# How to Add an External User – UNC Health School of Medicine

Microsoft Teams provides the ability to chat with other contacts outside of UNC Health. External communication is limited to chat only; you cannot share files with external contacts. Currently UNC Health allows external communication to any external organization (this is subject to change), provided the other organization allows external communication. For example, UNC Health users can chat with University of North Carolina at Chapel Hill users who use Microsoft Teams.
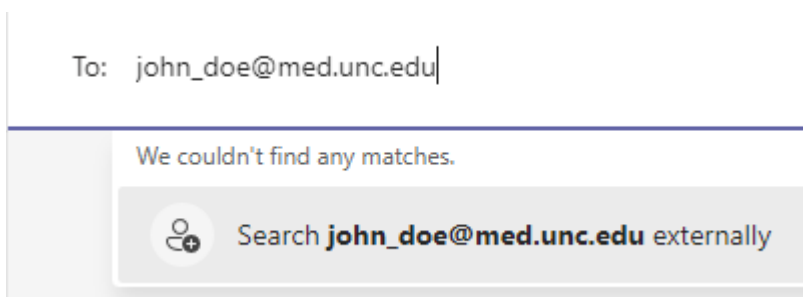
Workflow

1. Click the Chat button in the application bar.
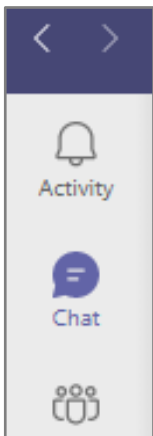
2. Click the "chat" icon in the Chat application.

3. Enter the full e-mail address for the person with whom you would like to start a chat in the To: bar.


NOTE: If you don't see the Search <e-mail address> externally, press the **CTRL** button.

4. Click the **Search <e-mail address> externally** drop-down.

- For SOM: firstname_lastname@med.unc.edu (underscore between first and last name)
- For UNC Health: firstname.lastname@unchealth.unc.edu (period between first and last name

5. If the user is found, it will resolve the e-mail address to the user's contact information (Image 5).
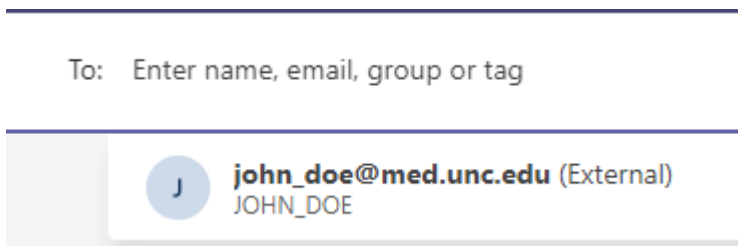
- If the user is not found, or they do not allow external chat, you will get a message that reads, "We can't set up the conversation because your organizations are not set up to talk to each other".

6. Click the user's name to start a chat.

NOTE: For more information on Collaborating with University Colleagues please refer to this UNC Health resource: Microsoft Teams: Collaborating with University Colleagues (sharepoint.com)