



MICROSOFT TEAMS

KNOWLEDGE BASE

TAGGING AND @MENTION

Tags let you quickly reach a group of people all at once.

You can categorize people based on attributes, such as role, project, skill, training, or location. For example, a "Nurse" or "Manager" or "Designer" tag will enable you to reach groups of people in Teams without having to type every single name.

To use a tag, just @mention it in a channel. Everyone who has been assigned that tag will receive a notification.

Another way to use a tag is to start a new chat and then select the tag that's assigned to the people you want to reach.


There are three kinds of tags in Teams:

- Custom tags: Team owners and team members (if given permission) can create and assign tags to people on the team. You can use these tags to start new chats in channel conversations.
- Shift-based tags: Reach people who are shift-based on their schedule info in the Shifts app. You can use these tags to start new chats and in channel conversations.
- Automatic tags: Reach people by department or job title in channel conversations. These tags must be set up by your IT admin.

@mention a tag in a channel

In a channel conversation, simply @mention a tag (type @ and the **tag name**) in your message and select the tag from the list. The tag will appear just like any @mention, and the people associated with the tag will be notified.

Start a chat using a tag

To start a chat with the members of a tag, select **New chat** , start typing the name of the tag, and then select the tag from the list. Everyone in the tag group will be added to the To: field.

