

# How to join a team/meeting as a guest user

- Learn how to join a Teams meeting or access a team as a guest user

**M365**

**TRANSFORMING THE WAY WE WORK.**  
Simpler. Smarter. Together.

Beginner

Advanced

Professional

# Before getting started, remember...



M365



**Guest** users need to authenticate themselves on the EC Environment (tenant) to do **anything** on Teams.

- If the Guest's organization is using O365, they are "homed" on that tenant, and can authenticate there.

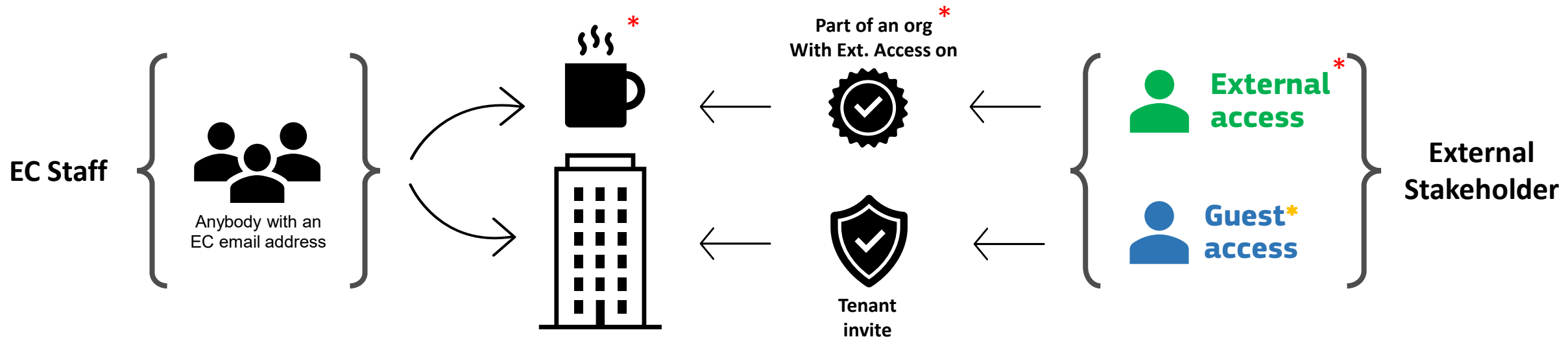
- If they do not have O365, they will be given an “**one-time password**” (**OTP**) to join the Commission's environment.

→ If they want to collaborate with you in a team - they clearly need **to be a member of the team.**



→ If you want them **to join a meeting** - they need to authenticate one way or another.

# EC M365 Tenant (reminder)



→ The EC M365 environment (tenant) is a set of services the European Commission is providing to its staff. It is a boundary where the services live and interact. All EC staff are members of the environment and can invite guests to join.

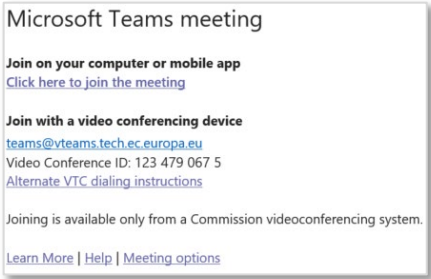
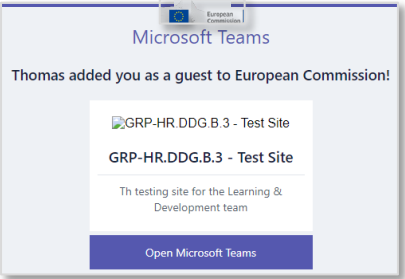
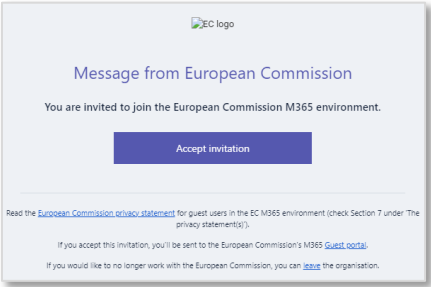
\* Staff from **EEAS/European delegations (EUDs)** and other institutions are considered as Guests in the Commission's environment.

See also: [How to work with Guests & european delegations](#) and [Guest access vs External Access\\*](#)

# Join the EC M365 Environment, a specific team or a meeting as guest user (1/3)



You will receive an invitation to join the environment/team/meeting, there are a couple of steps to accept the invitation.



1

Open the email invitation and select **Accept invitation**, **Open Microsoft Teams** or **Click here to join the meeting**.

*\*If you do not see the invitation, check your junk or spam folder.*



You can access MS Teams meeting and team(s) without a Microsoft account. If you have one jump to point 3.



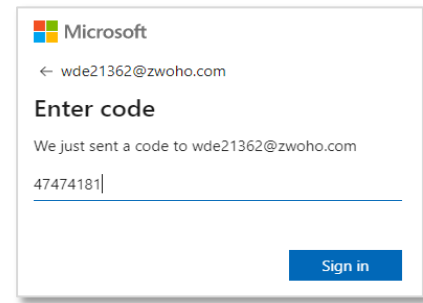
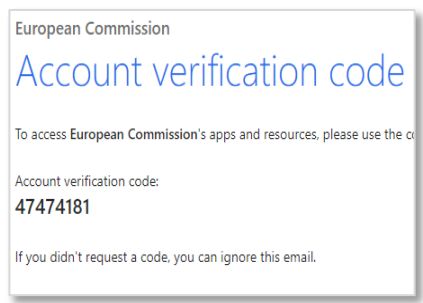
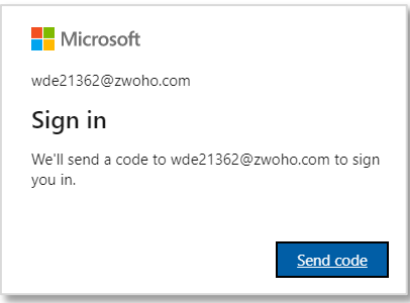
If you do not have a Microsoft account please keep the email invitation to connect in the future or use the [Guest Portal](#) to login with your Guest account.

# Join the EC M365 Environment, a specific team or a meeting as guest user (2/3)



2

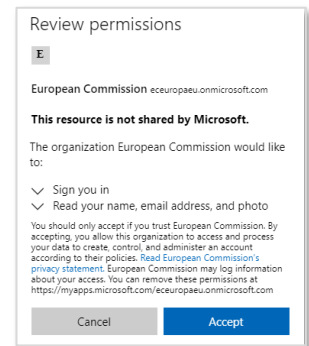
Enter the “one-time password” (OTP) code you received via email (valid for 30min) and access the meeting or the team you were invited to.



3

Review permission\* and click on Accept

\*Only need to accept the first time the guest access the EC Tenant



If you have been invited to join the European Commission M365 environment, see slide 7

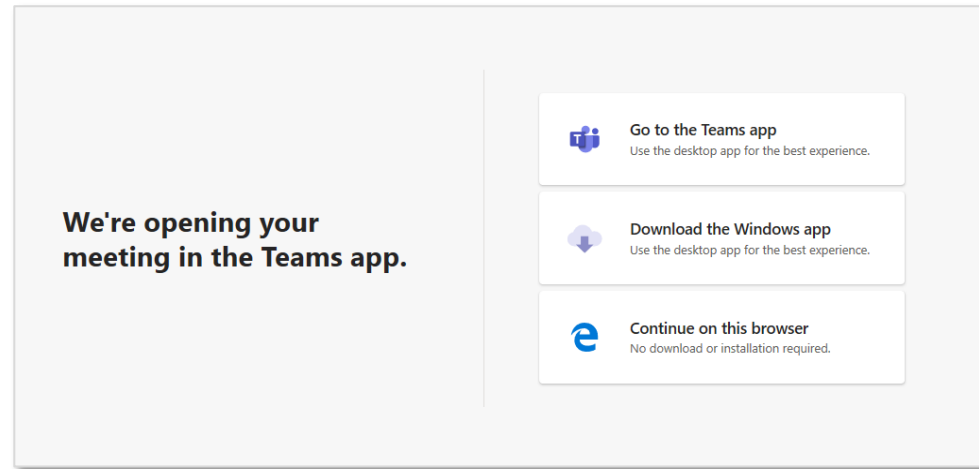
# Join the EC M365 Environment, a specific team or a meeting as guest user (3/3)



4

## Choose between:

- "Go to the Teams app"
- "Download the Teams app"
- "Continue on this browser"



## In the Teams web app (browser) you can:

- view or reply to posts
- create your own posts
- select Files tab to view or edit team documents

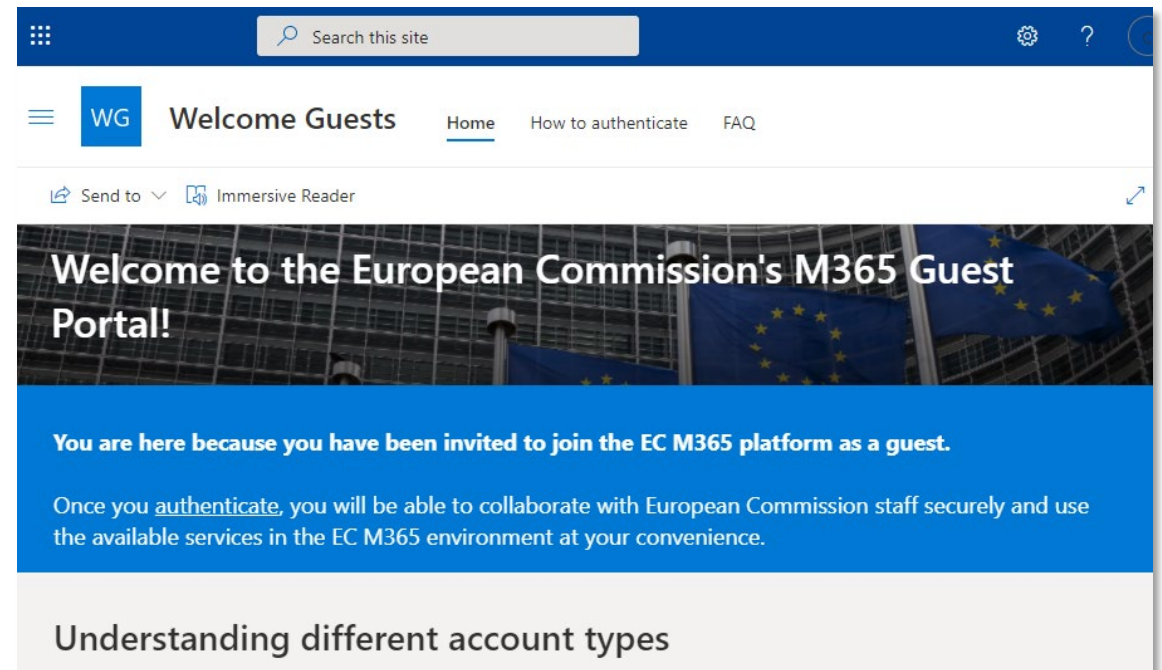
# You have been added to the EC M365 Environment?



After achieving the **authentication** (step 2 – 3), you will be automatically redirected to the “**Guests portal**” (webpage).

The Guests portal allows you to:

- Read the EC Privacy Statement
- Change your display name
- Follow a link to leave the organisation
- Access the FAQ
- Access the Microsoft resources (“how to” etc.)



# Join a team from another M365 environment/tenant



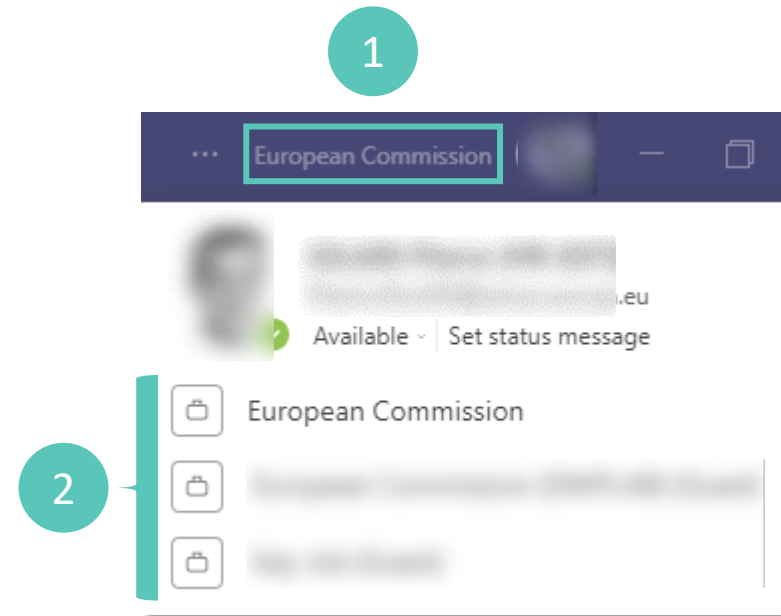
If you already use the Teams app in your organisation, joining a team as a guest is a lot simpler:

- Open Microsoft Teams app and choose Yes to switch to the team you are invited to.

→ Now you can collaborate on the project in Teams.

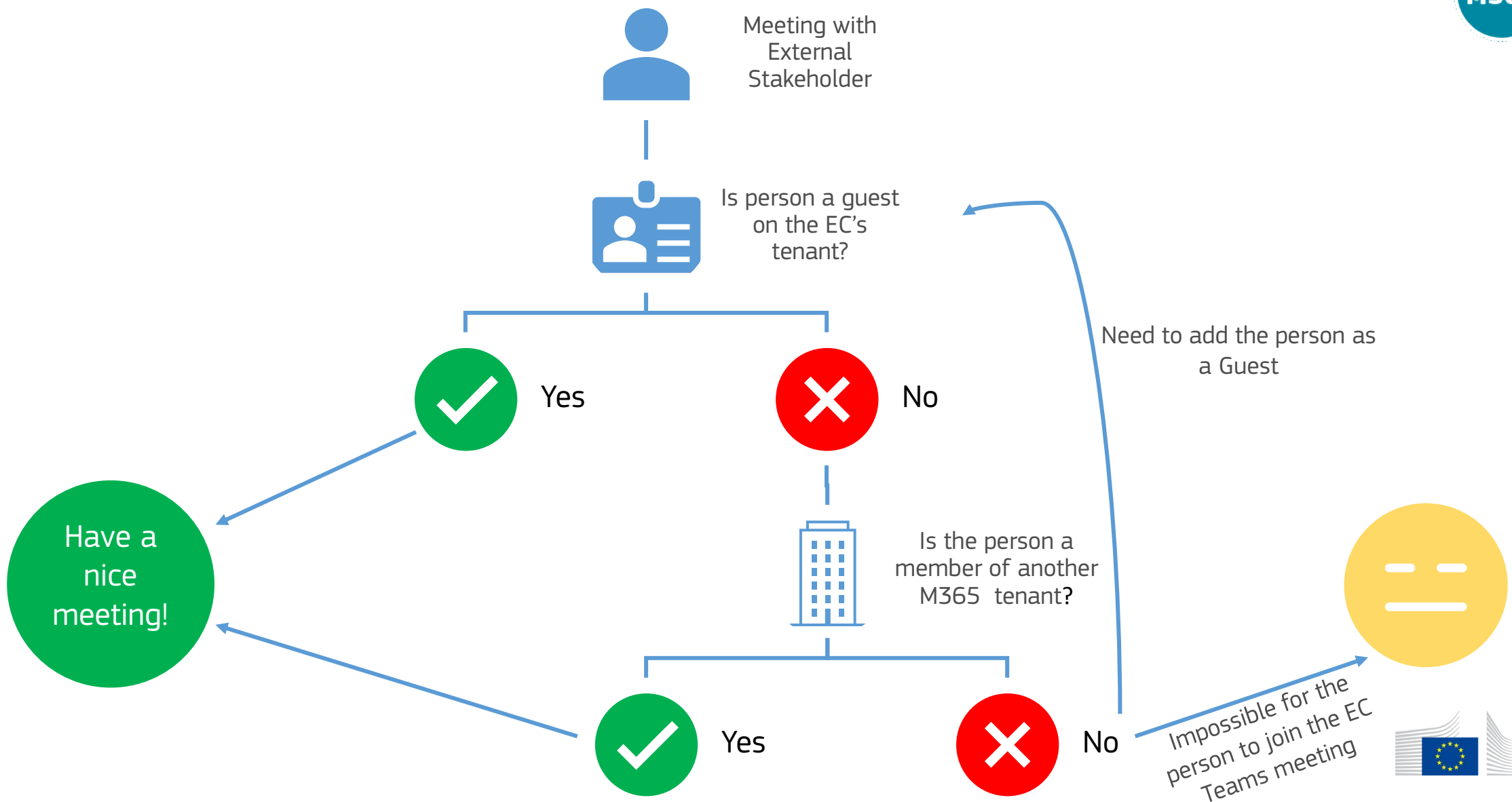


To switch back to your company's Teams, select it from the Organisation drop-down (on the left of your profile picture).

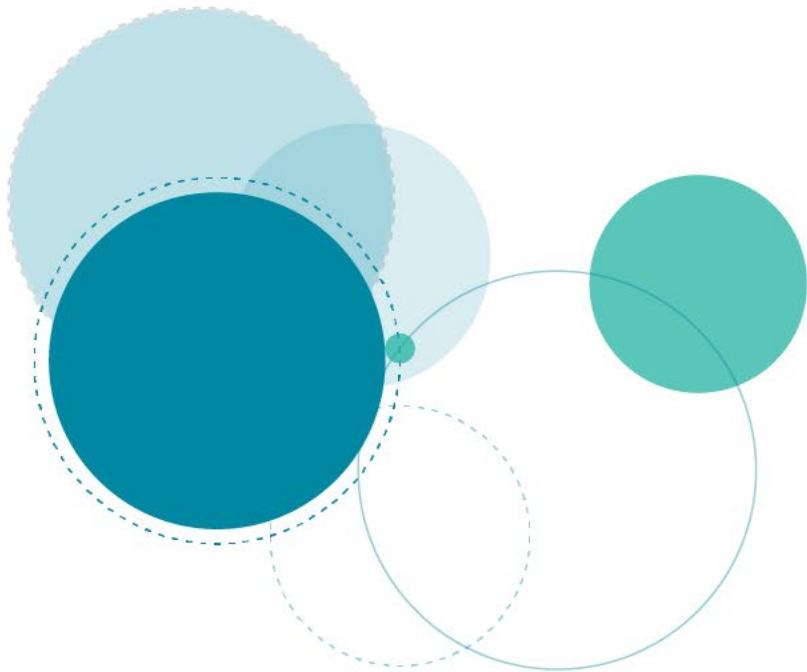




# Key takeaway



# Most frequent issues for Guest joining Teams meeting



# Trouble accessing the meeting !



⊘ Only people with access to this org can join its meetings

**If you have an account with access to this org, sign in with that account. Otherwise, contact the meeting organizer.**

Dismiss

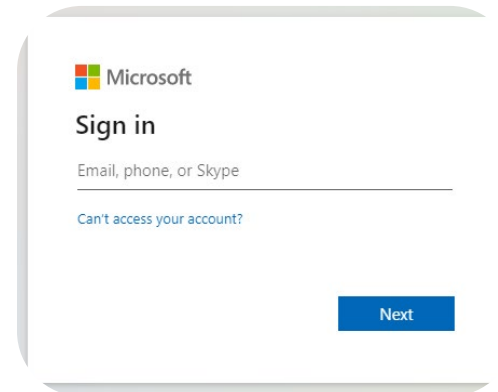
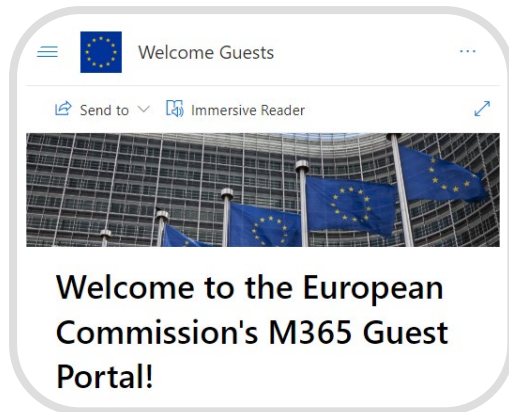
# Trouble accessing the meeting: solution 1

M365

External stakeholder needs to check if they are **logged in** with their **Guest** account

☆ Favorites bar

→ **Guest Portal** ←



→ If they can connect to the Guest portal, it means they're signed in as 'Guest' otherwise they will need to sign in from there.

# Trouble accessing the meeting: solution 2

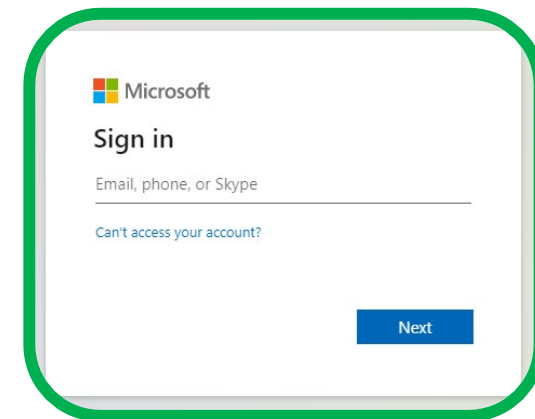
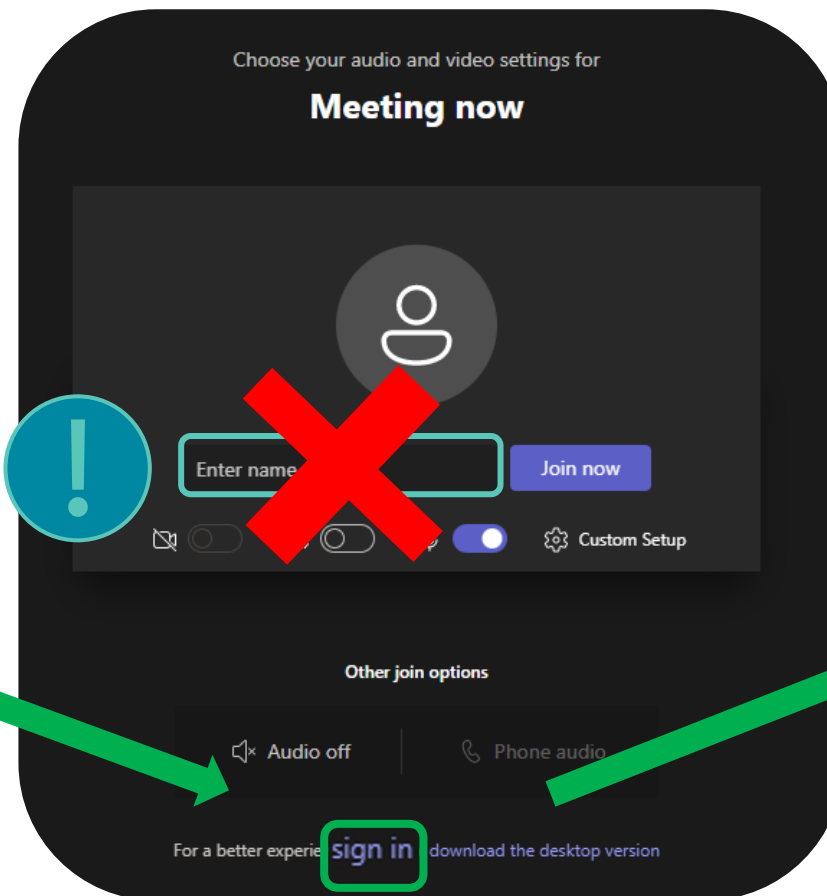
M365

There are rare cases for which the browser doesn't recognize that the external stakeholder is logged in:

Guest needs to be careful when joining a Teams meeting.

! If the 'pre-meeting window' request guest to add his name, it means that the guest is not logged on the EC Environment.

💡 By clicking on the 'sign in' button at the bottom of the pre-meeting window the Guest user will be able to authenticate and then connect to the meeting.



# Trouble accessing the meeting: solution 3



Remember to switch your organisation on Teams to **'European Commission'**

If the external stakeholder clicks on the meeting link when being connected to his organisation's M365 tenant, he won't be able to access the meeting (especially if external access is disabled)

1

2

Key Job

Available - Set status message

Key Job

European Commission (Guest)

Saved

Manage account

Teams for personal use

Sign out

Keyjob training & support

Guest organisation

3

European Commission

Pierre Gilain (Keyjob) (Guest)

Available - Set status message

Key Job

European Commission (Guest)

Saved

Manage account

Teams for personal use

Sign out

Have a nice meeting!

European Commission

EC Environment