GSD. MS Teams - Delete a File Shared in a Chat in Microsoft Teams

General Information:

Possible symptoms/errors:

User wants to know how to Delete a File Shared in a Chat in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Deleting files in the Files tab of the Teams channel is simple and can be done by selecting the file and clicking on the Delete button.

However, the case is not the same when files are shared in a chat conversation or a Teams meeting chat section. Files shared in a chat are stored to OneDrive. So, if user accidentally uploaded an irrelevant file or may have uploaded a file twice and they wanted to delete it in the Files tab, the Delete option is not available (check the image below).

This article shows a guide on how to delete the file user shared in a chat or in a Teams Meeting chat.

Details:

Delete the chat message which includes the shared file.

In the chat conversation or in a Teams meeting chat section, advise user to find the file they shared and to hover mouse until they see the reactions bar.

User must select More options button then click Delete.

This will delete the message and the file shared in the chat.

NOTE: This will only make the shared file disappear from the Teams chat Files tab. However, the shared file still stays in the OneDrive.

To delete the shared file in OneDrive, advise user to do the following:

Go to Files then select OneDrive.

Select the Microsoft Teams Chat Files folder.

Select the shared file, click Show actions and then click Delete.

A confirmation message dialog box will appear on the screen. User must click on Delete to delete the file.

If user only deletes the shared file in OneDrive (step 2) without deleting Teams message (step 1), the shared file will still show up under Teams chat Files tab. However, if another user will access the shared file, they may get an error message, like the one below. Therefore, to delete the file and access permission, it is highly recommended to do both steps.

If this article did not resolve the issue, send an e-mail from ServiceNow ticket to One365Support@freseniusmedicalcare.com.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A