

BASIC MICROSOFT TEAMS GUIDE FOR GNT VOLUNTEERS

PERSONALLY IDENTIFIABLE INFORMATION (PII) COMPLIANCE AND PRIVACY

i Are there guidelines around sharing PII on MS Teams for GNTs?

- How to think about Personal Identifiable Information (PII) and privacy:
 - World Relief practices and asks volunteers to practice the “minimum necessary information” standard. This means sharing the minimum necessary personal information for a newcomer that is required to complete a task.
 - Even when general consent to share PII has been given by newcomers, it is still a best practice to get additional verbal consent when needing to share their PII.
 - Respect newcomers’ privacy by not talking openly about things shared in private.
 - Be conscious of speaking respectfully about newcomers.
- Data Sharing:
 - When needing to share, PII, documents with PII, and other data, this should be shared in the MS Teams platform. Do not use other platforms including text and email.
- Using MS Teams:
 - MS Teams are for GNT members only
 - Make sure passwords are secure
 - Do not leave MS Teams open on devices that others may access
 - Do not download anything with PII to your personal devices. Leave data housed on MS Teams

ACCESSING MICROSOFT TEAMS

i How do I access my GNT Microsoft Teams?

- After onboarding is complete, your GNT coordinator will add your provided email address to a Microsoft Teams Channel for your specific GNT.

- You should receive an email from Microsoft Teams with the subject line “You Have Been Added as a Guest to World Relief in Microsoft Teams”.
- If your invite is not in your inbox, please check your junk/spam folder. If it is not there as well, then let your GNT coordinator know, and they will resend a new invite.
- Open the email and click on the button “Open Microsoft Teams”.
- You may be prompted for a code or need to create a new Microsoft account if you are not using a Microsoft work/school account for the GNT Team.
- Please note, there are two types of MS Teams – Personal and Work/School. If you are currently using a personal version, it will not work with the World Relief MS Teams. You can download the Work/School version here: <https://www.microsoft.com/en-us/microsoft-teams/download-app>
- When creating a new account, use the email address you shared with WR and where you received the initial email as the new username.
- If you did not provide WR a Work/School Microsoft Account email address, but you have one that you would like to use, please notify WR with that email address. A new invite will be sent to you at the new email address. This will allow you to choose between World Relief and your existing Work/School teams.
- For some reason, if you are not able to use the email with your existing Work/School account, you will have to use a different one to set up your World Relief Teams and log in and out between the two accounts.
- World Relief's network requires multi-factor authentication that can be set up with SMS text or the Microsoft Authenticator app, which will need to be downloaded. Upon logging in you will be asked to provide a code from your phone. These codes will come through SMS text or Microsoft Authenticator depending on what type you set up on your account.
- Once signed in, press the “Accept” button if prompted.
- Tip! It is best to download the Microsoft Teams app onto your computer and/or phone. Please ensure you are using the work/school version of Microsoft Teams as the Personal version will not work.

OVERVIEW OF THE GNT TEMPLATE

i Can you explain the GNT Channels and Tabs?

Please keep all group communication and sharing on the Teams General Channel. Chats should only be used if there needs to be one-on-one communication between team members, and team members with WR staff.

- **General Channel:** The General Channel contains 6 Tabs
 - The “Posts” Tab is a space to connect and collaborate as team members and with World Relief.
 - The “Files” Tab contains general files to help team members navigate resettlement that may include terminology guides and holistic volunteering resources.
 - The “Log Hours” Tab is linked to the Track-it-Forward webpage for logging your volunteer notes, hours and donations.
 - The “Training and Resources Referencing Page” Tab contains titles, links, helpful training, and resources for volunteers.
 - The “Core Services” Tab can be utilized to track the provision of the core services for newcomers. Depending on your team’s level of involvement with core services, World Relief may or may not utilize or include the “Core Services” Tab.
 - The “Case Notes” Tab can be utilized to record case notes and will only be used by Co-Sponsor teams that have signed a MOU with World Relief. Depending on what type of team you are, World Relief may not include the “Case Notes” Tab.
- **Cultural Orientation Channel:** To be used if GNTs are participating in Cultural Orientation
 - The “Posts” Tab includes the steps to register for Cultural Orientation Training, and how to develop and conduct the Cultural Orientation.
 - The “Files” Tab includes relevant and helpful Cultural Orientation materials and guides.
 - The “Cultural Orientation Resource Exchange” Tab contains a link to helpful resources for community sponsors to help newcomers acclimate to their new lives.
- **Education and Health Channel:** Depending on the roles and responsibilities of your GNT, you can utilize this channel for important communications about education and health.
 - The “Posts” Tab can be used to connect and collaborate as team members and with World Relief about Education and Health specific topics.
 - The “Files” Tab is to upload relevant information on Education and Health.

- **Employment and Finances Channel:** Depending on the roles and responsibilities of your GNT, you can utilize this channel for important communications about employment and finances.
 - The “Posts” Tab can be used to connect and collaborate as team members and with World Relief about Education and Health specific topics.
 - The “Files” Tab is to upload relevant information on Employment and Finances.
- **Social Services and Housing Channel:** Depending on the roles and responsibilities of your GNT, you can utilize this channel for important communications about social services and housing.
 - The “Posts” Tab can be used to connect and collaborate as team members and with World Relief about Social Services and Housing.
 - The “Files” Tab is to upload relevant information on Social Services and Housing.
- **Questions for World Relief Channel:** If this Channel is included, you may post your questions for World Relief staff in this Channel.
- **Team Leader Channel:** This is a secure and private channel for team leader(s) and World Relief staff to have a space to communicate. If this channel is included and being used, the World Relief staff will add the team leader(s) to it.

CLOSING OUT GNT MICROSOFT TEAMS

i What will happen to my Microsoft Teams when we are no longer an active GNT?

- World Relief Staff will coordinate with your team regarding the closing down of the MS Team when your team has finished its commitment. If your team would like additional time to continue using MS Teams, this can typically be accommodated for up to an additional 6 months.