

Pin Messages to Stay Organized

How to Pin Messages in Microsoft Teams

Overview

Pinning messages in Microsoft Teams allows you to keep important information visible at the top of a chat conversation. This feature is particularly useful when you're discussing multiple topics and want to ensure that critical messages don't get lost as the conversation continues.

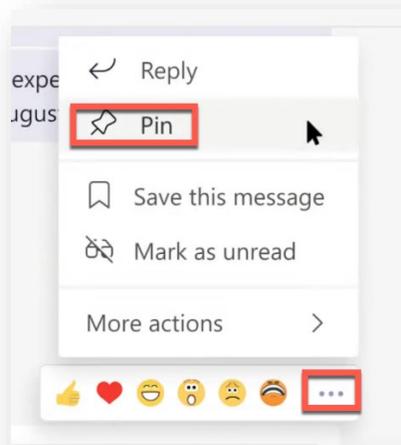
When to Use Message Pinning

- Multiple discussion topics in one chat
- To keep important information visible
- Want to prevent key messages from scrolling out of view
- To highlight action items or deadlines

Step-by-Step Instructions

How to Pin a Message

1. **Locate the message** you want to pin in your Teams chat
2. **Hover over the message** until you see additional options appear
3. **Click on the three dots (⋮)** that appear next to the message
4. **Select "Pin"** from the dropdown menu
5. The message will now appear **pinned at the top** of the chat conversation



How to Unpin a Message

1. **Locate the pinned message** at the top of the chat
2. **Hover over the pinned message**
3. **Click on the three dots (...)**
4. **Select "Unpin"** from the dropdown menu
5. The message will return to its original position in the chat flow

What Happens When You Pin a Message

- The pinned message appears at the top of the chat conversation
- It remains visible regardless of how many new messages are sent
- Other participants in the chat can see the pinned message
- The message stays pinned until manually unpinned

Best Practices

- **Use sparingly:** Only pin truly important messages to avoid cluttering the chat
- **Unpin when resolved:** Remove pins once the issue or topic has been addressed
- **Consider alternatives:** For long-term important information, consider using channel announcements or shared documents
- **Communicate with team:** Let others know why you've pinned a message if it's not obvious

Additional Notes

- This feature works in both one-on-one chats and group conversations
- Pinned messages are visible to all participants in the chat
- You can have multiple pinned messages in a single chat
- Pinning is a simple but effective way to improve communication flow in busy chat threads

Troubleshooting

If you don't see the pin option:

- Ensure you have the necessary permissions in the chat
- Check that you're using an updated version of Microsoft Teams
- Verify that the message type supports pinning (some automated messages may not be pinnable)