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 who require a secure meeting interface for HIPAA compliance.
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 include why they need access to have a secure team created.

3. The new secure team will show up in the user’s dashboard after it is created. The name will be Team-Sec-UserID (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 channel for a new meeting.

![Add channel for a new meeting](image)

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

![Create a channel](image)
3. Select **Skip** on the Share the **Meeting with Jane Doe channel** window.
Schedule a Meeting

1. If you have already created a channel for the person you would like 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.

![Schedule a meeting](image)

2. For the meeting to be secure, the secure channel MUST be selected.

![New meeting](image)

Note:
The chat is disabled for participants. The meeting organizer can see the chat window, but the recipients will not be able to view it or converse there.

If the organizer chooses to record the meeting, transcription will also be turned on by default. If you do not wish to transcribe the meeting, that can be turned off separately after the recording starts.

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

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

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

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

ITS Service Desk Hours

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

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

Important Links
Explore the umTech Website
Search the Solutions Page