Manual

Module Project

Microsoft Teams integration

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Microsoft Teams integration

This manual is written for myPARM administrators and project managers who want project approval notifications delivered to Microsoft Teams channels. It applies to the myPARM desktop application (web client) with the Teams integration feature enabled.

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1. Overview

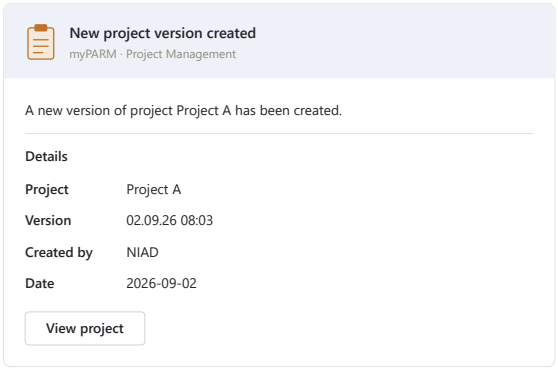
The Microsoft Teams integration lets myPARM post a notification card into a Teams channel whenever a project version goes through an approval workflow. Each project or idea can be connected to one or more Teams channels. Notifications are delivered through a **webhook URL** that you obtain from a Teams **Workflow** (Power Automate).

When a project version is approved, rejected, put on hold or sent back for correction, myPARM sends an **Adaptive Card** to every active channel connected to that project. The card contains the project name, version, author, date and a **View project** button that opens the project directly in myPARM.

How it works at a glance:

```
myPARM approval workflow event
        │
        ▼
myPARM builds an Adaptive Card (in the application language)
        │
        ▼
HTTPS POST to the webhook URL of each active channel of the project
        │
        ▼
Teams Workflow (Power Automate) receives the request
        │
        ▼
Card is posted in the selected Teams channel
```

This is how a notification card looks in a Teams channel:



2. Prerequisites

2.1 In myPARM

Requirement	Who	Notes
Administrator access to **Administration → Settings**	myPARM administrator	Needed to turn on the Teams integration globally.
Administrator access to **Administration → Automation**	myPARM administrator	Needed to enable or disable individual notification types.
Permission to edit project or idea attributes	Project manager	Needed to connect a channel to a project or idea.
myPARM must be reachable from Teams users' browsers	IT / myPARM administrator	The **View project** button links to the myPARM web client using the configured public base URL.
Outbound HTTPS from the myPARM server	IT	The myPARM application server must be able to reach `https://*.logic.azure.com` / `https://*.powerplatform.com` (Power Automate endpoints).

2.2 In Microsoft 365

Requirement	Who	Notes
Microsoft Teams with the **Workflows** app available	Teams user	Workflows is included with Microsoft 365 and is usually enabled by default.
A Power Automate licence that allows premium-free flows	Teams user	The template used here works with the standard licence included in Microsoft 365.

Requirement	Who	Notes
Membership in the target team and permission to add workflows to the channel	Teams user	The channel owner may need to allow members to add apps.

Microsoft retired the classic Office 365 "Incoming Webhook" connector. Use the **Workflows** approach described in this manual. The URL you get from a Workflow typically starts with `https://prod-XX.westeurope.logic.azure.com/...` or `https://...powerplatform.com/...`.

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3. Enabling the integration in myPARM

The Teams integration is turned off by default. An administrator must enable it once for the whole application.

3.1 Turning on the Teams integration

1. Sign in to myPARM as an administrator.
2. Open **Administration** → **Settings**.
3. Find the setting `Teams.Enabled` (description: "*Enables MS Teams integration, which must be configured further within projects.*").
4. Set the value to **True** and save.

After this setting is enabled, the **Teams integration** panel becomes visible in the attributes of every project and idea.

3.2 Checking which notifications are active

Each notification type is controlled by an automation setting and can be switched on or off independently.

1. Open **Administration** → **Automation**.
2. Locate the four Teams-related rows in the grid:

Name in the Automation grid	Sent when
New project version notification	A project version has been approved and a new version was created.
New project version declined notification	Approval was declined and the version was sent back for correction.
Project approval put on hold notification	The approval process was put on hold.

Name in the Automation grid	Sent when
New project version rejected notification	The version was rejected and the approval process stopped.

3. Make sure the **Active** checkbox is ticked for every notification you want to send. All four are active by default.

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4. Creating the workflow in Microsoft Teams

You need one workflow per Teams channel that should receive notifications. The workflow provides the **webhook URL** that you will later paste into myPARM.

There are two ways to create it. Option A is the quickest and is recommended.

4.1 Option A — from the Teams channel

1. In Microsoft Teams, go to the channel that should receive the notifications.
2. Click the **⋯ (More options)** button next to the channel name and choose **Workflows**.
3. In the search box type **webhook** and select the template **"Post to a channel when a webhook request is received"**.
4. Give the workflow a meaningful name, for example `myPARM – Project notifications – <Project name>`. Make sure the connection for Microsoft Teams shows a green check mark, then click **Next**.
5. Confirm the **Team** and **Channel** where the card should be posted, then click **Add workflow**.
6. On the confirmation screen, copy the webhook URL. Store it securely; it acts like a password – anyone who has it can post to the channel.
7. Click **Done**.

4.2 Option B — in the Power Automate portal

Use this option if the Workflows app is not available in your Teams client or if you want more control over the flow (for example, adding a filter or mentioning users).

1. Open https://make.powerautomate.com and sign in with your Microsoft 365 account.
2. Choose **Create** → **Instant cloud flow**.
3. Enter a flow name and select the trigger **"When a Teams webhook request is received"** (Microsoft Teams connector). Click **Create**.
4. In the trigger, set **Who can trigger the flow?** to **Anyone**.
5. Add a new step: **Microsoft Teams** → **Post card in a chat or channel**.
6. Configure the action:

Field	Value
Post as	**Flow bot**
Post in	**Channel**
Team	the target team
Channel	the target channel
Adaptive Card	switch to expression mode and enter: `triggerOutputs()?['body']?['attachments']?[0]?['content']`

7. Click **Save**. Re-open the trigger step: the **HTTP URL** field is now populated. Copy this URL – this is the webhook URL for myPARM.
8. Make sure the flow is turned on (Power Automate → My flows → the flow status is *On*).

Flows are owned by the user who created them. If that user leaves the organisation or loses access to the team, the flow stops working. For business-critical channels, add a second owner (Power Automate → the flow → **Edit** next to Owners) or create the flow with a shared service account.

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5. Connecting a Teams channel to a project or idea

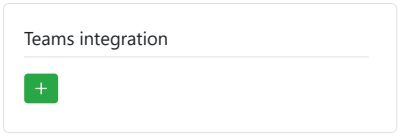
Channels are connected per project (or idea) in its attributes. The steps below describe a project; the procedure for an idea is identical.

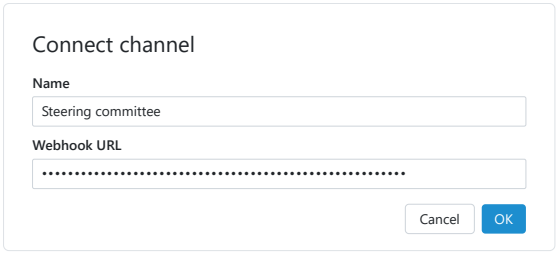
1. In myPARM, open the project and go to its **attributes** (edit mode of the project attributes page).
2. Scroll to the **Teams integration** panel. If you do not see it, the `Teams.Enabled` setting is not active (see 3. Enabling the integration in myPARM).
3. Click the green **+** button. The **Connect channel** dialog opens.
4. Fill in the fields:

Field	Description
Name	A descriptive name for the channel, e.g. `Steering committee` or `Project team – General`. Maximum 50 characters. The name must be unique within the project.
Webhook URL	Paste the URL copied from the Teams workflow. It must start with `https://`.

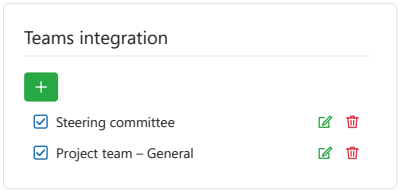
5. Click **OK**. The channel appears in the list with its checkbox ticked (active).
6. Repeat steps 3–5 for every additional channel.

7. Save the project attributes. The channels are stored only when the project is saved.





After saving, the panel lists every connected channel with its active checkbox, the edit (pencil) and delete (bin) icons:



After saving, the webhook URL is no longer displayed in myPARM – the field shows `••••••••`. This protects the URL from being copied by other users who can view the project. The stored URL cannot be retrieved: whenever you edit a channel, you must paste a new webhook URL to replace the existing one.

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6. Testing the integration

The quickest end-to-end test is to run a project approval that results in a new version.

1. Make sure at least one channel is connected and active on a test project.
2. Start an approval workflow for the project (for example, edit the project structure and submit it for approval) and approve it.
3. Within a few seconds a card titled **New project version created** should appear in the connected Teams channel.
4. Click **View project** on the card. It should open the project in myPARM.

If no card arrives, check the flow run history in Power Automate (My flows → the flow → 28-day run history). A run listed there means myPARM reached Teams and the problem is in the flow; no run at all means the request did not leave myPARM or was blocked. See 9. Troubleshooting.

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7. Notifications

7.1 What is sent and when

Notifications are triggered by the project approval workflows **Initiate project**, **Edit project attributes** and **Edit project structure**.

Event in myPARM	Card title	Card content
Version approved (workflow completed)	**New project version created**	Message, plus a details table: Project, Version, Created by, Date; **View project** button.
Approval declined – correction needed	**Project approval correction needed**	"The new version of project *X* has not been approved and requires correction."; **View project** button.
Approval put on hold	**Project approval put on hold**	Message that the approval of the new version has been put on hold; **View project** button.
Approval rejected (process stopped)	**Project approval rejected**	"The new version of project *X* has been rejected during approval."; **View project** button only when the rejection happened in **Edit project structure**.

When a version is rejected in the **Initiate project** workflow, the card is sent without the **View project** button, because no project record exists yet that the button could open. The button is shown only when the rejection happened in the **Edit project structure** workflow.

7.2 Language of the cards

Cards are generated in the application language configured in myPARM (**General.LanguageCode**). Supported languages: English, German, Spanish, Finnish, French, Italian, Dutch, Norwegian, Polish and Swedish. If a template for the configured language does not exist, English is used.

7.3 Delivery rules

- A notification is sent only if the global `Teams.Enabled` setting is on and the matching automation setting is active.
- Only channels that are marked active and have a webhook URL receive the card.
- Every channel of the project receives the same card. Notifications to different channels are sent in parallel.
- The result of each delivery (Sent / Error, with the error response) is logged in the myPARM database for support purposes.

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8. Managing connected channels

All actions are performed in the **Teams integration** panel of the project attributes. Remember to save the project afterwards.

Action	How
Temporarily pause notifications to a channel	Untick the checkbox next to the channel name. The channel stays configured but receives nothing. Tick it again to resume.
Rename a channel or replace its webhook URL	Click the **pencil** icon. Change the name if needed and paste a new webhook URL – the existing URL cannot be kept, a new one is always required when editing. Click **OK**. Saving the edit automatically re-activates the channel.
Remove a channel	Click the **bin** icon. The change takes effect when the project is saved. A channel that has never received a message is deleted. A channel that has already received messages is kept for audit purposes: it disappears from the panel, its webhook URL is cleared and it is marked inactive. Such a channel cannot be reconnected – to send to the same Teams channel again, connect it as a new channel.
Move a channel to a different Teams channel	Create a new workflow in the target Teams channel (see 4. Creating the workflow in Microsoft Teams), then edit the channel in myPARM and paste the new URL.

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9. Troubleshooting

Symptom	Likely cause	What to do
The **Teams integration** panel is not visible in project attributes	`Teams.Enabled` is False	Enable it in Administration → Settings (see section 3). Reload the page.
No card arrives for any project	Automation setting inactive, or the myPARM server cannot reach Power Automate	Check Administration → Automation; ask IT to verify outbound HTTPS from the server.
No card arrives for one project only	Channel is unticked (inactive) or the project was not saved after adding the channel	Open the project attributes, tick the channel, save.
Card arrives for approvals but not for rejections (or vice versa)	The corresponding automation setting is inactive	Activate the relevant row in Administration → Automation.

Symptom	Likely cause	What to do
Flow run history shows **Failed** runs with a 4xx/5xx error	The flow action is misconfigured (wrong channel, missing permission, wrong expression)	Open the failed run, expand the failing step and read the error. Re-select the team/channel and re-save the flow.
Flow run history shows nothing at all	The webhook URL in myPARM is wrong, truncated or belongs to a deleted/turned-off flow	Copy the URL again from the flow and paste it into the channel in myPARM. Verify the flow is On.
Cards stopped arriving after a colleague left the company	The flow owner's account was disabled	Re-create the flow with an active account or add a co-owner before people leave (see section 4.2).
Card is posted in the wrong language	myPARM application language setting	Adjust **General.LanguageCode** in Administration → Settings.
View project button opens an invalid address	The public base URL of myPARM is not configured correctly	Ask the administrator to verify the public base URL setting of the web client.
Validation error when saving a channel: URL not accepted	The URL does not start with `https://`	Use the exact URL from the workflow; it always uses HTTPS.
Cannot add a channel with a given name	A channel with the same name already exists in the project	Use a different name (names must be unique per project).
Cannot save an edited channel without entering a URL	Editing a channel always requires a new webhook URL	Copy the URL from the Teams workflow again and paste it into the **Webhook URL** field.

If the problem persists, the myPARM support team can inspect the notification delivery log in the database, which records the status and the error response returned by Teams for every send attempt.

Appendix — Technical reference

This section is intended for administrators and IT staff.

Payload sent to the webhook

myPARM sends an HTTPS `POST` with `Content-Type: application/json`. The body is a Teams message envelope containing one Adaptive Card (schema version 1.5):

```
{
    "type": "message",
    "attachments": [
        {
            "contentType": "application/vnd.microsoft.card.adaptive",
            "content": {
                "type": "AdaptiveCard",
                "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
                "version": "1.5",
                "body": ["..."],
                "actions": [
                    {
                        "type": "Action.OpenUrl",
                        "title": "View project",
                        "url": "https://<myparm-
host>/project/<id>/gantt/details/no-menu"
                    }
                ]
            }
        }
    ]
}
```

This is exactly the format expected by the Teams template "**Post to a channel when a webhook request is received**", so no transformation is required in the flow.

Placeholders available in the card templates

Placeholder	Meaning
`{{projectName}}`	Project name
`{{versionName}}`	Name of the newly created version (approved notification only)
`{{createdBy}}`	User who created the version

Placeholder	Meaning
`{{date}}`	Creation date, format `yyyy-MM-dd`
`{{projectUrl}}`	Deep link to the project in the myPARM web client

Card templates are stored on the myPARM web server in the `AdaptiveCardTemplates` folder, one file per notification type and language (for example `project-approved-EN.json`). Customising the wording or layout of a card is done by editing these files; keep the placeholders unchanged.

Settings and automation names

Item	Internal name
Global on/off switch	Application setting `Teams.Enabled`
Application language for cards	Application setting `General.LanguageCode`
Approved → new version	Automation setting `ProjectNewVersionNotification`
Correction needed	Automation setting `ProjectApprovalCorrectionNeededNotification`
Put on hold	Automation setting `ProjectApprovalPutOnHoldNotification`
Rejected	Automation setting `ProjectApprovalRejectedNotification`

Delivery log

Every send attempt is recorded in the `MessagingChannelNotifications` table with the channel, event type, timestamp, status (`Sent` or `Error`) and, for errors, the response body returned by the webhook endpoint. Webhook URLs are stored in the `MessagingChannels` table and are not returned to the client after saving. Channels removed after they have received messages remain in this table with a null webhook URL and the inactive flag, so the notification history stays complete.

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