GSD. MS Teams – How to Synchronize Microsoft Teams Files to a local Computer

General Information:

Possible symptoms/errors:

How to Synchronize Microsoft Teams Files to a local Computer.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

One of the advantages of Teams is its ability to integrate with OneDrive to synchronize folders and files to user's local computer. Synchronizing files from Teams to a desktop allows user to view files stored in Office 365 from File Explorer and work on their files in Offline mode. This article guides user on how they can synchronize their files in Teams to their computer.

Details:

A. Using Open in SharePoint

1. In Teams, advise the user to click on Teams then to select the team and channel with files they want to sync.

2. Ask the user to click on the Files tab.

3. Then, to click Open in SharePoint.

If user cannot find Open in SharePoint, they need to click then select Open in SharePoint.

4. User's default browser will open a SharePoint page displaying all stored documents for this channel.

If user only wants to synchronize the documents for this channel, advise them to click on Sync.

A permission window will pop-up asking user to confirm that they want to use OneDrive to perform the sync action. Ask the user to click Open Microsoft OneDrive to begin.

Depending on the amount of data to sync, the process could take a few minutes to complete.

If user wants to synchronize all the documents for the entire team, they need to click on Documents. This will take them up one level and display all content for that team

Each channel will be represented by a folder in user's SharePoint document library:

A permission window will pop-up asking user to confirm that they want to use OneDrive to perform the sync action. Advise the user to click Open Microsoft OneDrive to begin.

Depending on the amount of data to sync, the process could take a few minutes to complete.

B. Sync option in Teams

The sync option in Teams interface also allows user to sync teams files to their computer so they won't have to open SharePoint to sync. However, if user wants to sync all their channels, they still need to open in SharePoint.

1. In Teams, advise the user to click on Teams then to select the team and channel with files they want to sync.

2. Ask the user to click on the Files tab.

3. Then, to click on Sync.

4. Depending on the amount of data to sync, the process could take a few minutes to complete.

C. Access synchronized files

1. Once user's content is synchronized, they can locally access all files from their team by using File Explorer.

In the File Explorer, user needs to click the Building icon and the name of their organization (for this example it is Fresenius). This is where user's Team (Channel) files and folders will be synced.

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