TeamUp

What is TeamUp?

TeamUp is a team communication service provided by Mattermost hosted by CIT which allows all team communication to be in one place, easy-to-use, searchable and accessible anywhere. With this you can share messages and files across phones and PCs, with archiving and instant search.

What are the features available?

- Send messages and comments across public, private and 1-1 channels
- Personalise notifications for unreads and mentions by source
- Share files and images internally and externally
- **Drag, drop and tap to share files**
    - **Easy upload – Have all your files for business (PDFs, documents and spreadsheets) and media (images, audio and video) available over phones and PCs**
    - **Share with anyone – It's easy to precisely permission file sharing to colleagues and groups within your organisation as well as externally**
    - **Tag and Search – Organise files by tags to recall them quickly and search for files by channel, sender, date and other attributes.**
- Search public and private channels for historical messages and comments
- View recent mentions of your name, username, nickname, and custom search terms

What is the different between TeamUp, Microsoft Teams and Skype for Business?

Please refer to this comparison table.

How can I access TeamUp?

TeamUp is available on the web and native apps:

- **Official app by Mattermost: iOS | Android**
- **Desktop Clients:** https://about.mattermost.com/download/#mattermostApps

> (i) *Enter Server URL: https://teamupstudent.nus.edu.sg*

NUS Students & Staff:

1. Go to https://teamupstudent.nus.edu.sg.
2. Click Login with NUSnet ID button and sign in with **NUSNET ID and password**.

Non NUS Users:

1. Go to https://teamupstudent.nus.edu.sg.
2. Select "**Create one now**" to set up an account on TeamUp.
3. Select "**Email and Password**".
4. Enter your **email address, chosen username and password**.

How do I create a new team?

To start your own team, go to https://teamupstudent.nus.edu.sg/select_team and select "**Create a new team**".

How is a team organized?

Channels – Create open channels by project, topic, or team to share conversations with anyone in the organization.

| Contact |
| --- |
| TeamUp Group |
| teamup@groups.nus.edu.sg |
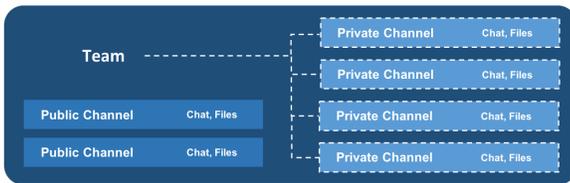
Private Messages – Message colleagues directly to discuss topics one-on-one.

Private Channels – Create private channels to discuss sensitive information. No one knows about or can join closed channels without an invitation.
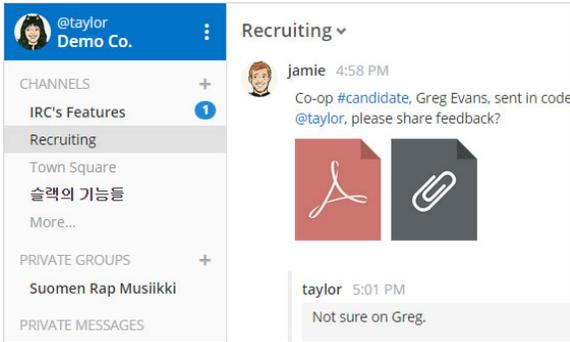
How do I invite users into my team?

After logging in, click on the **Main Menu** (hamburger icon) and select Invite People:
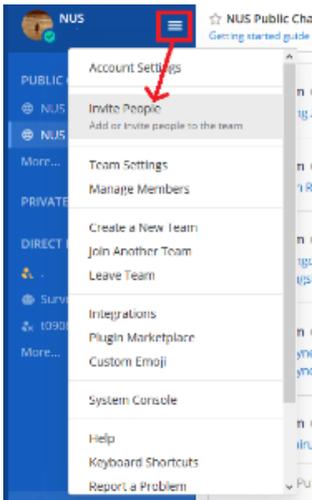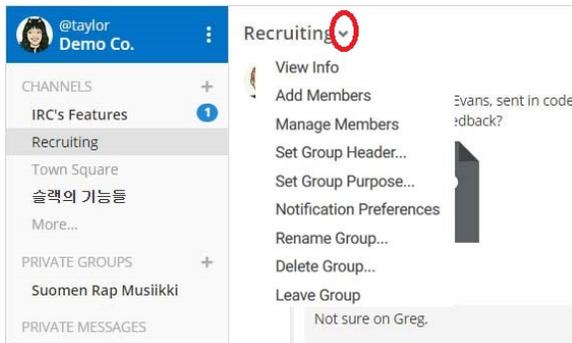

You can invite users to your team by:

a) **Send Email Invite**: Enter email address and email the invitation directly.

b) **Get Team Invite Link**: Copy link and send it to the users who should join.

How do I invite users into my "Private Channel" in a team?

Choose your private channel and expand the dropdown to find the options to manage members of a group.

> ⚠ You can only invite users who are **already part of the team** into a private channel.

How do I delete a team which I created?

Users cannot delete a team through the current user interface. Please contact TeamUp support to help you with this.

Is the communication channel encrypted?

Yes, the communication channel is encrypted by SSL (https://....

Is it advisable to share confidential files?

We will advice you to only share and store NUS Internal and public accessible documents. NUS confidential files should not be shared and stored on this service.

Does this service support NUS 2FA?

No. We are still evaluating this option. NUS users login using their NUSnet UserID and password.

Are the files and communication threads backup?

We do our regular backups on the communication threads and files but will discourage request for restore, etc.

What is the maximum duration of history stored (both files and messages)?

Files and communication threads are stored for a maximum duration of 1 year.

Inactive teams will be removed after six months of no-activity before the start of every semester (i. e. last week of December and last week of July).