

MEMO

Date: 9 November 2020
Subject: Switch from SURF Videobellen to Teams as the tool for video conferencing for high risk data processing

Following the outbreak of the corona virus, UM introduced SURF Videobellen as the tool to perform video conferencing with high risk data processing, e.g. interviews with research participants. Unfortunately, SURF (the joint ICT initiative of all Dutch universities) is stopping the Videobellen service as of **January 1st 2021**. Therefore, the UM is making the switch to **Microsoft Teams** for video conferencing with high risk data processing. In this memo you will find more information about this switch. Also, we give you information on how to record sessions if necessary.

Why Microsoft Teams?

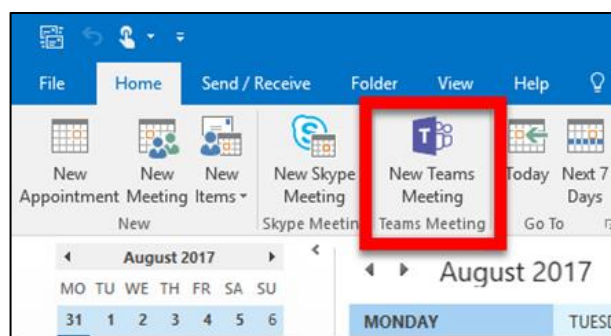
Before launching SURF Videobellen, the UM offered Zoom and LifeSize as video conferencing tools. Both are suitable for processing data with a "medium" risk classification. For research purposes this is often not enough since the research deals with high risk data processing, e.g. interviews with research participants. Microsoft Teams meets the GDPR requirements for processing high risk sensitive data. As such, the tool is suitable for high risk data processing.

When should I switch to Microsoft Teams?

SURF Videobellen will stop as of January 1st 2021. Meetings that are already planned to be held in SURF Videobellen before that date can carry on as planned. Meetings already planned for 2021 should be changed to include a Teams link instead of a SURF Videobellen link. For new meetings please use Microsoft Teams from this point on.

How can I plan a Microsoft Teams-meeting?

You can plan a Teams meeting via Outlook: when planning a new appointment in the calendar, you should see a "New Teams Meeting" button. By clicking that button, a Teams link will automatically be included in your appointment.



There are some circumstances in which the Teams button might not show up in Outlook on your laptop or desktop, especially when it's not a UM controlled device (e.g. your own MacBook). In that case you have the following options:

- If you have access to UM's VDI environment: Log into <https://athenadesktop.maastrichtuniversity.nl> and use Outlook within your VDI session to plan the appointment. Please note: you have to launch Teams once within your VDI session for the button to appear in VDI's Outlook.
- Otherwise, ask a colleague (e.g. secretary or research support) to plan the meeting for you and include the Teams link in the appointment.

What about students that work in a research team?

At some faculties, students are part of the research team and they also perform video conference interviews. At the moment, UM students do not have access to Teams. ICTS is working on a solution to enable this group of students to use Teams. We aim to have this solution in place before SURF Videobellen stops.

How can I record video conferences in Teams?

In some research projects, recording conversations is allowed. As with SURF Videobellen, Teams is not equipped with a recording option. However, you can record the video conference using screen capture software embedded in your device. The recording will then be stored locally on your device.

Below the instructions on how to record your screen for the most common used devices. If your device is not listed, you can search the internet for instructions or contact your local IT support.

- Manual for Windows 10: see appendix of this memo.
- Manual for [Apple desktops and laptops](#).
- Manual for [iPhone and iPad](#).

Please note:

- Screen recording on Android devices is not a default feature and requires third party apps. Therefore, recording on Android devices is not recommended.
- Recording is only allowed if you would also record the conversation in a regular face to face setting and if the participant(s) agree with the recording.
- On some devices, the default storage location is a location that synchronizes with the cloud (e.g. iCloud or OneDrive). Please do not store your recordings in these locations.

Right after you created your recording, transfer it to a UM server where you store your research data and delete the local copy of the recording from your device. This way the recordings are stored in a safe and secure place. Please note that it is only allowed to record the sessions with consent of the all of participants and with ethical approval. Further advice can be found with your local data steward(s) or information manager.

Troubleshooting

If you experience problems setting up or using Teams, please your local Teams support team. Contact details can be found [here](#).

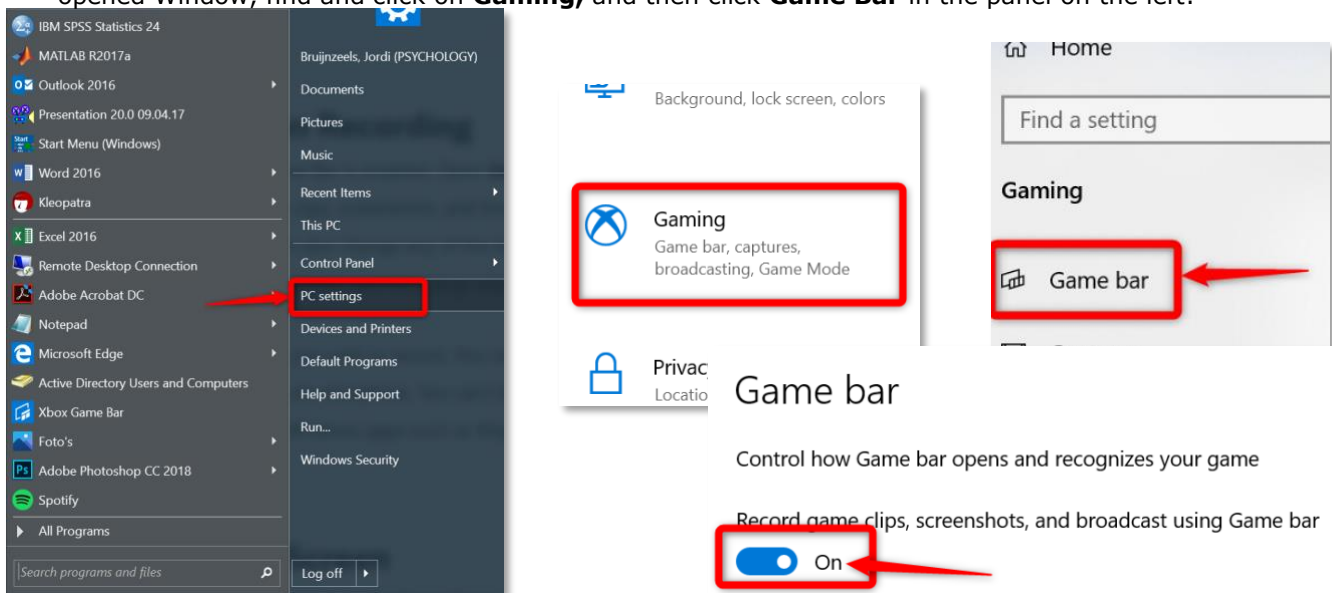
Last words of advice

- Distinguishing between medium or high risk data processing can be difficult. Therefore, it is advised that all research related video conferencing involving participants is performed via Teams.
- Please make sure you are logged into Teams with your UM credentials on the device you are going to perform the video conferencing on. Without at least one UM user present, a Teams meeting will not start.

Appendix: Screen recording within Windows 10:

Please note that you may only use this option if you are allowed to make recordings.

Before starting your video call, check if the following settings are set-up correctly: Click the Start button in the bottom left of your screen and choose **PC Settings**. In the newly opened Window, find and click on **Gaming**, and then click **Game Bar** in the panel on the left:



If the slider for 'Record gameclips, screenshots & broadcast using Game Bar' is not toggled 'ON' please slide it to the ON (and green) position. ->

You have now activated a shortcut to start capturing a screen recording when you press the **Windows and G** keys on your keyboard simultaneously. This will bring up the Game Bar. Click the dot in the top left panel to begin recording. A timer will be visible on the right of the screen.



When you have finished your call. Click the blue stop button next to the timer on the right.



Your recording is now saved in the Captures folder under your profile folder:
C:\Users\YOURUSERNAME\Videos\Captures