GSD. Outlook - How to activate Microsoft Teams Add-In in Outlook

General Information:

Possible symptoms/errors:

Users want to know How to activate Microsoft Teams Add-In in Outlook

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

The Microsoft Teams Meeting Add-in is automatically installed. User will see the Microsoft Teams Meeting Add-in on the Calendar ribbon in Outlook.Please follow these instructions if the Team Meeting button is not visible. There are three options on how to fix this issue.

Details:

Option 1

1. In Outlook, ask user to click File.

2. Then advise user to choose Options.

3. In the Outlook Options window, ask user to select Add-ins

NOTE: If the Microsoft Teams Meeting Add-in for Microsoft Office is already active, it will be listed under Active Application Add-ins. Otherwise proceed with the next steps

4. Inform user to select COM Add-ins > Go...

5. Ask user to select the Checkbox next to the Microsoft Meeting Teams Add-in for Microsoft Office. Advise user to confirm your selection by clicking OK.

6. User will now be redirected to Outlook. In the calendar view, user can now see the New Teams Meeting icon in the ribbon bar.

Option 2

User can do this option if option 1 does not work or if the Teams add-in is unavailable in the list.

1. Ask user to close Outlook.

2. Advise user to close Teams by following these steps:

Inform user to look for Teams' icon on the system tray. If this is unavailable, ask them to click the arrow pointing upward and look for Teams' icon.

Advise user to right click on the Teams icon and select Quit. This should close Teams.

3. Inform user to reopen Teams and sign in.

4. After signing in, ask user to close Teams again by following step 2 and reopen again.

5. After relaunching Teams, inform user to reopen Outlook.

6. The Teams Meeting icon should now be available after doing the steps just like in the last step in Option 1.

Option 3: Register Teams as Chat App for Office

1. On Teams, ask user to click their profile's icon on the upper right corner and select Settings.

2. Inform user to put a check beside Register Teams as the chat app for Office (requires restarting Office applications).

3. Advise user to close Teams and other Office applications.

4. Ask user to relaunch Outlook and the Teams meeting app should now be available just like in Option 1's last step.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A