01 / FOR THE PERSON MISSING THE MESSAGE

Missing a LEAD introduction in Teams?

Start with your personal LEAD.Bot chat. If your introduction is still missing after these checks, we can help trace the specific round.

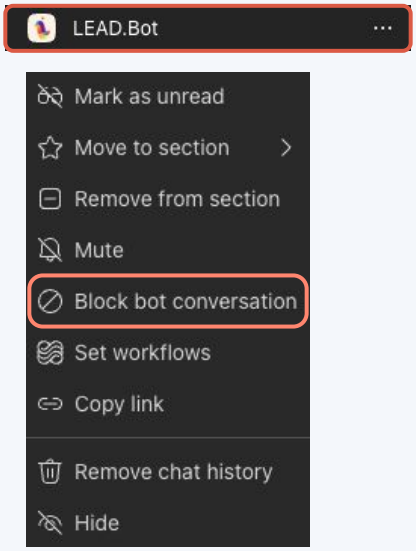
1 Find the right chat

Open Teams on desktop or in your browser. Select your profile picture and make sure you're signed in with your work account and in the organization running your matching program. Open **Chat** and search for **LEAD.Bot**.

2 Open the chat menu

Right-click the **LEAD.Bot** row in the chat list, or hover over the row and select **More options (…)**.

1 Right-click the chat row



2 Read the wording before clicking

Unblock bot conversation means the chat is blocked. Select it if you want to receive introductions again.

Block bot conversation means the block is not currently applied in this chat. Leave it as is.

Mute / Unmute is a separate notification setting. If the card is in the chat but you missed the alert, check this option.

If the chat or the block option is missing, go to page 2.

3 Send a quick check in the bot chat

Type **help** in the direct message to **LEAD.Bot** and press **Send**. If it replies, the chat responds now. If it does not, note what you see and continue to page 2.

What to tell your program admin: Which option did you see (Block, Unblock, or neither), and did the bot reply to **help**?

Microsoft: Bot chat controls · Switch accounts and organizations · Mute or unmute a chat

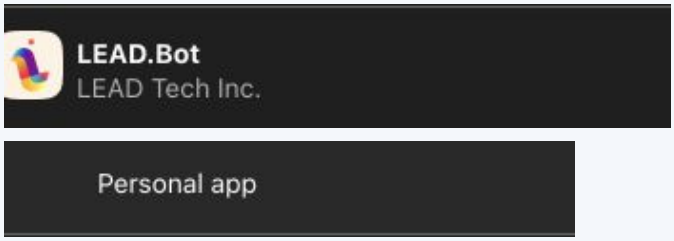
02 / FOR THE MEMBER AND PROGRAM ADMIN

Check app access and matching

If you cannot find LEAD.Bot or it does not answer, check that the app is available to you. Your program admin can then check your matching participation.

1 Find the app in Teams

Select **Apps** (called **Store** in some versions), then **Manage your apps**. In **Find by name**, enter **LEAD.Bot**. Expand the app row to see where it is installed.



Teams web · actual app and install entry

Publisher: LEAD Tech Inc.
Personal app: shows a personal installation in the example.

2 Open the app or note the restriction

If **Open** is offered, select it and retry **help** in the bot chat. If Teams offers **Add**, you can add the app for yourself if your organization permits it. If the app is missing, unavailable, or shows **Request access**, note the exact wording and send page 3 to your Teams administrator.

3 Ask your LEAD program admin to check your team

In the LEAD dashboard, open **Matching**, select the team running the program, and check whether the member is in the roster and has matching enabled for that team. After Teams access is restored, confirm they still want to participate before re-enabling matching.

If everything looks right and the card is still missing

Check the bot chat in Teams web as well as desktop. If it is still missing, share the details on page 3 with LEAD Support so we can trace the specific round.

More help: Manage your apps in Teams · LEAD for Teams FAQ

03 / FOR THE MICROSOFT TEAMS ADMINISTRATOR

Verify access for the affected user

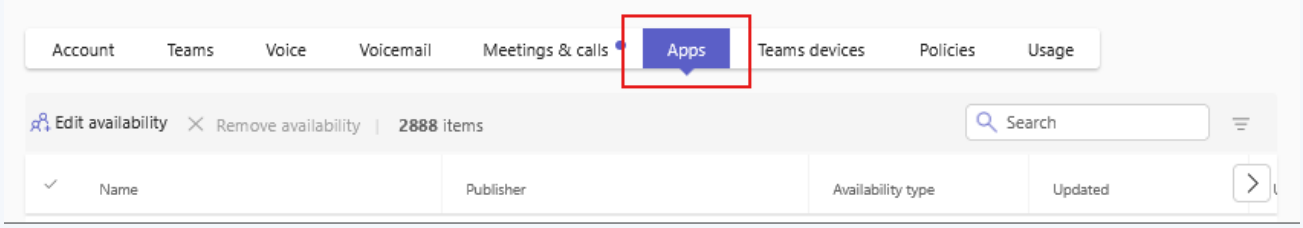
Use this page if the member cannot open LEAD.Bot, sees an access message, or still cannot get a reply after checking the personal chat.

1 Check the app's availability

In Teams admin center, go to **Teams apps › Manage apps** and open **LEAD.Bot** (LEAD Tech Inc.). Under **Users and groups › Availability**, confirm the affected user is covered directly or through an assigned group. If your tenant still uses **Permission policies**, check the policy assigned to the affected user.

2 Verify access from the user's side

In **Users › Manage users**, open the affected user and select **Apps**. Where this view is available, search for **LEAD.Bot** and check how it is assigned. Confirm the member is using this same work account and can open the app in Teams.



Microsoft Learn example · the Apps tab on a user record

Send these details to LEAD Support

The member's work email, Teams organization and team name, approximate date and time of the missed round (including time zone), and what happened when they opened the bot chat or sent **help**. If IT checked the assignment, include the result. A screenshot of the error is helpful; leave unrelated chats out.

LEAD can check whether an introduction was created and whether Teams accepted its card. Teams acceptance does not tell us whether the card appeared on screen or whether an alert was seen.

Microsoft reference: Manage Teams app access for a user or group