How to Add Users to Teams & SharePoint

Assign staff to Teams channels and grant SharePoint site access

👥 Magister Operis Systems	⚙ Teams + SharePoint	⏱ 20 min	🟢 Beginner

Jean Claude Munyakazi

IT Systems Administrator | Berlin, Germany | munyakazi.org

What You Will Learn

PART A - TEAMS	PART B - SHAREPOINT	WHY THIS MATTERS
• Create the MOS IT Support Team in Teams Admin Center • Add channels: General, Incidents, Announcements • Add IT Support staff as team members • Set roles: Owner vs Member appropriately	• Open SharePoint Admin Center • Create MOS-IT-Support team site • Add users with correct permission levels • Verify site appears in Active sites list	• Every new user needs Teams + SharePoint access • Correct permissions prevent data leaks • Core step in every onboarding workflow • Foundation for collaboration in M365

Scenario: Chris Vogel was created in Runbook #001. He now needs access to the IT Support Team in Microsoft Teams and the IT Support SharePoint site.

Prerequisites

Requirement	Details
Admin Role	Teams Administrator or Global Administrator
Users	All 23 MOS staff created in Runbook #001 must exist
Teams Admin Center	admin.teams.microsoft.com
SharePoint Admin	admin.microsoft.com → Admin centers → SharePoint
Licences	Users need M365 Business Basic or higher for Teams access
Note	Unlicensed users can be added but cannot sign in to Teams

A

Part A - Microsoft Teams

Create the MOS IT Support Team and add staff

STEP 1   Open Teams Admin Center
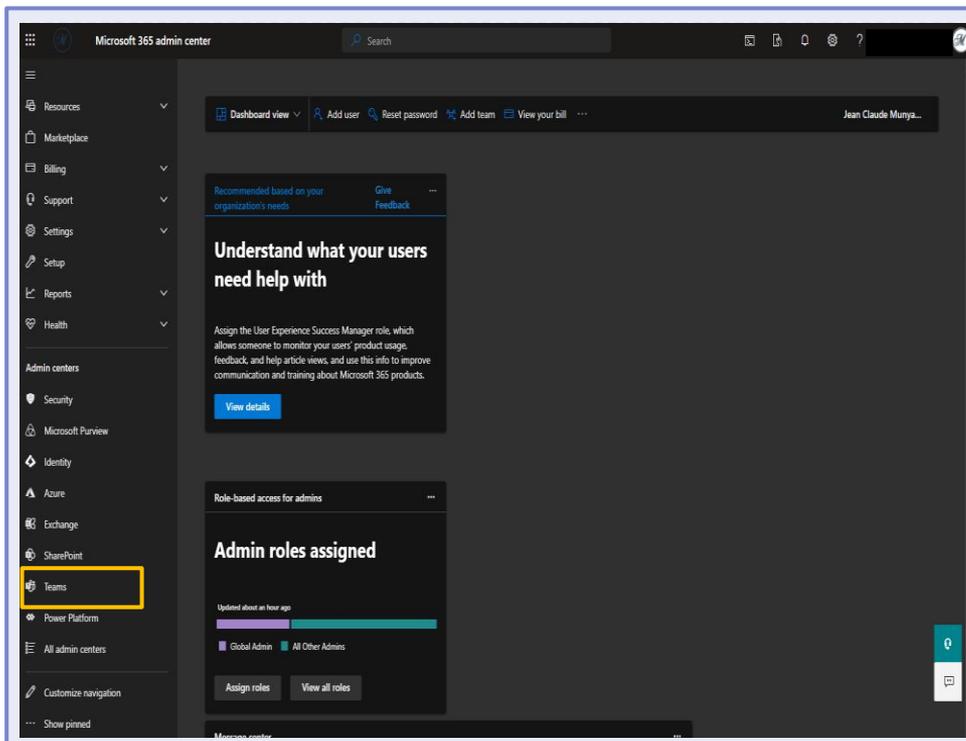
INSTRUCTIONS

- Go to: admin.teams.microsoft.com
- Sign in with your Global Administrator account

→ Teams Admin Center dashboard loads

- In the left menu look for: Teams section

STEP 2 — **Navigate to Manage Teams**

INSTRUCTIONS

- In the left menu click: Teams
- Then click: Manage teams

→ List of all teams in the tenant appears

STEP 3   **Create the MOS IT Support Team**

INSTRUCTIONS

- Click + Add at the top of the list
- Name: MOS IT Support
- Description: Internal team for IT Support staff
- Privacy: Private

→ **Click Apply to create the team**

STEP 4

Add Members to the Team

INSTRUCTIONS

- Click on MOS IT Support to open its settings
- Click the Members tab
- Click + Add members
- Add: Chris Vogel, Anna Muller, Felix Wagner, Marie Schmidt
- Leave role as Member

→ **Click Apply**

STEP 5 | **Add Channels**

- Still in MOS IT Support → Channels tab
- Click + Add channel
- Add: Incidents (Standard type)
- Add: Announcements (Standard type)
- General channel already exists by default
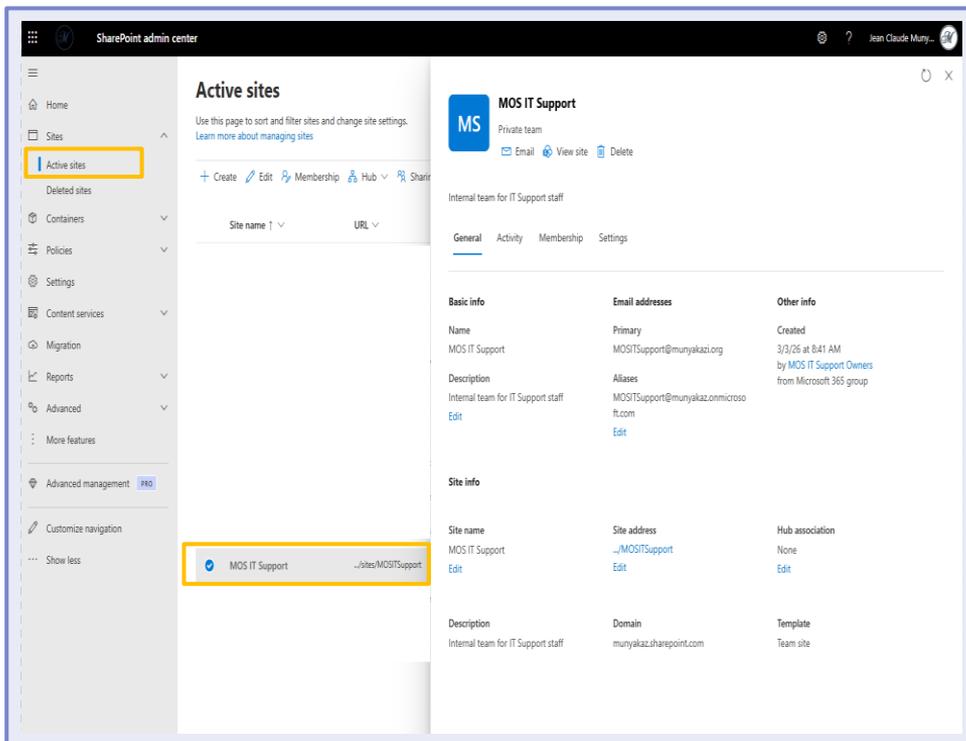
→ Team setup is complete

B

Part B - SharePoint

Verify and configure the auto-created SharePoint site

Locate the Auto-Created SharePoint Site

INSTRUCTIONS

- When you created the MOS IT Support Team in Teams, Microsoft automatically created a SharePoint site
- Go to: admin.microsoft.com → Admin centers → SharePoint

→ SharePoint Admin Center opens

- Click: Active sites - look for MOS-IT-Support already in the list
- Important: Do NOT create a new site - it already exists thanks to Teams

STEP 2 **Verify and Set Permission Levels**

MS **MOS IT Support**
Private team

Email   Open in Teams   View site   Delete

Internal team for IT Support staff

General   Activity   **Membership**   Settings

Owners		
Members		
Site admins		
Site owners		
Site members		
Site visitors		
About membership and permissions		

+ Add site owners   🔍 Search all membersh...

☐	Name	Email address
☐	**M** MOS IT Support Owners	MOSITSupport@munyakaz.onmicrosoft.com
☐	**SK** Sophia Klein	s.klein@munyakazi.org
☐	**TB** Thomas Bergmann	t.bergmann@munyakazi.org

INSTRUCTIONS

- Click on MOS-IT-Support in the Active sites list
- Click the Membership tab
- The team members from Part A already appear here automatically
- Thomas Bergmann and Sophia Klein → promote to Site owners
- IT Support staff → verify they are listed as Members

→ Permissions are correctly configured

Verification Checklist

- MOS IT Support team visible in Teams Admin Center → Teams → Manage teams

- Team has 4 members: Chris Vogel, Anna Muller, Felix Wagner, Marie Schmidt

- Team has 3 channels: General, Incidents, Announcements

- MOS-IT-Support site visible in SharePoint Admin Center → Active sites

- Site membership shows Thomas Bergmann and Sophia Klein as Owners

Common Errors & Fixes

Error	Cause & Fix
User not found when adding to team	User must exist in Active users first - complete Runbook #001 before this
Cannot create SharePoint site	SharePoint may need enabling in M365 Admin Center → Settings → Org settings
Site address already taken	Choose a different URL - SharePoint site addresses must be unique per tenant
Member cannot access Teams	User needs an M365 licence that includes Teams - assign one in Active users
Wrong permission level set	Go to Site settings → Membership → change role from Member to Owner
Team not visible in Teams app	Teams can take up to 24 hours to sync - also check the user has a valid licence

What's Next

Users are in Teams and SharePoint. Now control how they sign in.

#004
Set Up Conditional Access
Create sign-in policies to control when and where users access M365
45 min

#005
Disable / Offboard User
Safely block access and preserve data for a departing employee
20 min

#006
Configure SSPR
Allow users to reset their own passwords without IT help
30 min

All runbooks available at: munyakazi.org/m365-runbook