USER GUIDE DOCUMENT FOR

PRIVATE CHAT BACKUP SERVICE

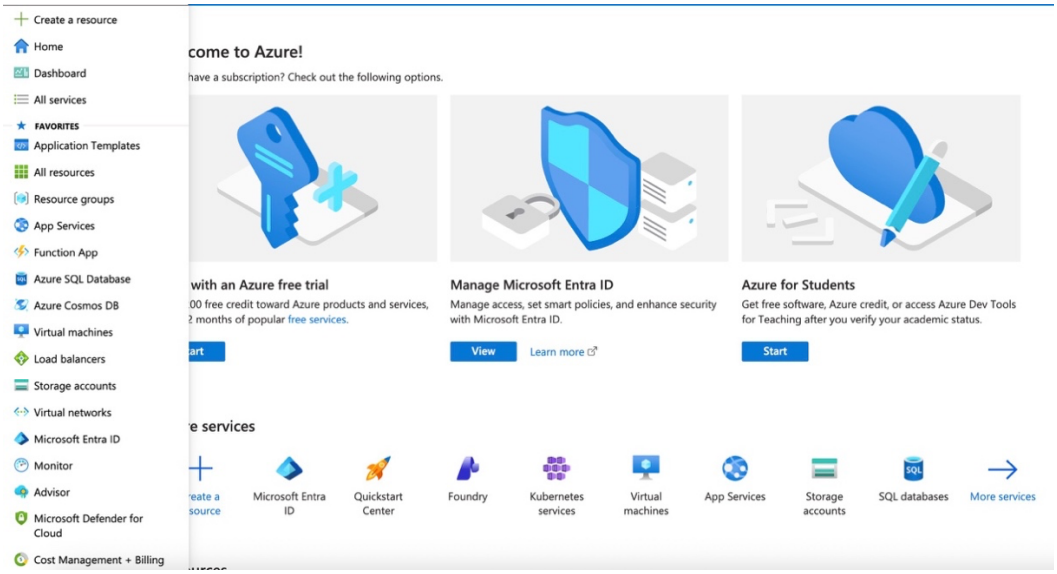
Version 6.0.0
2026 April

Overview

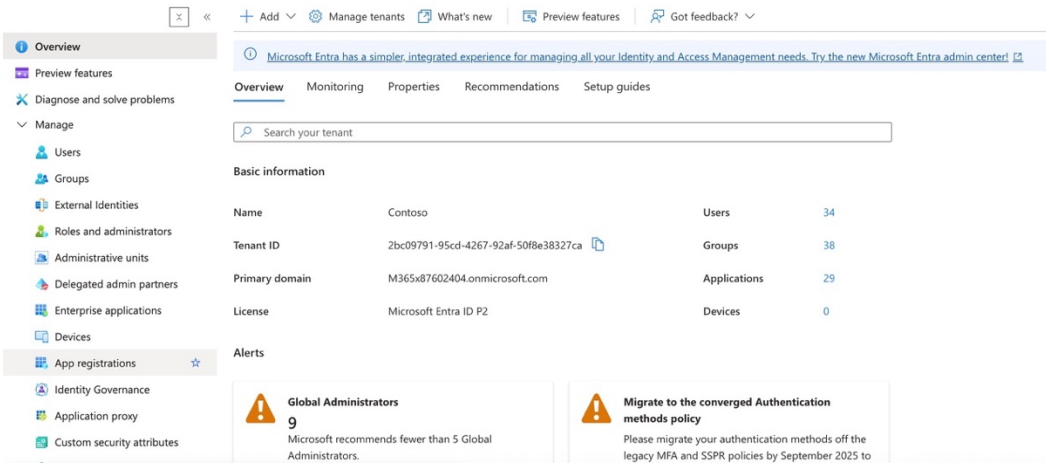
Once you decide to begin backing up Microsoft private chat to the system, you'll need to complete some setup on the Microsoft side. The process is straightforward. First, register a new application in the Microsoft Azure Portal. After that, configure the registered application by setting up its certificates and API permissions.

Register A New Application

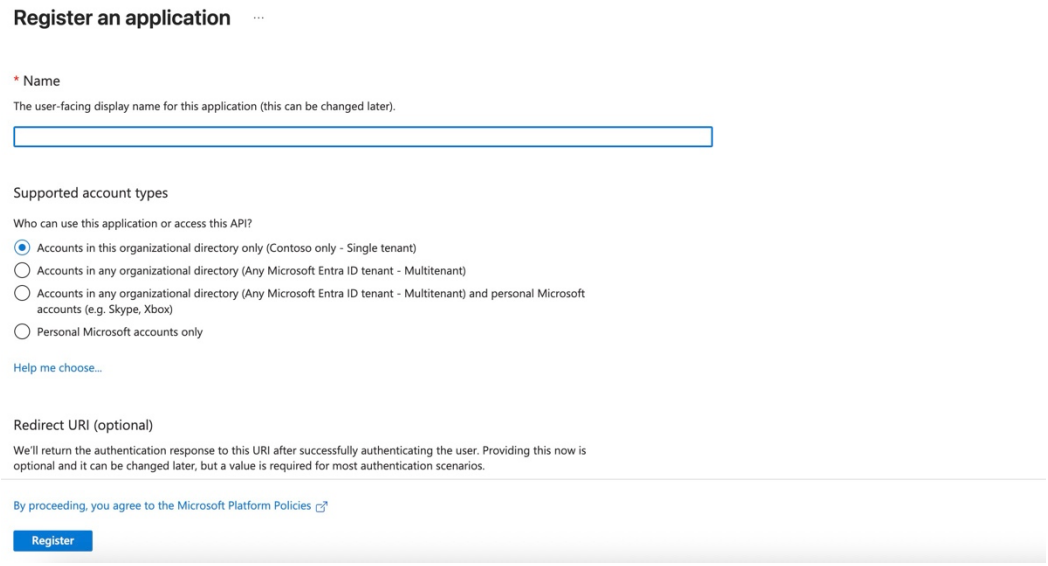
1. Go to https://portal.azure.com and log in using your tenant admin credentials.
2. Select **Microsoft Entra ID** (formerly Azure Active Directory) in the left navigation bar.



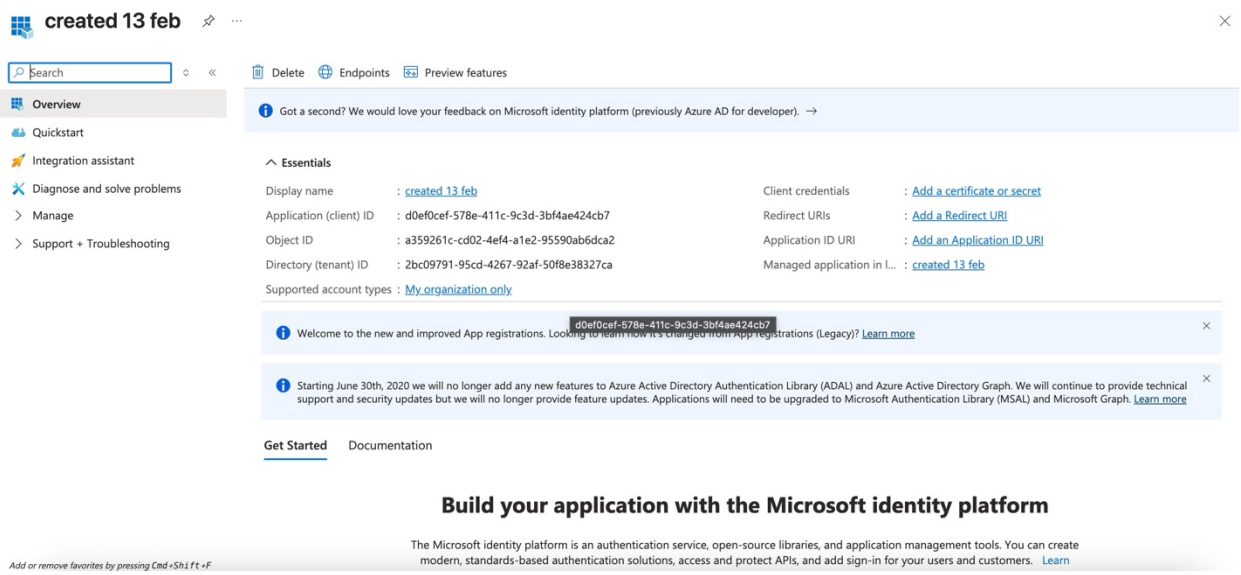
3. Select **App registrations**, then select **+ Add > App registration**

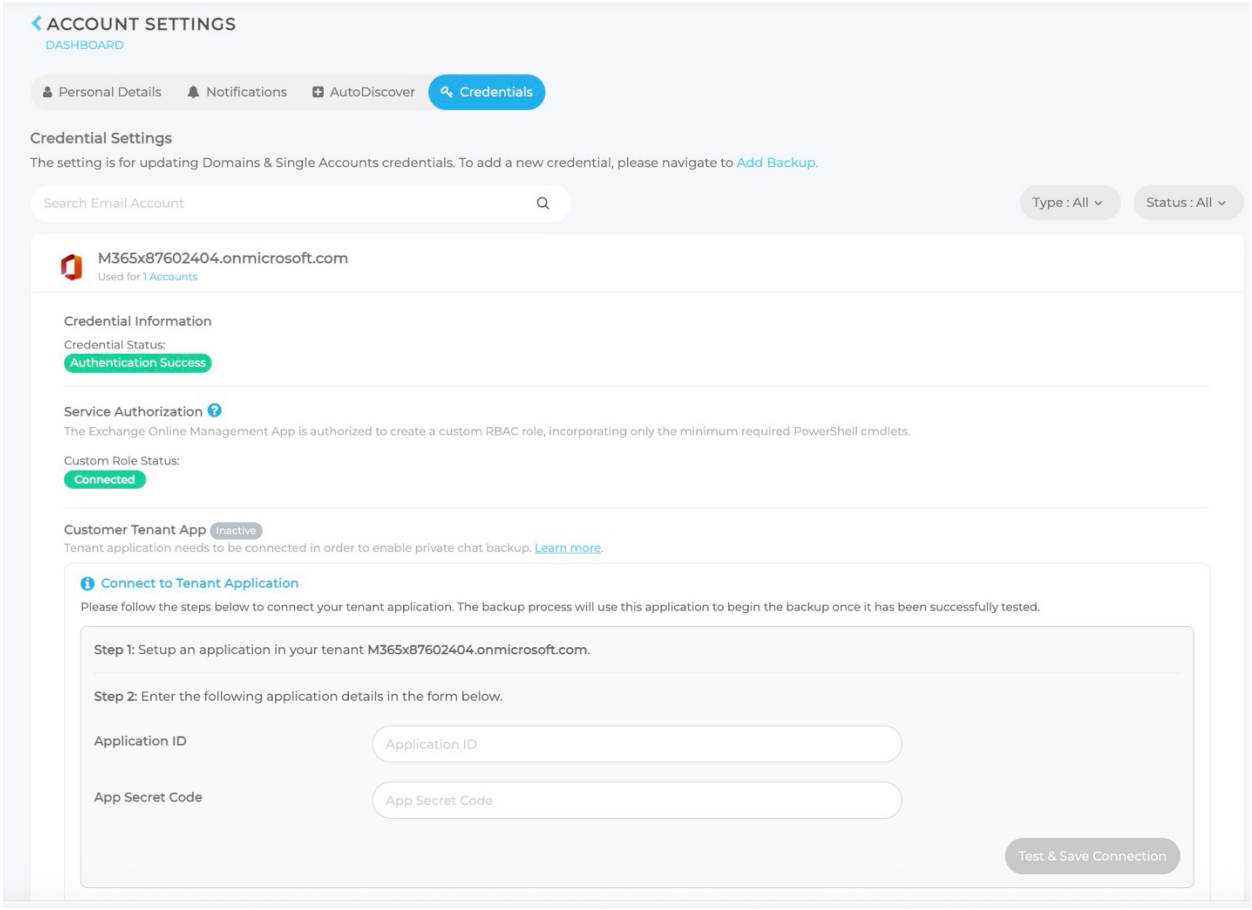


4. Complete the form. Then select the **Register** button. There are 2 sections that you will need to fill in:
    a. Name → It is required. Do not leave this space empty.
    b. Account types → We recommend choosing the first option (single tenant). It is easier to comply with Microsoft's Access Policies.



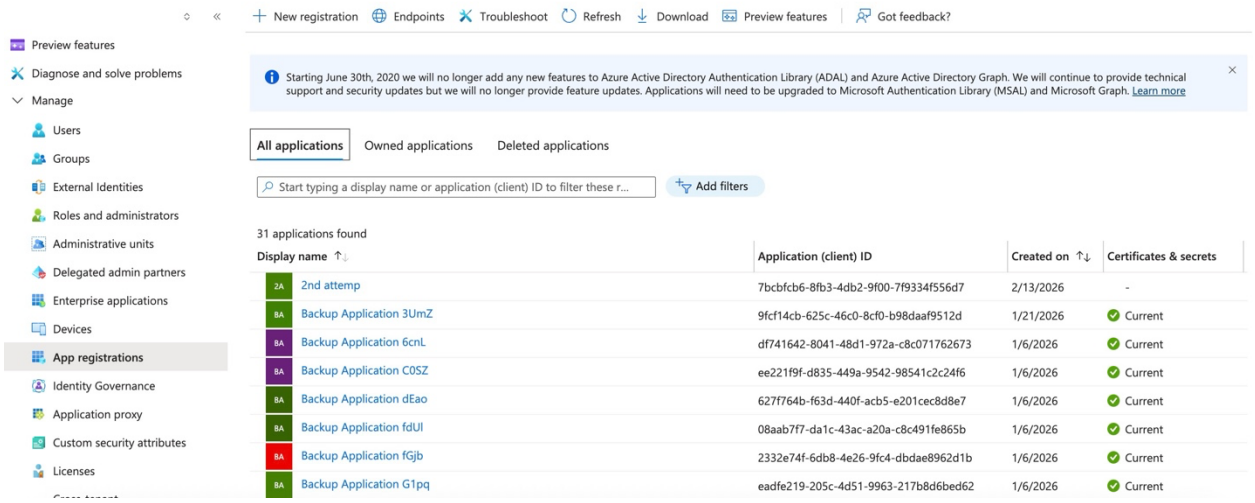
5. Once completed, the system will display detail info. Copy the Application (client) ID and paste it to our portal as the Application ID.



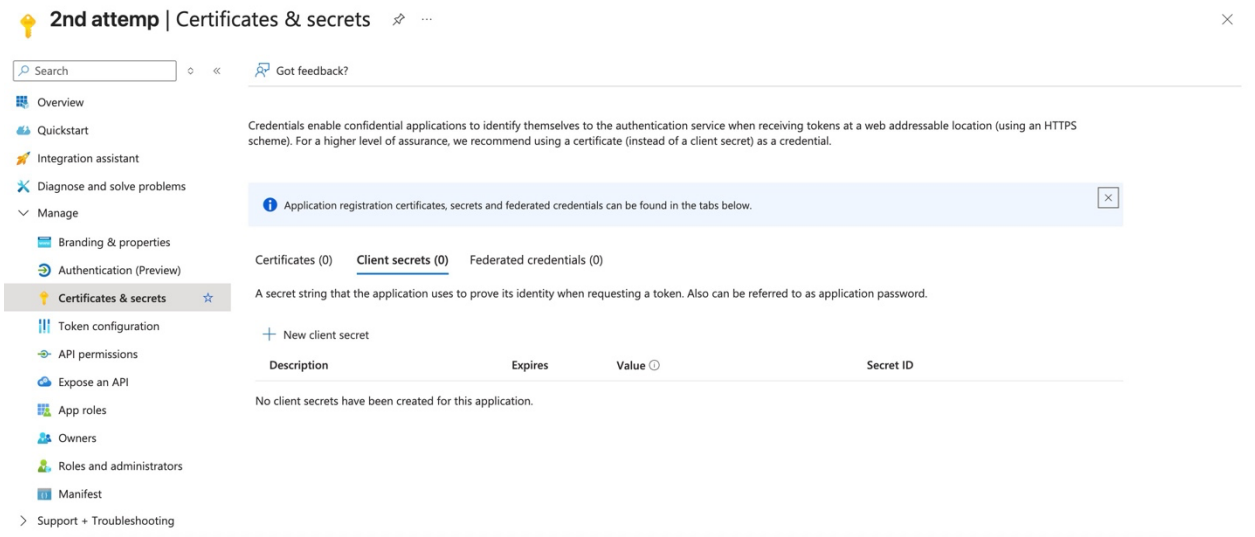

ACCOUNT SETTINGS
DASHBOARD
Personal Details
Notifications
AutoDiscover
Credentials
Credential Settings
The setting is for updating Domains & Single Accounts credentials. To add a new credential, please navigate to Add Backup.
Search Email Account
Type : All
Status : All
M365x87602404.onmicrosoft.com
Used for 1 Accounts
Credential Information
Credential Status:
Authentication Success
Service Authorization
The Exchange Online Management App is authorized to create a custom RBAC role, incorporating only the minimum required PowerShell cmdlets.
Custom Role Status:
Connected
Customer Tenant App
Inactive
Tenant application needs to be connected in order to enable private chat backup. Learn more.
Connect to Tenant Application
Please follow the steps below to connect your tenant application. The backup process will use this application to begin the backup once it has been successfully tested.
Step 1: Setup an application in your tenant M365x87602404.onmicrosoft.com.
Step 2: Enter the following application details in the form below.
Application ID
Application ID
App Secret Code
App Secret Code
Test & Save Connection

Setup The Registered Application

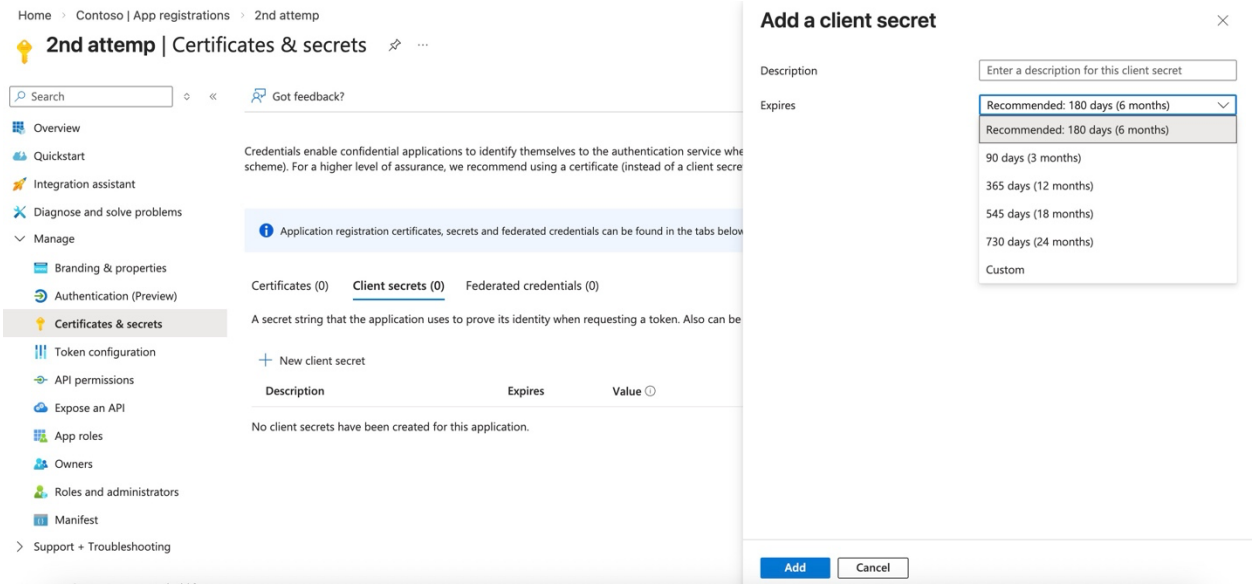
1. Go to https://portal.azure.com and log in using your tenant admin credentials.
2. Select **Microsoft Entra ID** (formerly Azure Active Directory) in the left navigation bar.
3. Select App Registrations, and select All applications tab.



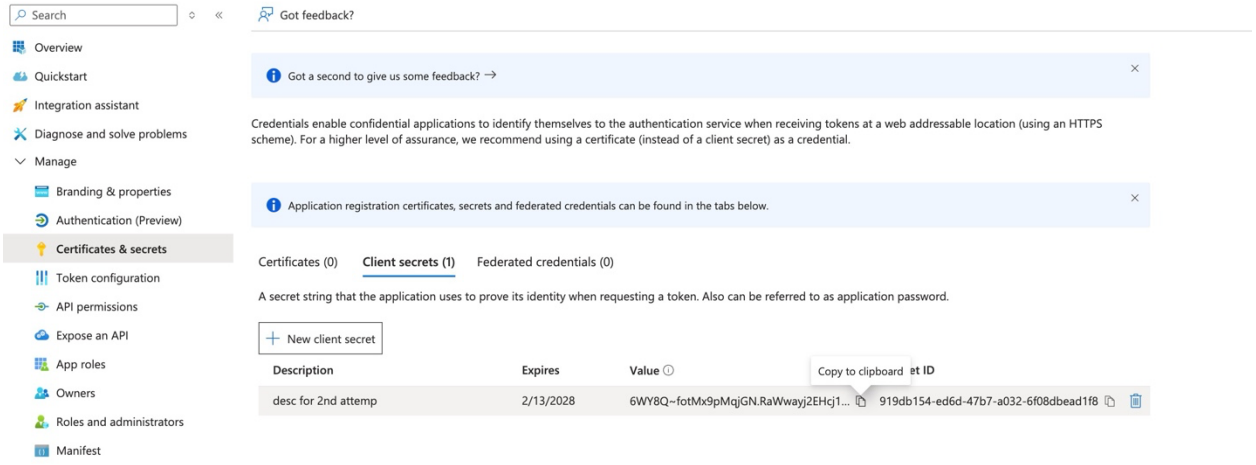
4. Select the registered application you've created on the above section.
5. Expand Manage then select **Certificates & secrets**. Click **+ New client secret**.

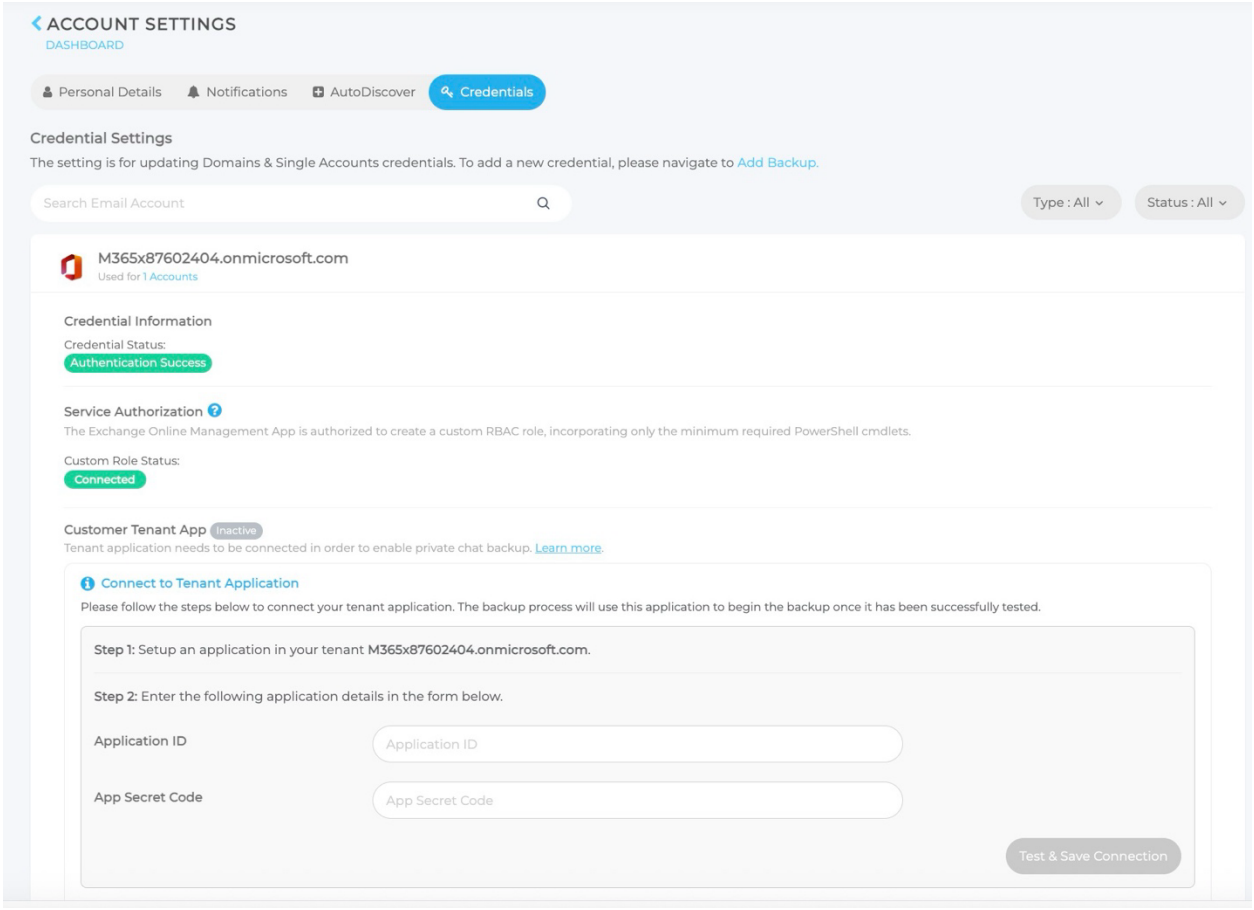


6. Input the description, set it to 24 months, and then select **Add**.

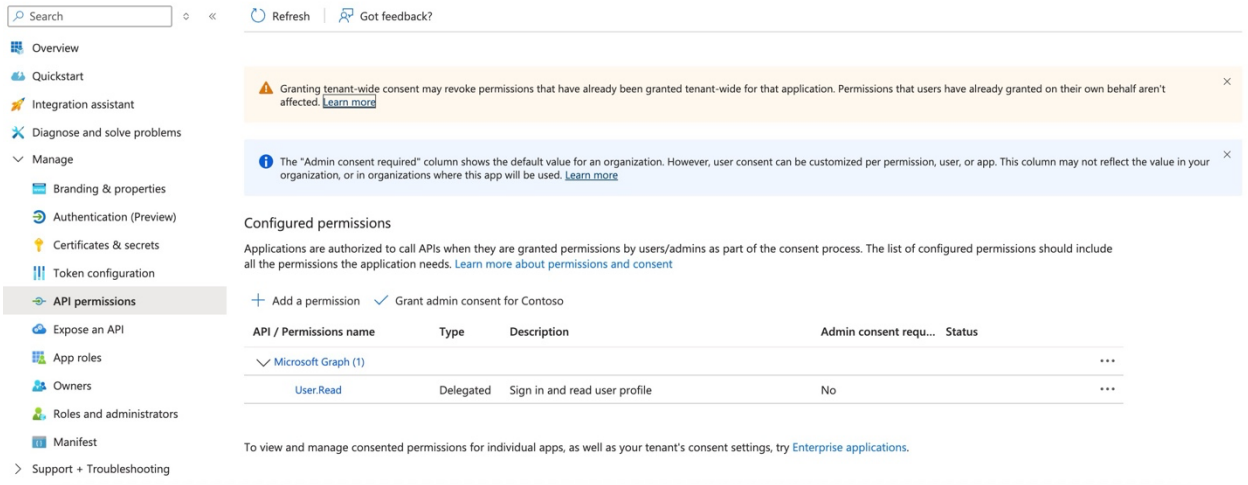


7. Once added, immediately copy the value, and paste it to our portal as the application secret code. ***Please note:*** Microsoft will only allow you to copy value immediately after creation. Once you leave the page, it cannot be copied, and the full value will be hidden.

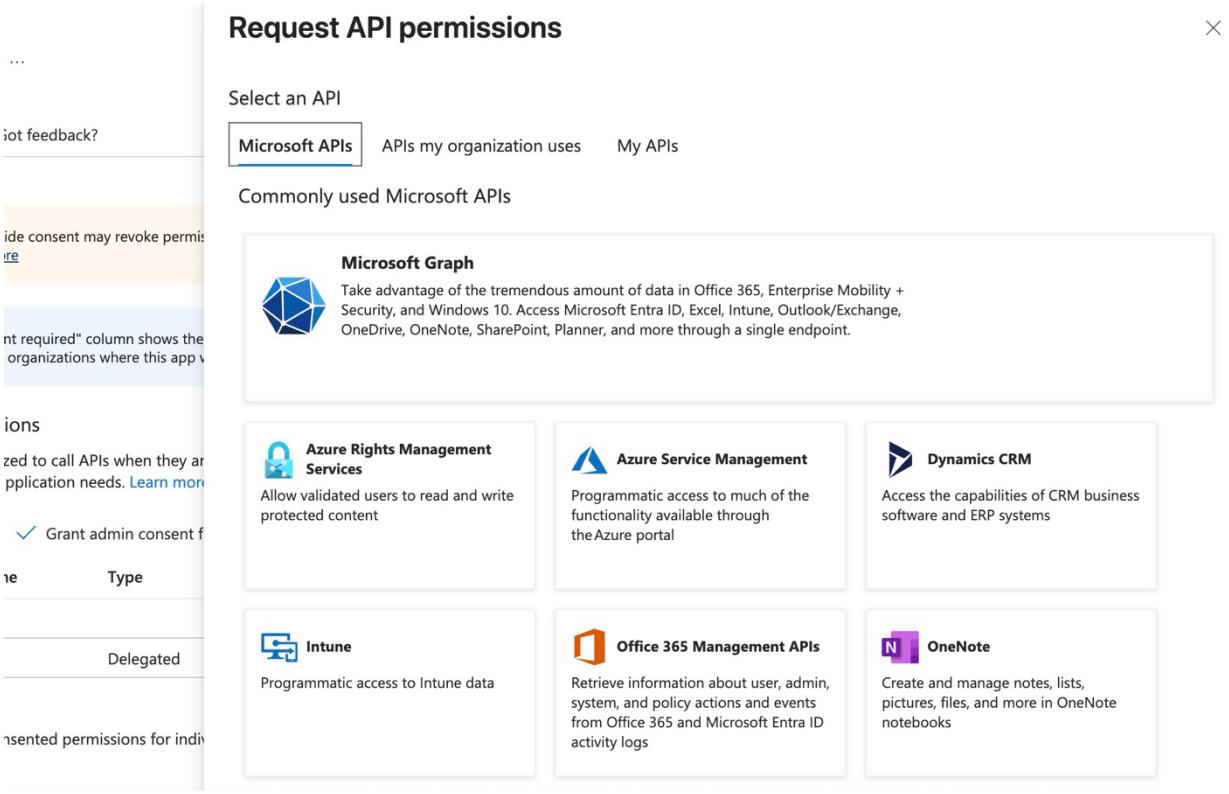




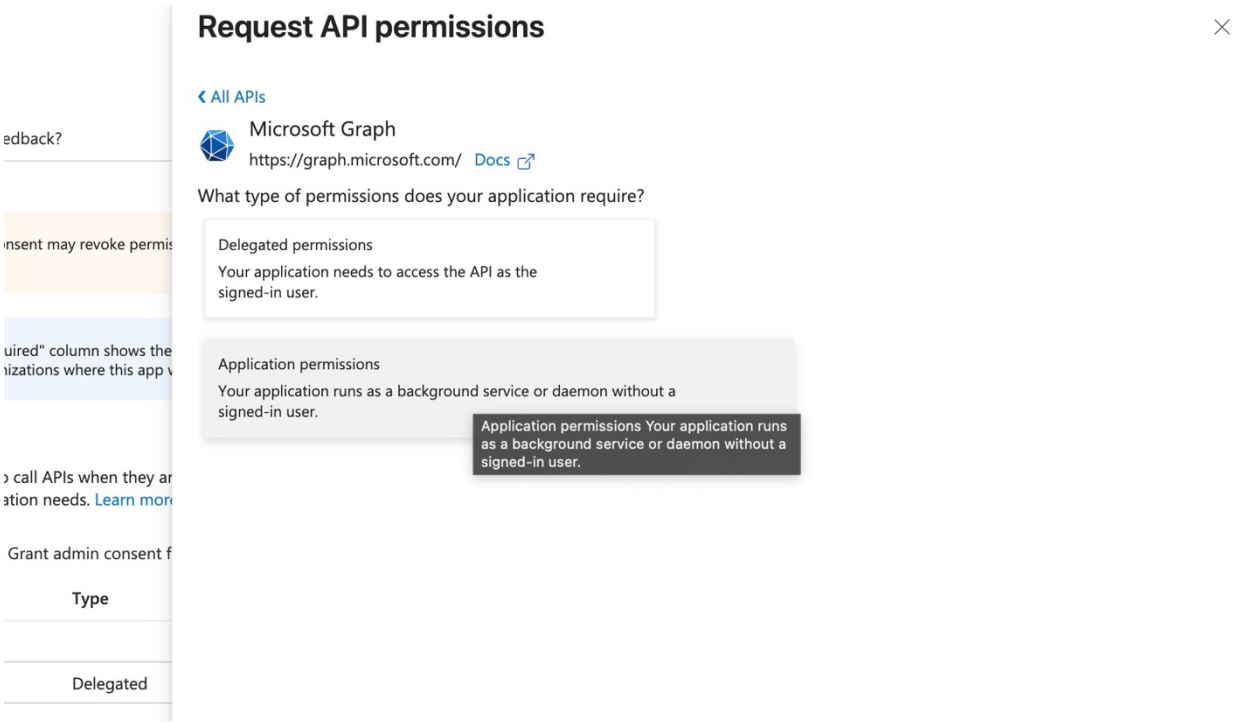
8. Select **API permissions**, then select **+ Add a permission**.



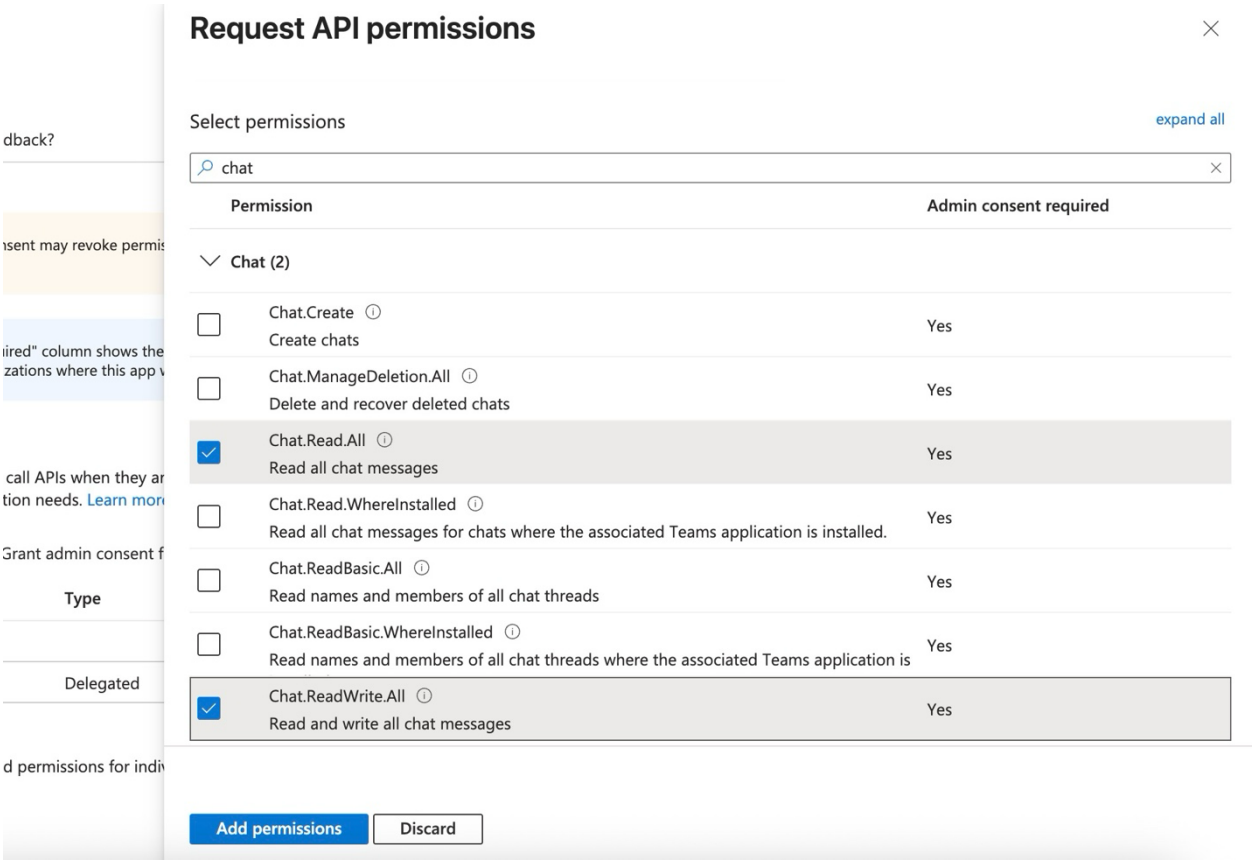
9. Select **Microsoft Graph**.



10. Select **Application permissions**.



11. Input ‘chat’ in search bar, then select `Chat.Read.All` and `Chat.ReadWrite.All`, then select **Add permissions**.



12. Do not forget to select **Grant admin consent for <domain>**.