How to Request and Use a Secure Team in Microsoft Teams

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Purpose

This documentation provides instructions for requesting and using a HIPAA-compliant secure team in Microsoft Teams.

Audience

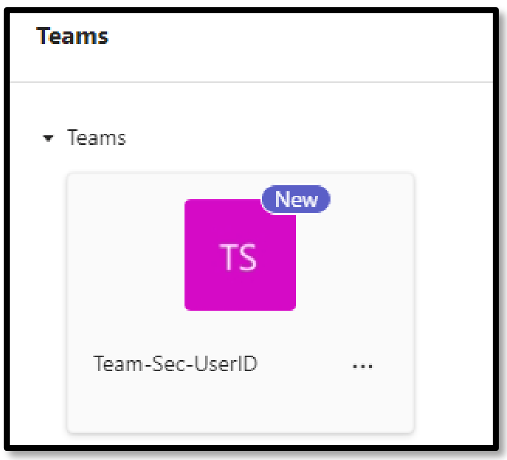
This documentation is designed for university faculty/staff/students requiring a secure HIPAA compliance meeting interface.

Request a Secure Team in TOPdesk

1. Request a secure team in TOPdesk. Use the following form in TOPdesk.

2. If the user is not a supervisor, they will have to submit an authorization statement from their supervisor stating that they need access and explaining why they need access to create a secure team.

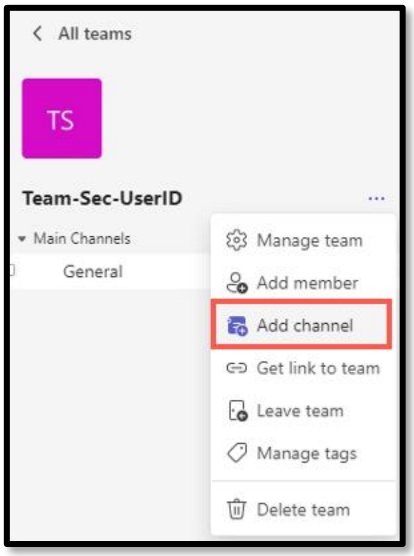
3. The new secure team will show up in the user's dashboard after it is created.
   The name will be Team-Sec-User ID *(Ex. Team-Sec-tomtiger)*.



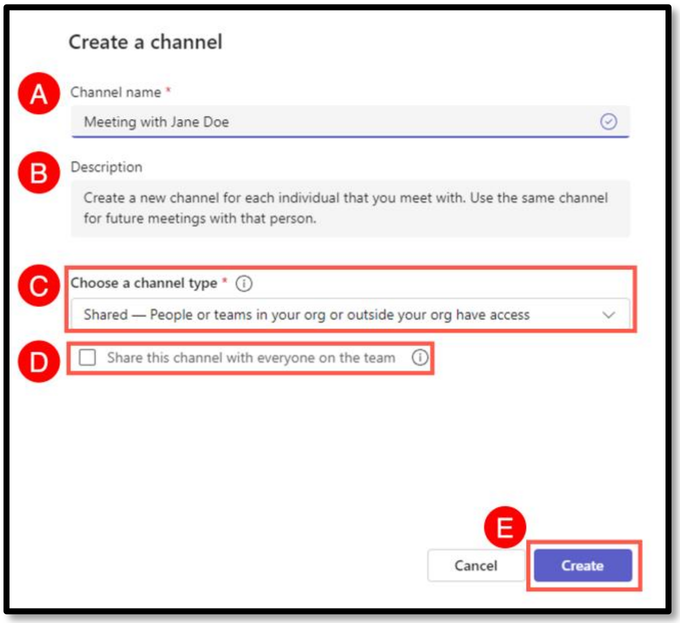
Add a Channel for a New Meeting

Note: *Please use the desktop version of Microsoft Teams to follow these steps.*

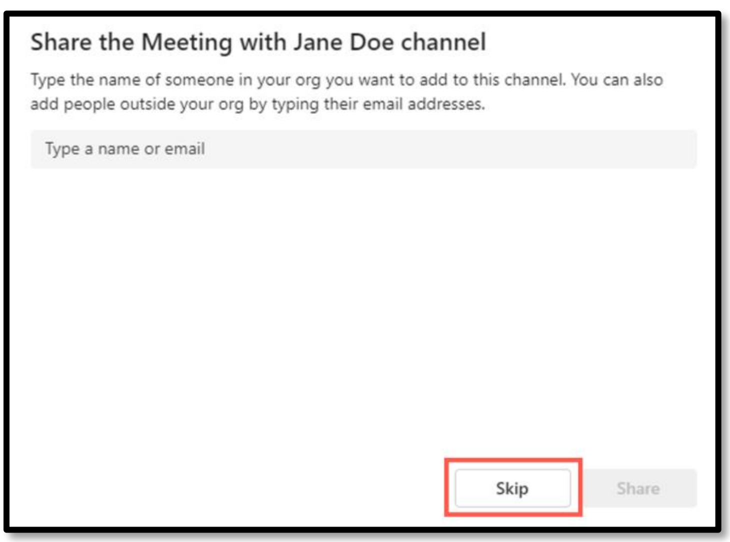
1. Choose the secure team to **Add a channel** for a new meeting.



2. In the Create a channel below:
   A) Provide a **Channel name** (ex: Meeting with Jane Doe)**.**
   B) Provide a **Description.**
   C) Select **Shared** to **Choose a channel type**.
   D) Uncheck the box beside **Share this channel with everyone on the team.**
   E) Click **Create**.



3. Select **Skip** on the Share the **Meeting with Jane Doe channel** window.



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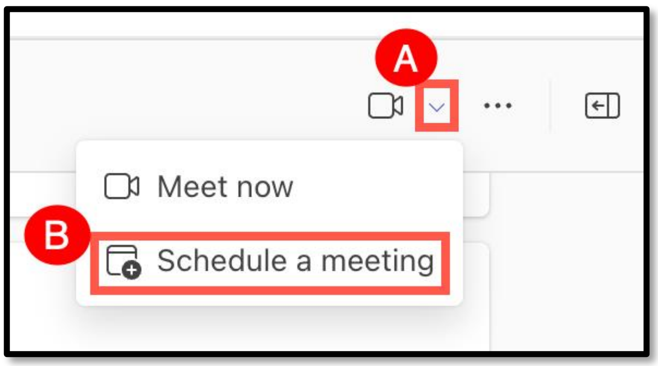
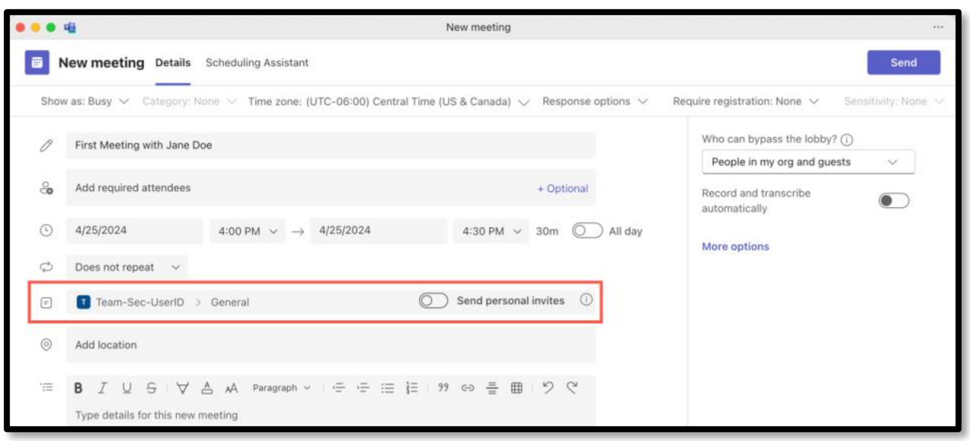
Schedule a Meeting

1. If you have already created a channel for the person you want to meet with, click that channel. If not, please see the **Add a Channel for a New Meeting** section above. **A)** Next, click on the highlighted down arrow and
   B) Select **Schedule a meeting**.



2. The secure channel MUST be selected for the meeting to be secure**.**



Note:

The chat is disabled for participants. The meeting organizer can see the chat window, but the recipients cannot view it or converse there.

If the organizer records the meeting, transcription will be turned on by default. However, if you wish to refrain from transcribing the meeting, you can turn it off separately after the recording starts.

If the secure meeting is recorded, the meeting organizer **MUST** ensure the recording remains within the Teams environment to ensure the integrity and security of the PHI.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page