MS Teams: Communicating with External Colleagues, and UG/PGT students

Teams is currently available to all University of Aberdeen staff and PGRs.

At present, Undergraduate and Taught Postgraduate students¹, colleagues from other Universities and other organisations (e.g. NHS staff), and interview candidates are not enabled for Teams. This means you cannot add them to a Team.

However, you can invite UG and PGT students, and external colleagues, to a Teams meeting.

This guide steps you through the different ways you can do this.

⚠️ Please remember that Teams is a collaboration tool. Information or files you post on any Teams site will be available to other team members. If you use any Teams site in a way that impacts on the privacy of individuals, you may need to undertake a data protection impact assessment. See the guidance on StaffNet for when an impact assessment is required.

What’s the best solution for you?

Working on a University managed device?
It’s simplest to use the Calendar in Outlook Desktop App as you will have access to the Global Address List – much easier to invite students! And you may already have external colleagues in your Outlook Contacts.

- Guidance for Outlook Desktop App

Working on a personal device?
Use Teams or Outlook Web App (OWA).

- Guidance for Teams
- Guidance for Outlook Web App (OWA)

What else is in this guide?
- Share a link to a meeting
- Join a meeting
- Meeting options (set participant permissions)

Using Outlook Desktop App

1. Go to Outlook’s Calendar
2. Click New Teams Meeting in the Home tab Ribbon

If you don’t see this button, it may be because the Teams Meeting Add in is not enabled. If you are unsure how to enable the Add-in, please contact the Service Desk.

1. A new Untitled – Meeting window opens.
   Notice the details at the foot of the meeting window. Do not delete these details!

¹ Due to be enabled for academic year 20/21
3. In the **New Meeting** window, add a **Title**

4. **Add required (and optional) attendees**
   - **External Guests:** Type in the email addresses of the any external guests, separated by semi-colons. Or add them from your personal Outlook Contacts if appropriate.
   - **Students:** To find a student’s email address, click the **Required** button to view the Global Address List, and select the student from the list.
     
     Remember that the Global Address List contains staff and student email addresses. Be sure you have selected the correct email address. Student email addresses can be identified by the UG or PGT suffix.

     See our [Toolkit guide on using the Global Address List](#).

   - **UoA colleagues:** If appropriate, add University of Aberdeen colleagues to the attendee fields in the usual way.

5. Select the **Date, Start** and **End times** as required.

6. If required, add further details about the meeting in the main message area.
   - For the benefit of external guests, you may want to link to [Microsoft’s instructions on joining Teams meetings as a guest](#).
   - To attach an agenda or file, select **Insert > Attach File** from the meeting window ribbon.

7. Click **Send** to send a meeting invite by email to all attendees.
   - The meeting invite will include the **link** to join the meeting via the Teams app or on the web.

### Using Teams

1. In **MS Teams**, select the **Calendar**

2. Select **+ New Meeting** (top right)

3. In the **New Meeting** window, add a **Title**

4. **Add required (and optional) attendees**
   - **External Guests:** Type the email addresses of the any external guests separated by semi-colons.
     
     As you type, you may briefly see a prompt saying **No results found. Check spelling or try another name**. Ignore this and continue typing. Once you have typed the email address in full, click the **Invite** option that appears below the address field:

     This populates resolves the email address in the address field:
- **Students**: Start to type the student’s email address – or last name, first name – and select the student from the pop-up results.

Remember that the Global Address List contains staff and student email addresses. Be sure you have selected the correct email address. Student email addresses can be identified by the UG or PGT suffix.

![Image of Global Address List](image)

See our Toolkit guide on using the Global Address List.

- **UoA colleagues**: If appropriate, add University of Aberdeen colleagues to the attendee fields in the usual way

5. Select the date and time as required

6. Add details if required.
   - For the benefit of external guests, you may want to link to Microsoft’s instructions on joining Teams meetings as a guest

7. Click Send to create a meeting and send a meeting invite by email

8. The meeting invite will include a link to join the meeting via the Teams app or on the web

**Using Outlook Web App (OWA)**

1. Launch OWA – [https://outlook.com/abdn.ac.uk](https://outlook.com/abdn.ac.uk)

2. Go to the Calendar and click New event (top left)

3. In the new Meeting window, add a Title and select the date, start and end time as required.

4. Halfway down the meeting window, click Add online meeting and select Teams meeting from the pop-up

![Image of Teams meeting selection](image)

5. Click in the Invite attendees field
   - **External Guests**: Type the email addresses of the any external guests separated by semi-colons
   - **Students**: To find a student’s email address, type in their last name followed by a space, then the first initial of their first name, for example: smith c.

   This will bring up the option to Search Directory – click Search Directory
Select the appropriate student from the list of results.

Remember that the University address list contains staff and student email addresses. Be sure you have selected the correct email address. Student email addresses can be identified by the UG or PGT suffix. See our Toolkit guide on using the Global Address List.

- **UoA Colleagues**: If appropriate, add University of Aberdeen colleagues to the attendee fields in the usual way

6. If required, add further details about the meeting in the **Add a description**... field and attach a document.

- For the benefit of external guests, you may want to link to Microsoft’s instructions on joining Teams meetings as a guest.

7. Click **Send** (top left)

**Share a link to a meeting**

This can be useful when you want to contact a large group (max 250) and already have a mailing list you can use, for example contacting students via a class email list.

1. Create a Teams meeting using Outlook, Teams, or OWA – as described above

2. You will need to add **at least one attendee address** to create the meeting and generate a link

   - For example, you could use a staff colleague’s University email address  

     **Note**: This person does not have to attend the meeting, but they **will** receive the invitation, so always check with them first

3. Complete the other meeting details as required and click **Send**.

4. Open the meeting you have just created, right-click on the **Join Microsoft Teams Meeting** link and select **Copy link** from the pop-up menu.

5. Then paste the link as required, for example into a mailing list message.

**Meeting Options**

When you schedule a Teams meeting, you (as Organiser) can assign permissions for participants. For further guidance, see **Appendix** on page 6.
Joining the Meeting

1. **You** can join the meeting from your Teams Calendar, or from Outlook or OWA.
   - In **Teams**, go to the **Calendar** and click the meeting to open it, then click **Join** (top right)
   - In **Outlook**, go to the **Calendar** and open the meeting, then click the **Join Teams Meeting** button on the ribbon, or the **Join Microsoft Teams Meeting** link in the invite window
   - In **OWA**, go to the **Calendar** and open the meeting, then click the **Join Teams Meeting** link in the invite window

2. **External guests** (including UG and PGTs) will receive an email invite with a **Join Microsoft Teams Meeting** link:

   [Join Microsoft Teams Meeting]
   
   Join Microsoft Teams Meeting
   Learn more about Teams | Meeting options

   Once guests click on the link, they can join the meeting in one of three ways:
   - Launching the Teams app if their organisation is already using Teams
   - Downloading and using the Teams app – this can be on a computer or mobile device
   - Joining on the web

3. During the meeting, participants can:
   - Use audio/video if available to them
   - Click the **Conversation** icon to open the **Meeting chat** pane and chat with other participants

Help and Support

See **Guides and Links** in our MS Teams resource on Toolkit or contact the IT Service Desk:
https://myit.abdn.ac.uk
Appendix: Meeting Options

When you schedule a Teams meeting, you are the Organiser. By default, all other participants are Presenters and can share content during the meeting, admit people from the lobby, and start or stop recordings.

This is not always ideal, so it’s a good idea to limit the number of privileged users, particularly when many participants are joining a meeting.

Assigning permissions when scheduling a meeting

Using Outlook Desktop App

Set up the meeting as described above — but before sending the invitation, Ctrl + click the Meeting Options link at the foot of the meeting window.

This launches the Meeting Options window in your web browser.

- Choose who can bypass the lobby: Everyone, People in my organization and trusted organizations, or People in my organization.
- Choose who can present: Everyone, People in my organization, Specific People, or Only me.
  
  If you select Specific People, you can then choose which of your participants can present.

- Click Done to save your Meeting Options.

Using Teams or Outlook Web App (OWA)

Currently, in Teams and OWA, the Meeting Options link does not appear until after you have saved or sent your meeting invitation. It is likely this feature will be added in the future. Meantime:

- Set up the meeting as described above and save send it.
- Return to your meeting and open it for editing. You will now see the link for Meeting Options.
- Follow the steps as above, then save or update the meeting.