

Teams: Requesting a New Team

System Instructions

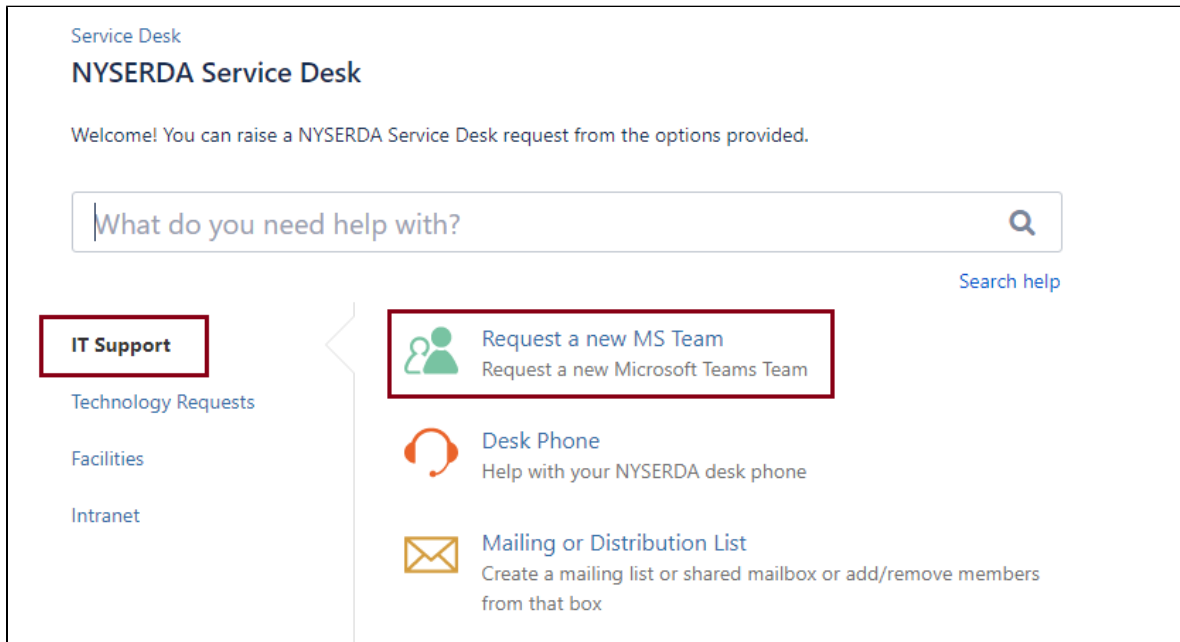
Disclosures

- Although it is possible to chat with people from other State entities (those in the NYS-ITS O365 tenant) in Teams, NYSERDA's current policy restricts adding team members who do not have an email address ending in **@nyserda.ny.gov** or **@greenbank.ny.gov**.
- Each team needs at least two **Owners** to manage (add/remove) team members.
- Team Owners should conduct periodic reviews of Owners and Members associated with their Team(s) and Channel(s) to ensure that user access is current.

Instructions

1

To request a new team, submit an IT request via the [NYSERDA Service Desk](#), selecting **IT Support > Request a New MS Team**.



The screenshot shows the NYSERDA Service Desk homepage. At the top, it says 'Service Desk' and 'NYSERDA Service Desk'. Below that is a welcome message: 'Welcome! You can raise a NYSERDA Service Desk request from the options provided.' There is a search bar with the placeholder text 'What do you need help with?' and a magnifying glass icon. To the right of the search bar is a link that says 'Search help'. Below the search bar, there are two columns of options. The left column has a red box around the 'IT Support' option, which is expanded to show 'Technology Requests', 'Facilities', and 'Intranet'. The right column has a red box around the 'Request a new MS Team' option, which is described as 'Request a new Microsoft Teams Team'. Below this are two other options: 'Desk Phone' (with a headset icon) and 'Mailing or Distribution List' (with an envelope icon).

2

Provide the following information in the request form:

- Summary
- Team Name (must begin with **NYSERDA.365**)
- Name of two **Team Owners** (each team must have at least two owners to ensure coverage)
- If you intend to collaborate within your department or across departments
- A brief description of expected team interactions
- Approximate number of team members

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You can expect the following actions after submitting your MS Teams Request

- Notification that the Teams request has been submitted to ITS
- Notification that the Team has been created
- A link to the Teams Quick Start Documentation on Confluence
- A link to a survey to share your experiences and candid feedback
