

# How OneDrive is used in Teams Chats

## Contents

Glossary.....	2
Background .....	3
How it works .....	3
What happens next?.....	4
How does the recipient get access to these shared files?.....	5
Limits.....	5
Accessing chat files outside of Microsoft Teams.....	6
Permissions .....	6
Deleting chat messages and files.....	7

## Glossary

**OneDrive:** this is Microsoft's own storage in the Cloud. It works in the background of Office 365 and is your personal storage space. It is secure and cannot be accessed by others.

**Cloud:** in simple terms, the cloud is the internet. It's all of the things you can access remotely over the internet, such as data and programmes. When something is in the cloud, it means it's stored on special internet computers ('servers') instead of just on your device.

**A file:** in computer terms, a file is a collection of data stored in one unit, identified by a filename, similar to that of paper documents used in library and office files. It can be a document, picture, audio or video stream, etc.

**Service User Recording:** this is when you are working on case files whilst delivering a service to users such as children, young people.

**Chat:** the space attached to every Teams meeting where those invited can have a conversation during the meeting and access attached files. A chat can also take place between two or more people as instant messaging (without a meeting).

**Online:** you are connected to the internet. An 'online' app means you access it in an internet web browser (e.g. Chrome) rather than using your desktop icon. Also called 'on the Web'.

**Application:** the different programmes within O365 are called applications, e.g. Outlook, Word, PowerPoint, Teams. Often these are called Apps for short.

**Desktop apps:** applications that are available on your laptop/computer by clicking onto the icon. They may be on your bottom taskbar, or in your Start menu. You don't have to be online to see and access them.

**Window:** In computer terms, a window is an area on the screen that displays information about a programme. You can have multiple windows open, displaying different websites, documents and applications.

**File Explorer:** the 'folder' icon that displays along your bottom taskbar; the one you have been using to find your documents, downloads, pictures and desktop.

**Ellipsis:** the 3 dots you will find next to various names and commands. An ellipsis tends to be used when there is not enough room to display all options.

**Microsoft 365 and Office 365:** this is essentially the same thing and both names are used for the applications such as OneDrive, Outlook, Teams, Word, PowerPoint, Excel and OneNote.

**Upload:** this means data is being sent from your computer **to** the Internet. For example, when you move a document from your desktop into your OneDrive, that is uploading because you are moving it to the Cloud.

## Background

In Office 365, OneDrive is the application you can use for storing your personal files or files you are working on that are not related to Service User Recording. Since Teams is a Cloud service and there's no data storage to hold private chat files, OneDrive is used to share files in either a Teams meeting or instant messaging chat space.

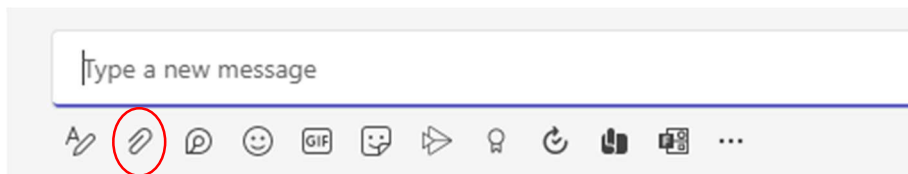
The pros are that you hopefully already use OneDrive for some file storage and will easily find your files to share. You will also have control over the files you share in Teams and the ability to co-author, have versioning and other features as part of OneDrive.

If you need help understanding OneDrive, there are guides available on Inside Barnardos: <https://inside.barnardos.org.uk/onedrive-training-and-guidance>

If you need help understanding chat in Teams, there is a guide available on Inside Barnardos <https://inside.barnardos.org.uk/teams-training-and-guidance>

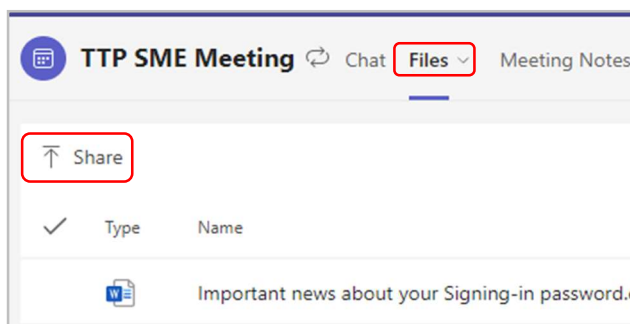
## How it works

To share a file in a chat, **either** click the Attach button (a paperclip) in the chat window.

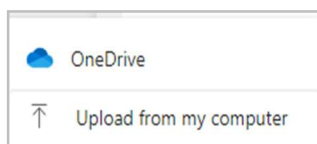


### Or

Go into the Files tab along the top and select the 'Share' option. Files uploaded in the Files tab will show up in the chat as well.

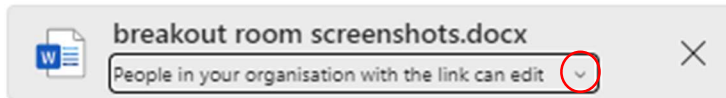


Both methods let you upload a file from your computer or pick a file directly from your OneDrive.

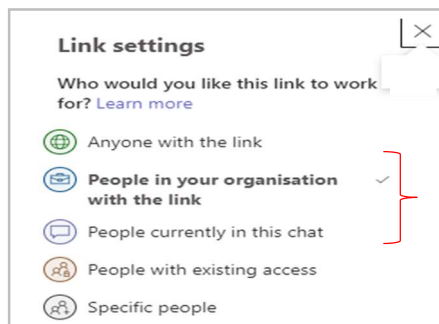


## What happens next?

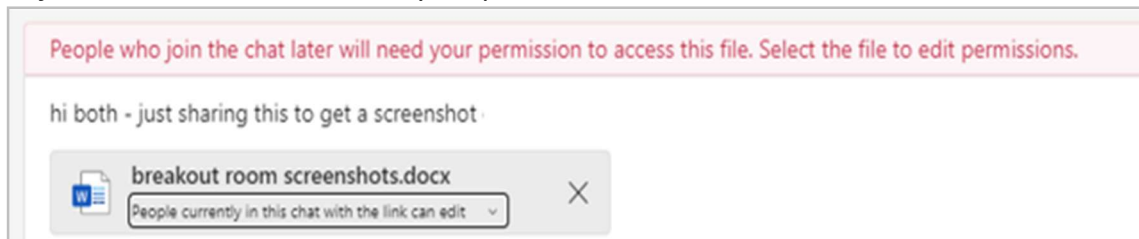
- 1) If you **upload a file from your OneDrive**, this file gets shared with 'editing permissions' to the people in the chat using the 'People in your organisation with the link can edit' default permission.



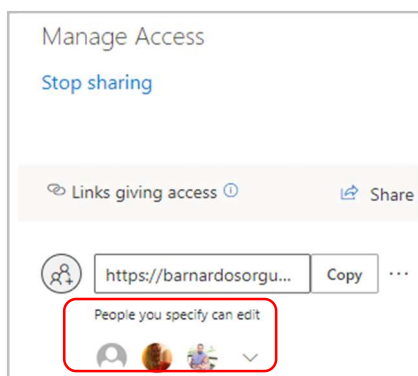
If you want to be extra secure and don't want the link to be forwarded to anyone else, you can change this to 'People currently in this chat' by clicking onto the small arrow to get the Link Settings box.



However, if you do this it gives you a message in red along the top telling you that anyone who joins the chat later will need your permission to read the file.



If you check the permissions of that file in OneDrive, you see it is shared individually by 'direct access' to the participants in the chat:



This means that everyone in that chat gets access to read and make changes to your document. If this is not what you want, you can change the permissions to the 'view only' option.

- 2) If you choose the ‘**upload from my computer**’ option to upload a file from your local desktop, Teams will make a copy of the file and upload it to OneDrive, then will share it with the same permissions process as method 1.

What also happens is that while uploading the file to your OneDrive, it creates a folder called “Microsoft Teams chat files” and puts the file there.



This is different from sharing a file from OneDrive directly; therefore, some users don’t see this folder in their OneDrive, and some do. It’s just a matter of whether they have shared a file in a Teams chat by uploading a local file or not.

**Note:** Because the ‘Microsoft Teams Chat Files folder is managed by Microsoft Teams, it is not recommended that you use that folder for anything outside of Teams.

**Tip:** Keep in mind that if people are added or removed in a group chat, you need to either re-upload that file or add/remove permissions to those persons directly from OneDrive.

## How does the recipient get access to these shared files?

It’s done through the standard OneDrive sharing, except because it was shared through Teams chat, granting the appropriate access is done automatically.



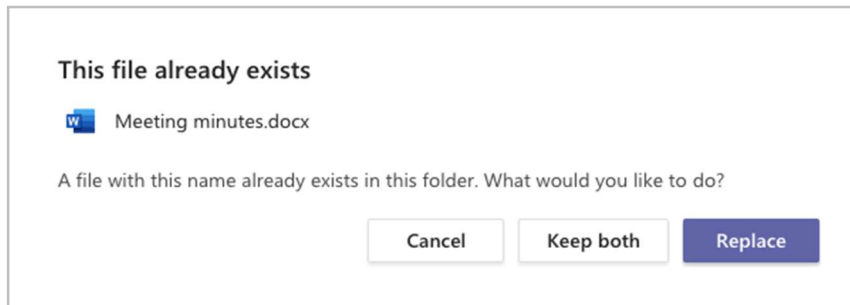
## Limits

In a single chat message, there is a limit of 10 files that can be shared. The Files tab also limits the total number of uploads to 10 files through both upload and drag and drop options.

## Accessing chat files outside of Microsoft Teams

Files that you share in Chat are stored in OneDrive in a folder named **Microsoft Teams Chat Files**. These files are shared with the participants in the chat at the time of upload but will also be accessible by future participants when added to the group chat.

While this makes it easy to share the same file across multiple chats, it also means you'll need to consider renaming files before uploading and sharing across different chats. Each time you upload a file to share that has a previously used file name, you'll need to decide the following:



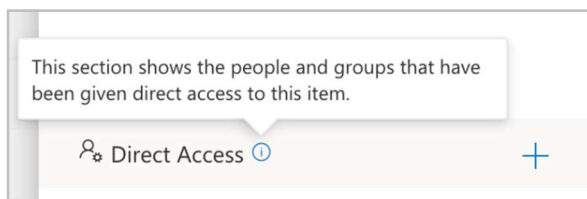
**Replace** - overrides the existing version by adding an updated version to the file's version history but does not remove the existing version.

**Keep both** – keeps both files but appends the file name with a number, e.g. 'Meeting Minutes (1)'.

**Cancel** - you can also cancel the upload, rename the file, and try to upload again.

## Permissions

When sharing a file in Teams chat, it is easy to forget about permissions. Teams chat files are stored in OneDrive and shared with chat participants with 'Direct Access'.

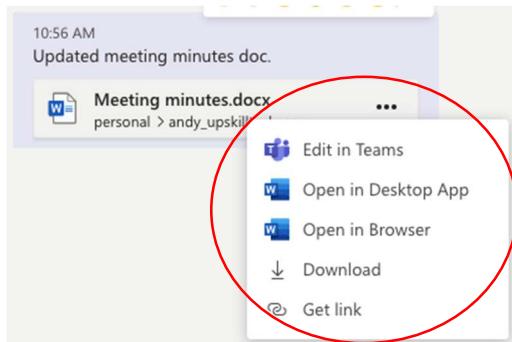


Direct Access is defined as "the people and groups that have been given direct access to this item."

When you assign someone 'Direct Access', you are assigning a user permission directly to the file or folder. In this case they'll have edit or view permissions on the file.

## Deleting chat messages and files

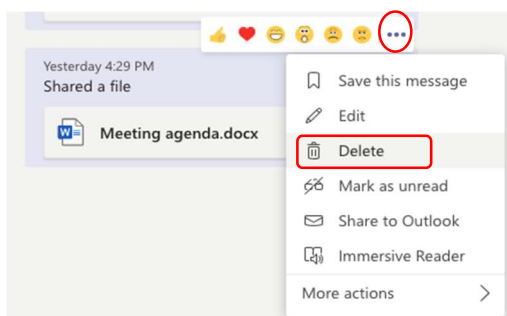
If you try to remove a file in Teams Chat, you'll see there's no 'delete' option for the file itself.



There's no option in the Files tab to delete a file either.



Instead, you would need to delete the whole message, which then obviously removes the file from the chat.



Deleting a message will also remove it from the Files tab.

While the file is removed from the message and the Files tab in Teams, it's not deleted nor is it unshared with the other chat participants. The file can be accessed in OneDrive online in the 'Shared' section.

Shared with me	
Name	Date shared
Meeting minutes.docx	4 hours ago
Meeting agenda.docx	22 hours ago

To truly remove access, you need to remove Direct Access in OneDrive using the 'Manage Access' command.

