

LOH Acknowledgements– User Guide

Abstract

This document is the user manual for the LOH Acknowledgements App.





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1 Overview

1.1 Introduction

This document is the user guide for the Land On Heart Acknowledgements App. This guide is designed to help you navigate and make the most of the App's features. This manual will walk you through the setup, key functionalities to ensure a smooth experience.

1.2 Purpose

The purpose of this user manual is to provide clear and detailed instructions on how to use the Acknowledgements Portal and Teams App. It serves as a guide for users to understand the process, navigate the interface, and troubleshoot common issues. It primarily includes the following three sections:

1. Subscribing a SaaS Offer
2. Acknowledgements App Portal
3. Installing and using the Acknowledgements App

The **Acknowledgements Teams Bot** is designed to be used in meetings as a broadcast message for the meeting organiser to be able to provide common messages to all participants. A default command is pre-configured that allows for participants within Australia to provide an "Acknowledgement Of Country".

The Application is designed so that the Organisation can add commands to support common messaging that they would like communicated within meetings such as safety notices, employee updates, key marketing messages, etc.

The Management Portal allows the administrators to configure the messages in HTML format, to a predefined format, including embedding links to other reference material that participants can select to launch further information.

There are many options that this app could be used for, such as:

- The Acknowledgement Of Country, could have a link to the organisation's Reconciliation Action Plan site that enables participants to access further information;
- A team meeting may have a prompt to provide a message about employee engagement, which links to Employee survey form for participants to complete; or
- A training meeting may have a prompt that is executed at the end of the meeting to complete a Participant Survey on the effectiveness of the training.

Dashboards are contained within the application, to provide metrics around the usage of the prompts, providing information about what percentage of meetings are utilising the Bot and which commands are being used.



1.3 Disclaimers

1.3.1 Statement of Conditions

The information in this document is believed to be accurate. However, neither Land On Heart nor its affiliates assume any responsibility for inaccuracies, errors, or omissions that may be contained herein. In no event will Land On Heart or its affiliates be liable for direct, indirect, or incidental damages resulting from any defect or omission in this document, even if advised of the possibility of such damages.

1.3.2 Confidentiality

Information provided in this document is to be considered confidential as per the document classification.

1.3.3 Disclosure Statement

The information in this document shall not be disclosed outside your organisation and shall not be duplicated, used or disclosed in whole or in part for any purpose other than for its intended purpose for the delivery of the Services by Land On Heart to the Customer. You shall have the right to duplicate, use or disclose the information to the extent provided in the contract. This restriction does not limit your right to use information contained in this document if it is obtained from another source without restriction.



2 Subscribing to a SaaS Offer

To use the Acknowledgements App, user needs to subscribe to a SaaS offer published for the Acknowledgements App on Microsoft AppSource / Microsoft Team app store. The following section outlines steps to be performed to add the application.

1. Accessing the Purchase Page

1.1. Visit the Microsoft Team app store and find the Acknowledgements App and navigate to the Pricing or Subscription Plans section. (Figure 1)

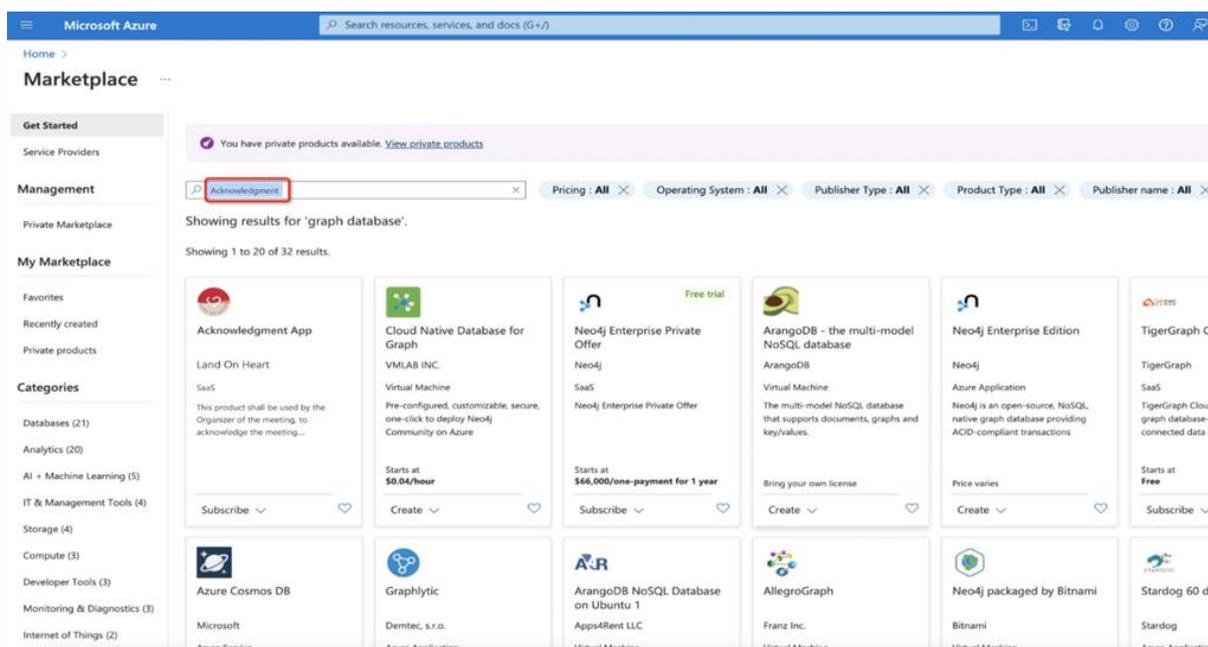


Figure 1 - Microsoft Marketplace

1.2. Choose the plan that best suits your needs by clicking the "Get Started" or "Subscribe Now" button.

2. Selecting a Plan and Customizing Your Subscription

2.1. Review the plan details, including pricing, features, and billing cycle.

2.2. Click "Proceed to Check out"

3. Payment and Checkout

3.1. Enter your billing details, including name, address, and payment method (credit card, PayPal, etc.).

3.2. Review the order summary to ensure all details are correct.

3.3. Click "Confirm & Pay" to complete the purchase.

4. Redirect to the Landing Page

4.1. Upon successful payment, you will be automatically redirected to the Acknowledgements App Landing Page, where you need to activate your subscription.



- 4.2. The user needs to complete the following steps to activate the subscription:
 - 4.2.1. The Organisation Administrator needs to grant consent on the Acknowledgements App Landing Page is a crucial step in activating your subscription. This process ensures that admin acknowledge and agree to permissions required for using the SaaS application.
 - 4.2.2. Once the Administrator grants consent, the user needs to select a time zone so that dates can be displayed in their local time zone on Acknowledgements Web Portal
5. Once the user clicks on 'Activate Subscription', the system starts the process in the background and activates the subscription. Once the activation process is completed, the user will receive an activation email and will be automatically redirected to the Acknowledgements Web Portal and taken to the Manage Subscription Page.

3 Acknowledgements App Portal

This section outlines all features available in Acknowledgements App Portal along with relevant screenshots.

You can visit the <https://aocapp.landonheart.com/> URL to access the App Portal.

3.1 Login Page

This is the login screen for the Acknowledgements App Portal. The screen provides authentication through Azure Active Directory (Azure AD) and displays an introduction to the application.

1. Click the "Login with Azure AD" button. (Figure 2)

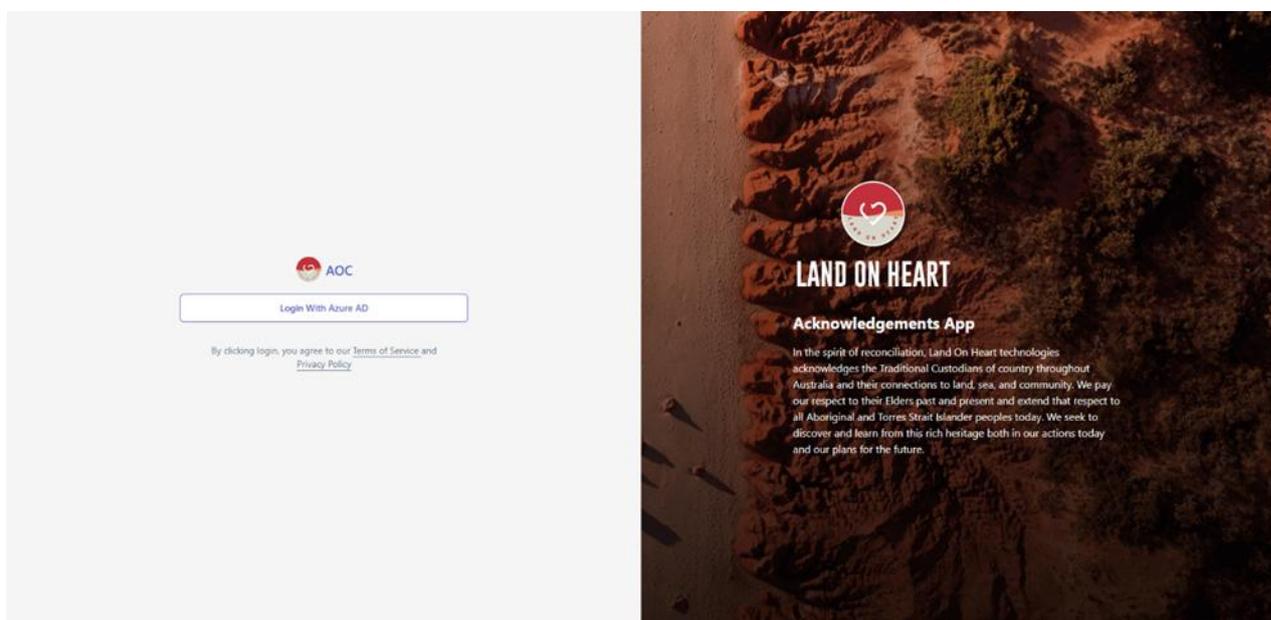


Figure 2 - Acknowledgements App login

2. You will be redirected to Microsoft's authentication page. Enter your Azure AD credentials to sign in.
3. Upon successful authentication, you will be redirected to the main dashboard of the app.
4. A Disclaimer stating that by logging in, the user agrees to the "Terms of Service" and "Privacy Policy" is visible. Both of these documents can be viewed by clicking on the links.

3.2 Command Management

The Command Management screen allows users to manage different commands (prompts) that can be launched within a Teams meeting. It provides an organised list where users can view, filter, edit, and delete commands.



3.2.1 Filters in Command List Page

Users can filter commands based on their name or last updated date using the input fields.

3.2.2 Pagination Controls in Command List Page

Users can navigate through records using the "Previous" and "Next" buttons. The dropdown allows users to choose how many records to display per page. The default is 10.

3.2.3 Add Command Button

Clicking the "+ Add Command" button allows users to create a new command entry. (Figure 3)

A screenshot of a modal form titled "Add Command". The form has a white background and is centered on a dark background. It contains a label "Command Name" with a red asterisk indicating it is required. Below the label is a text input field containing the word "Saftey". At the bottom of the form are two buttons: a blue "Save" button and a white "Cancel" button with a blue border.

Figure 3 - Add Command

1. Enter the new command in the input field and click Save to store it.
2. Press the Cancel button to close the popup.

3.2.4 Actions

Users can edit or delete regular commands using the following options.

3.2.4.1 Edit Command

The "Edit Command" feature allows users to modify existing command entry within the Command Management module. This allows for the command to be updated as needed. (Figure 4)

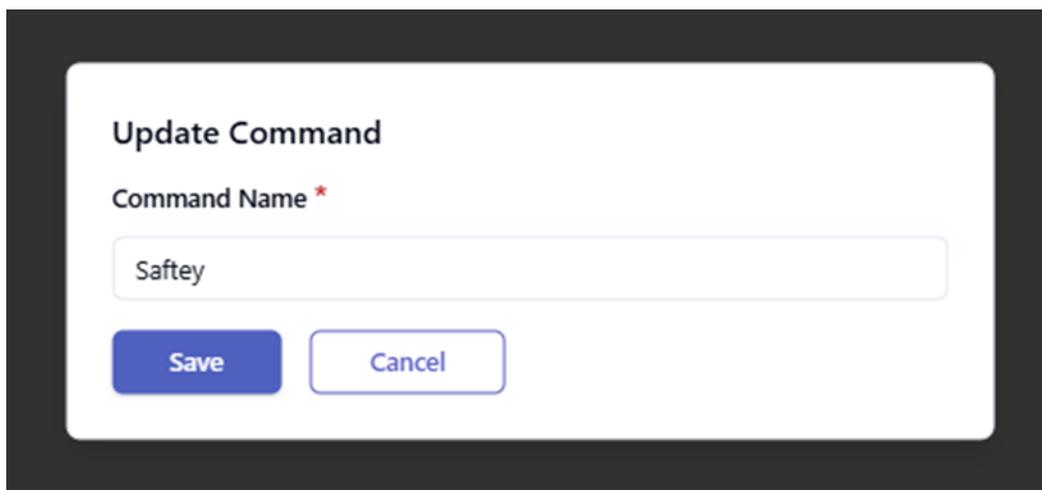


Figure 4 - Edit Command

1. Click "Save" to update your modification.
2. Click "Cancel" to discard changes and return to the Command list.

3.2.4.2 Delete Command

1. Click the trash icon in Command List Page to remove a Command.
2. A confirmation dialog box labelled "Delete Command" will appear. (Figure 5)

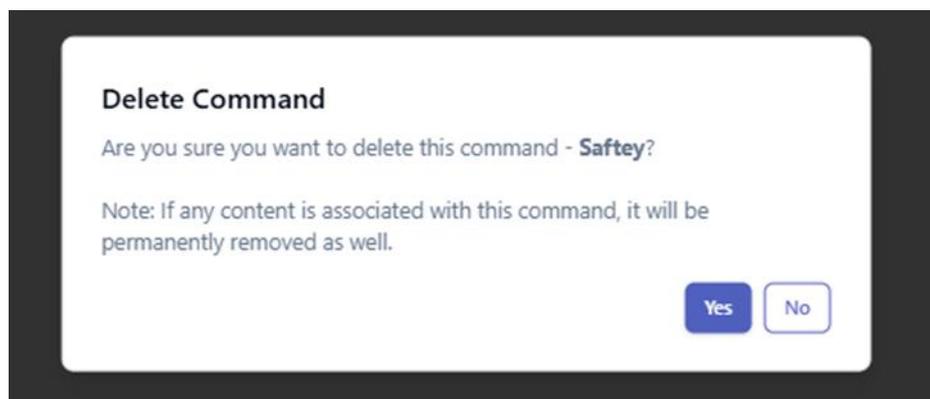


Figure 5 - Delete Command

3. If you selected Yes, the Command will be removed, and the list will refresh to reflect the change.
4. If you selected, Cancel the deletion process and keeps the command list back.
5. If the command is associated with any content, the content will also be removed.

Please note:

1. The "**Acknowledgement**" command is system-defined, and user is not allowed to 'Edit' and 'Delete' that.
2. The Command Management screen is accessible to users who have either of the following roles in the application.

2.1. Content Administrator

2.2. Administrator

3.3 Content Management

The Content Management screen allows users to manage various types of content associated with commands within the system. It provides an organised list where users can view, filter, edit, and delete content. (Figure 6)

Please note:

The dialog that presents the content in the Acknowledgements Team Bot is limited to a Height of 300px and Width of 460px, so when creating content, please ensure the content will fit within that canvas size.

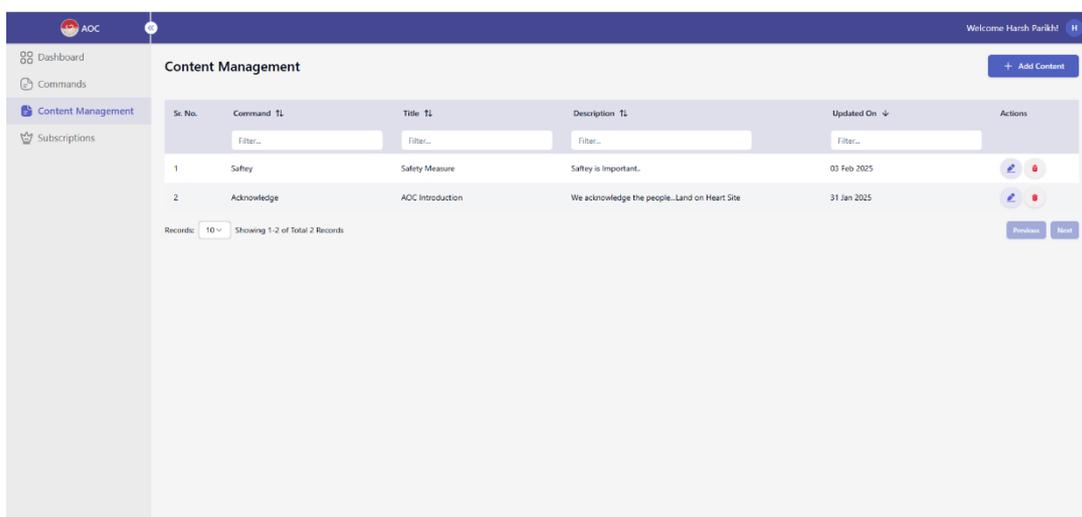


Figure 6 - Command Management

3.3.1 Filters in Content List Page

Users can filter Command, Title, Description based on their name or last updated date using the input fields.

3.3.2 Pagination Controls in Content Management List Page

Users can navigate through records using the "Previous" and "Next" buttons. The dropdown allows users to choose how many records to display per page. The default is 10.

3.3.3 Add Content Button

1. Clicking the "+ Add Content" button allows users to create a new content entry. (Figure 7)

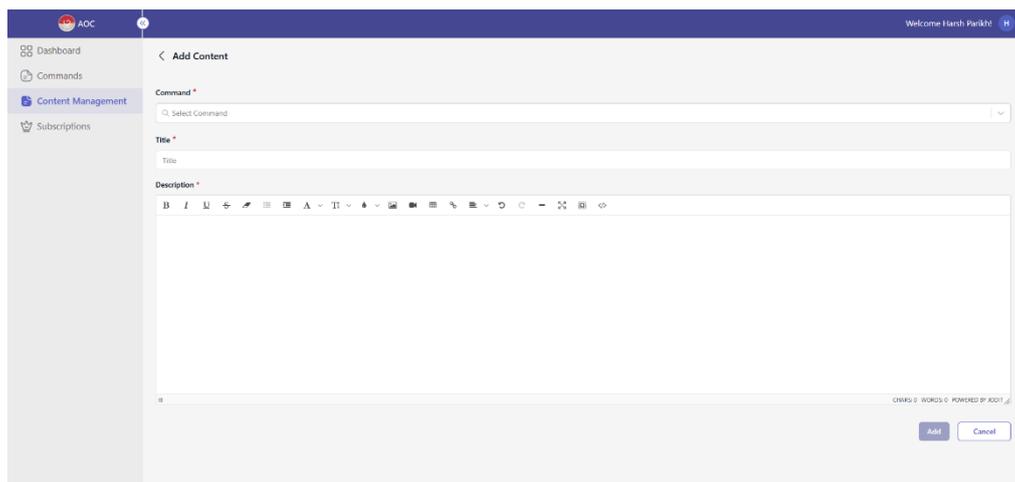


Figure 7 - Add Content

2. Command (Dropdown): This field allows users to select a predefined command from a list of available options.
3. Title: This field is used to enter a title for the record being created.
4. Description (HTML Editor): This field allows users to enter a detailed description using a rich-text editor. User can also add the image and videos using external link.
5. Mandatory fields must be filled before submitting the form.
6. Click **Add** to store the new record.
7. Use **Cancel** to discard changes if necessary and return to the content listing page.

3.3.4 Actions

Users can edit or delete content records using the following options.

3.3.4.1 Edit Command

The "Edit Command" feature allows users to modify existing content entries within the Content Management module. This allows for the content to be updated as needed. (Figure 8)

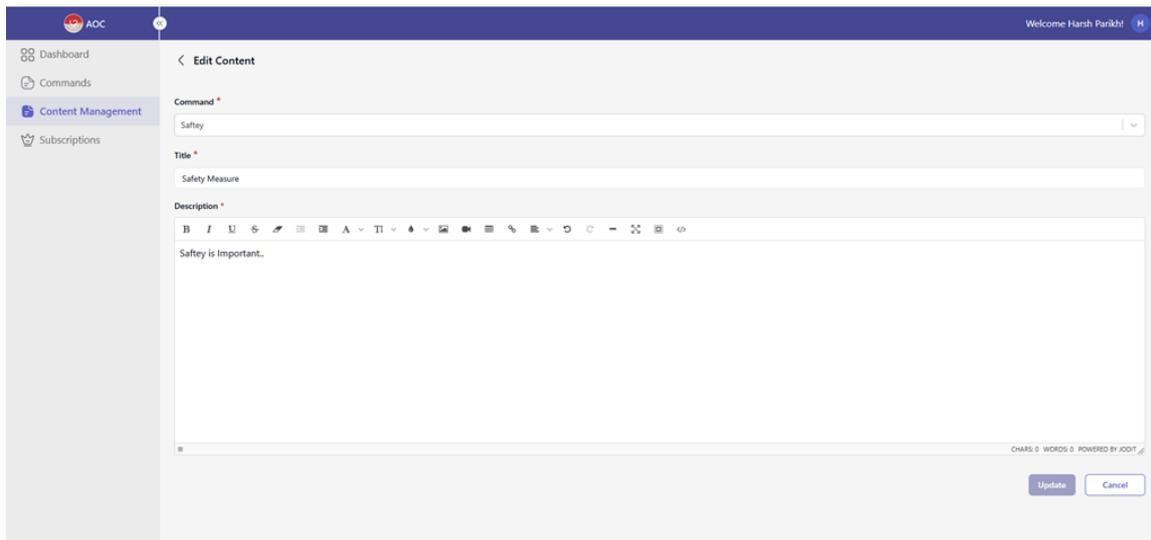


Figure 8 - Edit Content

1. Click "Update" to update your modification.
2. Click "Cancel" to discard changes and return to the Content list.

3.3.4.2 Delete Command

1. Click the trash icon in Content List Page to remove a Command.
2. A confirmation dialog box labelled "Delete Content" will appear. (Figure 9)
3. If you selected Yes, the content will be removed, and the list will refresh to reflect the change.
4. If you selected, Cancel the deletion process and keeps the content list back.

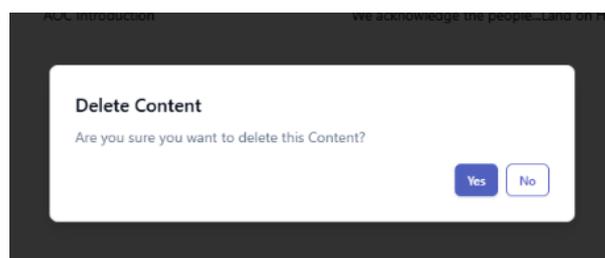


Figure 9 - Delete Content

Please note:

1. The Content Management screen is accessible to users who have either of the following roles in the application.
 - 1.1. Content Administrator
 - 1.2. Administrator

3.4 Dashboard Module

The Dashboard provides a visual summary of key statistics related to meetings and command usage. Users can track trends, analyse data, and filter results based on date and command selection. (Figure 10)

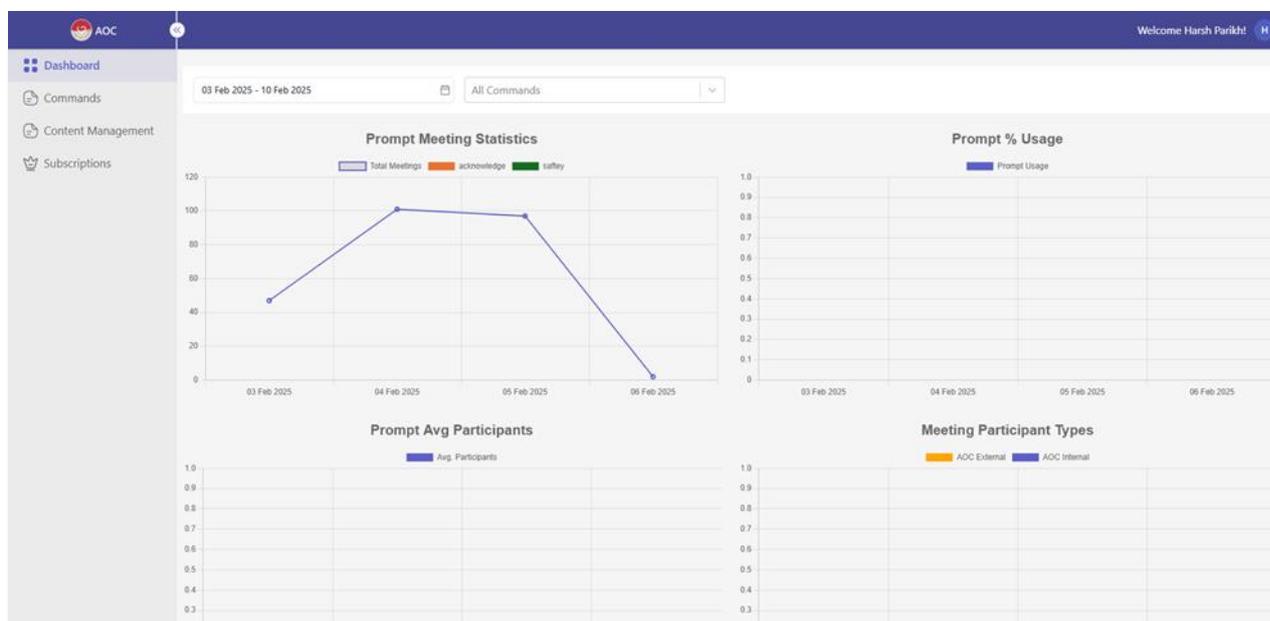


Figure 10 - Dashboard Module

The Acknowledgements App Portal includes the following visual charts:

1. Prompt Meeting Statistics
 - 1.1. Displays a line graph representing the number of total meetings over time.
 - 1.2. Includes different command categories which is managed in Command Management Page.
2. Prompt % Usage
 - 2.1. Displays a bar graph indicating the percentage of various commands used over time.
 - 2.2. Helps track prompt efficiency and adoption.
3. Prompt Average Participants
 - 3.1. Shows the average number of participants per command in meetings.
 - 3.2. Useful for understanding engagement levels.
4. Meeting Participant Types
 - 4.1. Displays participant types as External Employees and Internal Employees among the Organization.
 - 4.2. Helps categorize internal vs. external participation trends.

The user can filter the data within a weekly date range, which can be selected through the date calendar.

Please note:

1. The Dashboard Module is accessible to users who have either of the following roles in the application.
 - 1.1. Portal User
 - 1.2. Administrator

3.5 Subscription Module

The subscription provides a summary of the purchased subscribed plan. The screen displays the basic details of the purchased subscription offer and buyer information. (Figure 11)

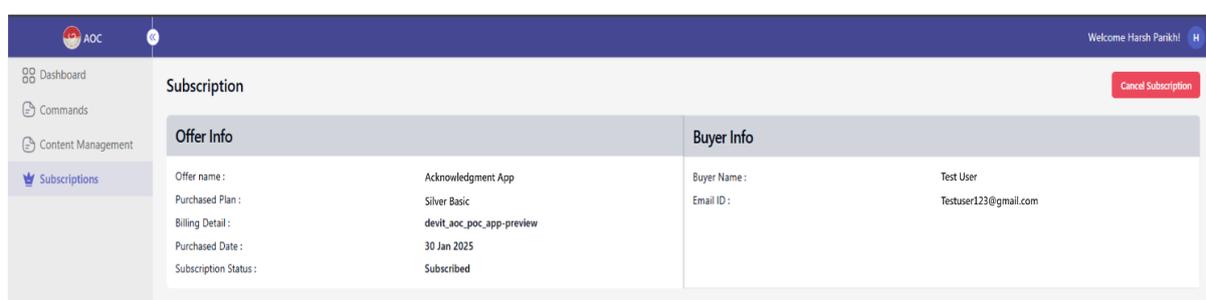


Figure 11 - Subscription Management

3.5.1 Cancel Subscription

- The Cancel Subscription feature allows users to terminate their active subscription.
- Click the Cancel Subscription button at the top right of the screen.
- A confirmation prompt will appear. Once confirmed, your subscription status will change to **Unsubscribed**.
- If the Meeting Organiser attempts to display a message, it will not appear because the status has changed to "**Unsubscribed**." Instead, the user will receive the following notification:
 - "Sorry, but your organisation currently does not have an active subscription to the Acknowledgments App. Please activate a subscription to access its features."
- Once the status changes to **Unsubscribed**, the user will have read-only access to the Acknowledgements App Portal.

3.6 User Role Management

The Manage User Role feature allows administrators to assign and update user roles via Entra ID. This ensures secure access control based on organisational roles.



The administrator can add new users through Entra ID and assign roles to them for using the Acknowledgements App. The Acknowledgements App has the following pre-defined Roles.

Portal User: The user can only access the Dashboard screen.

Content Admin: The user can manage the Command and Content Management screens.

Admin: The user can access all screens within the Acknowledgements App.

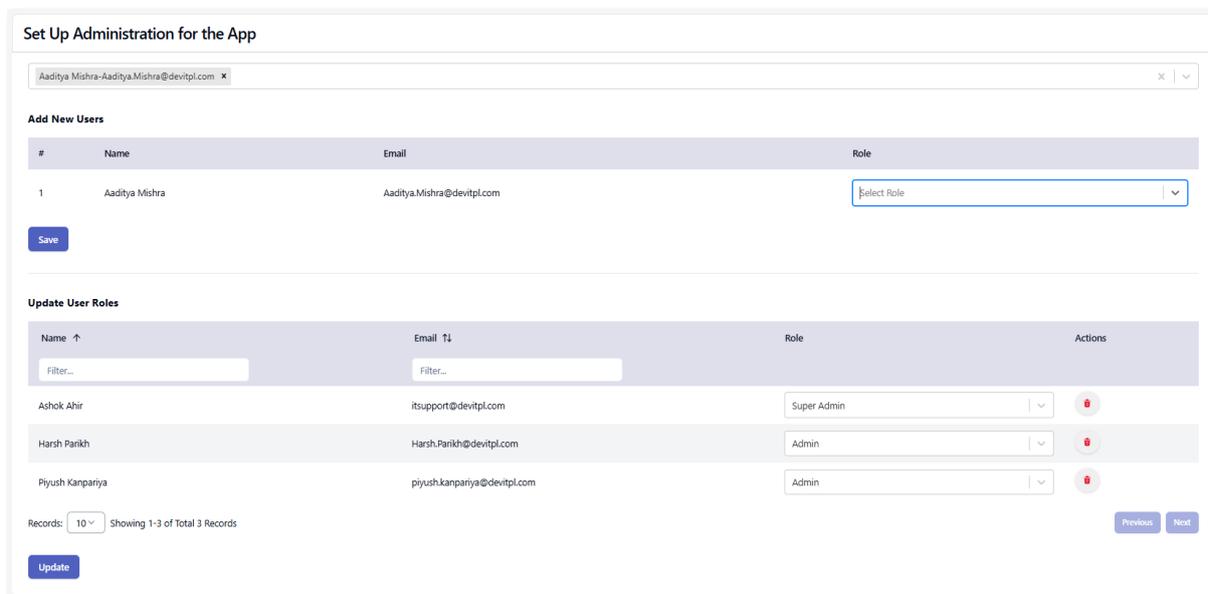


Figure 12 - User Administration

Please note:

1. The Subscription screen is accessible to users who have the following role in the application.

- 1.1. Administrator

3.6.1 Adding New Users

1. Click on the User Selection Dropdown.
2. Select the user from the Entra ID User List.
3. Assign a Role from the dropdown (e.g., Admin, Portal User, Content Admin).
4. Click the Save button to add the user.

3.6.2 Updating User Roles

1. Locate the user in the User List under Update User Roles.
2. Use the Search Filter to find a specific user.
3. Modify the user's Role using the dropdown.
4. Click the Update button to save changes.



3.6.3 Removing a User

1. Find the user in the list.
2. Click the Trash/Delete Icon next to their role.
3. Confirm deletion when prompted.



4 Installing and using the Acknowledgements App

This section outlines steps to install and use the Acknowledgements App.

4.1 Install/add an Acknowledgements App via the Teams Admin Centre

These following steps will walk you through to add an Acknowledgements application to Microsoft Teams for your organization using the Teams Admin Centre.

1. Sign in to the Teams Admin Centre and Navigate to the “Manage Apps” Section
 - 1.1. Open a web browser and go to [Microsoft Teams Admin Centre](#).
 - 1.2. Log in with your admin credentials.
 - 1.3. In the left navigation panel, expand Teams Apps.
 - 1.4. Click on Manage Apps.
2. Search & Add the Acknowledgements App
 - 2.1. In the search bar, type the name of the “Acknowledgements App” to add.
 - 2.2. The app is available in the Microsoft Teams App Store, and it will appear in the results.
 - 2.3. Click on the app name to open its details.
 - 2.4. Click the Allow or Add button to enable the app for your organization.
3. Assign the App to Users or Teams
 - 3.1. Navigate to Teams Apps > Setup Policies.
 - 3.2. Select the policy you want to modify (e.g., **Global (Org-wide default)**).
 - 3.3. Click **Add Apps** and select the Acknowledgements app from the list.
 - 3.4. Click **Save** to apply the changes.



5 How to use Acknowledgements App?

This guide provides step-by-step instructions on how to start a Microsoft Teams meeting and add the Acknowledgements Bot App through the chat within the meeting.

The Meeting Organiser needs to join the scheduled Teams Meeting and use the Acknowledgements MS Team BOT App.

5.1 Accessing the Meeting Chat

1. Once the meeting has started, click on the Chat icon in the top menu.
2. The Meeting Chat panel will appear on the right side.

5.2 Adding the Acknowledgements Bot App

1. In the chat input field, type "**@Acknowledgements**" and select the bot from the suggestions. (Figure 13)

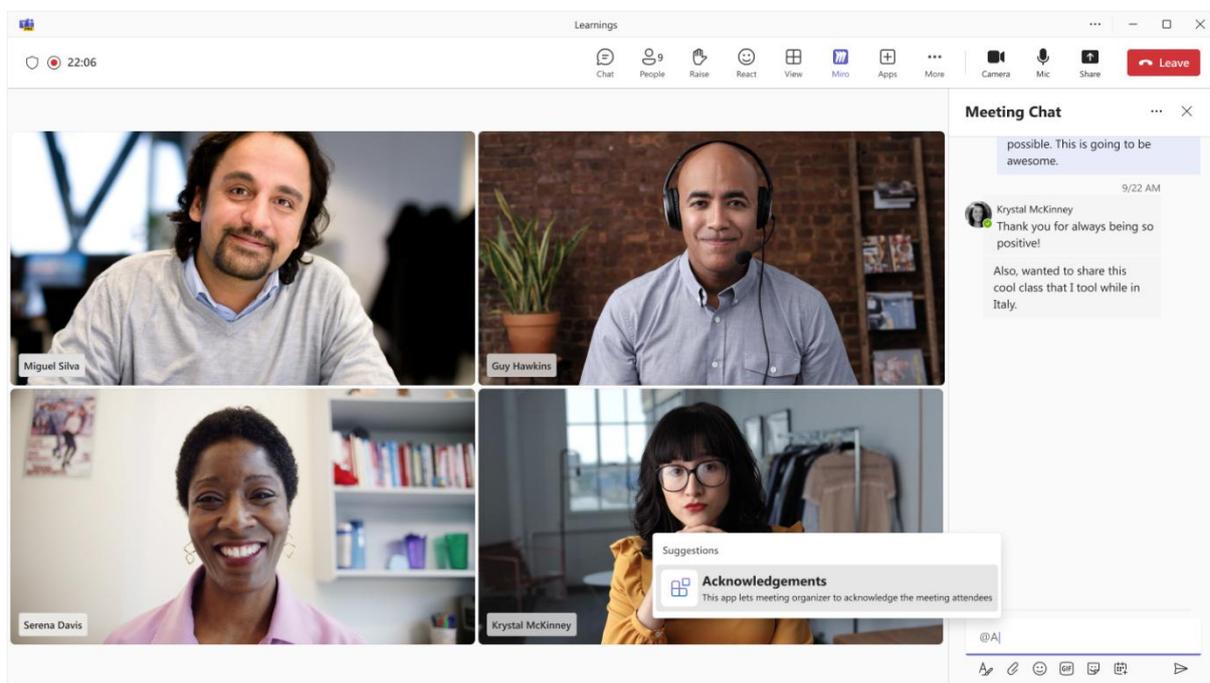


Figure 13 - Meeting Chat to Launch the Acknowledgements Bot

2. Press Enter to mention the bot in the chat.
3. The Acknowledgements MS Team Bot App will now be available to assist with meeting-related tasks.

5.3 How to Populate the Popup:

1. After selecting the **@Acknowledgements**, you can manually type the command in the meeting chat.



2. Only the "**Acknowledge**" command is pre-defined in the system, so it will appear in the suggestions.
3. Press Enter or click the Send button after manually typing or selecting a command.
4. If the manually typed command is not appropriate, the system will provide a list of valid command you can use.
5. The Acknowledgements App will respond with a message and display a pop-up window.
6. The message pop-up window will be shown to all internal and external meeting participants. (Figure 14)

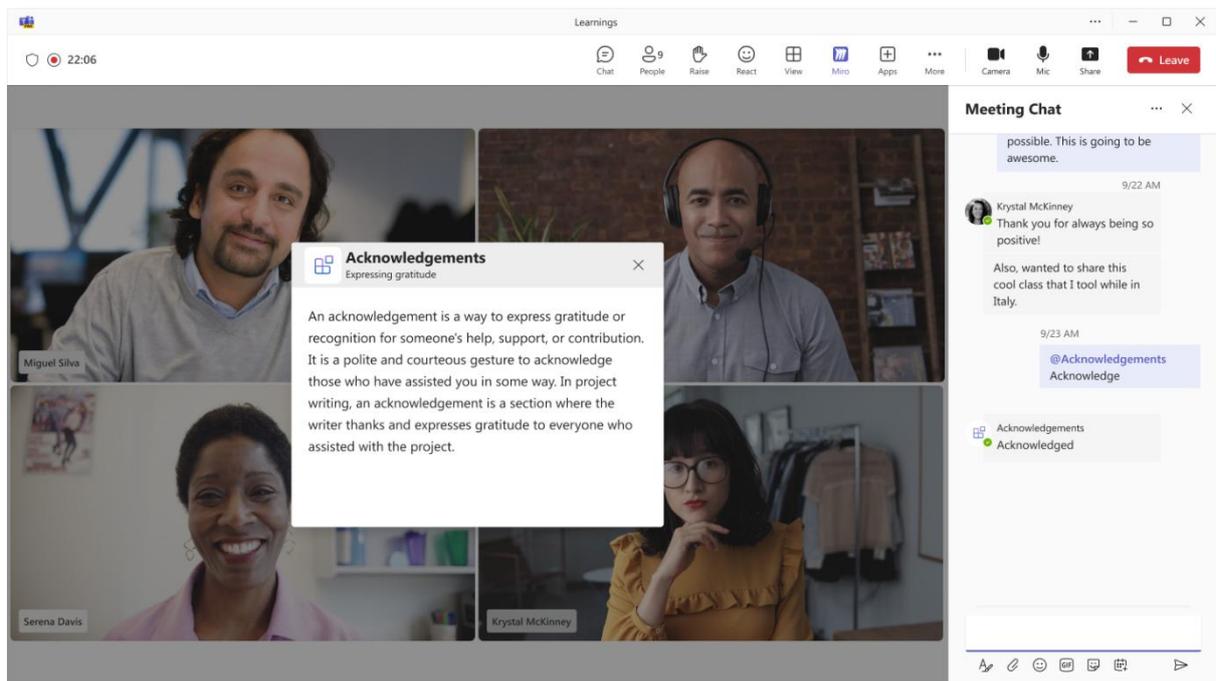


Figure 14 - Meeting Acknowledgement

Please note:

1. The message pop-up window will be displayed only if the Meeting Organiser executes the chat command.



6 Support Details

If you require further information or support, please reach out to our support team at:

support@landonheart.com



7 Document Control

| Document details | |
|-------------------------|----------------------------------|
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|-----------------|-------------|---------|------------------|
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| 1.01 | 03 Apr 2025 | S. Gray | Minor Update |