

GSD. Outlook - How to Make Microsoft Teams as the Default Conversation App in Outlook

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General Information:

Possible symptoms/errors:

Users want to know How to Make Microsoft Teams as the Default Conversation App in Outlook

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution: This article shows a guide on how user can make the Microsoft Teams as default conversation application when starting a new conversation or IM (instant messaging) from Outlook.

Details:

1. Ask user to close Outlook and open Microsoft Teams.
2. Inform user that in Teams, click on their profile picture then select Settings.
3. Under Settings, ask user to select General.
4. Under Application, advise user to select the check box before Register Teams as the chat app for Office (requires restarting Office applications) option.
5. Ask user to open Outlook. Start creating IM and check if Teams opens automatically.

Assignment Group:

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

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A