

GSD. MS Teams - Work in channels in Microsoft Teams

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General Information:

Possible symptoms/errors:

User wants to know How to work in channels in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Teams in Microsoft Teams are made up of channels which contains the conversations user has with the other members of the team. Channels are also where they hold meetings, have conversations, and work on files together. In a channel, they can reply to participate in a conversation, start a new one and like or save a message.

Channels are where team conversations happen:

Standard channels are available to all team members. Private channels are for specific people who have been invited to them.

Details:

To hold a meeting in a channel, advise user to:

Select Calendar > New meeting > Add channel > choose a channel from the list. Add details. Select Send. If they want to join an ongoing channel meeting, select Join on the meeting.

Work with messages in a channel.

Team members post messages and replies under the Posts tab in a channel. User can:

Select to like an item. next to a message to show you liked it. Select More options (...) > Edit to edit a message. Select More options (...) > Delete to delete it.

Start a new conversation and get someone's attention in a channel

To create a post in a channel, User must select New conversation. When they're working on their post, they can:

Type in front of a team member's name to include them in the conversation. Type in front of a team or channel name to include the entire team or channel.

NOTE: User can only @mention a team or channel if their admin has enabled it.

See where you've been mentioned

Advise user to look for the red circle on the left next to different channel names to see the number of times their name has been mentioned in a conversation.

Co-edit a file and view channel info

Collaboration with teammates in a channel:

Attach a file to your message. Comment and edit the file with your team. Open the right-hand pane to:

Add new members. See current members. View apps.

Pin and unpin a channel

Pin a channel to teams list for quick access:

On the channel user wants, they must select More options (...) > Pin. To unpin it, advise them to select More options (...) > Unpin.

Assignment Group:

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

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

O365 Support

https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0039429

Work in channels

<https://fresenius.sharepoint.com/sites/MS365Learning/SitePages/CustomLearningViewer.aspx?cdn=Default&playlist;=d4f4cae2-ce9a-483a-a786-93974e40b482&asset;=99d33aaa-0743-47c6-a476-eb0a24abcb7e>