Invite external guests to a Teams meeting

- Send an open invitation
- Send a private invitation
- Begin the meeting - Lobby
- Features available to guests
- Meeting options and roles
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Availability

All staff and students have access to the Teams app and are able to participate or schedule meetings. You do not need to have a Team Collaboration Space. You just need to open the Teams app.

You can schedule a meeting with an external guest who doesn’t work at the University. They do not need to have Teams installed or have Office 365, they just need an email address.

To participate in an online meeting you will need either:

- A PC and a headset with a microphone
- A laptop with a built in microphone, tablet or phone in a quiet space

If you have a video camera on your device, you can choose to use this.

Invite an external guest

Consider whether it is appropriate for all participants to see each other’s (including the external participant’s) email addresses. It may be appropriate if you are holding a one-to-one meeting, or holding a project meeting with a group who are already in email contact with each other:

- Follow the instructions for an Open invitation below

It would not be appropriate if you are bringing together individual external guests for a specific purpose such as a mini webinar, interview or focus meeting:

- Follow the instructions for a Private invitation on p.5

Open invitation

All attendees will be able to see the email addresses of other attendees.

Use the Teams App

Benefit: This is the easiest method - but you can only invite individuals, not a contact group.

1. From the Teams App, in the Side Bar on the left, click Calendar

2. Your calendar will be displayed and you can begin a new meeting request

3. Type the external email address. Whilst you are typing, ignore the ‘no results’ message
4. Once the full email address has been entered, click the **Invite** button

5. Leave **Add location** blank

6. Once saved or sent, a link will be added to the meeting request which the attendees can use to join the meeting

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**Use Outlook desktop app (University laptop users)**

**Benefit:** You can invite individuals or a contact group.

Within your Outlook calendar check that you have the **New Teams Meeting** button. If not, use the Outlook Web App (Webmail), or see [Hold an online meeting using the Teams App - resolve issues](https://support.office.com/en-gb/article/Hold-an-online-meeting-using-the-Teams-App-3d943bfe-3bb4-4d67-be2c-222f0c56c2be)

1. Click the **New Teams Meeting** button - the meeting link will be added
2. Address the meeting to individuals, browse for a contact group or type the name of a contact group
3. Click the + next to the contact group to expand it

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4. Complete any other details and **Send**

**Use the Outlook Web App**

**Benefit:** You can invite individuals or a contact group.

Access your online calendar:

- Go to Webmail and click Calendar or choose Calendar from the Office 365 apps

1. Begin a new appointment
2. If necessary click **More options** to expand the appointment window

![Appointment window with More options highlighted](image)

3. Click the arrow next to **Add online meeting** and click **Teams meeting**

![Add online meeting] (image)

4. Address the meeting to individuals, browse for a contact group or type the name of a contact group
5. Click the + next to the contact group to expand it
6. Complete any other details and **Send**

The meeting link won't be added until you save or send the appointment

**Private invitation**

If you are holding a meeting with external guests, and need to keep contact information and email addresses private the following workaround is possible.

Send separate invitations to external guests. Their email address will not be visible to other attendees.

Points to consider:

- You will need to add the time and date details separately
- You will need to update these separately if they change
- Attendees will have to add the appointment into their calendar manually
- You will not be able to track who has accepted and declined automatically
1. Create the Teams meeting and invite the internal participants
2. Send the invitation then close and re-open it
3. Copy the Teams meeting joining link

4. Start a new email, paste in the meeting link and add the external participants to the Bcc line, you’ll need to let them know the date, start and end times

   - If you change the time or location, you will need to email the external participants to notify them.

Begin the meeting

Lobby (waiting room)

Unless you have changed the meeting options, guests will need to wait in the lobby until you let them in.

Guests are required to type a name as they join.

   - If you see a pop up notification, click Admit to allow them to join the meeting

   - If you have the Show participants (People) pane open you can see who is in the lobby and click the tick to admit them to the meeting.
Features available to Guests

Guests can join using the web app or by downloading the desktop Teams app on their PC or device. If you have not changed the options, these default settings apply.

These results represent testing during May 2020. If a feature is vital for your meeting, you should test it out with an external guest in advance.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Desktop app as guest</th>
<th>Web app as guest (Chrome)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Join lobby and wait to be approved</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mute other participants</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Change background</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Show live captions</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Turn off incoming video</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>View multiple participants</td>
<td>Yes</td>
<td>May only see one person at a time</td>
</tr>
<tr>
<td>Pin another participant</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Share</td>
<td>Yes, but can be temperamental. Can only share Desktop or Window</td>
<td>Yes, but can be very temperamental. If sharing a Chrome tab, open Chrome again in a new window</td>
</tr>
<tr>
<td>Change other participant's role</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Start recording</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Raise hand</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>See other's raised hand</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Conversation (messages)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

The above will apply to all externals, and any staff or student member who chooses to join as 'guest'.

Meeting options and roles

You can choose to:

- Bypass the lobby for all participants
- Control whether individuals have full presenter rights or limited attendee rights

1. Once you have created the meeting appointment, **save** or **send** the invitation, then **re-open** the appointment
2. Click **Meeting options**

3. Wait for the options to open in your browser window

Who can bypass the lobby?

- Set to **Everyone** if you want guests to join the meeting directly

Always let callers bypass the lobby

- This option only applies to exceptional meetings where **calling in using a telephone line** has been enabled by IT Services

Announce when callers join or leave

- This notifies all presenters via a pop up message

Who can present?

This changes the 'role' between **participant** and **attendee**.
The options are:

**Everyone**

- All participants including guests will be able to share content
- Internal participants (staff and students) will be able to **mute all, control participants** and **record**

**Specific people**

Choose individuals from the list of those invited:

**Internal participants (staff and students) chosen**
- Will be able to share content, mute all, control participants, and record

**All other participants**
- Will become *attendees* and will not be able to share content, mute all, control participants or record

**Only me**
- Not recommended, if you have a problem with your connection, no one else will be able to share content, mute all, control participants or record

**Help and support**

- Ask a question, share a tip and support each other using the [Meet online in Teams](https://teams.microsoft.com) group on Yammer
- Missing a feature? Look on [Microsoft UserVoice!](https://microsoftuservoice.com) to see if someone has requested it. Vote for the feature, or add a new request
- For help using Teams on your University PC, contact the [IT Service Desk](https://www.universityit.com/support)
Microsoft make regular changes to Office 365. If you notice a change, update your guide and post a message on the Meet Online in Teams group on Yammer.

This document has been checked for accessibility. Where screenshots have been used to illustrate the steps described above or below, the image has been marked as decorative.