



MINDEF365 FAQ

14 Nov 2022

Section 1: General

1. What is MINDEF365?

MINDEF365 is a platform that allows MINDEF/SAF personnel to connect with each other (up to RESTRICTED) as well as external parties (up to Official (Closed)), on any internet device.

2. Will MINDEF365 Teams replace R-Chat?

Yes. MINDEF365 can support up to RESTRICTED contents with MINDEF/SAF colleagues and up to Official (Closed) with external parties.

R-Chat will remain online concurrently with MINDEF365 for now. You may still use either platform to chat. You are encouraged to onboard MINDEF365 and plan your own transition to MINDEF365. Details of the cessation of R-Chat will be released later.

3. Will Defence mail be replaced by MINDEF365 Exchange email?

Yes, Defence mail has migrated over to MINDEF365.

4. Will MINDEF365 Teams replace Skype in all OSIT environments?

No, MINDEF365 provides an alternative platform for communication and meetings, especially with external parties, on the internet.

5. How can I start using MINDEF365?

Please ensure that your Defence mail is active before onboarding MINDEF365. Refer to the ***Onboarding Guides for PED and INET*** to set up your account > Refer to the ***Quick Start Guide*** to start using Teams.

6. What are the support platforms for MINDEF365?

- SMC Helpdesk

Helpdesk	Phone	Email
Stagmont	6761 1999	SMC_Stagmont_Helpdesk@defence.gov.sg
Paya Lebar	6461 8555	SMC_PayaLebar_Helpdesk@defence.gov.sg
Gombak	6768 4004	SMC_Gombak_Helpdesk@defence.gov.sg

7. Where are the guides uploaded?

The respective guides are accessible via the links below.

INET: <https://go.gov.sg/mindef365-INET>

PED (Windows, iOS, Android): <https://go.gov.sg/mindef365-ped-windows-mobile>

PED (MacOS): <https://go.gov.sg/mindef365-MacOS>

8. Is Futureworkplace M365 still available?

No, Futureworkplace was a trial and the licenses have expired.

9. Are there plans to issue hardware to users (e.g. audio headsets)?

Please refer to your respective UCITOs. Also, refer to SAFC4COM C-01/20: C4 SOLUTIONS FOR TELECONFERENCING AND TELECOMMUTING circular on the peripherals allowed.

Section 2: Onboarding

10. What are the requirements for onboarding?

Please ensure that you have an active Defence mail account. Do note that the log in credentials are **INET_ID@defence.gov.sg** (eg. *tjosh@defence.gov.sg* NOT Defence mail address) and Defence mail password.

11. Do I need both INET account and Defence mail account to onboard MINDEF365?

You will need an active Defence mail account to onboard MINDEF MINDEF365.

12. Can I use my SGEMS+ account to onboard?

No, SGEMS+ is on a different network and not internet accessible.

13. Can role-based Defence mail accounts onboard MINDEF365?

Yes.

14. If I change my INET password as required by INET security policy, does this mean that the MINDEF365 password will be changed?

Yes. MINDEF365 password follows your INET password.

15. Must I install all the recommended apps in the Onboarding Guide?

They are recommended for optimal experience. However, please note that you do not have to sign in to the recommended apps unless stated in the ***Onboarding Guide for PED***. Do note that these recommended apps are only for Personal Electronic Devices (PED).

16. I was part of the trial MINDEF365 and Intune Company Portal was not a requirement, do I have to download it for this roll out?

Yes, do download the following apps for

- Android: Intune Company Portal (**do not sign in**) and Microsoft Authenticator
- iOS: Microsoft Authenticator
- MacOS: Company Portal

17. Where can I find the Teams app on my INET device?

The Teams app has been pushed down and can be found on your INET desktop. Please refer to the ***Onboarding Guide for INET*** on how to set up Teams. If the Teams app cannot be found in your INET device, please contact SMC.

18. Which device should I onboard with? PED or INET?

It is recommended to first set up your account and authentication on your PED mobile before logging onto your INET.

19. What Personal Electronic Devices (PED) can I onboard with?

You may onboard on

- Laptops or desktops
- Mobile devices : Android and iOS. Please note : Emulated/ rooted Android and Jailbroken iOS are not supported and thus not recommended for onboarding.

20. Can I sign in on multiple devices?

Yes. You must download the following apps before doing so:

- Android: Intune Company Portal (**do not sign in**) Microsoft Authenticator
- iOS: Microsoft Authenticator
- MacOS : Company Portal

21. If I have an existing personal M365 account on my PED and already have the Teams app, can I add MINDEF365 account into the existing Teams app?

Microsoft only allows ONE secured account on any device. If your existing M365 is not a secured account, it may exist with MINDEF365.

However, if you already have a secured M365 account on your device, it is recommended to access MINDEF365 on another device. Alternatively, you can delete the existing secured account from the device and add the MINDEF365 account, and vice versa when accessing the other secured account.

Do note that MINDEF365 and DSTA MINDEF365 belong to the same tenant ie both accounts may not co-exist on the same device.

22. Can I add multiple MINDEF365 accounts on a single device?

No, Microsoft only allows ONE single secured account on any device.

23. Why do I face issues signing in?

Do ensure that you have downloaded the recommended apps and followed the steps in the Onboarding Guides carefully. If you have not done so and face issues signing in, please restart your onboarding by uninstalling Teams and reinstalling Teams along with the recommended apps.

Do log a case with SMC Helpdesk (INET device) or IM/SANSOC Helpdesk (Non-INET device) if you still encounter problems signing in.

Section 3: Teams

24. What devices can I use Teams on?

You can use Teams on any internet connected devices, including Personal Electronic Devices (PED) and INET.

PED: Use the Teams desktop app on your personal computers and Teams mobile app on your mobile phones. Follow the ***Onboarding Guides for PED*** to start.

INET: Use Teams on your INET device, where the Teams desktop app has already been installed through patches.

25. What kind of PED can I use Teams on?

You can use Teams on Android, iOS, Windows and MacOS devices. Please note that emulated/ rooted Android or jailbroken iOS devices are not supported.

26. Which Android and iOS versions are supported for PEDs?

It is recommended to update your PED OS to the latest version to enjoy a smooth and consistent experience on Teams.

Android: 9 and above

iOS: 15.7 and above (MINDEF MINDEF365 will cease support for iOS versions 13 and below from September 2021 as Microsoft will cease support for iOS versions 13 and below from October 2021)

Please note that as iOS 15 has been released, do refer to *FAQ 28* for the steps to update your device registration on Microsoft Authenticator after you update your iOS.

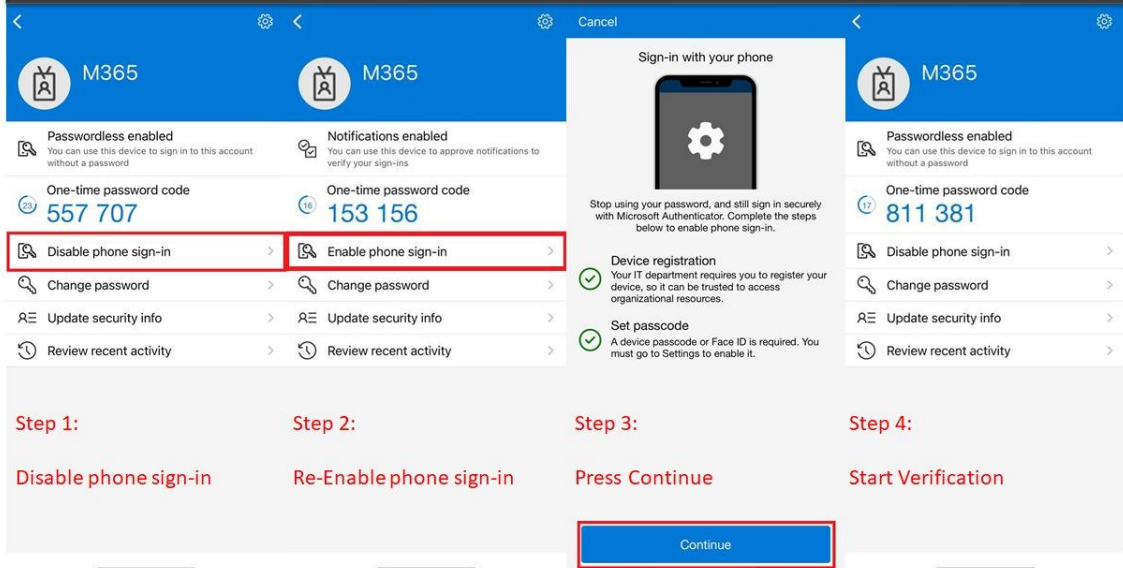
Windows: 10 21H

27. Is it a strict requirement for my PED to be on the latest OS?

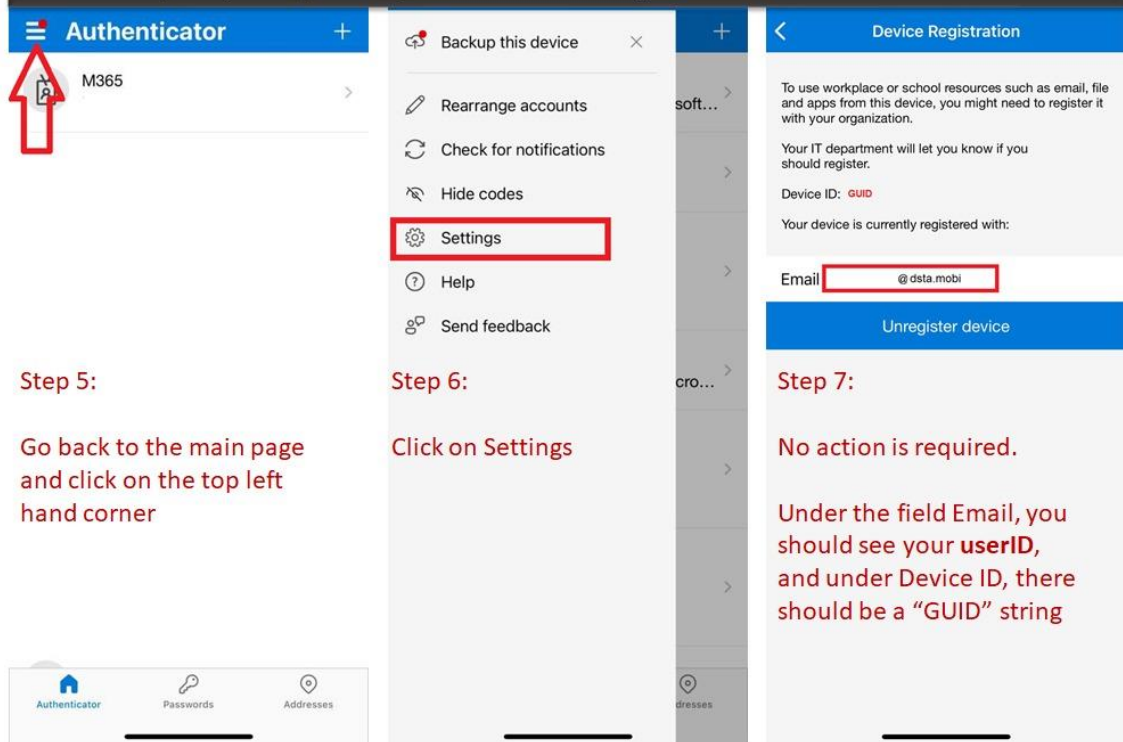
It is recommended that both PED OS and Teams are updated to the latest version. You will be prompted when an update is required. Do refer to *FAQ 27* for the OS versions supported for Android and iOS.

iOS 15 is released and if you have updated your iOS, please follow the steps below to update your device registration on Microsoft Authenticator.

After upgrading the OS on your device, do update your **device registration** on the **Microsoft Authenticator** app. Do download the **latest** version of Microsoft Authenticator app.



Validate under **Device Registration** if your device has been “registered”, i.e. no other actions would be required, if the prior steps were done correctly.



28. What is the range of OS supported for both CDA and MINDEF MINDEF365?

CDA supports Android versions 5 to 10 and iOS versions 8 to 14.

MINDEF MINDEF365 supports Android versions 9 and above, and iOS versions 14 and above. There is no issue if your PED remains on the OS versions that support both CDA and MINDEF MINDEF365.

29. Can I use a Web-browser to access Teams?

Yes. Go to office.com to access MINDEF365 on the recommended Edge browser.

30. What are the differences between using Teams on PED (Windows, Android, iOS) and INET?

Device	Windows (INET)	Windows (PED)	Android (Mobile)	iOS (Mobile)
Create a Meeting	Y	Y	Y	Y
Share Meeting URL	Y	Y	Y <i>(only within Teams)</i>	Y <i>(only within Teams)</i>
Share Presentation Slides	Y	Y	Y	Y
View Presentation Slides	Y	Y	Y	Y
Enable Camera <i>(Existing zoning rules apply)</i>	N	Y	Y	Y
Chat	Y	Y	Y	Y
Screen Capture*	Y	N	N	N
Create a Team	Y	Y	Y	Y
Upload File to Chat	Y	Y	Y	Y
Upload File to Channel	Y	Y	Y	Y
Access File (View, Edit)	Y	Y	Y	Y
Download File	Y	Y	Y	Y
Screen Capture	Y	Y	N	N

* Screenshots are not allowed on PEDs due to security reasons.

31. What are the recommended apps to install on my PEDs for optimal experience when using Teams?

Android devices	iOS devices	MacOS	WINDOWS
Microsoft Teams	Microsoft Teams		Teams for Work or School*
Microsoft Outlook	Microsoft Outlook		
Microsoft Edge	Microsoft Edge		
Microsoft Authenticator	Microsoft Authenticator		
Intune Company Portal (DO NOT sign in)		Company Portal	

* Note that new PED Windows come pre-loaded Team is the home version. Please download the 'Teams for work or school' from <https://www.microsoft.com/en-sg/microsoft-teams/download-app>.

Download Microsoft Teams for Windows desktop



32. What are Teams and Channels?

Teams are collections of people, content, and tools that center around different projects and jobs within an organization. In Microsoft Teams, team members can have conversations and share files, notes, and more.

Channels are great because they allow teammates to have focused conversations about specific topics. Every team has its own set of channels (starting with the General channel), and the members of that team get to decide what they want the rest of their channels to focus on.

Refer to <https://docs.microsoft.com/en-us/microsoftteams/teams-channels-overview> for the overview of teams and channels.

33. How to create teams and channels?

Refer to the **Quick Start Guide** on how to create a team. Once a team is created, the *General* channel will automatically be created. You can add more public/private channels to the team as needed.

Refer to : <https://support.microsoft.com/en-us/office/overview-of-teams-and-channels-c3d63c10-77d5-4204-a566-53ddcf723b46> for a video tutorial on creating teams and channels.

34. What is the recommended Teams structure?

Refer to <https://docs.microsoft.com/en-us/microsoftteams/best-practices-organizing> for the best practices on organising teams.

Also, please do not name your teams directly after your unit/department.



35. Is it a requirement to create teams and channels?

Depends on your needs. An alternative for short-term communication or collaboration is to create a group chat via the Chat tab.

Do note that chats cannot be deleted but can only be hidden (only in Windows and Android). To unhide a chat, search for the chat name or person and post in the chat.

36. Will the organization structure be automatically created in Teams?

No, users are empowered the flexibility and creativity to create their own teams according to their requirements.

37. Are there distribution groups in Teams for creation of large communications teams and channel (e.g. zz all in DMG)?

No, users are required to add the members individually in a team. However, the team understands that there are requirements and will be looking into this in the future.

38. Can I edit the team and channel names after creating?

Yes, you may edit the team name via the mobile app while you can edit your channel name via both the desktop and mobile apps.

39. How many members can there be in a team and channel?

TEAMS AND CHANNELS	
Feature	Maximum limit
Number of teams a user can create	250
Number of teams a user can be a member of	1,000
Number of members in a team	25,000
Number of owners per team	100
Number of members in an org-wide team	10,000
Number of teams a Microsoft 365 or Office 365 organization can have	500,000
Number of channels per team	200 (includes deleted channels)
Number of Private channels per team	30 (includes deleted channels)
Number of members in a Private channel	250

Refer to <https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams> for more on limits and specifications for Microsoft teams.

40. Can I change my display name in Teams?

No. Display name is synced with your Defence mail name.

41. What are the features available on Teams?

The key features available are video teleconferencing, chat, file sharing and co-editing. Refer to the **Quick Start Guide** for more information.

42. What can a team owner, member and guest do?

Team owners. Team owners manage certain settings for the team. They add and remove members, add guests, change team settings, and handle administrative tasks. There can be multiple owners in a team.

Members. Members are the people in the team. They talk with other team members in conversations. They can view and usually upload and change files. They also do the usual sorts of collaboration that the team owners have permitted.

Guests. Guests are people from outside of your organisation that a team owner invites. Guests have fewer capabilities than team members or team owners, especially in our tenant, Guests are essentially only able to join a meeting and chat within the meeting.

Quick comparison of the capabilities available to each role

Desktop:

Capability	Owner	Member	Guest
Create a channel	✓	✓	
Participate in a private chat	✓	✓	✓
Participate in a channel conversation	✓	✓	
Share a channel file	✓	✓	
Share a chat file	✓	✓	
Can be invited via any work or school account for Microsoft 365			✓
Create a team	✓	✓	
Delete or edit posted messages	✓	✓	✓
Discover and join public teams	✓	✓	
Add or remove members and guests	✓		
Edit or delete a team	✓		
Set team permissions for channels, tabs, and connectors	✓		
Change the team picture	✓		
Add guests to a team			
Auto-show channels for the whole team			
Control @[team name] mentions	✓		
Allow @channel or @[channel name] mentions	✓		
Allow usage of emoji, GIFs, and memes	✓		
Archive or restore a team	✓		

Mobile:

Capability	Owner	Member	Guest*
Create a channel	✓	✓	

Participate in a private chat	✓	✓	
Participate in a channel conversation	✓	✓	
Share a channel file	✓	✓	
Share a chat file	✓	✓	
Can be invited via any work or school account for Microsoft 365	✓		
Create a team	✓	✓	
Delete or edit posted messages	✓	✓	✓
Discover and join public teams	✓	✓	
Post in the General channel	✓	✓	

For the full list of capabilities, go to <https://support.microsoft.com/en-us/office/team-owner-member-and-guest-capabilities-in-teams-d03fdf5b-1a6e-48e4-8e07-b13e1350ec7b#ID0EAABAAA=Desktop>. Do note that the Guest capabilities are not representative of MINDEF MINDEF365's Guest capabilities. Refer to FAQ 57 on what a guest can do in MINDEF MINDEF365.

43. Can I add external guest into a team/channel?

No, guests (without an official MINDEF MINDEF365 account) are not allowed to be added into a Team. They may be invited to attend a virtual meeting and chat. Refer to the **Quick Start Guide** on how to invite external guests into a meeting.

44. Can I use other MINDEF365 apps like Power BI, Planner etc.?

No, only GoLocal apps are supported by MINDEF365 (Teams, SharePoint and Outlook). Note that SharePoint can only be added and used within a team.

45. Can I add 3rd party apps in Teams?

No. Only MSD approved goLocal apps are allowed on Teams.

46. Can I post infographics, videos or audio files in Teams?

Yes. Do note that that each file upload limit (per file) is 250 GB. This applies to each individual file uploaded to Microsoft Teams Files tab, SharePoint document libraries and OneDrive folder

47. What are the files supported for file sharing?

INET (Windows): Word, PowerPoint, Excel, PDF, Images, Video, Audio (up to Restricted)

PED (Windows): Word, PowerPoint, Excel, PDF, Images, Video, Audio (unclassified materials)

PED (Mobile): Images

48. How can I broadcast information on Teams?

While there is no specific broadcasting feature, you can create a team/ group chat and add your targeted audience and post the information in the team or chat. Alternatively, you can create a public team for anyone to join (via name search or team code) and post the information there.

49. Can I share my Teams calendar with my colleagues?

No, you cannot share your calendar in Teams, but you can share your calendar via Microsoft Outlook app.

Video Teleconferencing

50. When using MINDEF365 on my PED for video teleconferencing, can I switch on the video function while inside MINDEF/SAF premises?

No, users using MINDEF365 on your PED for teleconferencing within MINDEF/SAF premises should ensure the video functionality is by default, set to OFF. Do not activate your camera as existing zoning rules apply.

51. What is the maximum number of participants in a Teams meeting?

1,000, inclusive of both official MINDEF365 accounts and guest accounts.

Refer to <https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams> for more on limits and specifications for Microsoft teams.

52. Is there a time limit for Virtual Meeting on Teams?

No. Note that there will be a reminder 10 minutes before the scheduled end time for that meeting. You may still continue with the meeting session.

53. What is a channel meeting?

It is a meeting that occurs within a channel in a team and is visible to anyone who is a member of the team. All members of the team can join a channel meeting. This is useful if you want to have meetings for individual workstreams (channel, as shown in the recommended Teams structure in *FAQ 35*).

54. Who can attend a channel meeting?

Members (with official MINDEF365 accounts) in the channel can attend the meeting shared to a channel. To add members to a channel, they must first be added to the team. The meeting link may be shared with external guests to join the meeting, but not have access to the channel's post or files.

Alternatively, you may schedule a meeting in the "Calendar" tab and tag the channel, add the participants, MINDEF365 users and/or external guest, in the participants list. Participants who are not members of the channel will only receive the meeting

invitation and will not have access to the channel tagged in the meeting invite. Refer to the **Quick Start Guide** on how to do it.

55. How do I invite external guests (without MINDEF365 account) to a meeting?

1. Add their personal email (e.g. example@gmail.com) in the participants list when scheduling a meeting in the Calendar tab. The guest will receive an email invite with the meeting link.
2. After the meeting has been created, copy the meeting link and share it with the external guests.
3. After the meeting has been created, share the meeting ID and password.

56. What can MINDEF365 users and external guests do in a virtual meeting?

MINDEF MINDEF365 Users	External Guest (eg. example@gmail.com)
Turn on/off audio	Turn on/off audio
Turn on/off video <i>(activate your camera feature based on your location as existing zoning rules apply)</i>	Turn on/off video
Present slide / share screen	Share screen
Use meeting chat	Use meeting chat
View/ download files (depends on devices)	

**Note that this is the maximum a guest can do, subjected to settings by meeting host*

57. What can the meeting host do?

MINDEF365 meeting host must create the meeting using their MINDEF365 account. The meeting host can control what participants and external guests can/ cannot do during the meeting. This includes bypassing the lobby, presenting, unmuting and using the meeting chat. Refer to the **Quick Start Guide** on how to change the settings via “Meeting Options”.

58. How can the meeting host enable meeting participants to present / share screen during the meeting?

Open the participants list and click on more options next to the participant’s name. Click on “Make a presenter” to allow the participant to present. There is also an option for the presenter to “Give control” to other participants OR for participants to “Take control” from the presenter. In both cases, the presenter must allow them to proceed (applicable to all participants).

59. Can I join a Teams meeting via the web-browser?

Yes.

Section 4: Troubleshooting

60. Why am I having issues with Teams on my PED after downloading Intune Company Portal?

You can try uninstalling the Intune Company Portal app and reinstall it without signing in. Please note that you are not required to sign into the Intune Company Portal app after downloading it on your PED. Note that you are not required to sign in to any of the recommended apps unless stated in the ***Onboarding Guide for PED***.

61. Why am I unable to access my social media apps after downloading the recommended apps? / Why are there notifications that my social media apps are being monitored by the organisation?

You may uninstall Microsoft Defender app OR on your mobile device, go to *mobile device setting > Connections > VPN > VPN Microsoft Defender for Endpoint > select setting icon > delete VPN profile*.

62. I have installed Teams on my PED but the Calendar tab is missing.

Please log a case with IMSANSOC (Non-INET) or SMC (INET). Refer to *FAQ 6* support helpdesk contact.

63. Why am I facing issues with Teams after updating my phone OS?

Before updating the phone OS, please ensure that you have disabled 'sign-in' in the Microsoft Authenticator app. You should enable 'sign-in' again in the Microsoft Authenticator app after you have updated the phone OS. Refer to the steps in *FAQ 64* to resolve the issues.

64. Why do I get the error "App Access Blocked", saying that the organization requires my device to be on the latest OS, even when my device is on the latest OS?

You can try to update your Teams app. If you still face this error, there are two ways to resolve it:

- 1) Go to MS authenticator, disable phone sign-in, and re-enable phone sign in (this will register the device with the latest OS version)
- 2) Sign out of the team app > a message will highlight the removal of the data > sign in again.

If still get the same issue > iOS setting > go to MS Teams app > turn on clear data > launch teams app again

If the action has taken effect, iOS setting > teams, "clear data" radio button will be off.

If the radio button is still on, kill the teams app > launch Teams again > sign in again. Return to settings > Teams to verify the radio button is turned off. This will purge the cache that you are currently seeing.

Section 5: Security

65. Can I activate my PED's camera for virtual meetings on Microsoft Teams while in camp?

No, you cannot activate your camera for virtual meetings in MINDEF/SAF premises. Existing zoning rules apply.

66. What is the security classification allowed on Teams?

RESTRICTED content and discussion with MINDEF/SAF employees, OFFICIAL (CLOSED) content and discussion with non-MINDEF/SAF employees. Do note that a meeting host must be a MINDEF365 user for RESTRICTED discussions.

67. Are my social media apps being monitored by the organization?

No, downloading the recommended apps as stated in the *Onboarding Guide for PED* only monitors MINDEF365 apps. If you face issues going onto your social media apps, you may uninstall the Microsoft Defender app. (*Refer to FAQ 62 'Why am I unable to access my social media apps after downloading the recommended apps? / Why are there notifications that my social media apps are being monitored by the organisation?'*).

68. Can I upload files onto MINDEF365?

Yes, but strictly RESTRICTED and below. Refer to the *FAQ 30* for more details on what you can do on INET and PED.

69. Can I screenshot in Teams?

Screenshots are not allowed on PEDs due to security reasons.

70. Can I record my virtual meetings on Teams?

Do seek MSD's support. Once supported, raise a case with SMC to enable recording on Teams.

71. Should I mask my team name?

Yes, do not name your team directly after your Unit/ Department/ Formation/ Command. Use creative names while masking the identity and function of your team to not reveal our force structure, strength and nature of activities.

72. Can I join a meeting hosted by a guest and discuss RESTRICTED content?

No, only meetings hosted by MINDEF/SAF and DSTA are allowed discussions up to RESTRICTED.

73. Can I use MINDEF MINDEF365 in camp?

Yes, just like how you use your phone in camp. Please note the existing zoning rules apply during teleconferencing.

74. Can I use my camera for Teams meeting in camp?

Usage of cameras for Teams meeting via PED is not allowed in camp as existing zoning rules apply.

75. What are other security guidelines for audio/conferencing?

Please use a wired head set to guard against eavesdropping and shoulder-surfing, and disable screen-share for participants if you are the host so as to prevent accidental disclosure of information.

Section 6: Error

76. Error code – 80070164 (Fail to log in to Microsoft Teams Desktop)

Try the following steps:

1. Uninstall Teams
2. Delete Cache (%appdata%\Microsoft\Teams)
3. Reinstall Teams
4. Add Defence Account via 'Work or School Account'
5. Log in to MINDEF MINDEF365 via Teams Desktop Application
6. Successfully logged in.

Alternatively, you can go to Settings > Accounts > Access work or school > remove work account > reboot device > add work account again

If you are being automatically logged in on an account that is not MINDEF365 account (e.g. personal account or account from another organization), you can try the following steps:

1. Click Start > Control Panel > User Accounts > Credential Manager
2. Select Windows Credentials
3. Locate the set of credentials that has either Outlook or Microsoft Office in the name and expand the corresponding folder
4. Click 'Remove from Vault' or 'Remove' (depending upon which version of Windows you are running)
5. Refer to the steps 1 to 6 above to uninstall Teams, delete cache and reinstall teams

77. Error code – “You might be signing in from a browser, app or location that is restricted by your admin.”

Please log a case with SMC.

78. My log in keeps looping when I try signing into Teams on my mobile.

Do check whether phone sign-in is enabled in your Authenticator app (*refer to PED onboarding guide: iOS step 8 and Android step 13*). After which, please close all running apps, and relaunch Teams to sign in.