banner prompts the user to 'Review and grant admin consent for the permissions required to use this app.' with a 'Grant admin consent' button. Below this is a table of 6 permissions:

Name	Description	Access	Privilege Level	Type
profile	Allows the app to see your users' basic ...	Delegated	Low	Entra ID
offline_access	Allows the app to see and update the d...	Delegated	Low	Entra ID
User.Read	Allows users to sign-in to the app, and a...	Delegated	Low	Entra ID
openid	Allows users to sign in to the app with t...	Delegated	Low	Entra ID
email	Allows the app to read your users' prima...	Delegated	Low	Entra ID
TeamsActivity.Send	Allows the app to send new activities to ...	Application	Medium	Entra ID

For more information on granting and managing consent to Teams app permissions, see [here](#).

For the full permissions list, please refer to the [setup guide](#).

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The screenshot shows the Microsoft Teams admin center interface. The left sidebar contains navigation options like Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, and Manage apps. The main content area is titled 'Manage apps \ Insights Discovery' and shows the app's details, including its name, version (1.0.27), and privilege level (Medium). Below this, there are tabs for 'About', 'Users and groups', 'Permissions', 'Settings', 'Plans and pricing', and 'Security and compliance'. The 'Permissions' tab is active, showing the app's overall privilege level (Medium) and a list of required permissions. A green notification bar indicates that admin consent has been granted for all required permissions. Below this, a table lists 16 items of required permissions.

Claim value	Name	Access	Privilege Level	Type
TeamsAppInstallation.ReadWrite	Allow the Teams app to manage itself in...	Delegated	Low	Entra ID
ChannelMember.Read.All	Read the members of channels	Delegated	Low	Entra ID
Calendars.Read	Read user calendars	Delegated	Low	Entra ID
TeamsTab.Read.All	Read tabs in Microsoft Teams.	Delegated	Low	Entra ID
Presence.Read	Read user's presence information	Delegated	Low	Entra ID
AppCatalog.Read.All	Read all app catalogs	Delegated	Low	Entra ID
Chat.ReadBasic	Read names and members of user chat t...	Delegated	Low	Entra ID
Presence.Read.All	Read presence information of all users l...	Delegated	Medium	Entra ID
User.Read.All	Read all users' full profiles	Delegated	Low	Entra ID

6. Go to Teams apps → Permission policies
7. Select the policy assigned to your users (for example, Global (Org-wide default))
8. Ensure the 'Insights Discovery' app is Allowed and save any changes.

If the app is blocked in a permission policy, users will not be able to access it even if the app itself is allowed – see [here](#) for full instructions.

9. Wait for changes to apply as it may take up to several hours to show across Microsoft Teams.

Note: Allowing an app makes it available for deployment but does not automatically install it for users. App deployment is managed separately using setup policies.

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User Permissions

This will have to be done by your IT team or Microsoft administrator.

Setup Policies

1. Go to Teams apps → Setup policies
2. Select an existing setup policy or create a new one
3. Under Installed apps, add 'Insights Discovery'
 - a. (Optional) Under Pinned apps, pin 'Insights Discovery' to the Teams app bar – see [here](#) for full instructions.
4. Assign the setup policy to users or user groups. This ensures the app is automatically installed and/or visible for users in Microsoft Teams – see [here](#) for full instructions.

Restricted User Permissions

1. Go to Teams apps → Permission policies
2. Select an existing policy – like Global (Org-wide default) – or create a new policy by selecting 'Add'
3. Name the policy (for example: Marketing App Access)
4. Under 'Allowed apps', you can:
 - a. Select 'Allow all apps (default)'
 - b. Or choose 'Allow specific apps and block all others'
5. Search 'Insights Discovery' and add it to the list
 - a. Block other apps if necessary

This ensures that only the apps you specify are available to users assigned to this policy.

6. With the policy selected, choose 'Manage users'
7. Click 'Add users'
8. Search for and select the individuals or groups you want to restrict access to
9. Confirm your selection

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a. Only the users assigned to this policy will be able to use Insights Discovery.

10. Ask assigned users to restart Teams if the app does not appear immediately

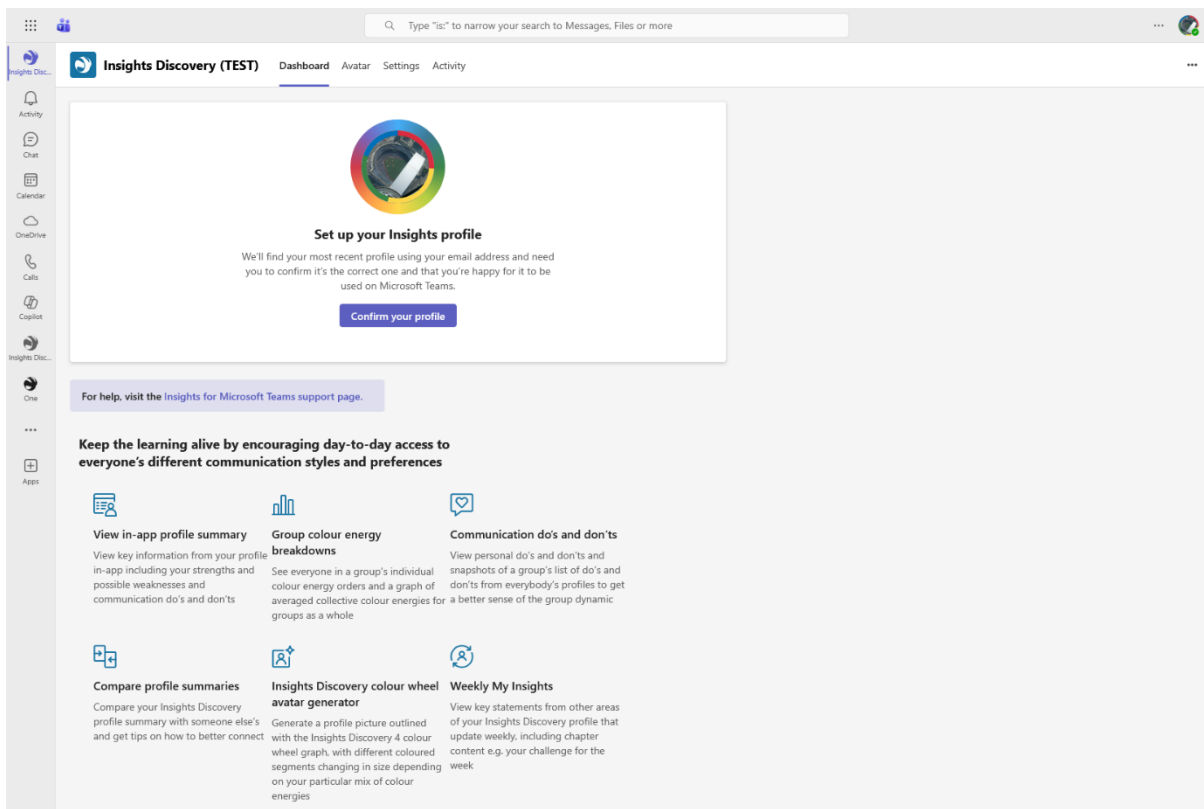
a. Changes can take up to 24 hours to update fully.

See [here](#) for further information from Microsoft on using app permission policies to control user access to apps.

Profile Import

When 'Insights Discovery' is installed in your Microsoft Teams account:

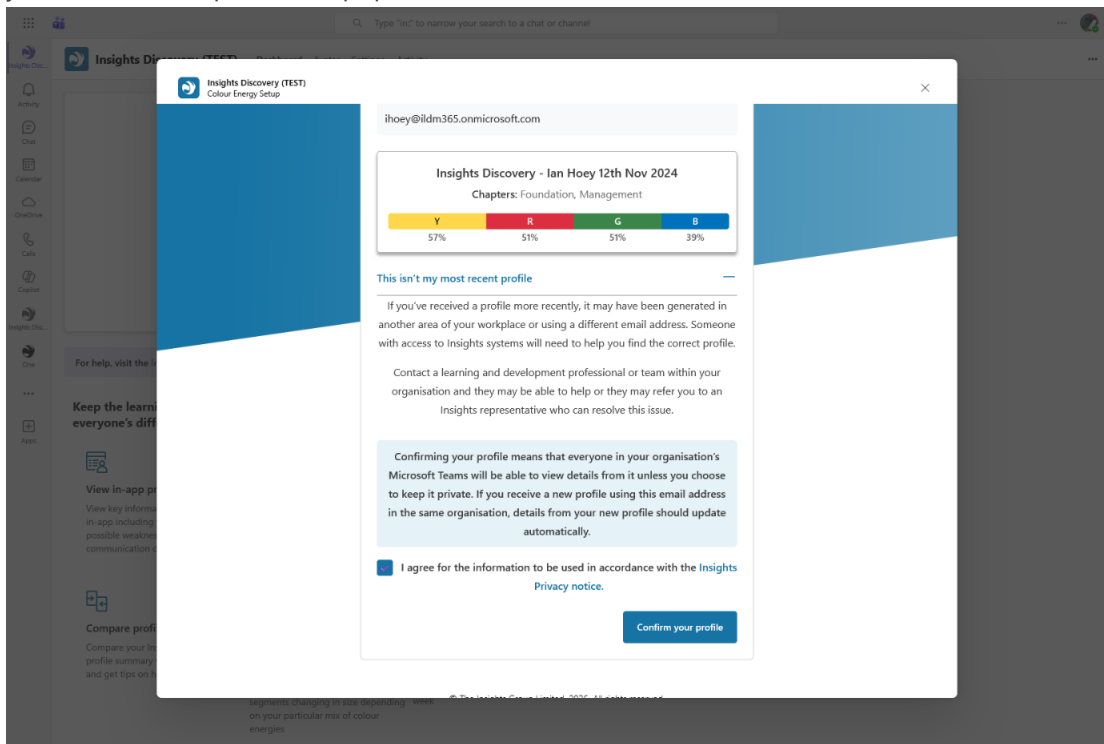
1. Click on 'Insights Discovery' using the navigation pane on the left-hand side (if it does not appear, select 'Apps', search 'Insights Discovery' and select it).
2. You will see this window



3. Click 'Confirm your profile'

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- If your Microsoft Teams account email matches the email address you used to receive your profile, your most recent profile will populate, as shown here



If your profile does not import, please refer to [Profile import issues](#).

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- Once you have confirmed your profile, you will see a dashboard that populates your profile information, as shown below.

The screenshot displays the Microsoft Teams Insights Discovery dashboard. At the top, there is a search bar and navigation tabs for 'Insights Discovery', 'Dashboard', 'Avatar', 'Settings', and 'Activity'. The main content area is divided into several sections:

- Your profile summary:** Shows a profile picture and a 4-color energy wheel with values: Y (90%), R (67%), B (34%), and G (23%). Below this is a 'Jump to:' section with links for 'Highlights', 'Strengths & weaknesses', and 'Do's and don'ts'. A 'Customise my profile' button is also present.
- My Insights for this week:** Contains three cards: 'Your challenge' (She should try to slow down the pace...), 'Your suggestion for development' (Reflecting longer on other alternatives...), and 'Your value' (Has an awareness of the people issues...).
- Important upcoming meetings:** Lists four meetings with their dates, times, and invited participants. Each meeting has a color energy breakdown and a 'View colour energies' button.
- Help and navigation:** A link to the 'Insights for Microsoft Teams support page' and a section titled 'What can I do with Insights on Microsoft Teams?' with icons and descriptions for various features like 'View in-app profile summary', 'Group colour energy breakdowns', 'Communication do's and don'ts', 'Compare profile summaries', 'Insights Discovery colour wheel avatar generator', and 'Weekly My Insights'.

Profile privacy settings

- In your 'Settings' (accessed by clicking 'Settings' in the top navigation bar), you can decide:
 - Who can view elements of your profile (including your colour energy order)

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b. What type of meetings appear in your dashboard

The screenshot shows the 'Insights Discovery' settings page. At the top, there are navigation tabs: 'Dashboard', 'Avatar', 'Settings' (which is selected), and 'Activity'. Below the navigation, there are three main sections:

- Set your profile view options:** Two radio button options: 'Allow anyone in my organisation to see my public profile' (selected) and 'Only I can see any details from my profile'.
- You can customise which statements you want to display from your profile to yourself and other people.** A button labeled 'Customise my profile'.
- Set which meetings display in "Important upcoming meetings" section:**
 - Important meetings sizes:** Four checked checkboxes: 'One-to-ones (2 invitees)', 'Smaller meetings (3 - 10 invitees)', 'Bigger meetings (11 - 29 invitees)', and 'Large meetings and all-hands (30+ invitees)'.
 - Important meetings length:** A dropdown menu currently set to 'Any'.
 - Important meetings location:** Three radio button options: 'All locations' (selected), 'Defined locations - meeting spaces set up by your organisation', and 'Remote only - meetings in Microsoft Teams only'.

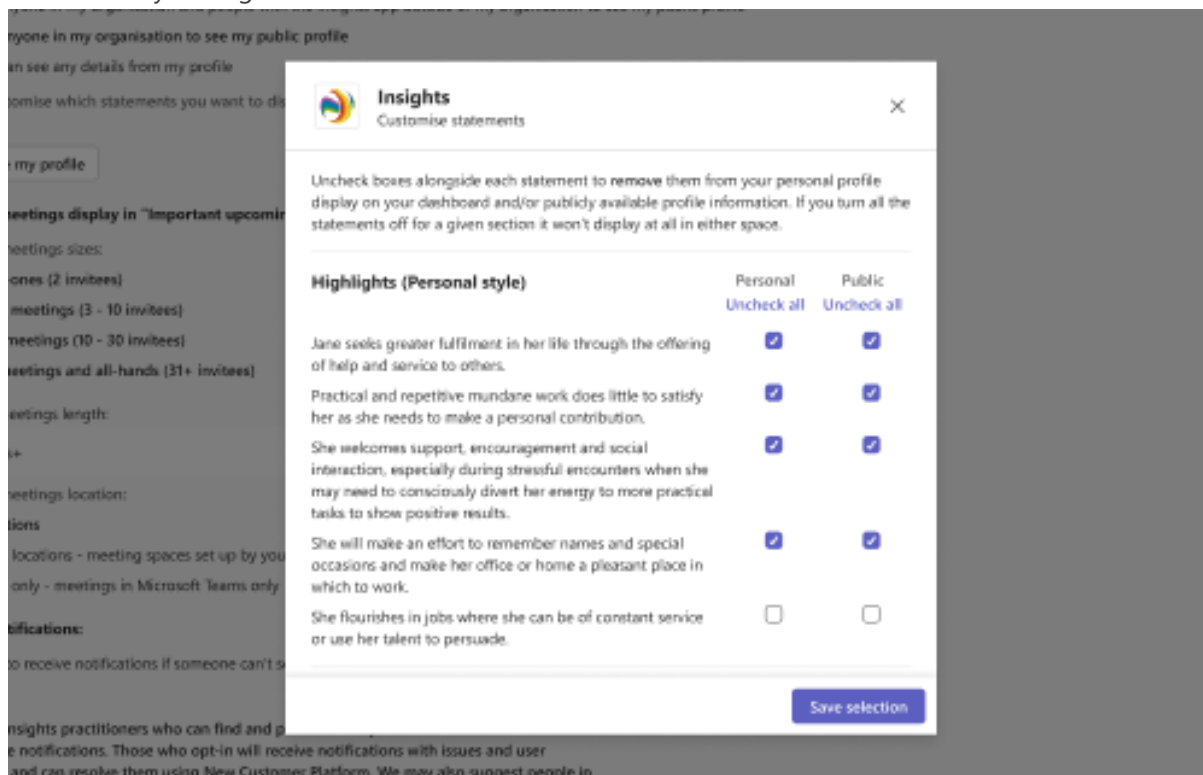
At the bottom of the settings page is a blue button labeled 'Save Settings'.

2. In the same view as above (as well as from your Dashboard – screenshot below),

The screenshot shows the 'Insights Discovery' dashboard. At the top, there is a search bar with the text 'Search or type a command'. Below the search bar, there are navigation tabs: 'Dashboard' (selected), 'Avatar', 'Settings', and 'Activity'. On the left side, there is a vertical sidebar with icons for 'Activity', 'Chat', 'Teams', 'Calendar', 'Calls', and 'Files'. The main content area features a profile summary for a user with a circular profile picture. The summary includes the text 'Your profile summary' and 'Profile from 11 Oct 2023 • Compared 26 times this week'. Below this is a horizontal bar chart with four segments: 'Y' (90%), 'R' (67%), 'B' (34%), and 'G' (23%). Below the bar chart, there is a section titled 'Jump to: Highlights Strengths & weaknesses Do's and don'ts'. At the bottom of the dashboard, there is a text box that says 'You can customise which statements you want to display from your profile to yourself and other people.' and a button labeled 'Customise my profile'.

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- You can click 'Customise my profile' to choose which statements from your profile are available to only you or others from your organisation.



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Different scenarios of what you may see dependent on profile imports and privacy settings

- Scenario 1: Iain English and Ian Hoey both have Discovery profiles, Ian Hoey has not imported their profile

Insights Discovery

Colour energy summaries
You can only compare profiles with people who also have Insights Discovery profiles.

Less Conscious Conscious

Iain English
Cool Blue
Fiery Red
Earth Green
Sunshine Yellow

Ian Hoey
Profile information not available

Collective colour energies
Based on 1 out of 2 people

Energy	Percentage
Cool Blue	~55%
Fiery Red	~45%
Sunshine Yellow	~40%
Earth Green	~40%

Communication Do's and Don'ts
From 1 out of 2 people's profiles - showing 6 at random, compare profiles to view individual do's and don'ts

Do

- Respect his values and principles. Iain English: leads with Cool Blue
- Respect his privacy. Iain English: leads with Cool Blue
- Organise your thoughts before communicating. Iain English: leads with Cool Blue

Don't

- Be misled by his apparent reticence into thinking that he doesn't care. Iain English: leads with Cool Blue
- Call on him when uninvited. Iain English: leads with Cool Blue
- Try to rush him into a decision. Iain English: leads with Cool Blue

Show 6 more

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- Scenario 2: Iain English and Ian Hoey both have Discovery profiles and both confirm privacy settings as open

The screenshot displays the 'Insights Discovery' application window. At the top, it shows the 'Colour energy summaries' for two users: Iain English (IE) and Ian Hoey (IH). Iain English's profile is associated with Cool Blue, Fiery Red, Earth Green, and Sunshine Yellow. Ian Hoey's profile is associated with Sunshine Yellow, Fiery Red, Earth Green, and Cool Blue. A 'Compare profiles' button is visible below the summaries. A toggle switch for privacy settings is set to 'Conscious'.

The 'Collective colour energies' section shows a bar chart based on 2 out of 2 people. The chart displays the following data:

Colour	Percentage
Cool Blue	50%
Fiery Red	50%
Sunshine Yellow	50%
Earth Green	50%

The 'Communication Do's and Don'ts' section provides advice based on 2 out of 2 profiles. It lists six items:

- Do:** Ensure that your statements are accurate and factual. (Iain English: leads with Cool Blue)
- Do:** Use humour in moderation. (Ian Hoey: leads with Sunshine Yellow)
- Do:** Remember to ask for his opinions of other systems and projects. (Iain English: leads with Cool Blue)
- Don't:** Be put off by his formality. (Iain English: leads with Cool Blue)
- Don't:** Criticise her ideas too harshly or personally. (Ian Hoey: leads with Sunshine Yellow)
- Don't:** Be unrealistic or stray on to abstractions. (Iain English: leads with Cool Blue)

A 'Show 6 more' link is located at the bottom of the communication tips section.

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- Scenario 3: Iain English and Ian Hoey both have NCP profiles, Ian Hoey has privacy settings as private

Insights Discovery

Colour energy summaries
You can only compare profiles with people who also have Insights Discovery profiles.

Less Conscious Conscious

Iain English
Cool Blue
Fiery Red
Earth Green
Sunshine Yellow

Ian Hoey
Profile information not available

Collective colour energies
Based on 1 out of 2 people

Colour	Percentage
Cool Blue	55%
Fiery Red	45%
Sunshine Yellow	40%
Earth Green	40%

Communication Do's and Don'ts
From 1 out of 2 people's profiles - showing 6 at random, compare profiles to view individual do's and don'ts

Do

- Respect his values and principles. (IE Iain English: leads with Cool Blue)
- Respect his privacy. (IE Iain English: leads with Cool Blue)
- Organise your thoughts before communicating. (IE Iain English: leads with Cool Blue)

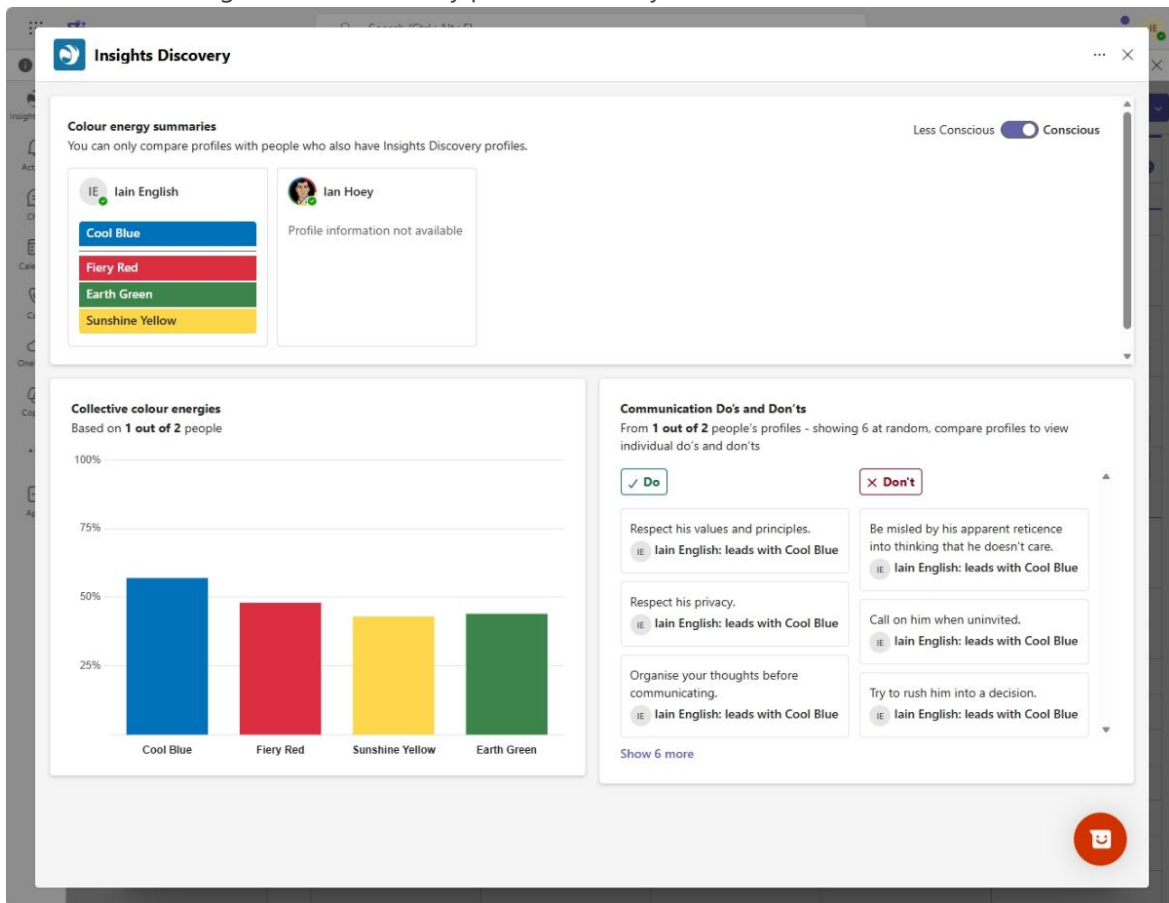
Don't

- Be misled by his apparent reticence into thinking that he doesn't care. (IE Iain English: leads with Cool Blue)
- Call on him when uninvited. (IE Iain English: leads with Cool Blue)
- Try to rush him into a decision. (IE Iain English: leads with Cool Blue)

Show 6 more

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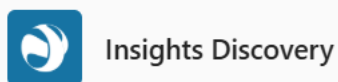
- Scenario 4: Iain English has a Discovery profile, Ian Hoey does not



App not installed

- If a colleague does not have the app installed on their MS Teams, this is what they would see in a meeting where the Insights Discovery for MS Teams app has been added to a meeting chat:

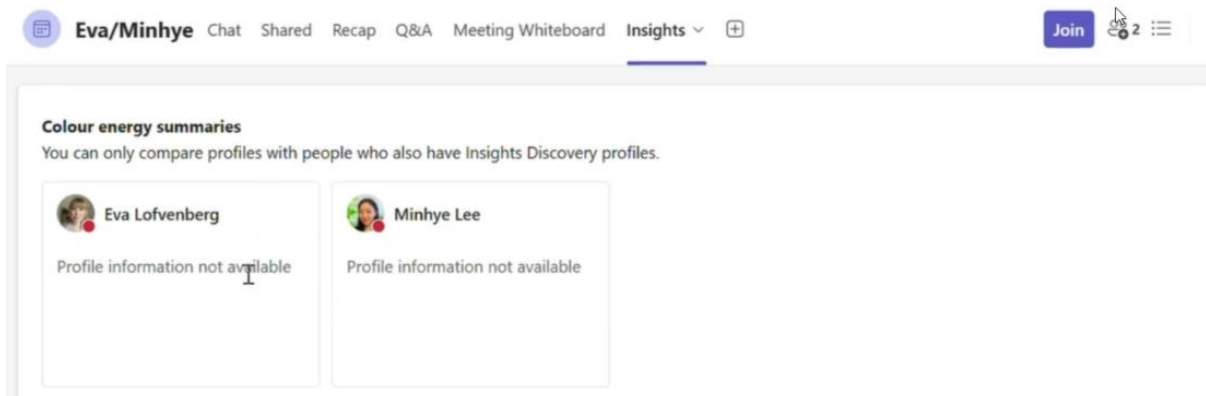
I added a tab at the top of this chat. Check it out!



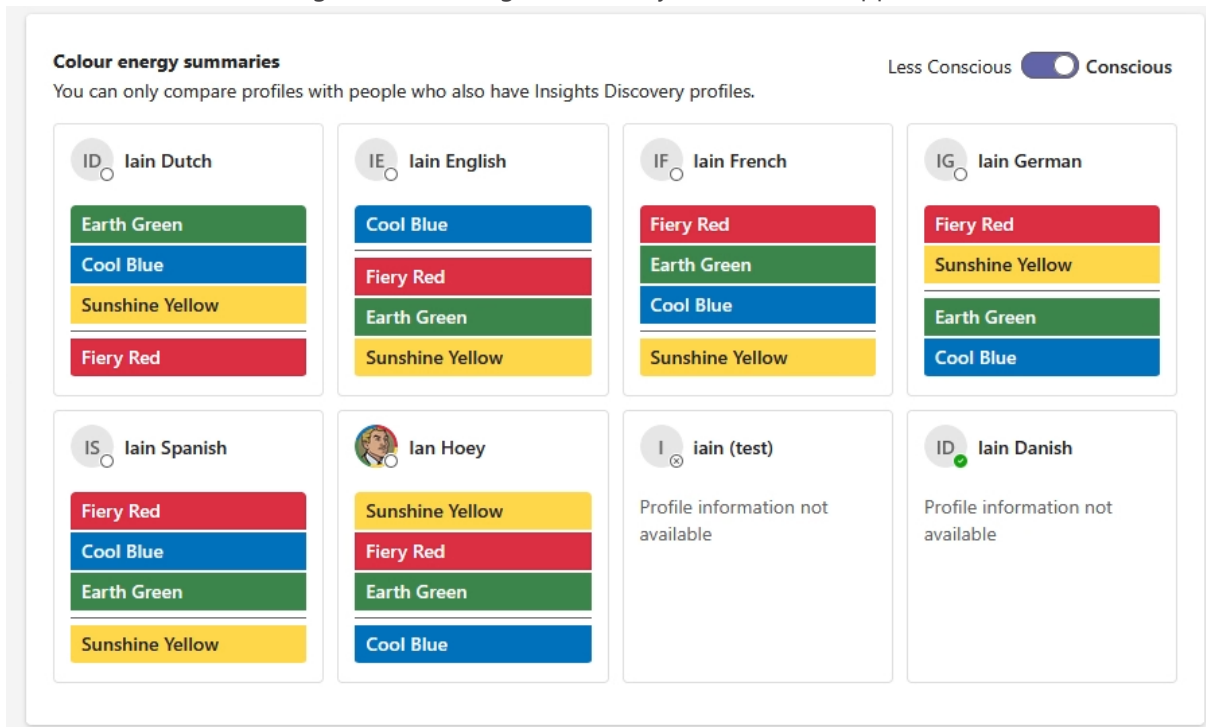
- If a colleague does not have the app installed on their MS Teams, this is what they would see in a meeting where the Insights Discovery for MS Teams app has been added to a meeting chat and they clicked on the

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app:



- A colleague – in this instance it is 'iain (test)' – who does have the app installed but does not have a profile, would see this in a meeting where the Insights Discovery for MS Teams app has been added to a meeting chat



Dashboard functionality

Information from your Discovery profile: showing an overview of colour energy order, highlights, strengths, challenges, weekly insights, upcoming meetings

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Insights Discovery Dashboard Avatar Settings Activity Present now

Your profile summary
Profile from 11 Oct 2023 • Compared 26 times this week

90% Y 67% R 34% B 23% G

Jump to: Highlights Strengths & weaknesses Do's and don'ts

You can customise which statements you want to display from your profile to yourself and other people. [Customise my profile](#)

Highlights
She attends to and likes to remember significant events and important detail. Others need to be sure of their facts.
[Show another](#)

Strengths
• Understands the importance of "style" in presentation.

Possible weaknesses
• Knows the answer before the question is asked.

My Insights for this week

- Your challenge**
She should try to slow down the pace when interacting with others on a time bounded project. She may not appreciate how loud they can appear to some others.
- Your suggestion for development**
Reflecting longer on other alternatives before jumping in to start the process.
- Your value**
Has an awareness of the people issues in the world around them.

Important upcoming meetings
A collection of upcoming meetings we've marked as potentially important that you may want to prepare for:

Marketing Review 02 Nov 2022 13:00 - 14:30 (Occurs every week) 5 people invited 77% B 67% G 34% Y 23% R View colour energies	Campaign Planning 13 Nov 2022 10:00 - 11:00 3 people invited 77% R 54% B 40% Y 32% G View colour energies	Another meeting title with a slight longer n... 13 Nov 2022 13:00 - 15:00 7 people invited No one in this meeting has shared their colour energies	Marketing All Hands 12 Nov 2022 15:00 - 16:00 (Occurs every 2 weeks) 22 people invited 90% Y 67% R 34% B 23% G Add tab to view colour energies
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For help, visit the [Insights for Microsoft Teams support page](#).

What can I do with Insights on Microsoft Teams?

- View in-app profile summary**
View key information from your profile in-app including your strengths and possible weaknesses and communication do's and don'ts
Where: [Here on your Insights Dashboard](#)
- Group colour energy breakdowns**
See everyone in a group's individual colour energy orders and a graph of averaged collective colour energies for groups as a whole
Where: [Add Insights tabs on meetings, chats and teams to view](#)
- Communication do's and don'ts**
View personal do's and don'ts and snapshots of a group's list of do's and don'ts from everybody's profiles to get a better sense of the group dynamic
Where: [Add Insights tabs on meetings, chats and teams to view](#)
Open the Insights app when you're in a meeting
- Compare profile summaries**
Compare your Insights Discovery profile summary with someone else's and get tips on how to better connect
Where: [Add Insights tabs on meetings, chats and teams to view](#)
- Insights Discovery colour wheel avatar generator**
Generate a profile picture outlined with the Insights Discovery 4 colour wheel graph, with different coloured segments changing in size depending on your particular mix of colour energies
Where: [Access the Avatar tab on your Insights dashboard](#)
- Weekly My Insights**
View key statements from other areas of your Insights Discovery profile that update weekly, including chapter content e.g. your challenge for the week
Where: [Here on your Insights Dashboard](#)

Overview of colour energy order

Your profile summary
Profile from 29 Apr 2024 • Viewed 0 times this week

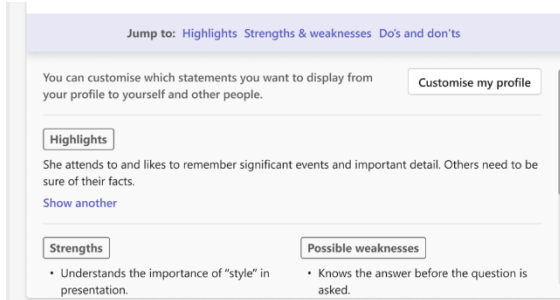
90% Y 67% R 34% B 23% G

Your colour energy order and percentages update automatically if you receive a new Discovery profile.

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The 'Viewed 0 times this week' statement is related to the number of times someone in your organisation compares their profile to yours. This can be done when viewing the Insights Discovery tab in a meeting. For more information on this, see [How to view and compare profiles – During a meeting](#).

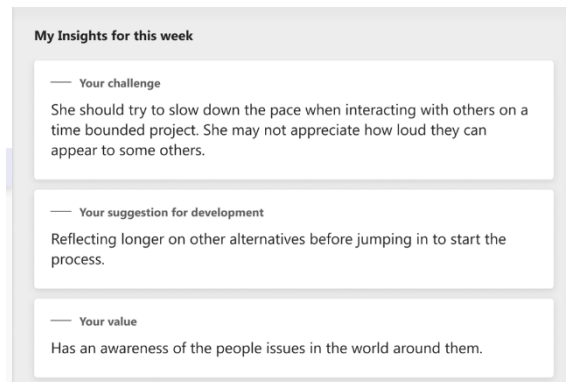
Highlights, strengths and possible weaknesses



The statements shown are pulled directly from your Discovery profile. By using the scroll bar, you can select to show all of the statements under each heading (Strengths, Possible weaknesses, Communication do's and don'ts).

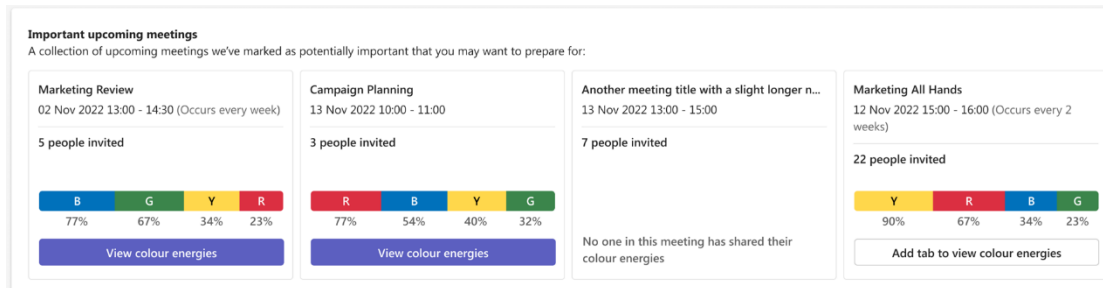
By clicking on 'Customise my profile', you can select which statements are only available to you and/or made available to other people in your organisation. For more information, see [Profile privacy settings](#).

Weekly insights



The statements shown are pulled directly from your Discovery profile. This automatically refreshes every week.

Upcoming meetings

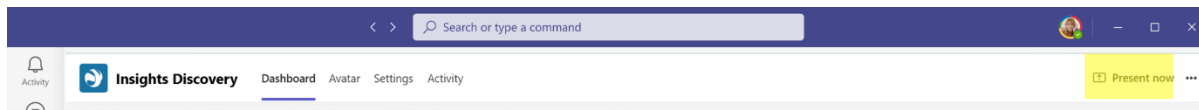


The meetings shown are pulled directly from your Outlook calendar. You can tailor the types of meetings shown by selecting 'Customise your profile' in your Dashboard view. For more information, see [Profile privacy settings](#).

You can view the colour energies make up of all meeting attendees from here, as well as add the Insights Discovery app to a meeting. For more information, see [Adding app to meetings](#).

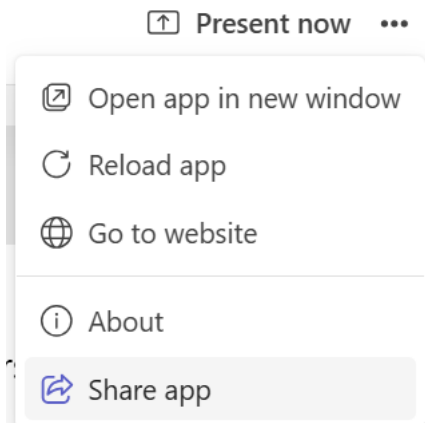
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Present now



If you are on a call and would like to share your Dashboard view, you can do so by selecting 'Present now', in the top right corner of the Insights Discovery screen.

You can invite someone at your organisation to access the app for themselves by clicking the three dots in the top right corner of the Insights Discovery screen and selecting 'Share app'.



The pop up below will appear, allowing you to type the name of a person, group or channel you would like to share the app with. Alternatively, you can click 'Copy link'.

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Share



Share to

Type the name of a person, group, or channel



Say something about this

Take a look at this app.

Insights Discovery



App



Insights Discovery

Insights Learning & Development

Use your profile while you work to better connect with your colleagues.

★ 5 (10 ratings)

⇒ Copy link

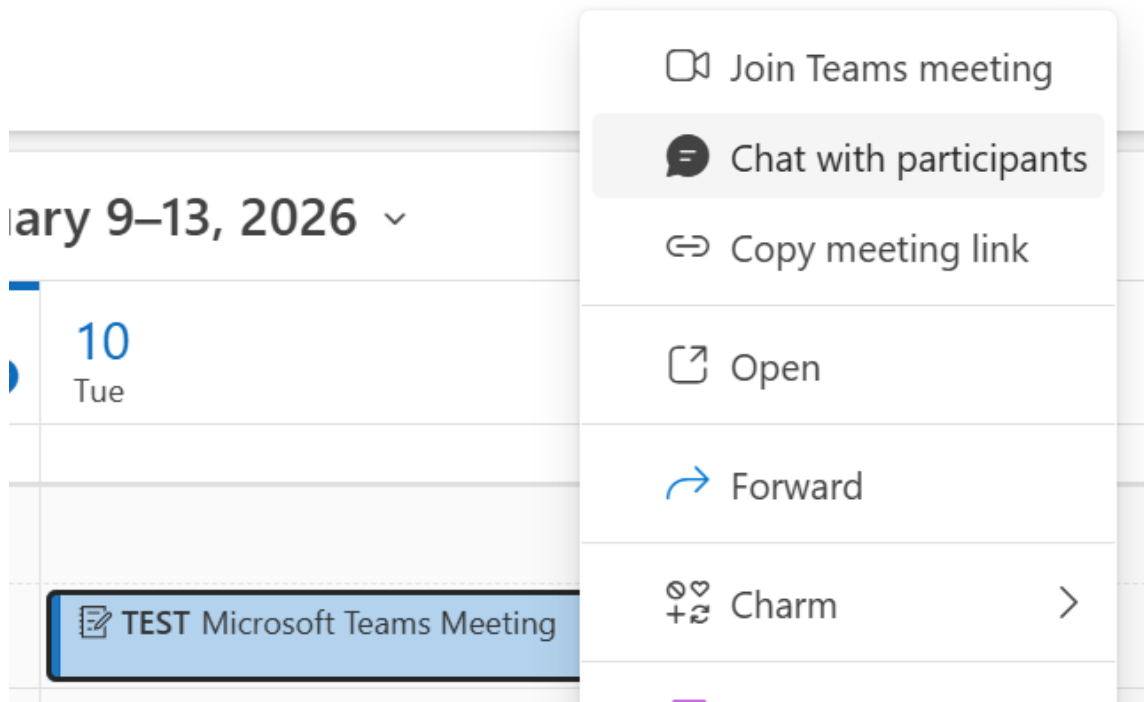
Share

Adding app to meetings

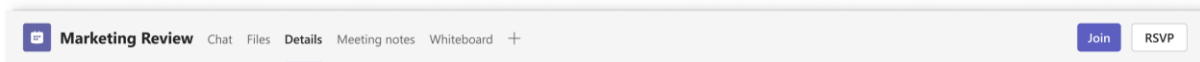
1. Go to your meeting chat in Microsoft Teams
 - a. You can access the meeting chat by going to your calendar
 - b. Right clicking the meeting

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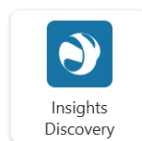
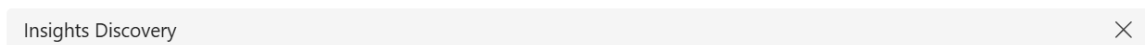
c. Selecting 'Chat with participants'



2. Click the '+' sign in the top navigation bar of the meeting chat

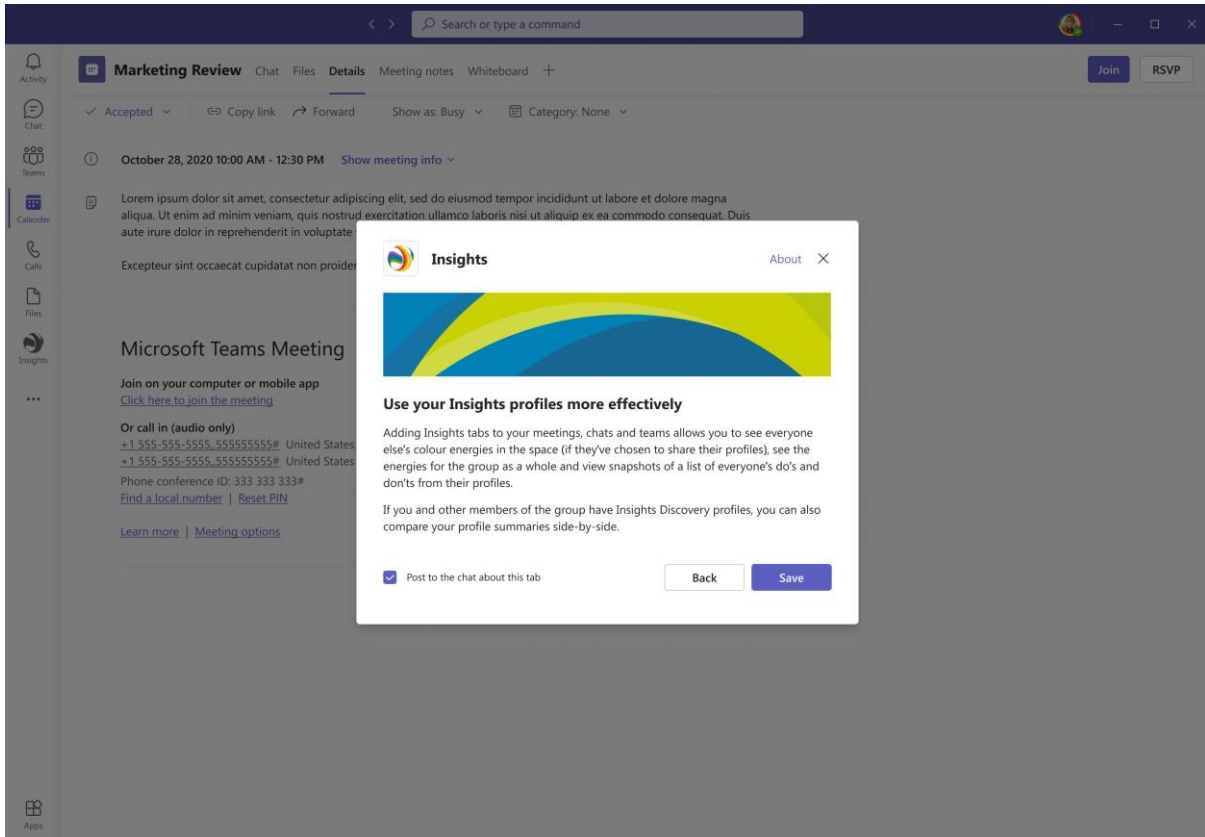


3. Type in 'Insights Discovery' and select the app shown below



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4. This pop up will appear. Click 'Save'

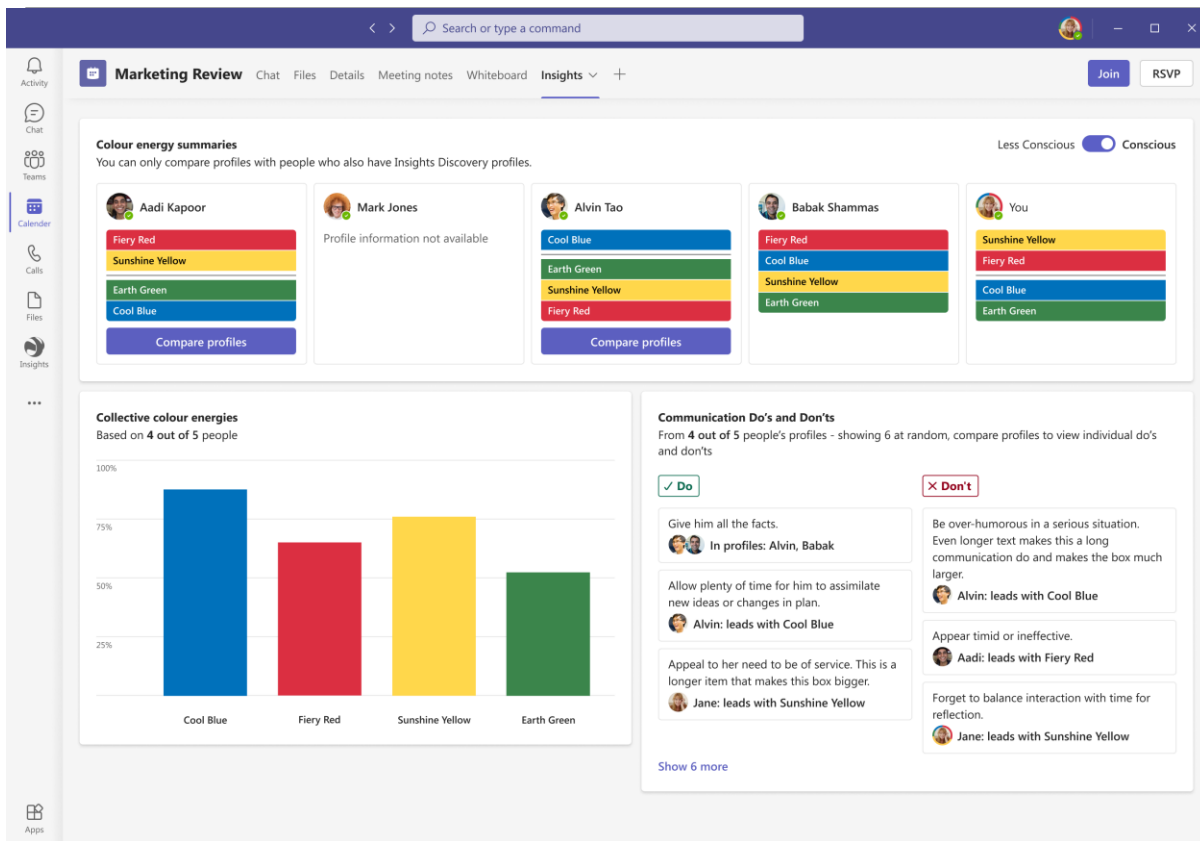


You will now see an overview of the colour energies and communication do's and don'ts of everyone in the meeting that has a profile imported. If they:

- Do not have a profile imported
- Have set their profile to private
- Do not have access to the app

Their profile card will appear as 'Profile information not available' (e.g. Mark Jones in the image below)

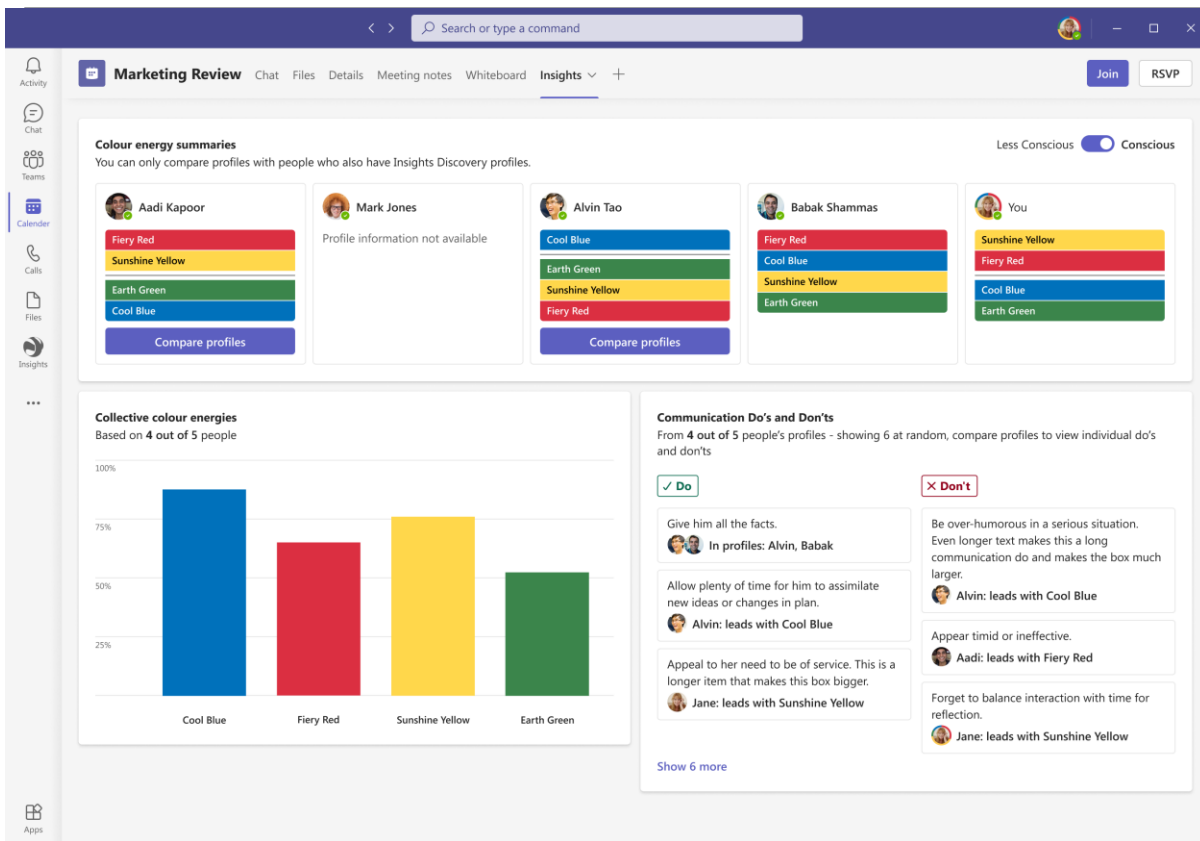
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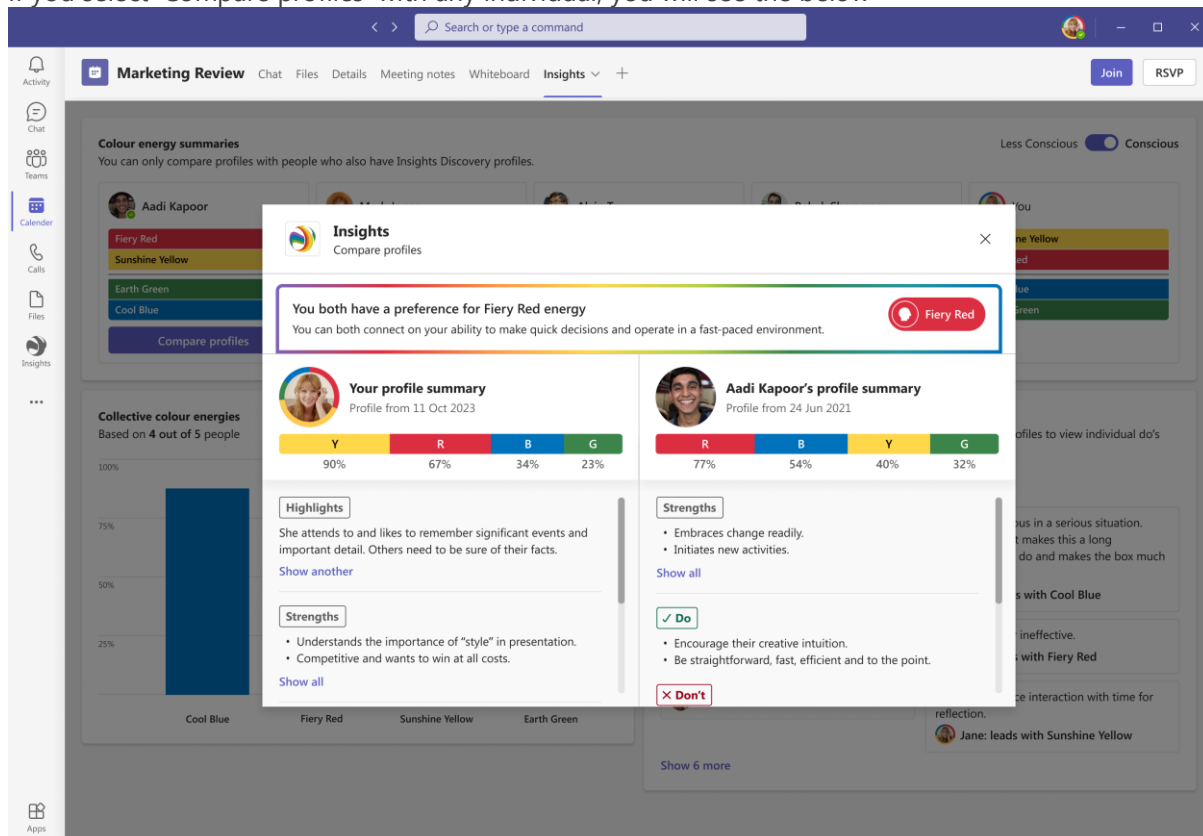
Meeting dashboard and chat drop downs

This is how the meeting dashboard will appear

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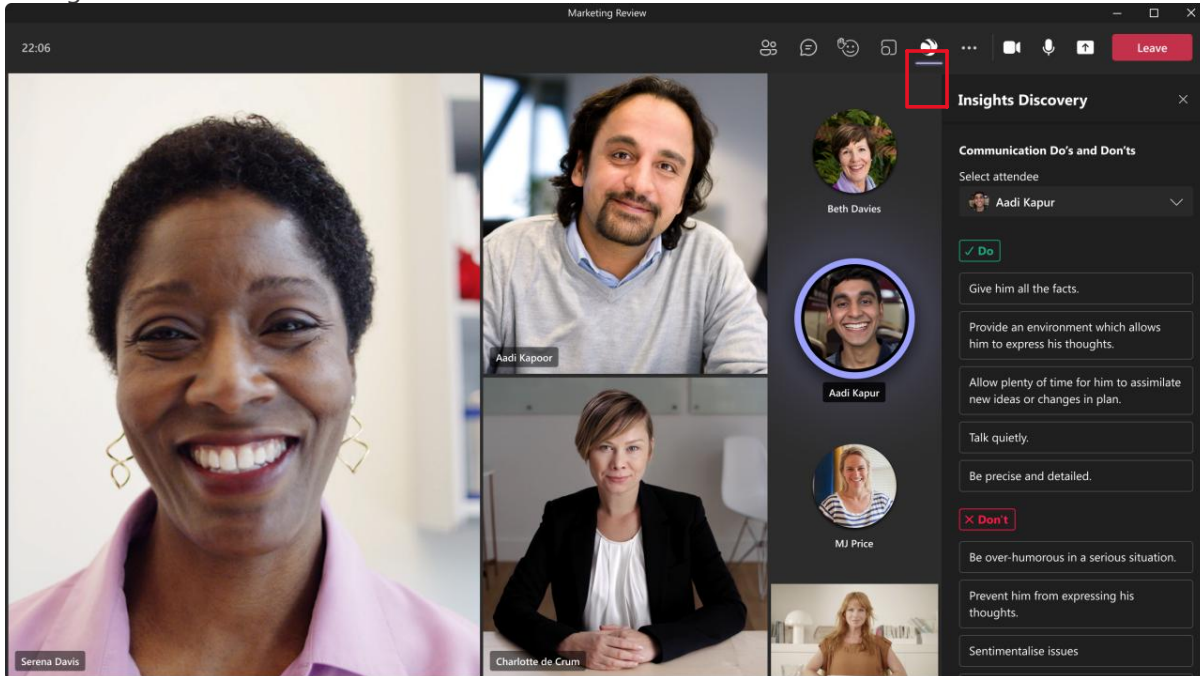
If you select 'Compare profiles' with any individual, you will see the below



For instructions on how to compare profiles, refer to [How to view and compare profiles.](#)

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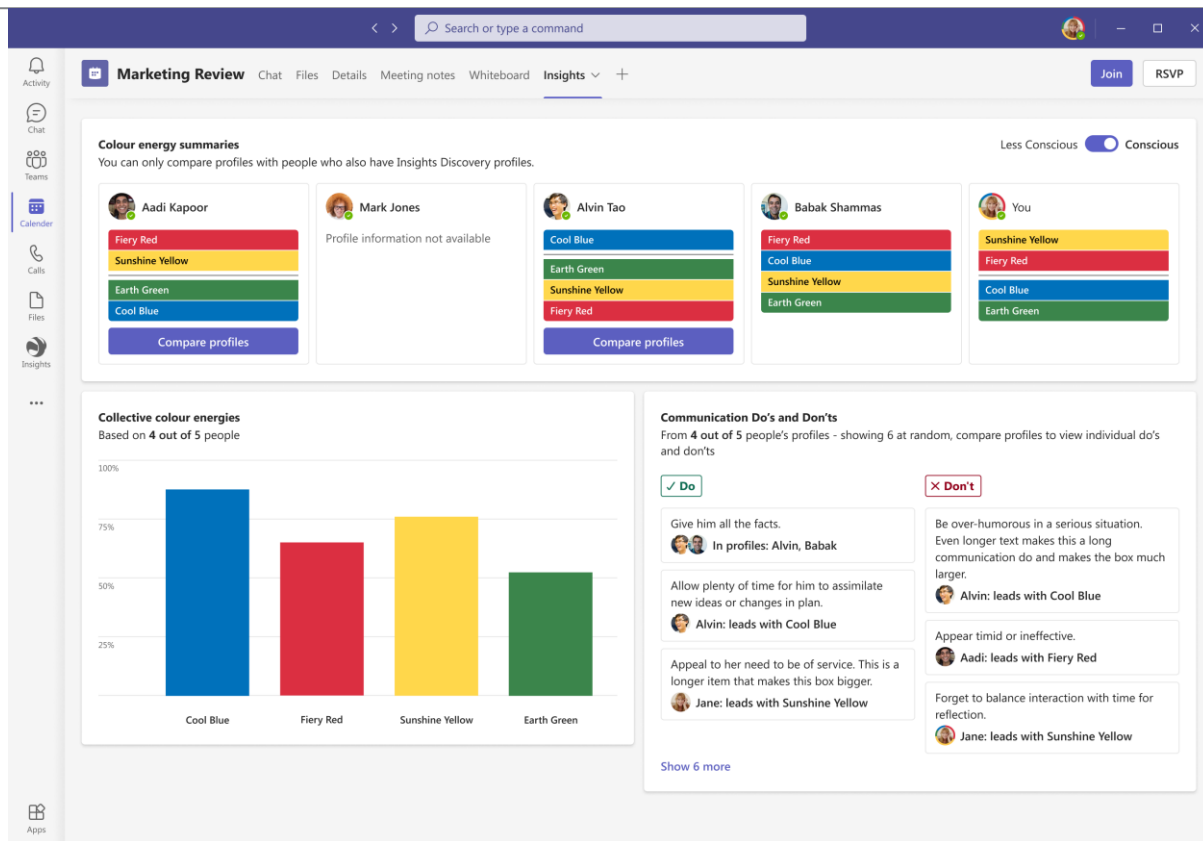
During the meeting, when you click on the 'Insights Discovery' tab in the top navigation pane, the communication do's and don'ts of everyone in the meeting who has shared their profile will show in the chat dropdown section on the right



During the meeting, if you would like to see the meeting dashboard view again, you would need to:

1. Minimise the Teams meeting call screen
2. Go to your normal Teams chat view (the one that allows you to message anyone from your organisation)
3. Select the meeting chat of the call you are currently in
4. Select the app in the top navigation pane and the view below will appear

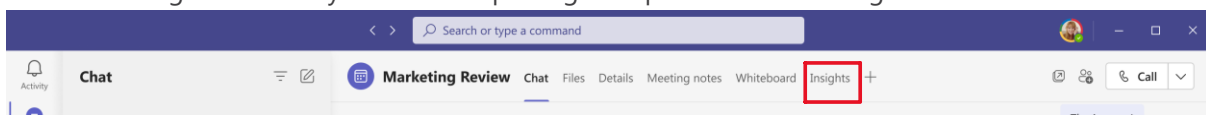
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How to view and compare profiles

In a meeting chat

1. Follow the steps from [Adding app to meetings](#), if the Insights Discovery tab has not already been added to the meeting
2. Select the Insights Discovery tab in the top navigation pane of the meeting chat



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- You will now see an overview of the colour energies and communication do's and dont's of everyone in the meeting that has a profile imported

The screenshot displays the MS Teams interface with the 'Insights' tab selected for a meeting titled 'Marketing Review'. The interface is divided into several sections:

- Colour energy summaries:** This section allows comparison of profiles with people who have Insights Discovery profiles. It features five cards for Aadi Kapoor, Mark Jones, Alvin Tao, Babak Shammass, and 'You'. Each card shows a stack of color energy bars (Fiery Red, Sunshine Yellow, Earth Green, Cool Blue) and a 'Compare profiles' button. Mark Jones's profile information is unavailable.
- Collective colour energies:** A bar chart titled 'Based on 4 out of 5 people' showing the distribution of color energies. The bars represent Cool Blue (approx. 90%), Fiery Red (approx. 70%), Sunshine Yellow (approx. 80%), and Earth Green (approx. 55%).
- Communication Do's and Don'ts:** This section provides communication tips based on the profiles. It is divided into 'Do' and 'Don't' categories. The 'Do' category includes tips like 'Give him all the facts' (for Alvin and Babak) and 'Appeal to her need to be of service' (for Jane). The 'Don't' category includes tips like 'Be over-humorous in a serious situation' and 'Appear timid or ineffective'.

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- By clicking 'Compare profiles', you will get a side-by-side comparison of your profile with the person you have

The screenshot shows the MS Teams interface with the 'Marketing Review' meeting open. The 'Insights' tab is selected, displaying 'Colour energy summaries'. A 'Compare profiles' window is open, comparing the user's profile with Aadi Kapoor's. The window shows a shared preference for 'Fiery Red' energy. Below this, two profile summaries are shown side-by-side, each with a bar chart of energy preferences (Y, R, B, G) and sections for 'Highlights', 'Strengths', and 'Don'ts'.

Energy	Your profile summary	Aadi Kapoor's profile summary
Y	90%	40%
R	67%	77%
B	34%	54%
G	23%	32%

Highlights (Your profile): She attends to and likes to remember significant events and important detail. Others need to be sure of their facts.

Strengths (Your profile): Understands the importance of "style" in presentation. Competitive and wants to win at all costs.

Strengths (Aadi Kapoor): Embraces change readily. Initiates new activities.

Do (Aadi Kapoor): Encourage their creative intuition. Be straightforward, fast, efficient and to the point.

Don't (Aadi Kapoor): (None listed)

selected

- You can also add the Insights Discovery app to a meeting by:
 - Going to your Dashboard
 - Looking at your 'Upcoming Meetings'

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c. Selecting 'Add tab to view colour energies'

The screenshot displays the 'Insights Discovery' app interface within a Microsoft Teams meeting. The interface is divided into several sections:

- Header:** Search bar and navigation icons (Activity, Chat, Teams, Calendar, Calls, Files, Insights D.).
- Your profile summary:** Profile from 11 Oct 2023 • Compared 26 times this week. A color energy bar shows: Y (90%), R (67%), B (34%), G (23%). A 'Customise my profile' button is present.
- My Insights for this week:** Three items:
 - Your challenge:** She should try to slow down the pace when interacting with others on a time bounded project. She may not appreciate how loud they can appear to some others.
 - Your suggestion for development:** Reflecting longer on other alternatives before jumping in to start the process.
 - Your value:** Has an awareness of the people issues in the world around them.
- Important upcoming meetings:** A collection of upcoming meetings we've marked as potentially important that you may want to prepare for:
 - Marketing Review:** 02 Nov 2022 13:00 - 14:30 (Occurs every week). 5 people invited. Color energy bar: B (77%), G (67%), Y (34%), R (23%).
 - Campaign Planning:** 13 Nov 2022 10:00 - 11:00. 3 people invited. Color energy bar: R (77%), B (54%), Y (40%), G (32%).
 - Another meeting title with a slight longer n...:** 13 Nov 2022 13:00 - 15:00. 7 people invited. No one in this meeting has shared their colour energies.
 - Marketing All Hands:** 12 Nov 2022 15:00 - 16:00 (Occurs every 2 weeks). 22 people invited. Color energy bar: Y (90%), R (67%), B (34%), G (23%).

During a meeting

If the 'Insights Discovery' app has already been added to the meeting (if not, please follow the steps above in '[In a meeting chat](#)'), you can:

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1. Click on the 'Insights Discovery' tab located in the top right corner of the meeting.



The communication do's and don't's of all meeting participants (who have imported their profile and shared their profile information) will appear on the right-hand side of the meeting screen.

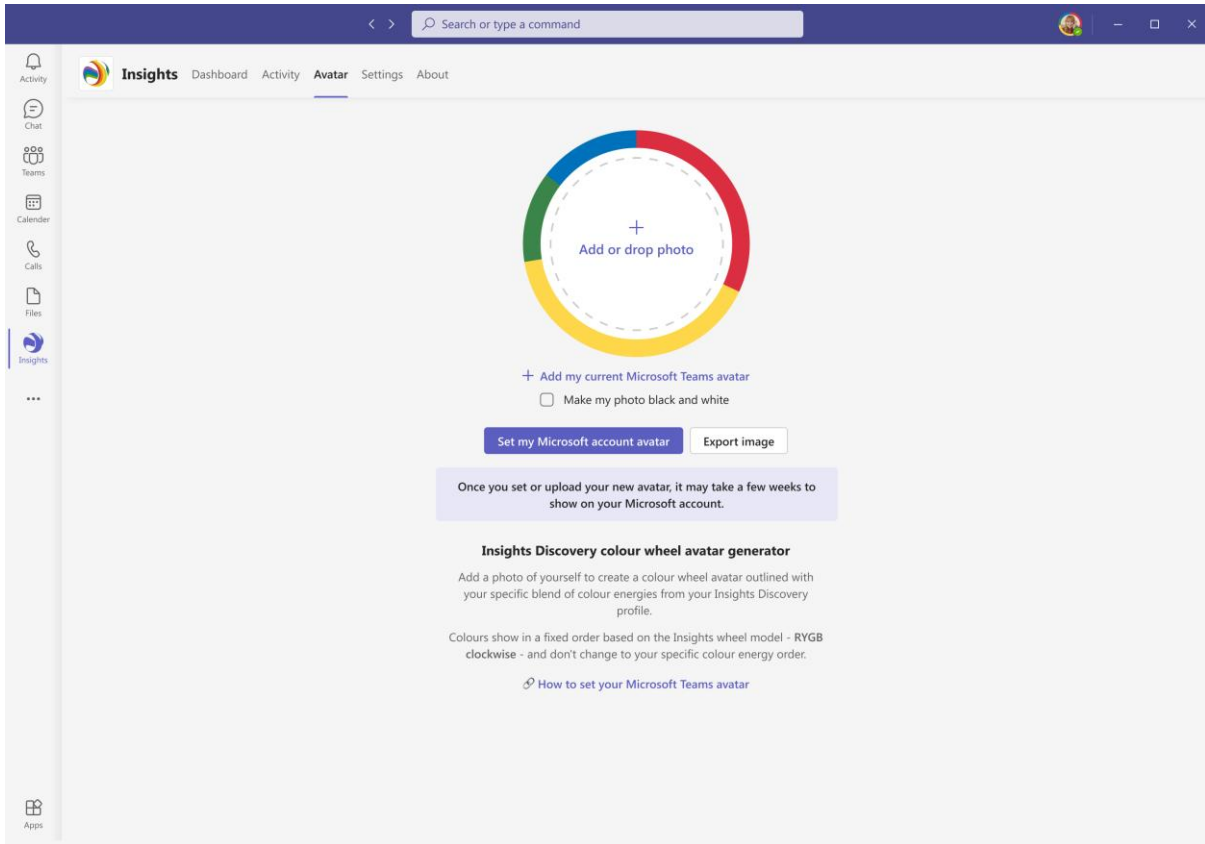
Set up Avatar

Please note your organisation may have internal IT policies preventing you from using the avatar or making changes to profile pictures.

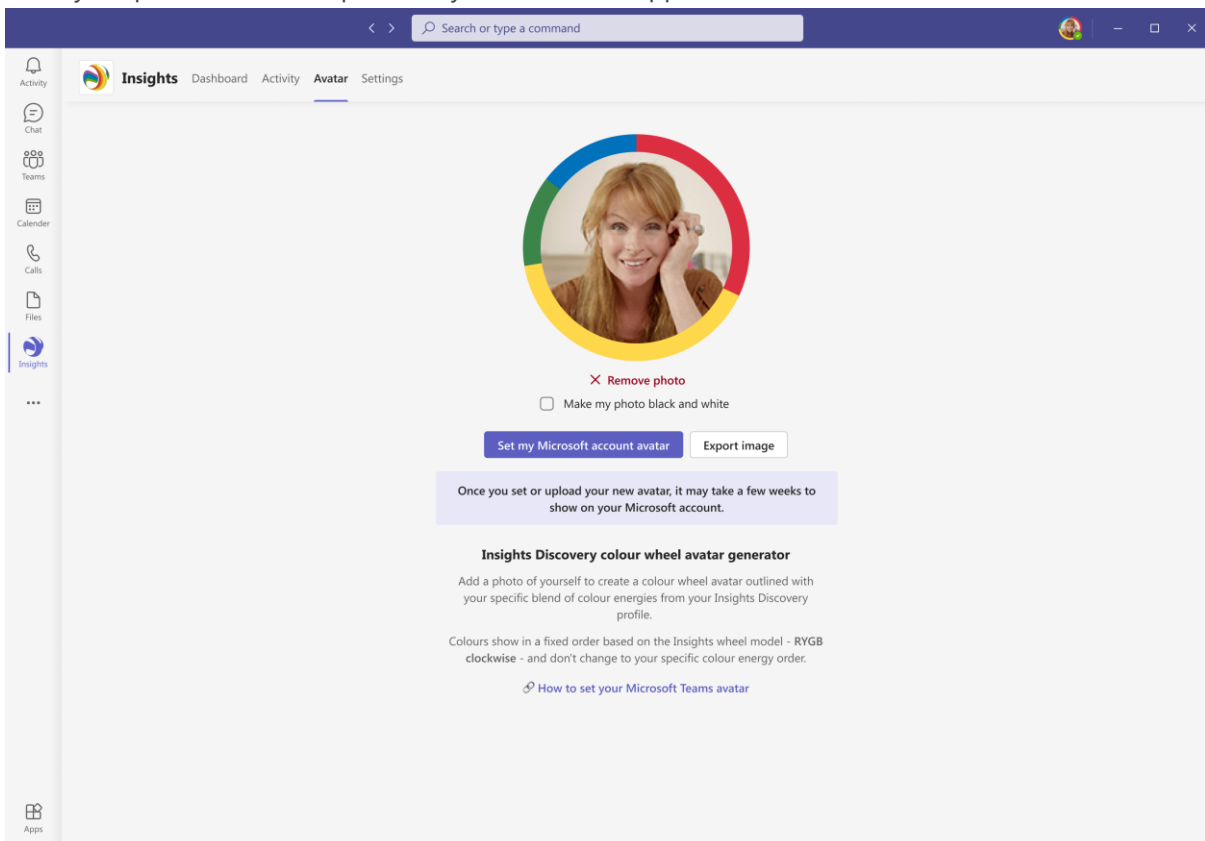
The colour wheel shown here is personalised based on your colour energy order scores.

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1. You can upload a photo and use this image as your Microsoft Teams account avatar.



2. Once your photo has been uploaded, your avatar will appear as shown below.



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3. Once set, your avatar will sync with your Microsoft Outlook account.
 - a. Please note that this may take 48-72 hours to complete.

Language settings

- If your Microsoft Teams language is set to English (EN), Danish (DA), German (DE), French (FR), Spanish (ES), or Dutch (NL), the entire app will be fully translated. This includes profile statements, weekly insights, buttons, headings, and other in-app text.
- If your Microsoft Teams language is set to a language listed below, profile statements will display in your selected Microsoft Teams language. All other parts of the app, including buttons and headings, will display in English.

Bulgarian	Hungarian	Romanian
Chinese (Simplified)	Italian	Russian
<i>Chinese (Traditional)*</i>	Japanese	Serbian Latin
Croatian	<i>Korean*</i>	Slovenian
<i>Czech*</i>	Lithuanian	Spanish (Mexico)
<i>Estonian*</i>	Norwegian	Swedish
Finnish	Polish	Turkish
French (Canada)	Portuguese (Brazil)	<i>Ukrainian*</i>
<i>Greek*</i>	Portuguese (Portugal)	<i>Vietnamese**</i>

**Only statements from the foundation and management chapters in your Discovery profile will be translated.*

*** Only statements from the foundation, management and sales chapters in your Discovery profile will be translated.*

- If your Microsoft Teams language is set to a language not mentioned above, the entire app will display in English. This includes profile statements, weekly insights, buttons, headings, and other in-app text.

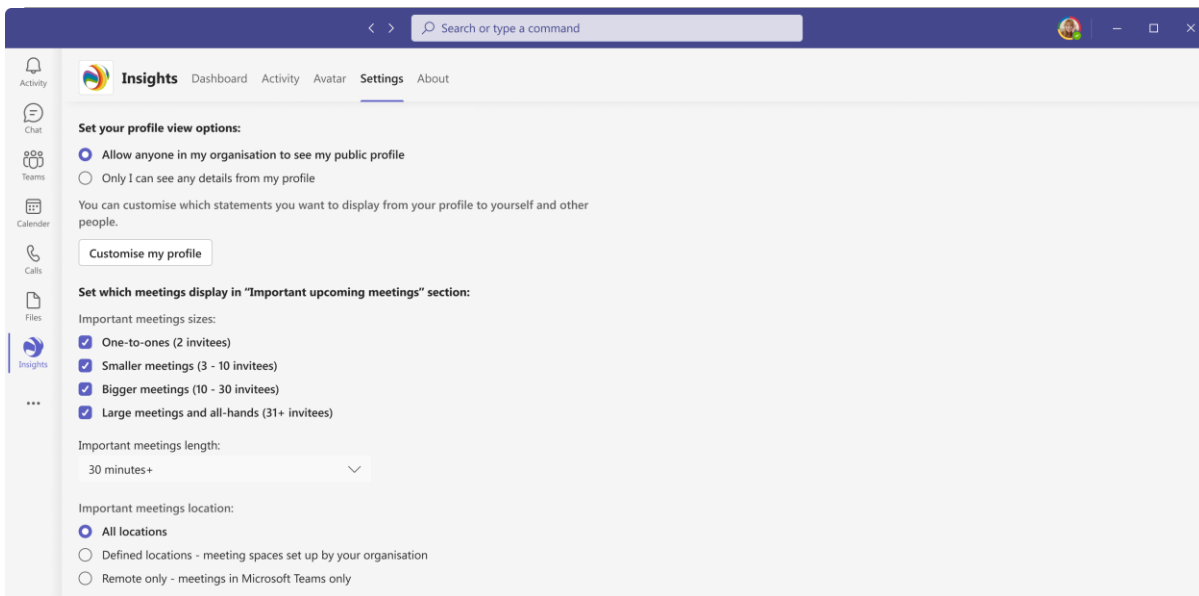
Troubleshooting

Application Functionality

Q: Certain meetings are not displaying under the 'Upcoming Meetings' section. How do I resolve this?

A: Check your Settings and, under Important meeting sizes, ensure the relevant options are selected.

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Also confirm that you are using the latest version of Microsoft Teams.

If the issue persists after checking these settings, please contact your account manager for further support.

Q: Can the settings area of the app be restricted by our IT department if we want certain settings to be the default (i.e. size of the meetings, customisation of the profile)?

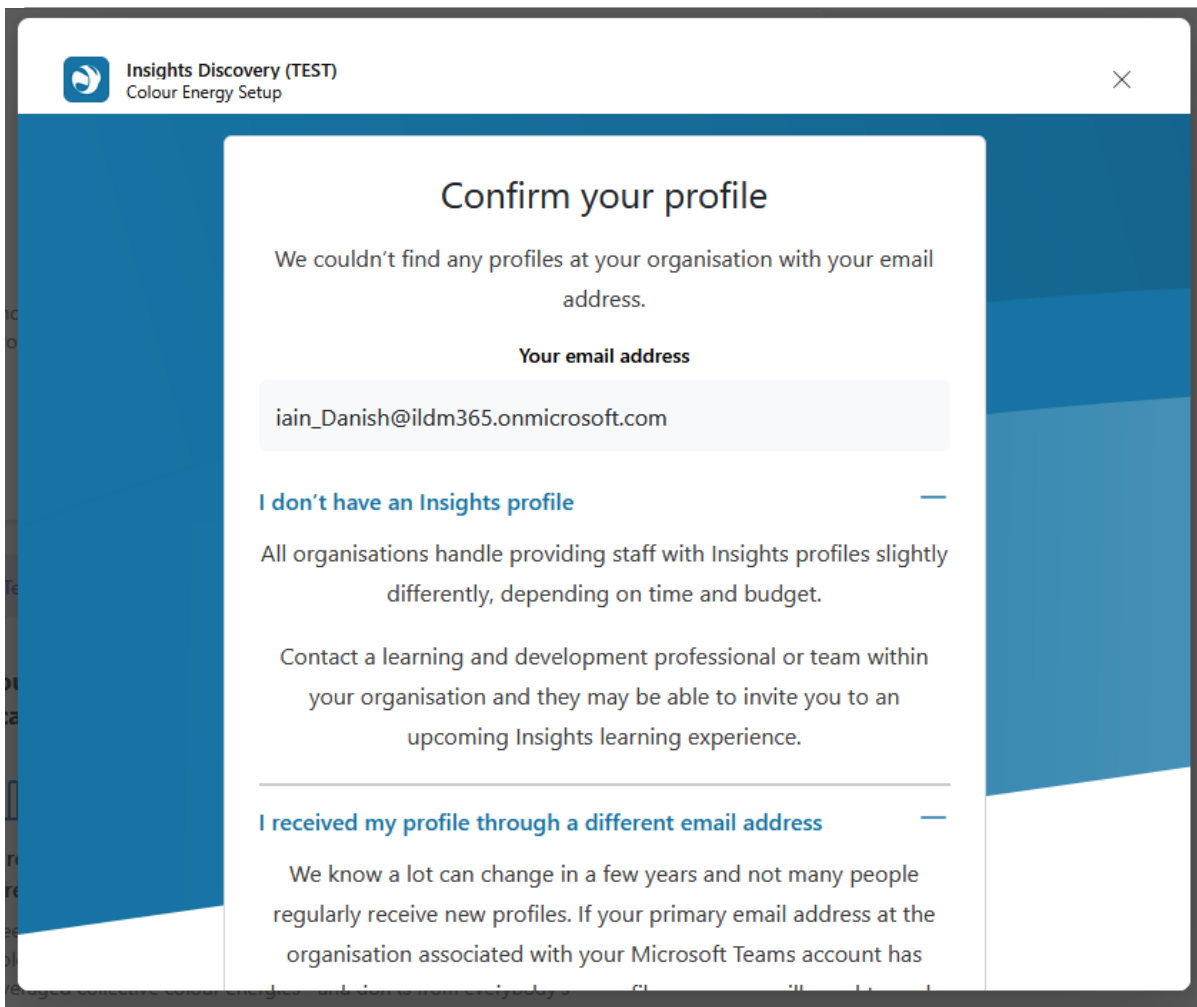
A: Not at this time. IT administrators are not currently able to restrict or enforce default settings within the app. This is a commonly requested feature and is on our product backlog for future consideration.

Profile Import Issues

Q: When I click 'Confirm your profile', it tells me there aren't any profiles associated with my organisation and email address. What do I do?

A: If your profile has not imported, then you will see the below

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This could be due to any of the following:

1. You do not have an **Insights Discovery** profile
 - a. If a user can access Insights Discovery for Microsoft Teams but doesn't yet have a profile, they'll need to be issued an Insights Discovery profile (by the L&D professional who administers Insights in your organisation) before they can use the app.

If you, as a practitioner, are receiving a large number of these requests, it may indicate that your IT department or Microsoft administrator has granted access to all users, rather than limiting it to those who already have profiles.

To resolve this, provide your IT team with a list of users who should have access, and ensure that app access is included in the onboarding processes for new employees where appropriate.

2. You received a profile through a different email address
 - a. This issue may occur if a learner has changed their email address or used a different one to receive their new profile than the email linked to their Microsoft Teams account.

To resolve, log into the Insights New Customer Platform:

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- i. In the Learners & teams section, filter by the relevant organisation, then search for the learner by name.
- ii. Confirm the learner's old and new email addresses.
- iii. Locate the learner record with the old email address and open their learner detail page.
- iv. Select 'Edit learner' at the top right of the page.
- v. Replace the old email address with the new one in the Email address field, then select 'Save details'.

Optional: You may need to assign the old learner record a placeholder (dummy) email address to make this possible.

- vi. Once saved, the correct learner record should appear the next time they confirm their profile via Microsoft Teams.

Note: this update may take up to an hour or more to sync with the app.

If this does not resolve the profile import, please reach out to your account manager for further support.

Known Limitation: Email Address Mismatch

IMPORTANT:

At present, the app requires the user's **Microsoft Teams account email address / UPN (User Principal Name)** to exactly match their **work contact email address**.

There is currently no workaround or fix available if these email addresses do not match.

Scenario 1: Email Addresses Match

- **Microsoft Teams account email / UPN (User Principal Name):** janedoe@company.com
- **Work contact email:** janedoe@company.com

Outcome:

The app will function fully, with no limitations.

Scenario 2: Email Addresses Do Not Match

- **Microsoft Teams account email / UPN (User Principal Name):**
 - Xjanedoe@company.com
 - janedoe@company.co.uk
 - janedoe@omnimicrosoft.company.com
- **Work contact email:** janedoe@company.com

Outcome:

The app will **not** function in its entirety.

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In this scenario:

- The user can import their profile **only after** updating their email address in the *Insights New Customer Platform* to match their Microsoft Teams account email.
- The user will be able to:
 - View their personal dashboard
 - Use the Avatar tab
- The user will **not** see any profile information (including their own) when the app is added to a meeting chat or group chat.

If you experience any issues, please reach out to msteams@insights.com.

FAQs

Application Functionality

Q: How do we see profile information in a Teams meeting about others in the meeting without sharing our screen?

A: In the meeting chat, if the Insights Discovery app has been added as a tab to the chat (see [Adding app to meetings](#)), by selecting it, the participants' profile information will show in the meeting dashboard (see [Meeting dashboard and chat drop downs](#)).

Q: Are other meeting participants able to see profile information in advance or only when they are actually in the live call?

A: Once the app is added to a chat or a meeting everyone in that meeting who has downloaded the app can see the same as the meeting organiser. Anyone can click on the top meeting/chat ribbon Insights Discovery (see [Adding app to meetings](#) and [Meeting dashboard and chat drop downs](#)).

Q: What does the counter indicate next to the profile summary i.e. viewed 2 times this week?

A: This is how often your profile has been compared with someone else's.

Q: Can we roll this out in certain areas of the business only?

A: Yes, organisations work with their IT teams to determine who they want to be included in the roll out. See the [setup guide](#) for step-by-step instructions.

General

Q: Will Insights work on an Insights Discovery for other video conferencing systems?

A: Currently we are not. If this were to be considered in the future, it would be assessed in line with our security and privacy standards and communicated clearly to customers.

Q: Who owns the program long-term?

A: Insights own the application. Any changes to the application will be automatically updated.

Q: Is there any development happening with the use of your data in the app interacting with Copilot?

A: No. The app does not currently use customer data to interact with Microsoft Copilot, and there is no active development in this area.

If this were to be considered in the future, it would be assessed in line with our security and privacy standards and communicated clearly to customers.

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Q: What are the steps if someone wants to opt out and delete the app?

A: The individual user can opt out by going to 'Settings' and select 'Only I can see any details from my profile'. Their IT team would need to revoke their access in the Microsoft Admin Center for the app to be removed.

Q: Are non-employees (e.g. clients, partners) able to use the app and pull in their profile information during a call with employees?

A: No. Only employees associated with your organisation's Microsoft tenant ID can use the app to view profile information.

External participants, such as clients or partners, are not linked to the tenant and therefore cannot access or pull in profile data during a call.

Q: Is my most recent profile pulled in or do I have the option to choose which profile to use?

A: Yes, it will be the most up to date Insights Discovery Personal Profile that will pull through. It is not automatic, but this is done when confirming your profile as you set it up. If you choose to do another Insights evaluator and want it updated. This will automatically sync. It will take around 15 minutes to update and pull through.

Q: Can I (or my customer) use the app if we're still using Insights Online?

A: Organisations using the app must be on the New Customer Platform to pull relevant profile data. If you are still using Insights Online, please speak to your Account Manager to discuss migration.

Q: We don't encourage learners to share profiles. Can this be turned off in the app?

A: Not by default, but users can individually choose to make their profiles private or customise their profiles to only display colour energy orders. Sharing with others is how learners get the most value out of their profiles in team and group settings.

Q: Are the app features available on the Microsoft Teams mobile app?

A: Absolutely. Navigation is slightly different, and the same information you see on desktop is available on the iOS and Android apps.

Q: Can evaluators be completed through the app?

A: No.

Security

Q: What are your policies on GDPR compliance, data retention, and data privacy?

A: Please see our [General Privacy Notice | Insights](#)

Q: Does the application transmit data outside of an organisation?

A: No data will be transmitted outside of an organisation for the application.

Q: What type of data does the application capture/pass between systems?

A: The app only works if the individual has an Insights Discovery profile - we don't collect anything new for this. When using our app, we will process the following:

- Profile data - your existing Insights Discovery profiles and colour preferences
- Basic Microsoft info - email, display name, profile photo, user ID
- App settings - language preferences and user customisation

What we don't collect: special category data or data from people without existing profiles

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Q: How has the security of this application been tested?

A: The security of this product has been independently tested by Barrier, a third-party security provider through a comprehensive security penetration test.

This assessment was designed to identify potential vulnerabilities and ensure the application meets recognised security standards. A high-level executive summary of the penetration test is available for review here: [Insights Microsoft Teams Application Security Assessment 2024 - Executive Summary.pdf](#).

Technology

Q: What permissions does the application require?

A: See the [setup guide](#).

Q: What is the app built with?

A: It's a web app built with React that only runs within Microsoft Teams.

Q: How is the app deployed?

A: See the [setup guide](#).

Q: How does the app communicate with the practitioner platform?

A: The app pulls learner data from our practitioner platform using a secure API.

Q: How is the app patched?

A: Changes, fixes and updates can be deployed to the underlying web app at any time. If we make changes that require new interactions with Microsoft Teams core features, we'll need to resubmit the app through the Microsoft app store. Once a new version is approved, it should be automatically available to all users.

Q: How is personal data stored?

A: The app caches data for quick access, which is refreshed every 24 hours. The cache stores email addresses, profile data, user IDs, display names, profile photos and app settings.