GSD. MS Teams – How to Rename Teams and Channels in Microsoft Teams

General Information:

Possible symptoms/errors:

How to Rename Teams and Channels in Microsoft Teams.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows a guide on how user can change the display name of a team and a channel in Microsoft Teams and other things to consider when renaming them.

Note:

If user is the team owner, they can rename the team from Microsoft Teams with no issues.By default, all team members can update the name of a channel in Teams. If the option is not available, that means that the owner of the team has changed the permissions that members have.

A. Rename a team

Advise the user to select the team which they want to rename.

Ask the user to click on the More options button then to select Edit team.

Advise the user to change the team name then to click on Done.

B. Rename a channel

Note: User cannot change the name of the General channel - that default channel is always called General and is always the first channel in the list.

Advise the user to select the channel in the team which they want to rename.

Ask the user to click on the More options button then to select Edit this channel.

Tell the user to change the channel name then to click on Save.

Note: If user does not see the Edit this channel option, that means that the owner of the team has changed the permissions that members have.

Things to consider when renaming a team and a channel in Microsoft Teams:

By default, when a Team is created, a SharePoint site is also created and associated to the created Team in order to store all related documents that are shared in user's Team.

On the other hand, when a channel is created Microsoft Teams, a folder with the same name of the channel is created in the SharePoint Document library and named 'Documents'.

When renaming a team or a channel:

The name change that user performed in Teams is not reflected in SharePoint.

When user changes the name of the team, the name of the SharePoint site created for the team will not be changed.When user changes the name of the channel, the name of the folder in SharePoint is not changed and will retain the name of the original channel.

When user goes to the Files tab in the channel that was renamed, they will see the new channel name at the top, but the original channel name is still displayed below.

In SharePoint, it is not advisable to change the name of the folder that is associated to the channel to match it with the renamed channel in Microsoft Teams.

The Teams channel files tab is linked to the original name of the channel. If user changes the name of the folder that is associated to a Teams standard channel, this will temporarily break the Files tab of the channel. Then it will create an empty folder with the original name of the channel and link that empty folder to the channel's Files tab.The documents that were originally shared in the Teams standard channel will be in the folder that was renamed and will need to be moved to the new empty folder to be visible in Teams.

Changing the display name for a team has zero effect on the URLs used by SharePoint.

Microsoft creates an URL for user's channel which is being used to access and store all the information and this link will remain unchanged due to technical reasons even upon renaming a channel.

For instance, if user creates a team called "Test Team", they end up with a URL like https://tenant.sharepoint.com/teams/TestTeam

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