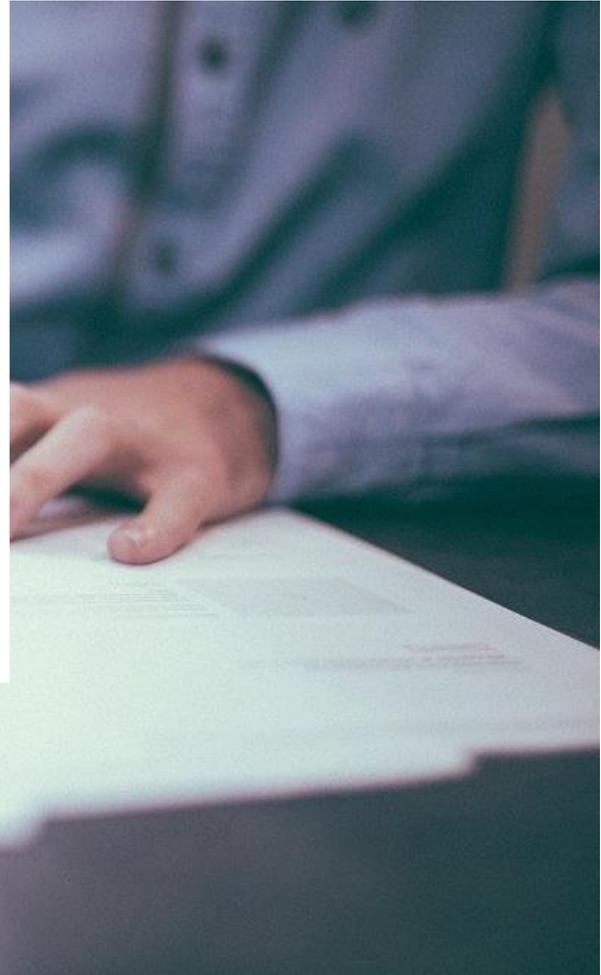


Help Center

Enterprise Service Management

Signup Process Through Microsoft Teams

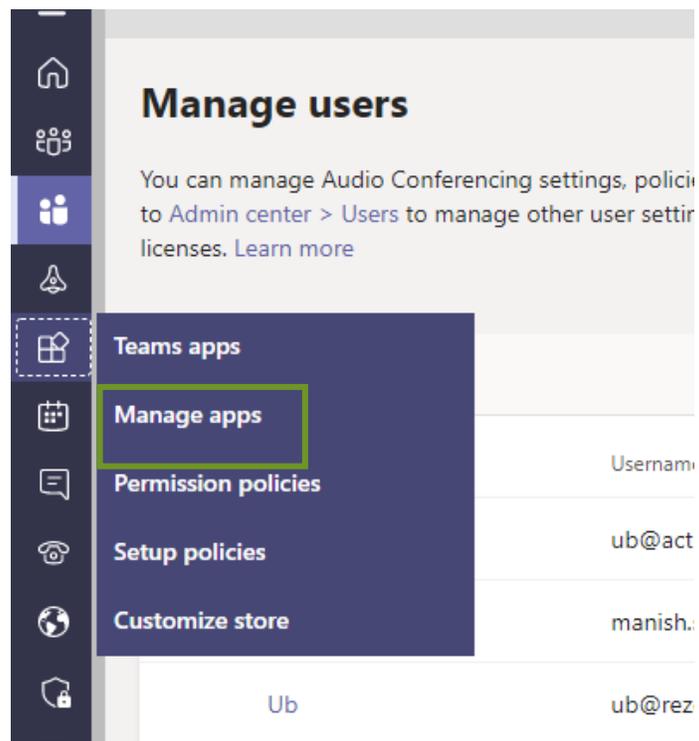
Find More- rezolve.ai/help-center



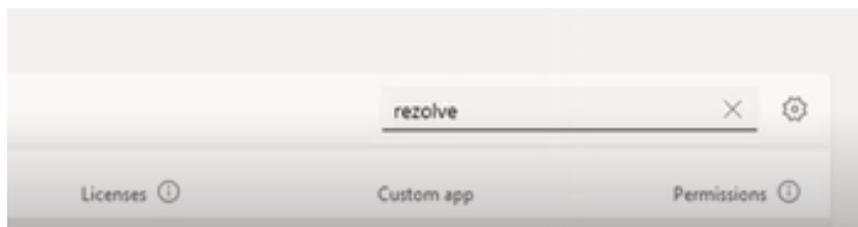
PRE-REQUISITE:

Before sign-up directly in MS Teams can begin, please speak to your MS Teams Admin to make sure that the Rezolve.ai app is available to members of your organization. They would complete the following steps:

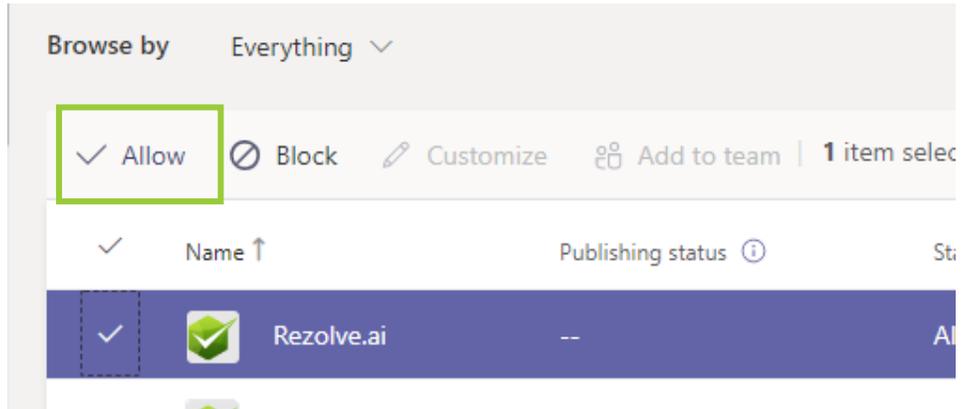
1. Login to your organizations [Teams Admin Center](#)
2. Navigate to *Teams apps* and select *Manage apps*



3. Look for "Rezolve"



4. Set the status to "Allowed" by, selecting Rezolve.ai in the list and clicking **Allow**

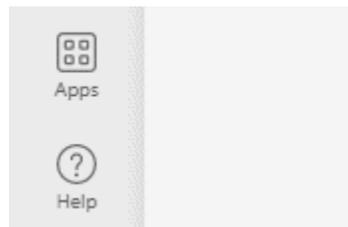


DOWNLOADING REZOLVE.AI APP:

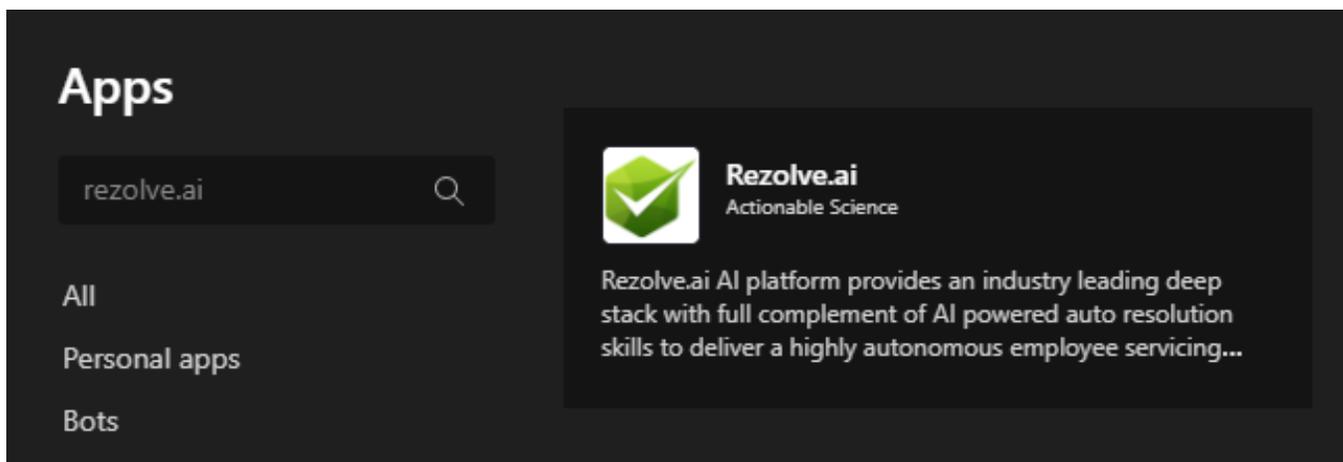
1. Login to MS Teams using an account associated to the domain you would like your tenant configured to. This should be the same domain your end users will use.

Example: If your MS Teams email is john.doe@mynewcompany.com your domain will be *mynewcompany*

2. Go to Apps at the bottom of the left hand side menu



3. Search for "resolve.ai" and select it once it appears

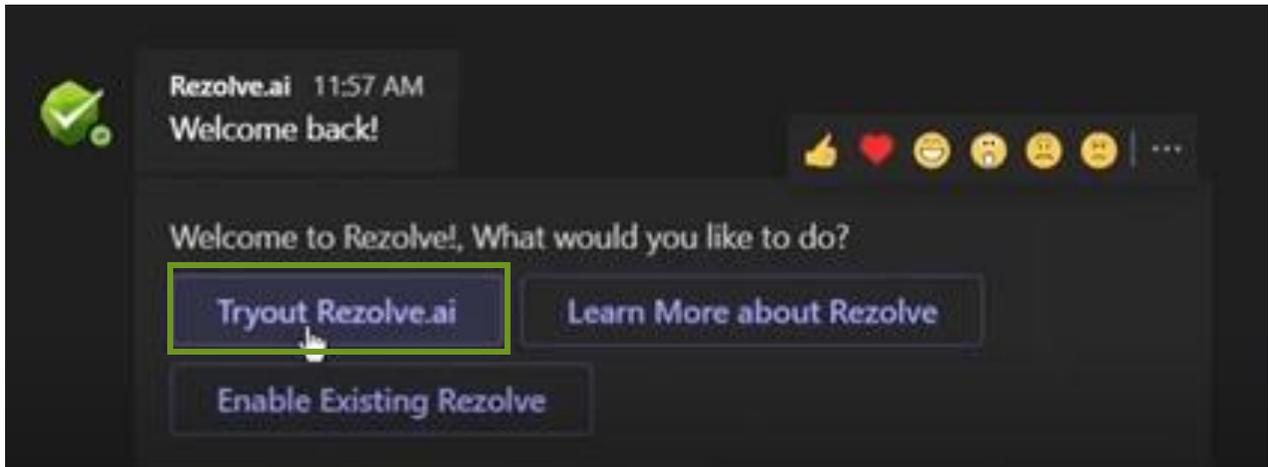


4. Click **Add**

You have successfully downloaded the Resolve Prospect app. Feel free to ask questions about Resolve for further information OR click on 'Learn More about Resolve'."

SIGN UP:

1. From the menu select **Tryout Rezolve.ai**



2. Fill out the on screen form

Note: In the form it asks for "Name of your tenant" and "Bot Name". The name of your tenant is a unique identifier for you Rezolve.ai instance on our SAAS platform. Example - mynewcompany.virtualpeople.ai . The bot name you provide can be changed at a later date.

A screenshot of a registration form. The header shows the Rezolve.ai logo and the time 11:58 AM. The message says "Please provide the below information to register a new account for your 2-week free trial. Register below." The form has the following fields:

- Company Name* (filled with "My New Company")
- First Name* (filled with "John")
- Last Name (filled with "Doe")
- Name of your tenant* (partially filled with "mynewcompany")

3. Click **Submit**
4. The email id you provide in the form will receive an email with an OTP code, enter the code and click *Submit*

Please enter the verification code

OTP

6

Submit

5. Select the service desk you require

Please pick teams/departments needed

Please define/pick required Service Desk Teams

Submit

Note: If *Other* is selected you will receive an additional prompt to provide team(s) name. Simply provide the name(s) and click **Submit** when ready.

Please add the teams needed.

Submit Add More

6. Click **Submit**

It will take a few minutes while your tenant gets sets up. The prospect app will automatically change over to your tenant.