

Microsoft Teams External Sharing Walkthrough

Department of the Interior
Enterprise Collaboration Services



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Summary

This document outlines the process for enabling external sharing in O365 teams. Once completed, a user from a domain outside DOI will be allowed controlled guest access to MS Teams, SharePoint Sites, and Document libraries.

The back-end settings have been enabled in the DOI O365 Admin Centers and Azure AD according to the following specifications:

<https://docs.microsoft.com/en-us/microsoft-365/solutions/collaborate-as-team?view=o365-worldwide>



Guest Permissions Matrix

Comparison of team member and guest capabilities

The following table compares the Teams functionality available for an organization's team members and its guests.

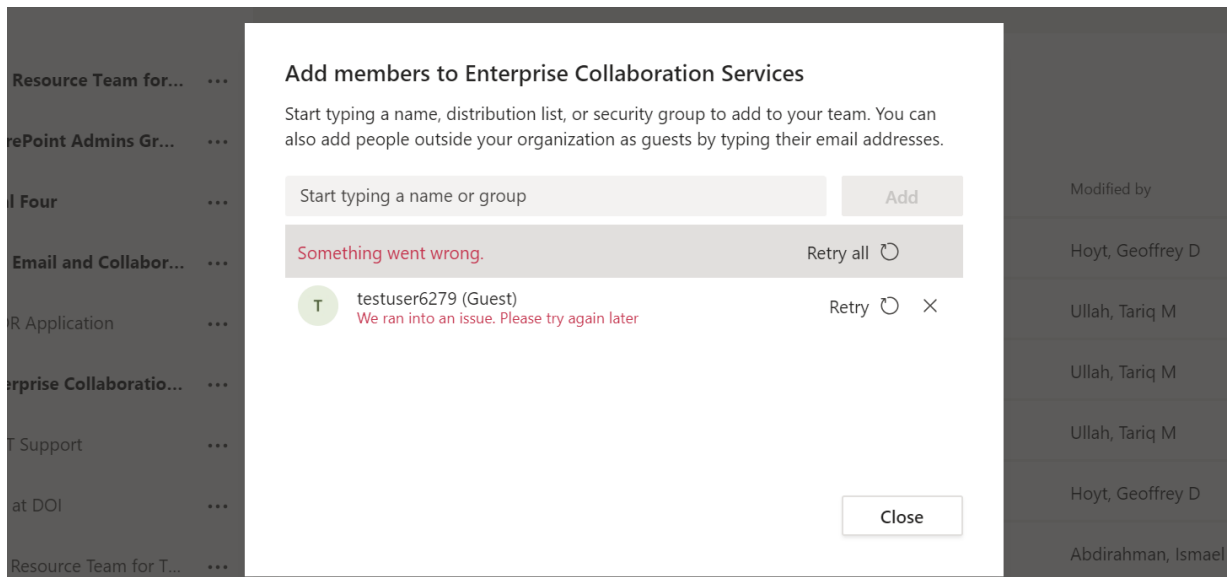
Capability in Teams	Teams user in the organization	Guest user
Create a channel <i>Team owners control this setting.</i>	✓	✓
Participate in a private chat	✓	✓
Participate in a channel conversation	✓	✓
Post, delete, and edit messages	✓	✓
Share a channel file	✓	✓
Share a chat file	✓	
Add apps (tabs, bots, or connectors)	✓	
Create meetings or access schedules	✓	
Access OneDrive for Business storage	✓	
Create tenant-wide and teams/channels guest access policies	✓	
Invite a user outside the Office 365 tenant's domain <i>Team owners control this setting.</i>	✓	
Create a team	✓	
Discover and join a public team	✓	
View organization chart	✓	
Use inline translation	✓	
Become team owner	✓	



Notable Issue

A false negative error occurs when adding an external user through the Teams App. (See Step 3). This error has been identified as being related to network traffic congestion. Here is a brief description of the error:

- “Something went wrong” along with a message stating “This person has been added, but it might take a while for them to show up in your member list”
- The user still receives an email; however, they do not have permissions to the Team yet.
- The user must wait a period of 4 hours before accessing the team through the email link.



Resource Team for... ...

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Resource Team for T... ...

Modified by

Hoyt, Geoffrey D

Ullah, Tariq M

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Hoyt, Geoffrey D

Abdirahman, Ismael

Add members to Enterprise Collaboration Services

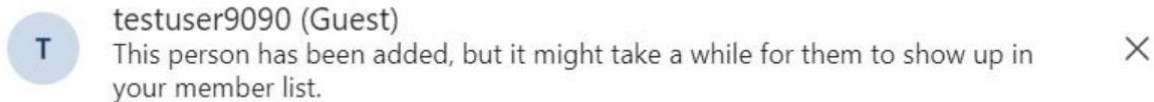
Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.

Start typing a name or group

Something went wrong.

T testuser6279 (Guest)

We ran into an issue. Please try again later



T testuser9090 (Guest)

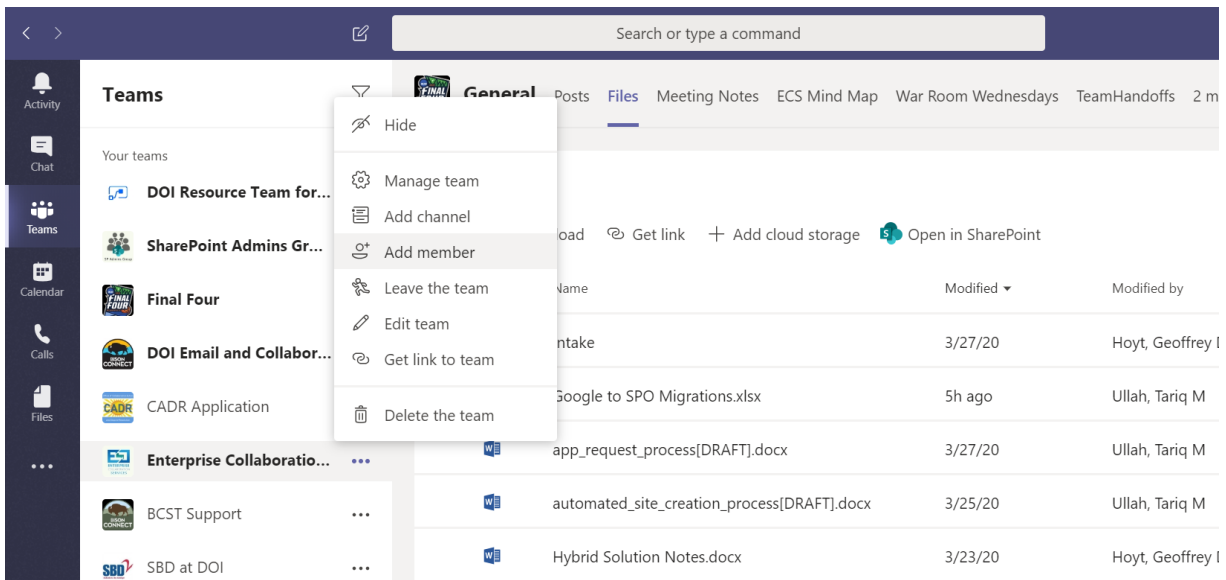
This person has been added, but it might take a while for them to show up in your member list.



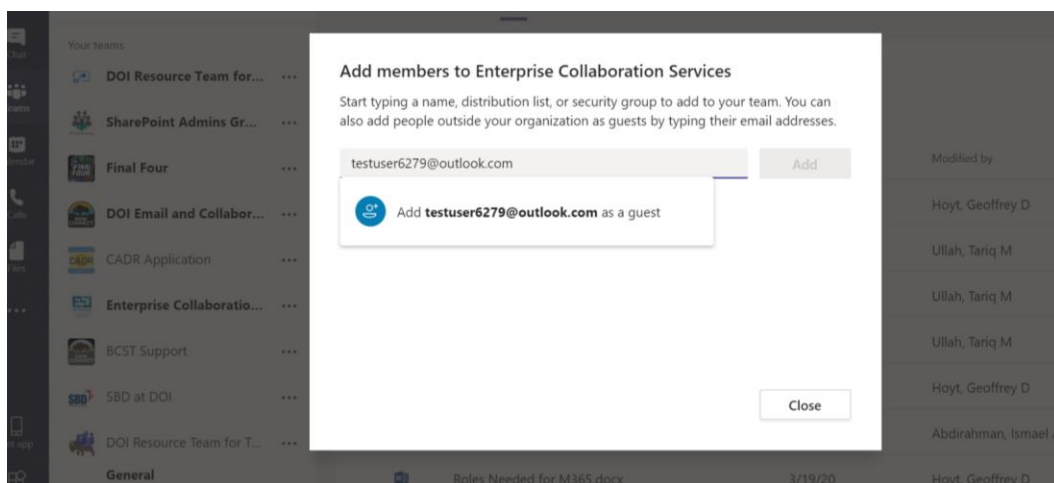
Walk through

Steps for adding a Guest to a MS Team:

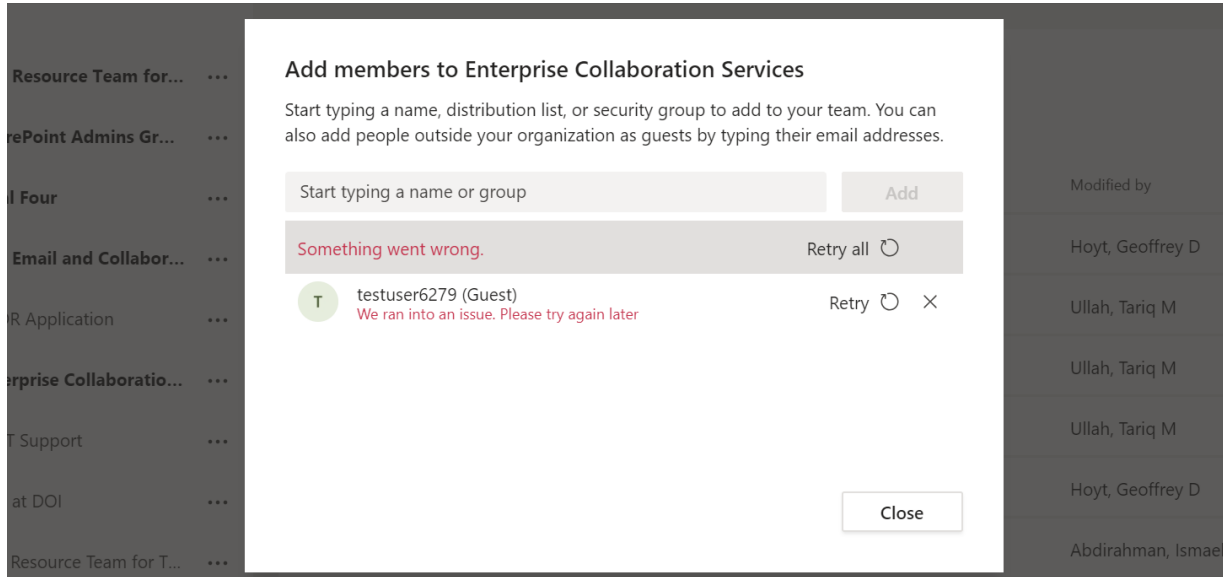
1. [OWNER] Open MS Teams and navigate to the "Teams" pane. Identify the Team you wish to add a guest member to and click the three ellipses beside the Team name. Then click "Add member"



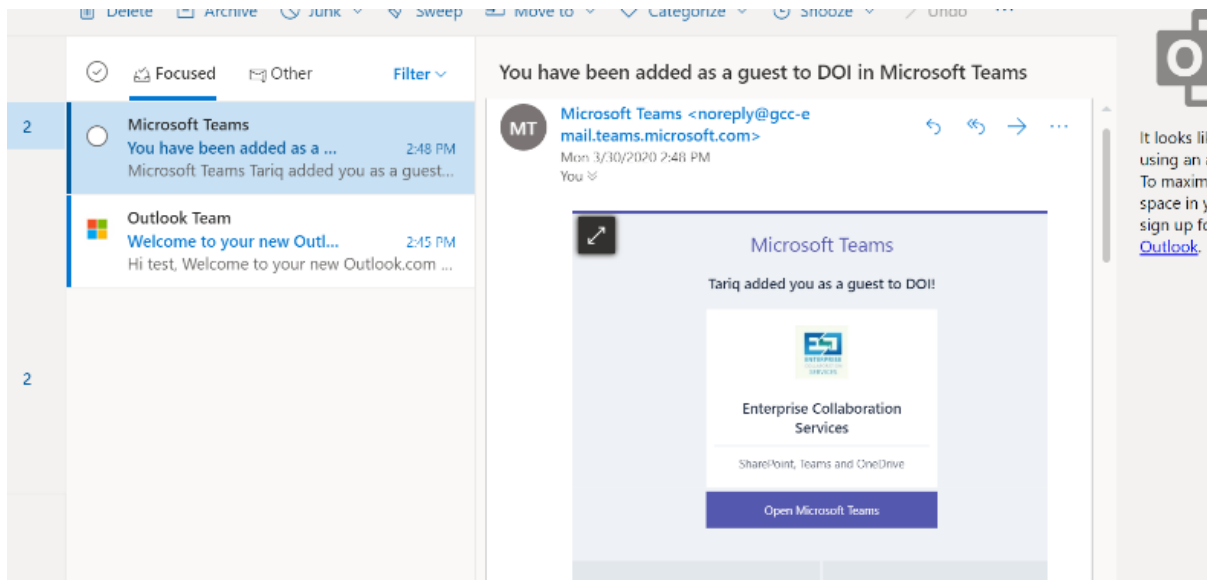
2. [OWNER] Type in the email address of the Guest you wish to add. If their address does not autocomplete, then they must be invited to use MS Teams. Press "Add example@example.com as a guest":

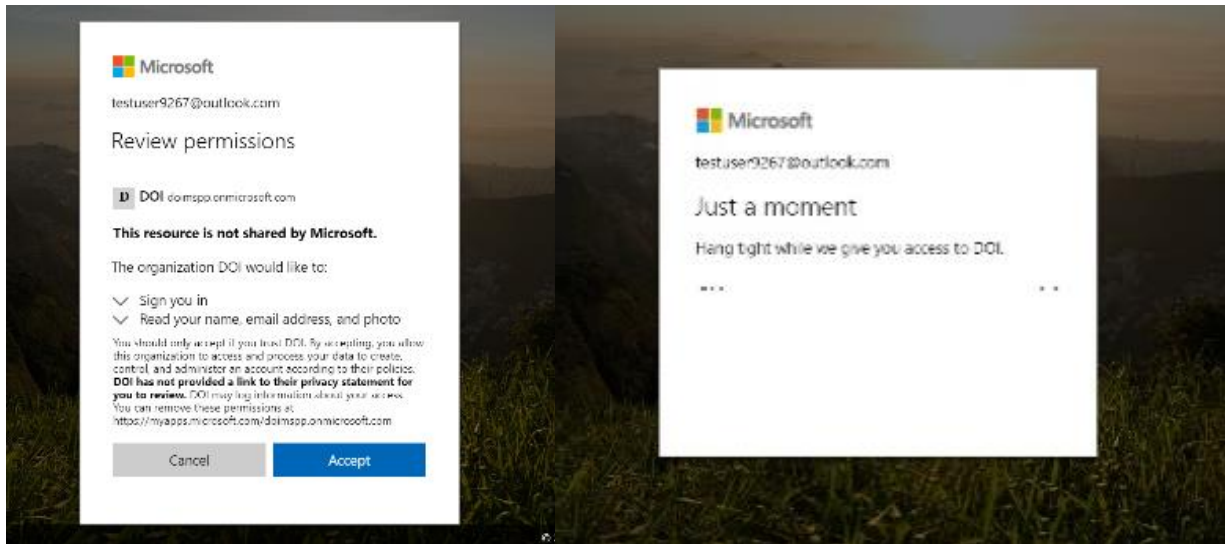


- [OWNER] After pressing "Add" you will receive the message "Something went wrong." After testing, this appears to be a false negative. Please see the notes on this on page 2. The user will still receive an email with a link to the team. Press "Close"

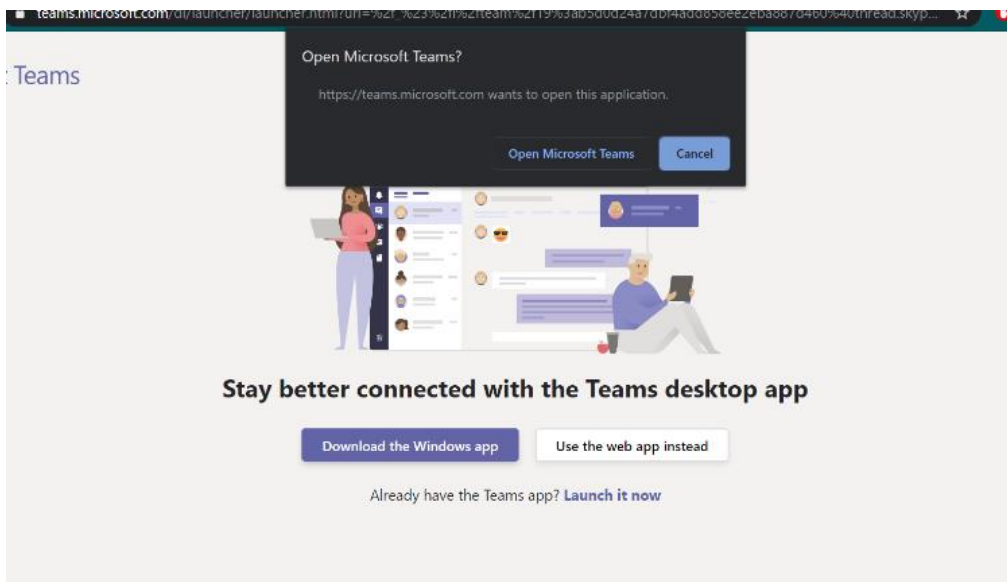


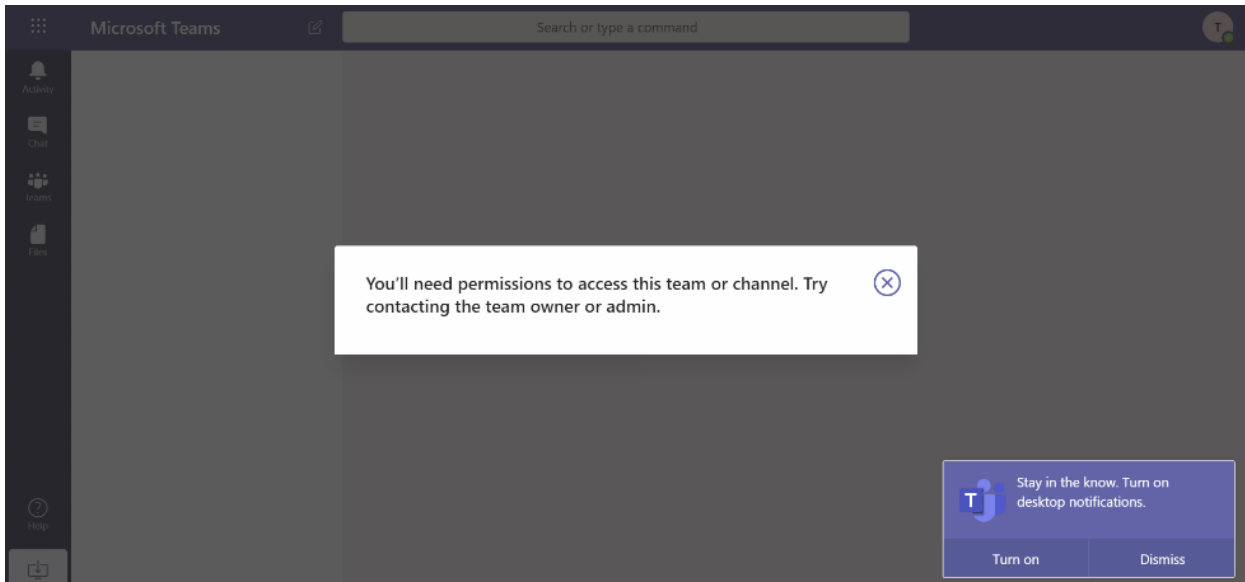
- [USER] The user will receive an email with a link to MS teams. Press "Open Microsoft teams" and follow the prompts. **Note that the user may have to wait up to 4 hours for the link to become active.**





- 5. [USER] The user will be given the option to open in the desktop application. Hit "Cancel" and "Use the Web App instead." Wait for Teams to be initialized.





6. [OWNER] Confirm membership by pressing "Manage Team" from the ellipses. Under "Members & guests" you will see the newly added guest.

