

# GSD. MS Teams – How to Collaborate with External Users in Microsoft Teams

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General Information:

Possible symptoms/errors:

How to Collaborate with External Users in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

To collaborate with the people outside Fresenius, user can use Teams to schedule meetings or invite them as a member of the team in Microsoft Teams.

Details:

Note: User is not enabled to have a direct conversation, chat or have a call with users outside our tenant. Below are the methods they can use to collaborate with people outside the organization.

Schedule Teams meeting with people outside the organization.

How to Invite an External User to a Meeting in Microsoft Teams:

User needs to create a meeting invitation from Outlook, Outlook Web or Teams and invite the person by using their email address. From Outlook:

In Outlook, advise the user to select the File tab > New Meeting > Teams Meeting.

Ask the user to invite the external user by using their email address. They will be notified that the recipient is outside their organization.

Advise the user to complete the meeting invite and to click Send.

Outlook Web Application:

In OWA, advise the user to go to Calendar in the navigation pane.

Then, to click on New event.

Advise the user to invite the external user by using their email address. They will be notified that the recipient is outside their organization.

Ask them to select Teams Meeting in the location field.

Ask the user to complete the meeting invite then to click Send.

From Teams:

In Teams Calendar, advise the user to click on New Meeting.

Scheduling form opens. Now user needs to Enter a meeting title.

Ask the user to enter the email address in the Add required attendees field to invite the external user to the meeting. User will get an option to invite the email address they typed in.

Tell the user to complete the meeting details. Once meeting details have been entered, user needs to click on Send.

2. The recipient gets an email invite with the link to the meeting. (In this example, invitation is sent to a Gmail account).

How can External User Join a Teams Meeting:

Advise the user to go to the meeting invite in their email.<sup>2</sup>. Then, to click on the Join Microsoft Teams Meeting link at the bottom of the email.

3. If the Microsoft Teams application is already installed on the computer, it will ask if user wants to open the application. Ask the user to click on Launch it now. It will start up Teams.

4. If Teams is not yet installed, user can choose to Download the Windows app or Join on the web instead.

When joining Teams meeting on the web, user has an option to type in a name.

5. Advise the user to choose their audio and video settings.

6. Once ready, user needs to click Join now button.

7. Once the user is in the lobby, the meeting organizer will be notified that they are there, and they'll be admitted in.

Note: If no one has admitted user to the meeting within 15 minutes of joining, they'll be kicked out from the lobby, and they'll need to join again.

Invite people outside the organization to your team in Microsoft Teams.

How to Add a Guest to a Team in Microsoft Teams:

Note: User must be a team owner to add guests in Teams. Note: External Sharing option should be enabled for the Teams team.

1. User needs to go to Teams then select the name of the team. Ask the user to click on More Options icon then select Add member.

2. Advise the user to enter the guest's email address they wish to add to their team.

3. Ask the user to click Edit icon to edit the guest user's display name.

Note: If user did not edit the guest account name before they click 'Add', there is no way to edit the Guest's display name after. 4. Once done, advise the user to click Add.

5. Guests will receive a welcome email invitation that includes some information about joining Teams and what the guest experience is like.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A