

# 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**

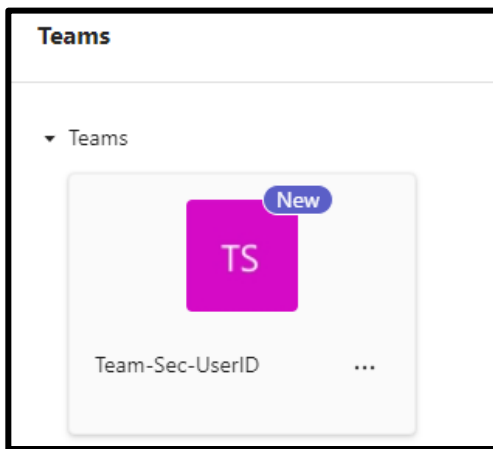
This documentation is designed for university faculty/staff/students requiring a secure HIPAA compliance meeting interface.

## Request a Secure Team in TOPdesk

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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*).

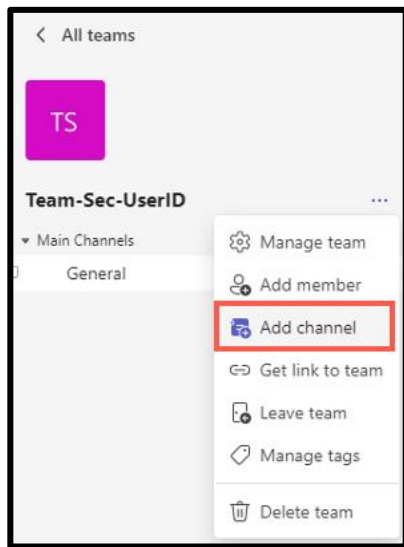


## Add a Channel for a New Meeting

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**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:

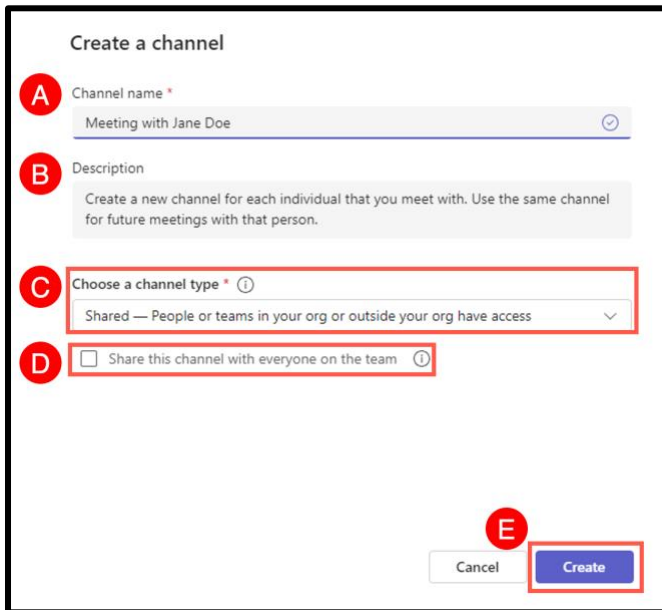
**A)** Provide a **Channel name** (ex: Meeting with Jane Doe).

**B)** Provide a **Description**.

**C)** Select **Shared** to **Choose a channel type**.

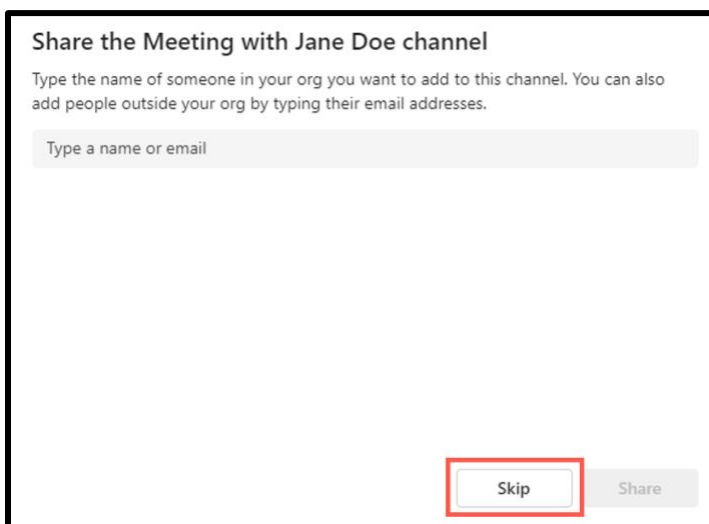
**D)** Uncheck the box beside **Share this channel with everyone on the team**.

**E)** Click **Create**.



The screenshot shows the 'Create a channel' dialog box. It has a title bar 'Create a channel'. Below it are four sections: 'Channel name \*' with a text input field containing 'Meeting with Jane Doe' and a checkmark icon; 'Description' with a text area containing 'Create a new channel for each individual that you meet with. Use the same channel for future meetings with that person.'; 'Choose a channel type \*' with a dropdown menu showing 'Shared — People or teams in your org or outside your org have access'; and a checkbox labeled 'Share this channel with everyone on the team' which is unchecked. At the bottom right are 'Cancel' and 'Create' buttons. Red circles with letters A through E are placed next to the corresponding elements: A next to the channel name, B next to the description, C next to the channel type dropdown, D next to the checkbox, and E next to the 'Create' button.

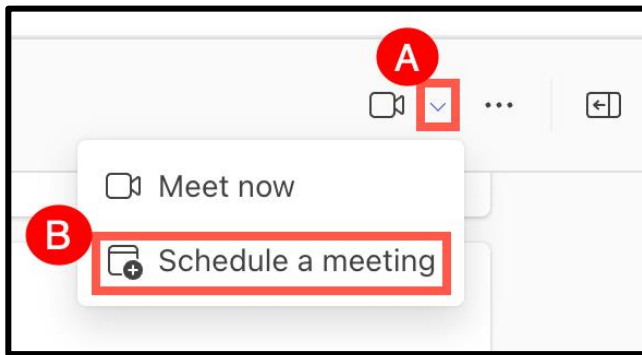
3. Select **Skip** on the Share the **Meeting with Jane Doe channel** window.



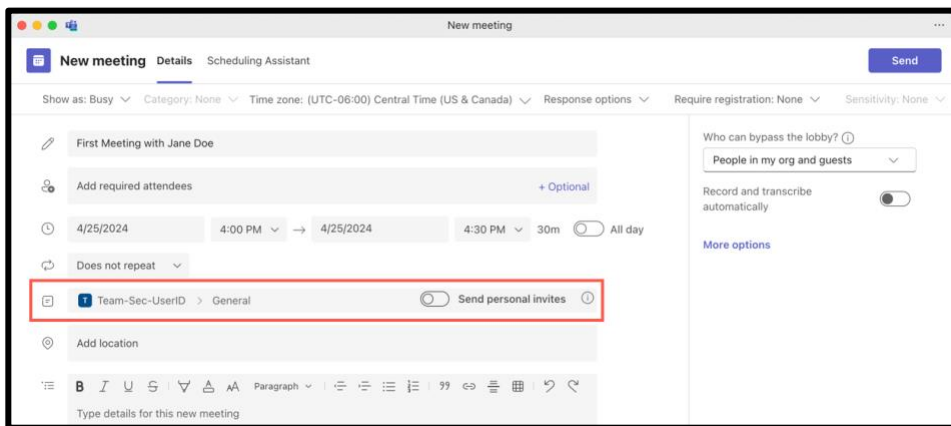
The screenshot shows the 'Share the Meeting with Jane Doe channel' dialog box. It has a title bar 'Share the Meeting with Jane Doe channel'. Below it is a text area with the instruction 'Type the name of someone in your org you want to add to this channel. You can also add people outside your org by typing their email addresses.' and a text input field with the placeholder 'Type a name or email'. At the bottom right are 'Skip' and 'Share' buttons. The 'Skip' button is highlighted with a red rectangle.

## 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

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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](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)