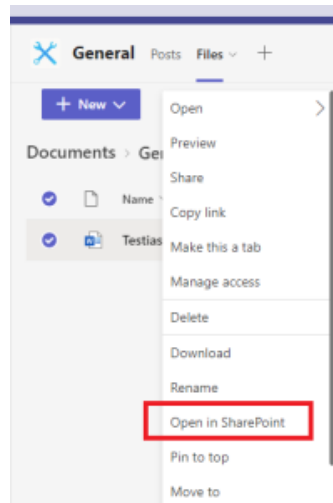
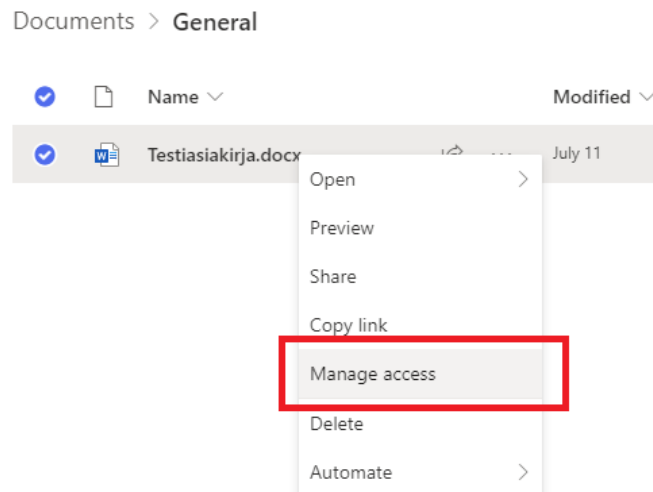


I don't have access to a file stored in a Teams application group. What should I do?

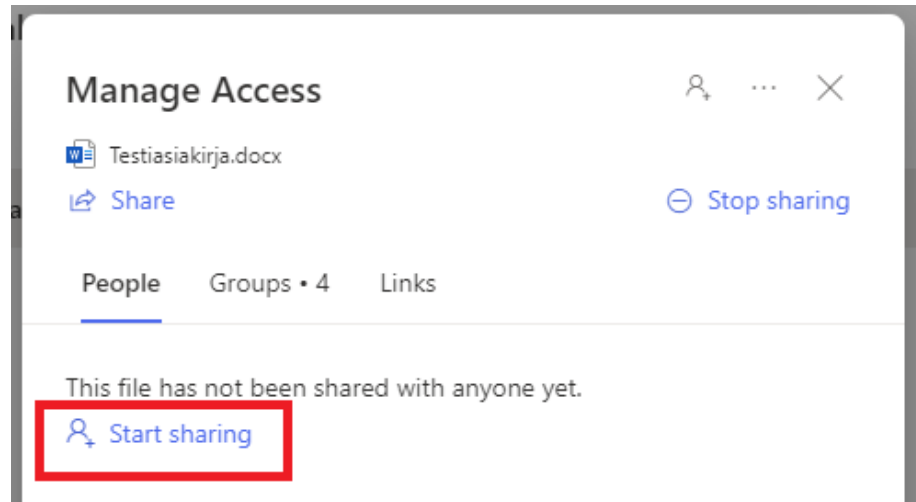
1. First, try opening the file by logging into Teams through an incognito or private window in your browser using the credentials that should have access to the file.
2. Contact the group administrator or the person who shared the file and ask them to confirm that you have the necessary access rights to the file.
 - a. The person who shared the file can **check** the file's **access permissions** as follows:
 - i. Right-click the file in the Teams application and select "Open in SharePoint."



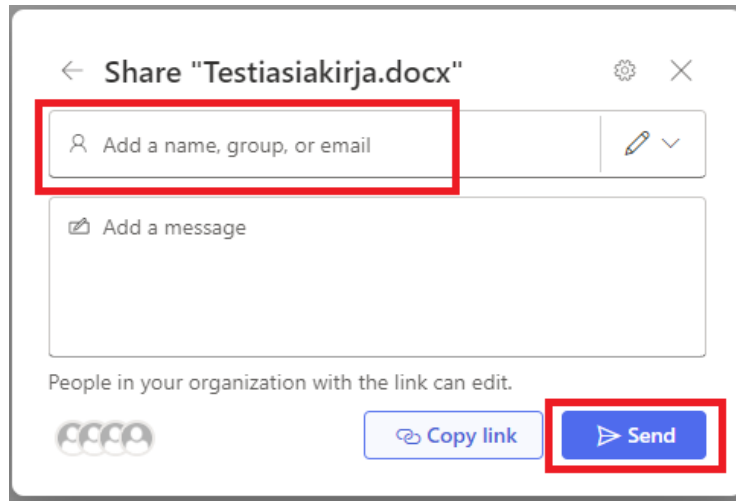
- ii. Right-click the file in the opened window and select "Manage access."



- b. If the desired person or group to which they belong is not listed, they can be **added** as follows:
 - i. Click "Start sharing"



- ii. Enter the person's name, email address, or group name in the "Add name, group, or email" field.
- iii. Click "Send."



3. If you still cannot open the file, **ask the person who shared it to submit a service request to the helpdesk**. They manage the access rights to the shared files and can seek assistance from us if needed.

The service request should include the following information:

- a. Can other members of the Teams group open the file?
- b. Teams group name

Did You Encounter a Problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include **a full screen screenshot** of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi

Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

Minulla ei ole käyttöoikeuksia Teams-sovelluksen ryhmään tallennettuun tiedostoon, mitä teen?