

1. Is Teams HIPAA compliant?

The platform is based on Office 365 ([click here for information on Office 365 and HIPAA](#)). Office 365 can be used in a HIPAA compliant manner, but in order for Microsoft Teams to be HIPAA compliant it must include a range of security features to keep any electronic protected health information secure.

Be careful, not all conferencing software is able to be complainant through set-up. For example, this is what Google says about their Meet platform - Customers who are subject to HIPAA and wish to use G Suite with PHI must sign a Business Associate Agreement (BAA) with Google.

2. How do I get the free license?

You can go to <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/group-chat-software> and sign up. Or, you can have us to all the set-up. Contact your Account Manager.

3. Do you have any ballpark costs for this once the free period is over?

The great thing about Office 365 is that one size doesn't fit all, there are a myriad of licensing options. But that makes it impossible to give you a ballpark. Just contact us and we can give an exact price.

4. Can I work with someone from outside of my organization?

Yes, as long as your organizational policies allow it, you can invite any individual using any email address to your Team. If they are using a Gmail or Yahoo account, Teams will require them to associate a Microsoft account with their Gmail or Yahoo account. This is free and quick, just follow the prompts and the account will be created as a Microsoft account. If their account is already an Office 365 account, no association is necessary.

5. Can anyone create a Team?

Anyone can create a Team. This functionality can be turned off by your Teams admin. Some companies want to limit their created Teams, and they have that ability.

6. We have someone who is asking about retention policies regarding chat.

This is another organizational policy. Teams can retain chat messages as long as you wish. You can set messages to be deleted after 30 days or 30 years.

7. If I am hosting a Teams meeting. If not online but driving can I open the meeting via my phone number assigned to me say while on the road? Others can still join via laptop etc.

If you have a phone number assigned to you, it should start the meeting when you call in. I would recommend using the Teams phone app, though.

8. If Teams messaging is used as information/communication of record why is there the option of deleting messages which then deletes information and record of communication.

This is an organizational setting that can be turned on/off.(If Teams messaging is used as information/communication of record why is there the option of deleting messages which then deletes information and record of communication)

9. Our administrator keeps deleting stuff - how can the information be protected?

If they are a Teams administrator, they will be able to do anything within Teams. Their administrator access will need to be revoked.(Our administrator keeps deleting stuff - how can the information be protected)

10. Under the files. Is there a way to share specific files? I can only seem to be able to share our master folder, no sub folders or specific files.

If a user has access to the Team/Channel, it will give them access to all files. As of now, there isn't a way to add permissions to one file.(Under the files. Is there a way to share specific files? I can only seem to be able to share our master folder, no sub folders or specific files.)

11. When holding a live event within Teams, is it possible to play a video with audio for attendees?

This is possible. When you share your screen, you will want to include system audio in meeting controls.(When holding a live event within Teams, is it possible to play a video with audio for attendees?)

**12. When you have a video teams meeting with more than 4 people, is there a way to show everyone at the same time? instead of just the most recent 4 who spoke?
New Feature: Changes to video layout in Teams meetings**

Yes! Microsoft just released this: We are pleased to announce that the number of participants that can be viewed simultaneously during a Teams meeting will increase from 4 to 9. Additionally we are working on increasing this limit even further so that more participants can be viewed simultaneously. We'll begin rolling this out in late April and expect to be complete by early May.