#### Microsoft Teams:

#### Grant Access to Parties Outside of

#### Edinburgh Napier University Tenancy

# External users in Microsoft Teams

It is possible to add people external to the university to your Microsoft team(s). As a general definition, an external user is someone without @napier.ac.uk in their email address.

These people are added as a ‘guest’ which gives them slightly different privileges than members or owners. You can find out more about the capabilities associated with roles of Owners, Members and Guests in MS Teams [here](https://support.office.com/en-gb/article/team-owner-member-and-guest-capabilities-in-teams-d03fdf5b-1a6e-48e4-8e07-b13e1350ec7b). As these users are external to the university, they also lack some features when using Teams. Guests do not need to have a Microsoft Teams account to join or specific software; they will have the option to join through a browser or download the app, This page covers what you need to know about external users in Microsoft Teams.

### **Adding an external user**

Adding an external user is done in the same manner as adding an internal user, only it requires using the full email address to add the user as compared to locating the user dynamically when typing it into the text box.

Follow the guidance at [How Do I add Guests to a Team?](https://support.microsoft.com/en-us/office/faq-f4644010-d5fa-4055-b42a-6a5317316e18?ui=en-us&rs=en-us&ad=us#bkmk_howdoiaddgueststoateam) to add a Guest to your Team.

\*Please note, you cannot add external users to a Team that was set up using the ‘Class’ template. If you have done this and require an external user to be added, you would either need to create a new Team, or add the external user first to another Team so that they are known within our organisation and then add them to your Class Team

### **What can Guests do in Microsoft Teams?**

We have included some more specific information below that covers the main features staff might use with external users.

 Note that External (Guest) users cannot create their own teams, nor can they make any editing to the structure/format of a Team.

|  |  |  |
| --- | --- | --- |
|  | **Guest access?** | **Notes** |
| **Team** |  |  |
| Post in the teams chat | Yes |  |
| Share/Access files in the teams chat or Files area | Yes\* | If files are placed in the Files/Chat and not linking to files stored elsewhere in the Files/Chat area |
| Access SharePoint files (if Document Library added as a tab) | No\* | Guests cannot access secure SharePoint libraries unless they have been given access via the individual SharePoint site permissions. They will see a message telling them as such |
|  |  |  |
| **Video Call in a Team** |  |  |
| Join/Start a video call | Yes |  |
| Record a video call | No\* | But other users can still initiate the recording |
| Share screen | Yes\* | No option to share a PowerPoint file as an embedded document, but can still share via desktop/window |
| Share files | Yes |  |
| Mute all/make users attendees | Yes |  |
|  |  |  |
| **Standalone Chat** |  |  |
| Initiate contact with university users via chat | No |  |
| Can university users contact external users via Chat | Yes\* | As long as both the university user and external user are in a Team, the university user can make contact with the external user |
| Video calling | Yes |  |
| Share files | Yes\* | In Chat, any files shared are read only for external users. |

**How do I know who is a Guest?**

In Teams, guests are clearly identified. A guest user's name includes the label **(Guest)**, and a channel includes an icon to indicate that there are guests on the team. For more details, see [What the guest experience is like](https://docs.microsoft.com/en-gb/MicrosoftTeams/guest-experience).