

How to Request and Use a Secure Team in Microsoft Teams

umTech

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: umtech@memphis.edu

[umTech Website](#)

Table of Contents

Request a Secure Team in TOPdesk.....	3
Add a Channel for a New Meeting.....	4
Schedule a Meeting	6
Locating Help Resources.....	8

Purpose

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

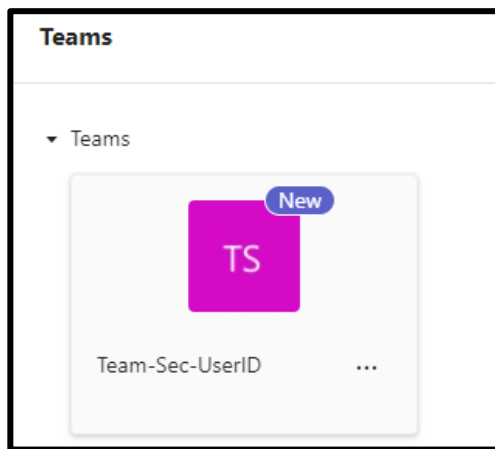
Audience

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.

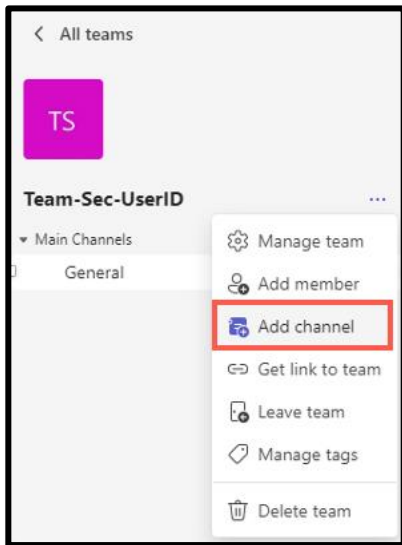
The name will be Team-Sec-User ID (*Ex. Team-Sec-tomtiger*).



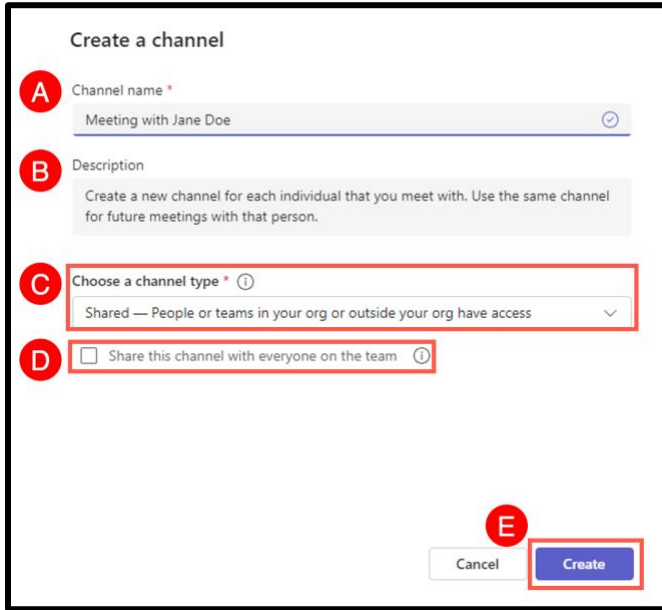
Add a Channel for a New Meeting

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.



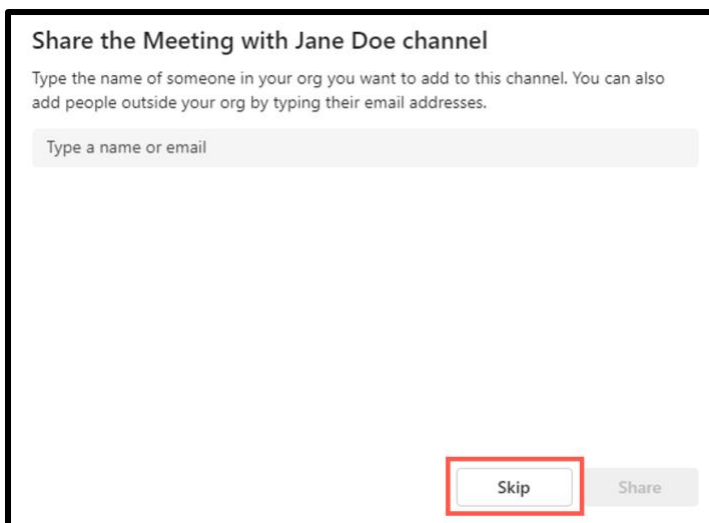
- In the Create a channel below:
 - Provide a **Channel name** (ex: Meeting with Jane Doe).
 - Provide a **Description**.
 - Select **Shared** to **Choose a channel type**.
 - Uncheck the box beside **Share this channel with everyone on the team**.
 - Click **Create**.



The screenshot shows the 'Create a channel' dialog box. It contains the following elements:

- A**: A text input field for 'Channel name *' containing 'Meeting with Jane Doe'.
- B**: A text area for 'Description' with the text: 'Create a new channel for each individual that you meet with. Use the same channel for future meetings with that person.'
- C**: A dropdown menu for 'Choose a channel type *' with the selected option 'Shared — People or teams in your org or outside your org have access'.
- D**: A checkbox for 'Share this channel with everyone on the team' which is unchecked.
- E**: A 'Create' button at the bottom right, highlighted with a red box.

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

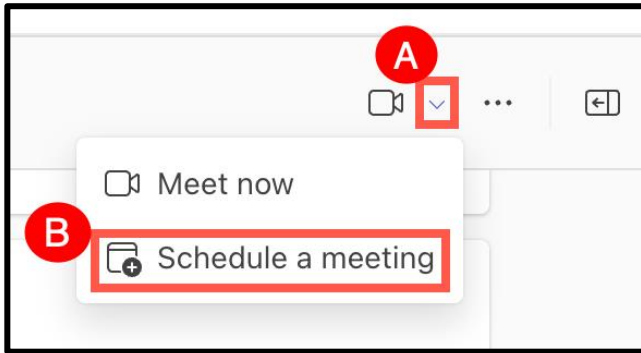


The screenshot shows the 'Share the Meeting with Jane Doe channel' dialog box. It contains the following elements:

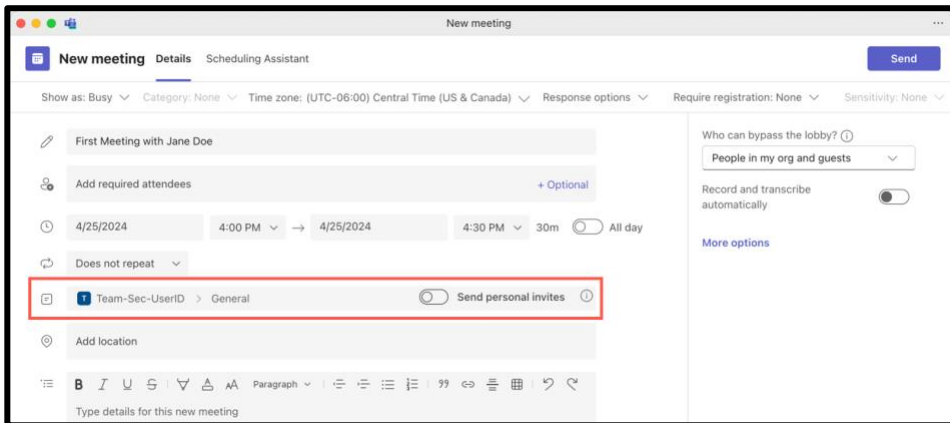
- A text input field for 'Type a name or email'.
- A 'Skip' button at the bottom left, highlighted with a red box.
- A 'Share' button at the bottom right, which is disabled.

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](#)