

GSD. MS Teams – How to Cross-post a channel conversation in Microsoft Teams

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General Information:

Possible symptoms/errors:

How to Cross-post a channel conversation in Microsoft Teams.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user has an existing post which they want to show in a different channel, they can edit the message and cross-post. Or, if user has information or an announcement that needs to be shared across multiple teams and channels, they can post that message to multiple channels at once. This article shows a guide on how to cross-post a new channel conversation or edit an existing channel conversation and cross-post in Microsoft Teams.

Details:

A. Cross-post a new channel conversation

1. Advise the user to select the Teams channel, then to click New Conversation at the bottom.
2. Ask the user to select Format icon under the box where they type their message.
3. At the top of the box that opens, user can choose a message type: New conversation or Announcement.
4. Ask the user to select Post in multiple channels > Select channels.
5. Ask them to choose the channels to post in or to use search to find a channel. User can post wherever they are a member. Once done, tell them to select Update.
6. The To field updates and shows the channels to post in.
7. Advise the user to type their message and to select Send. This posts their message to the selected channels.

B. Cross-post an existing channel conversation

1. User can edit their existing conversation in a channel by selecting More actions in the post then clicking Edit.
2. Advise the user to select Format icon under the box where they type their message.
3. At the top of the box that opens, user needs to select Post in multiple channels > Select channels.
4. Ask the user to choose the channels they want to add or to use search to find a channel. They can post wherever they are a member. Once done, tell them to select Update.
5. The To field updates and shows the channels to post in.
6. Advise the user to continue editing their message and to select Done. This posts the user's message to the selected channels.

C. Edit a cross-post

1. User can edit their original message in a cross-post anytime by selecting More actions button in the post, and then choosing Edit button.
2. User can also add channels to post in, or they can remove channels from the list. Advise them to select Post in multiple channels > Select channels to find a channel to add.
3. To remove a channel, tell the user to just delete it from the To field by clicking the X.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A