

P R O C E S S M A N U A L

Document Code: PM-SLI

# Slack

# Integration

Handle Requests for administrator access via Slack.

 **FastTrack** Software

 **Admin** By Request

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# Introduction

Slack is a versatile solution for workforce communication, bringing together instant messaging, file-sharing, and third-party applications.

We've created a custom Admin By Request app for Slack which enables users to handle (i.e., approve, deny, and view) Requests for administrative access from within a dedicated Slack channel. This manual provides a step-by-step guide on how configure the application and integrate a core Admin By Request feature into your Slack workspace.

## Assumptions

The tasks described in this manual assume that the user has access to Slack, the Admin By Request User Portal, and some familiarity with both environments.

## Prerequisites

To enable this integration, you must first obtain your Admin By Request API Key. This key can be self-generated through your Admin By Request User Portal via **Settings > [OS] Settings > Data > API**:

The screenshot shows the Admin By Request user portal interface. At the top, there is a navigation bar with the following items: Admin By Request, Summary, Auditlog, Requests, Reports, Inventory, Settings (highlighted with a red arrow), Download, Logins, Docs, and Contact. Below the navigation bar, there is a section titled "Windows Workstation Global Settings" with a sub-header "API Access". The "API Access" toggle is set to "ON" (circled in red). Below the toggle is the "API Key" field, which is blurred. A "Regenerate" link is next to the API Key field. A "Save" button is located below the API Key field. To the right of the "API Access" section is an "About API Access" section. The "Data" menu item in the left sidebar is highlighted with a red arrow.

**IMPORTANT:** Click the **Save** button after Regenerating an API Key, to ensure this is the key used to establish the connection to Slack. A green tick icon will appear next to the **Save** button when the action is complete:



**NOTE:** The API Key has been blurred out in the above example.

## Breakdown of Tasks

Seven tasks are covered in this manual:

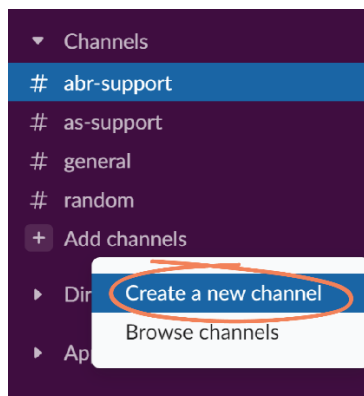
1. Task A: Create a Channel
2. Task B: Add and Connect Slack App
3. Task C: Manage Requests

# Integration Tasks

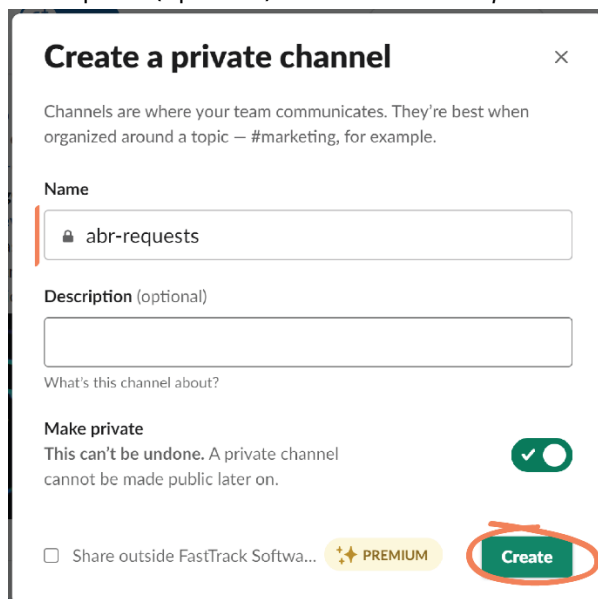
## Task A: Create a Channel

This integration requires a dedicated Admin By Request Slack channel for Requests to be sent to, and managed from.

1. In left-hand menu in Slack, under *Channels*, select **+ Add channels > Create a new channel**:



2. In the *Create a channel* pop-up, give the channel your desired name (required) and a description (optional). Switch the *Make private* toggle **on**, and click **Create**:



**IMPORTANT:** Ensure you set the *Make private* toggle to **on** for this channel, otherwise all members of the organization will have the ability to approve or deny Requests.

**NOTE:** In this example, our channel is named *abr-requests*.

3. Clicking Create displays an *Add people to* pop-up. In this example we **Skip for now**:

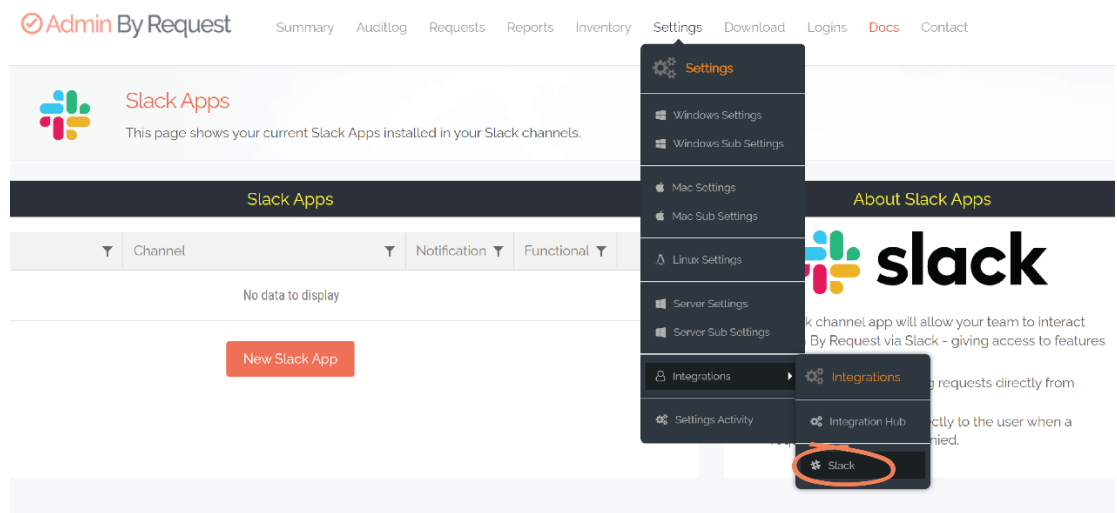


The screenshot shows a modal dialog box titled "Add people to" with a lock icon and the text "abr-requests" in the top left corner, and a close button (X) in the top right corner. Below the title is a text input field containing the placeholder text "ex. Nathalie, or james@acme.com". In the bottom right corner of the dialog, there is a button labeled "Skip for now" which is circled in red.

## Task B: Add and Connect Slack App

The app used in this integration comes preconfigured and ready to 'plug-in-and-go'. This Task involves adding the app from you Admin by Request User Portal and allowing it to form a connection to the Slack channel.

1. In your Admin By Request User Portal, navigate to **Settings > Integrations > Slack**:



2. Select **New Slack App**:



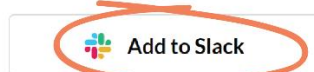
3. Click the **Add to Slack** button:


### Install Admin By Request Slack app

Click the button below to install the Admin By Request app into one of your Slack channels.

The app will allow your team to interact with Admin By Request via Slack - giving access to features like:

- Approve or deny incoming requests directly from Slack.
- Send a chat message directly to the user when a request is approved or denied.





-  **NOTE:** The page that opens describes the nature of the Admin By Request / Slack integration – what the app is able to view and do. Click the drop-down arrows for more details:



### ABR Requests is requesting permission to access the FastTrack Software APS Slack workspace

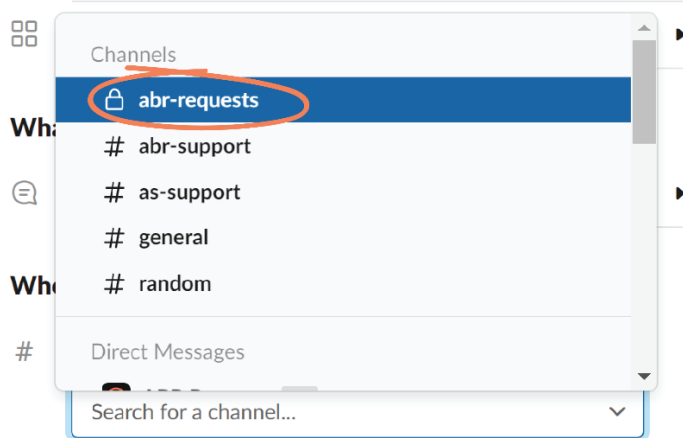
#### What will ABR Requests be able to view?

-  Content and info about channels & conversations ▶
-  Content and info about your workspace ▶

#### What will ABR Requests be able to do?

-  Perform actions in channels & conversations ▶

4. Under *Where should ABR Requests post?*, click the drop-down arrow and select the Slack channel created in step 2 – in this case, *abr-requests*:



5. Click **Allow**:

#### Where should ABR Requests post?

# ABR Requests requires a channel to post to as an app

Cancel **Allow**

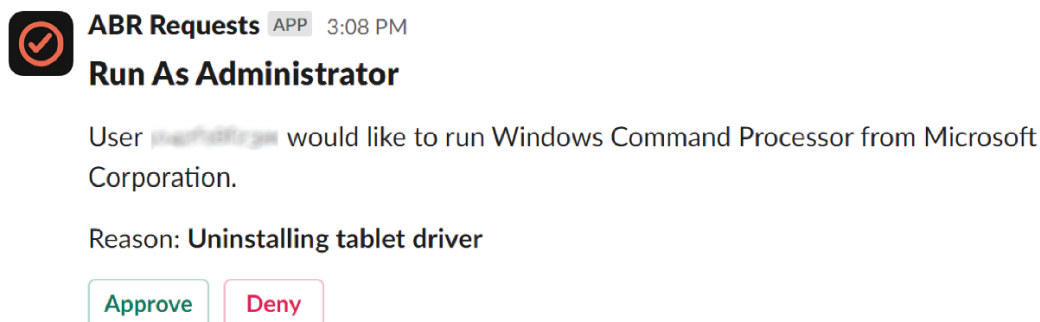




## Task C: Manage Requests

This Task demonstrates how to use the new channel and app to handle and keep track of Requests in Slack.

1. New / pending Requests now appear in Slack, in our newly created channel (i.e., *abr-requests*), displaying the time the request was made, the name of the user, and the reason provided for making the Request (if the Reason feature is enabled in your ABR settings):



**ABR Requests** APP 3:08 PM

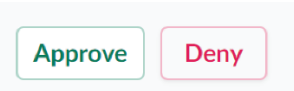
### Run As Administrator

User *Guest User* would like to run Windows Command Processor from Microsoft Corporation.


Reason: **Uninstalling tablet driver**

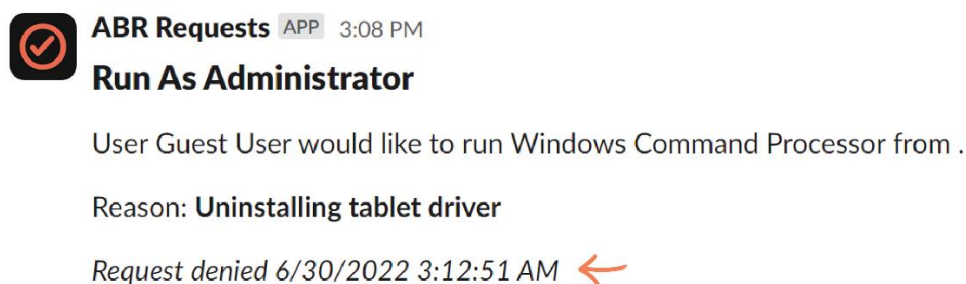
[Approve](#) [Deny](#)

2. Click **Approve** or **Deny** – the same way you would in the Requests page of your Admin By Request User Portal. In this example we **Deny** the request:



[Approve](#) [Deny](#)

 **NOTE:** The chosen action is reflected in the channel, and, if configured in Task B, step 6, a Slack notification of the outcome is displayed to the user:



**ABR Requests** APP 3:08 PM

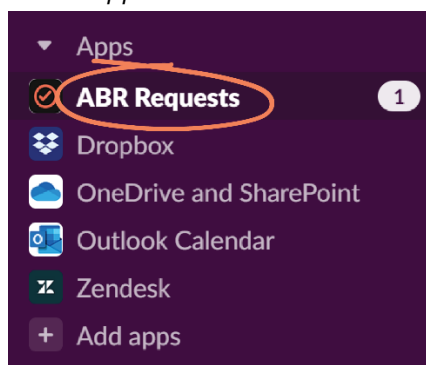
### Run As Administrator

User Guest User would like to run Windows Command Processor from .

Reason: **Uninstalling tablet driver**

*Request denied 6/30/2022 3:12:51 AM* ←


3. Under *Apps* in the left-hand menu, select the **ABR Request** app:



4. All previous Requests and the action taken on them by the admin are logged here, listing the date, time, and outcome for each one:

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Today ▾ New

 **ABR Requests** APP 3:12 PM  
Your request to run Windows Command Processor has been denied

