Purpose of this Guide

A small number of users may receive an error while registering for ColliersCanada.com. This document is intended to help users who have received the below error during the registration process and to support their respective IT team rectifying the issue.

> **Error Message:**
> *"Need Admin Approval - Colliers needs permission to access resources in your organization that only an admin can grant."*

This specific issue may only be solved by your systems administration team. Please contact them directly and provide them with this document for further assistance and support.

If you or your IT colleagues have any further questions, please contact: ServiceDesk@colliers.com with the subject line: "ColliersCanada.com Website Account Error"

Technical Background

Colliers is a commercial real estate services firm serving 70 countries worldwide. As part of our service, we provide restricted access to data, research information, preferences management and Colliers services that are gated by Microsoft's Azure AD.

Users requiring access to these services can either create a new Microsoft account, or use an existing Azure AD Profile. In the event your organization has an Azure AD Profile, an application called **Colliers Web Account** will request permissions to access basic profile information on the user at registration.

Colliers Web Account application consent

This application is a proxy from the ColliersCanada.com website to Azure AD to create a ColliersCanada.com profile and is not sold or distributed to any other organization. It is only used by Colliers to enhance the user experience of ColliersCanada.com

To create an account on ColliersCanada.com, this application requires access to the user's profile in Azure AD. If a tenant does not allow users to consent to third party applications accessing company data on their behalf, they will not be able to create a portal account on ColliersCanada.com. There are a few options for users in this case which can be found below.
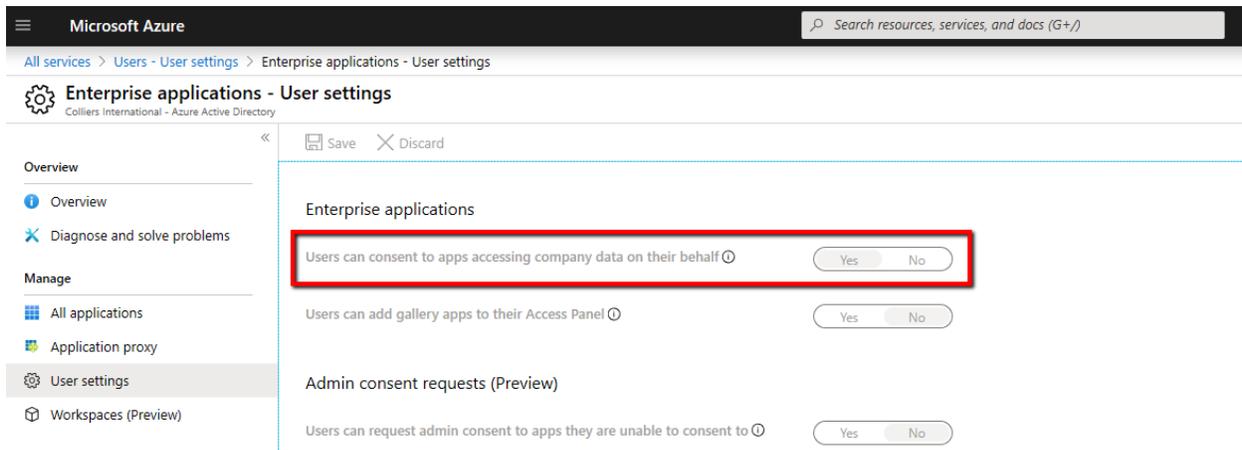
Options:

Option 1: Allow user consent for the tenant

The Azure Active Directory administrator can update their Azure setting to allow user consent. This is done by the administrator going into their Azure Portal (https://portal.azure.com) and navigating to the 'Enterprise Applications – User settings' blade.
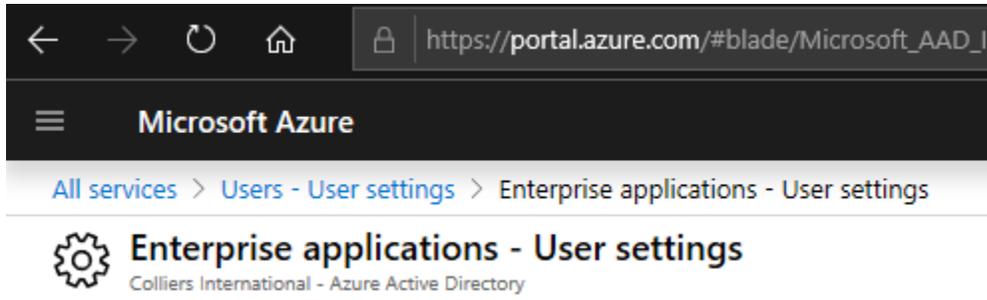
Under Enterprise applications, change the setting for 'Users can consent to apps accessing company data on their behalf' to Yes.

Click Save.

Option 2: Allow user consent for the tenant for single application

The Azure AD administrator can allow access for this single application by adding a parameter to the end of the URL prompting for access. Normal users will not be able to do this. The Azure AD administrator will need to make sure that they consent for the entire organization and not just themselves. For the tenant Azure AD administrator, they need to go through the registration process on ColliersCanada.com. When they get the modal window saying they need admin consent, they can add this parameter to the end of the URL and re-request the page:

&prompt=admin_consent

This will change the modal window to show the check box to 'Consent on behalf of your organization'. Check this box and proceed. This will then allow other users in that tenant to access the ColliersCanada.com portal.

Option 3: User creates a new Microsoft Live account

Users can use or create their own personal Microsoft Live account for which to create a ColliersCanada.com portal account – disconnected from their work account. This will not require administrator consent. This option removes any security concerns by the tenant administrator.

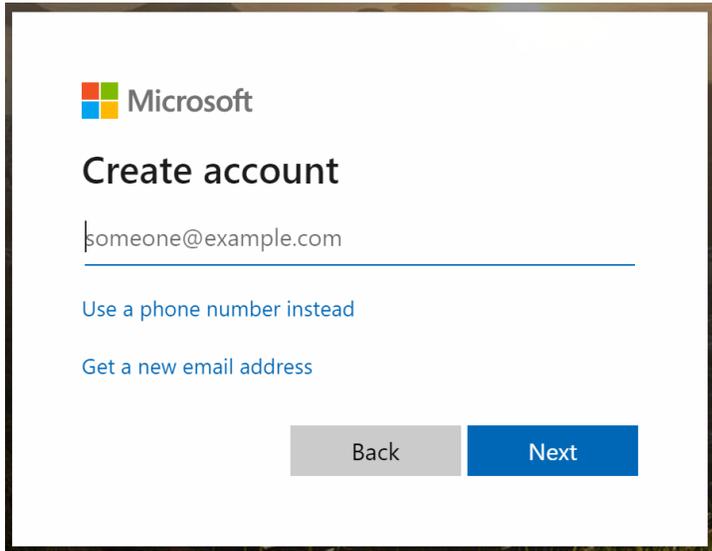Microsoft can create new accounts for any email address:

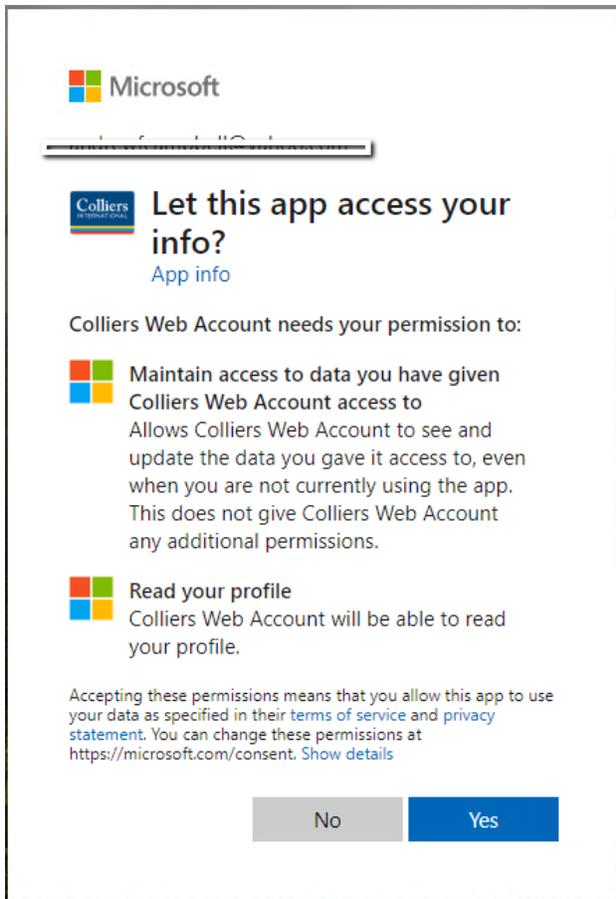Step 1: Select "Create Account"
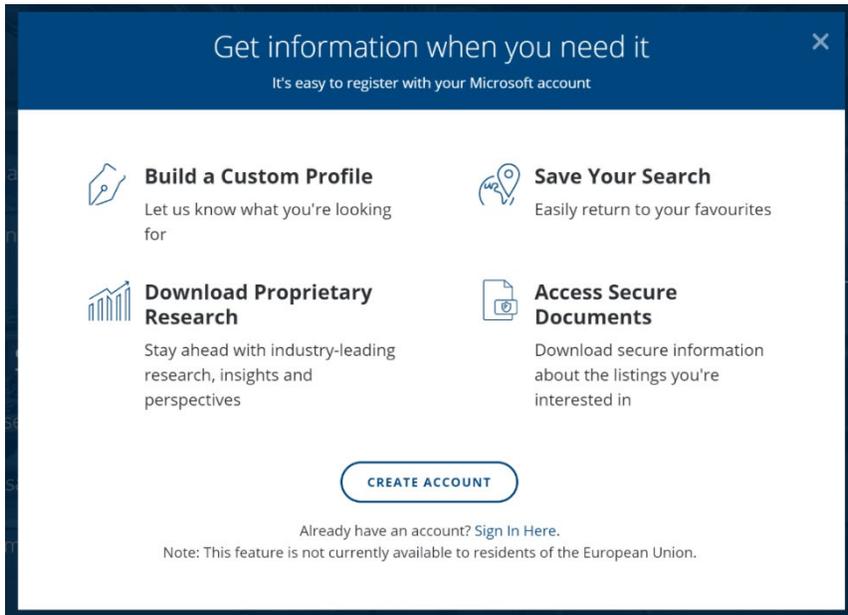
Step 2: Select "Create One"
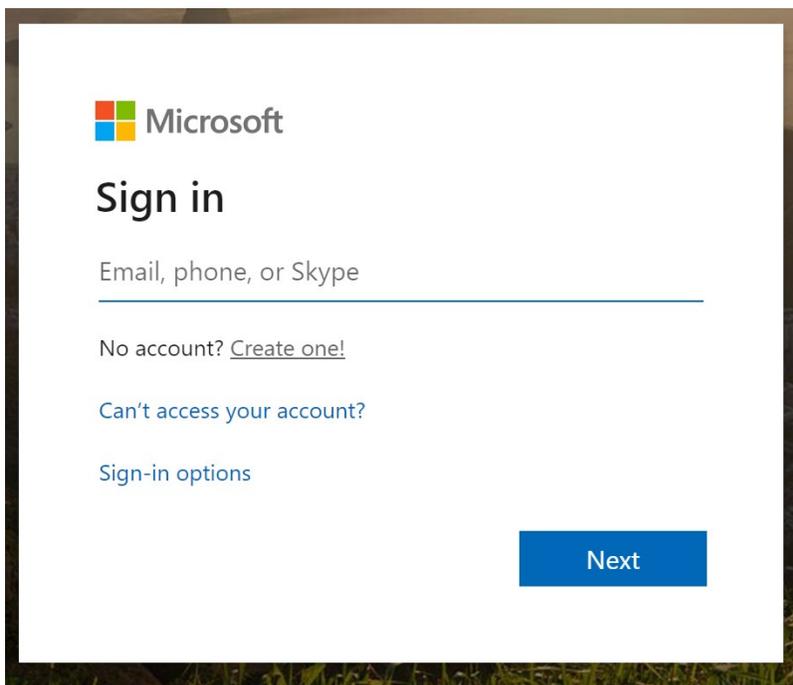
Step 3: Enter any active personal email address outside of your work organization

Step 5: Provide the Colliers Web Account application with access: