Tikit Quick Start Guide

1. Navigate to https://signup.tikit.ai/.
2. Click Sign Up with Microsoft 365.
3. Login with a M365 Global Admin account in order to consent Tikit permissions.
4. Check Consent on behalf of your organization and click Accept to continue.
5. Once setup is finished you be forwarded to the Tiki Web App.
6. Download the Tikit Teams App from Settings ⚙ > Microsoft Teams.
7. Install the app to Teams > Channel where you want your Analyst to triage tickets.
8. Go to that channel and tell Tikit you want it to be the triage channel:
   1. @tikit set triage
9. Go to Settings ⚙ > Security in the Tiki Web App and map your AD Roles to the appropriate application roles.
10. Download the HelpBot Teams App from Settings ⚙ > Microsoft Teams and install it to all your end users.

You can view the complete setup guide here.

The entire Tikit Knowledge Base, Support Forum, and many other resources are available and always up to date in our Tikit Support Community.