

Teams Access Request

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	2/26/25	2/26/25	1.0	Noah Bruce	[Approver Name]

IT Enterprise Procedure

1. Purpose

Describe the purpose of the SOP. Explain why this procedure is necessary and what it aims to achieve.

This Standard Operating Procedure (SOP) outlines the process for granting new users access to Microsoft Teams and its channels. It ensures a standardized approach to adding users and provides clear responsibilities to streamline the process.

2. Scope

Define the scope of the SOP. Specify the departments, teams, or processes that this procedure applies to.

This SOP applies to members of the **UEM - Apple Team** responsible for managing Microsoft Teams access requests. It includes procedures for adding users to standard and private Teams channels.

3. Definitions

Provide definitions for any terms, acronyms, or jargon used in the SOP.

- **Microsoft Teams** – A collaboration platform that enables users to communicate via chat, video conferencing, and file sharing within teams and channels.
- **Team** – A collection of people, content, and tools grouped together for collaboration in Microsoft Teams. Teams can be public or private, depending on access settings.
- **Channel** - A dedicated section within a Team for organizing discussions, files, and tools based on a specific topic, project, or function. Channels can be **standard** (accessible to all team members) or **private** (restricted to specific members).

4. Responsibilities

Outline the roles and responsibilities of individuals or teams involved in the procedure.

- **UEM - Apple Team:** Adds users to Teams and standard channels.
- **UEM - Apple Team Manager:** Manages access to private Teams channels.

5. Procedure

Detail the step-by-step process to be followed. Include any necessary sub-steps, decision points, and contingencies.

5.1. Preparation

- **Description:** Identify the new user and determine which Teams and channels they require access to. Common Teams channels include:
 1. *Team – Apple Device Management Unification Project*
 2. *Team – TAMU – UDAC*
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** Microsoft Teams

5.2. Evaluate Request

- **Description:** Verify the request with the user and confirm the required Teams and channels.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** Microsoft Teams

5.3. Add Member

- **Description:**
 1. Navigate to the required Team.
 2. Click the three dots next to the Team name and select “**Add Member**”.
 3. Enter the user’s name or email and confirm the addition.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Microsoft Teams

5.4. Private Channel Access

- **Description:** Private channel access must be granted separately by the **UEM - Apple Team Manager**. Notify them once the user has been added to the Team.
- **Responsible Party:** UEM - Apple Team, UEM - Apple Team Manager
- **Tools/Resources Needed:** Microsoft Teams

5.5. Adding to Private Channels

- **Method 1:**
 1. Navigate to the private channel.
 2. Click **“More Options” > “Add Members”**.
- **Method 2 (Alternative):**
 1. Navigate to the private channel.
 2. Click **“More Options” > “Manage Channel”**.
 3. Go to the **“Members”** tab to add or remove users and assign roles.
- **Responsible Party:** UEM - Apple Team Manager
- **Tools/Resources Needed:** Microsoft Teams

5.6. Completion

- **Description:** Notify the user of their granted access, specifying the Teams and channels added to.
- **Responsible Party:** UEM - Apple Team Manager
- **Tools/Resources Needed:** Microsoft Teams

6. Documentation

List any forms, logs, or records that need to be maintained as part of this procedure.

- **Requests:** All requests to join a Team or Channel must have a valid justification from the requestor.

7. References

Include any related documents, policies, or regulations that support this SOP.

- <https://support.microsoft.com/en-us/office/create-a-standard-private-or-shared-channel-in-microsoft-teams-fda0b75e-5b90-4fb8-8857-7e102b014525>

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	02/24/2024	Initial release	Noah Bruce
1.1	[Date]	[Description]	[Author Name]



Appendices

Include any additional information, diagrams, or charts that support the procedure.

1. [University Rules and SAPs - Texas A&M University](#)
2. [University-Wide IT Governance Framework](#)
3. [SOPs – Division of Research - Texas A&M University](#)