



Integrating with Entra

Sync your users from Microsoft Entra and enable Single Sign-On

This guide explains how to sync teamSOS with your Microsoft Entra directory (formerly Azure AD), so your user list stays in step with your staff list automatically. **Set it up once and new starters appear, leavers are removed, and staff can sign in with the credentials they already use.**

How to set up: Entra Sync appears in the **Onboarding Wizard** "Import Users" step. Later, you can manage it on the web app admin portal, under user management.

CHECK · Prerequisites

The first one decides whether the Entra option is visible to you at all.

1

A matching email domain

teamSOS checks the email domain of the **signed-in admin** against your Entra tenancy. If no matching tenancy is detected, the Entra Sync option is hidden entirely — so whoever sets this up must be on a domain that belongs to your Entra tenant.

2

teamSOS Admin access

You must be an Admin in teamSOS, working in the web app at **app.teamsos.co.uk** or in the Onboarding Wizard. This cannot be done from the mobile app.

3

Permission to authorise an app in Entra

You will be asked to sign in to Entra and consent on behalf of your organisation. This is normally done by a **Global Administrator** — and if you intend to enable Single Sign-On as well, it needs to be, so that consent can be granted for everyone at once.

4

A group to sync

Decide which Entra group contains the staff who should have teamSOS, and make sure it is populated before you start. You will select this group during setup.

A note on students: teamSOS is a staff application. Sync a group that contains staff only — do not point it at an all-users group.

BEHAVIOUR · What the sync does to your users

Situation	What happens
A new person joins the synced group	They are added to teamSOS at the next sync.
Someone leaves the synced group	They are removed from teamSOS at the next sync.
A manually added user who is not in Entra	Left alone. The sync does not touch them.
A manually added user who is also in the synced group	They become Entra-linked. From that point, they are treated as an Entra user — so if they later leave the group, they will be removed from teamSOS.

This last one catches people out: Adding someone manually does **not** permanently protect them. If the same email address later turns up in the synced Entra group, that account becomes Entra-managed — and removing them from the group will remove them from teamSOS. If you want an account to stay regardless, make sure it is not in the synced group.

Checking the results

You can review sync activity from **Admin > User Management > Import Users**, which shows a count of Applied, Skipped and Failed records for each run.

Counter	What it means
Applied	Records that were successfully created, updated or removed.
Skipped	Records the sync deliberately took no action on — typically because nothing about that user had changed.
Failed	Records the sync could not process.

If you see a persistent Failed count

The counters are totals — neither the web app nor the portal currently breaks down which individual accounts failed. Before raising it with us, it is worth ruling out the usual suspects in the synced group:

- accounts with no valid email address or UPN
- duplicate accounts for the same person

- people who already exist in teamSOS under a different email address

If the count persists, email **help@teamsos.co.uk** with the date and time of the sync run — we can check the errors at our end and tell you which records are failing.

SSO · Enabling Single Sign-On

You can enable **Single Sign-On**, so staff sign in with their existing organisational credentials rather than a separate teamSOS password.

1

Tick the box

Select **Enable Single Sign-On** on the onboarding wizard.

2

Sign out, then sign back in

As a **Global Administrator**, sign out of teamSOS and sign in again. You will now be signed in through Microsoft, and a grant screen will appear.

3

Consent for the whole organisation

At the bottom of the Microsoft grant screen, there is a checkbox to **consent on behalf of your organisation**. Tick it. This is the step that saves every other member of staff from being prompted.

WHY ENABLE IT Fewer barriers in an emergency

One less password to forget. In an incident, staff who cannot log in cannot raise an alert or confirm they are safe.

ON WINDOWS Automatic recognition

Where SSO is enabled, teamSOS recognises the user's login on a managed device and prompts them to sign in with those credentials.

Rolling it out: Enable SSO before you send the 'Welcome to teamSOS' invites where you can. Staff who have already created a password will still be able to use SSO, but the switch is smoother if they never set one up.

Please note: You are not required to be using "Entra sync" to use Single Sign-On. If you wish to use Google Sign-On, let us know; we have a separate guide for it.

HELP · Troubleshooting

The Entra Sync box appears briefly, then disappears

You see "**Checking Entra Sync status...**" on the Manage Users page, and then the settings box vanishes. teamSOS checks the email domain of the **currently signed-in user** against your Entra tenancy. If that user's domain is not on the tenancy, the Entra Sync section is hidden for them — even though sync is configured and running normally.

This most often happens when a teamSOS admin is on a different domain from the one Entra Sync was set up with. Sign in as an admin whose email is on the Entra tenant, and the section will reappear.

Problem	What to check
No Entra option anywhere	The signed-in admin's email domain is not associated with your Entra tenant. See the prerequisites at the start of this guide.
Authorisation fails in Entra	The account you signed in with may not have permission to grant consent for your organisation. A Global Administrator should do this.
Sync completes, but nobody appears	Confirm you selected the right group and that the group is populated, then run Sync Now and watch the progress dashboard.
A leaver still has access	Confirm they have been removed from the synced Entra group, then run Sync Now rather than waiting for midnight. If the account was added manually and has never appeared in the group, remove it manually.
You need to change or stop syncing	Contact help@teamsos.co.uk . Changing the synced group or turning sync off is not currently self-service.

Need help?

If you encounter any issues, please contact help@teamsos.co.uk