

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

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General Information:

Possible symptoms/errors:

Users want to know how to Invite an External User to a Meeting in Microsoft Teams

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution: User 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 your organization. This article shows a guide on how to invite an external user to a Teams meeting.Details:

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

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

Ask user to invite the external user by using their email address. User will be notified that the recipient is outside their organization.Advise user to complete the meeting invite and click Send.

Outlook Web Application:

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

Ask user to click on New event.Advise user to invite the external user by using their email address. User will be notified that the recipient is outside their organization.Inform user to select Teams Meeting in the location field.Ask user to complete the meeting invite then click Send.

From Teams:

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

Scheduling form opens. Ask user to Enter a meeting title.Inform 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 their typed in.Ask user to complete the meeting details. Once meeting details have been entered, advise user 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: N/A

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

Important Links:

N/A