

GSD. MS Teams - How to Invite an External User to a Meeting in Microsoft Teams

Article ID: KB0039190

Created: 2024-12-19 13:59:26

Updated: 2025-01-23 17:03:07

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/67c11840c38a1a100acd33001501312a',

'value': '67c11840c38a1a100acd33001501312a'}

General Information:

Possible symptoms/errors:

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

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Users can use Teams to schedule meetings, make voice and video calls, chat one-to-one online, work and collaborate on documents real-time. It is also possible to collaborate with people outside user's organization. This article shows a guide on how to invite an external user to a Teams meeting.Details:

1. Advise the user to create a meeting invitation from Outlook, Outlook Web or Teams and to invite another user by using their email address.From Outlook

In Outlook, ask the user to select the File tab > New Meeting > Teams Meeting.Instruct the user to invite the external user by using their email address. User will be notified that the recipient is outside their organization.User needs now to complete the meeting invite and click Send.

Outlook Web Application

In OWA, advise the user to go to Calendar in the navigation pane.Then, to click on New event.Instruct the user to invite the external user by using their email address. User will be notified that the recipient is outside their organization.Ask the user to select Teams Meeting in the location field.The user needs now to complete the meeting invite, then click Send.

From Teams

In Teams Calendar, advise the user to click on New Meeting.Scheduling form opens. User needs now to enter a meeting title.Instruct 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.Ask the user to complete the meeting details. Once meeting details have been entered, they need 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).

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: