

Teams: Requesting a New Team

System Instructions

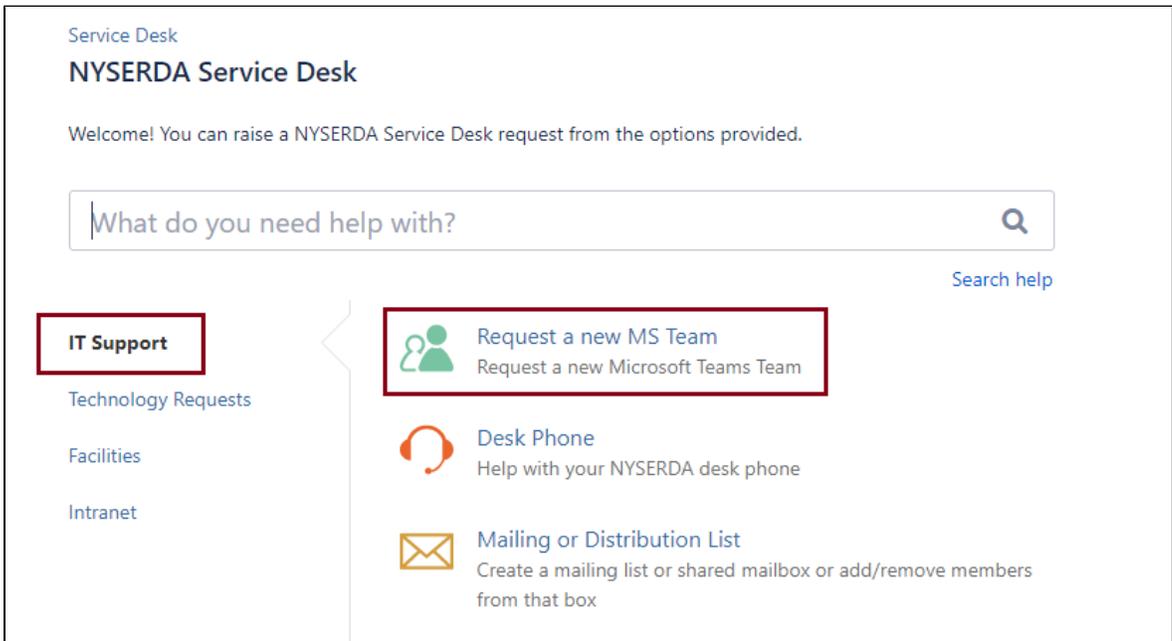
Disclosures

- 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 interface. At the top, it says "Service Desk" and "NYSERDA Service Desk". Below that, a welcome message reads: "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 "Search help" link. Below the search bar, there are several service categories. On the left, "IT Support" is highlighted with a red box, and it includes sub-options: "Technology Requests", "Facilities", and "Intranet". On the right, "Request a new MS Team" is highlighted with a red box, and it includes the sub-option "Request a new Microsoft Teams Team". Other visible options include "Desk Phone" (Help with your NYSERDA desk phone) and "Mailing or Distribution List" (Create a mailing list or shared mailbox or add/remove members from that box).

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

3

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
