Greetings, Health Sciences Students, Faculty and Staff,

In response to the COVID-19 outbreak and the temporary adjustment to University operating procedures, until further notice, the Office of Information Technology is temporarily granting access to Google Hangouts Meet and Chat to all members of the University Health Care Component (HCC) on March 17, 2020 to help improve communications and facilitate remote work.

**Guidance for using Google Hangouts Meet and Chat**

- The information you send over Hangouts Chat must maintain the privacy and security of research participants and patients. See: [UMN policy on Protected Health Information](#).
- Do not use Chat to discuss patient treatments that should be part of a medical record.
- Please protect any confidential information on your screen from others in your physical space and lock your screen when you step away.
- As a member of the Health Care Component, you will be able to initiate Chat sessions with members of your own campus only (Crookston, Duluth, Morris, Rochester, or Twin Cities).
  - Existing users of Google Hangouts can continue to chat with all campuses and externally.
  - As a new user in the HCC, if you need cross-campus Chat capability, you can submit an exception request by completing the [Google Apps BAA exception form](#) and note the need for cross-campus chat. The Privacy Office will review all requests.
- Please Note: This change may take up to 24 hours to roll out to all users.

**Frequently asked questions**

Can I use Google Hangouts Meet and Chat from my personal phone?
Yes, so long as your personal phone is registered with the University’s Mobile Device Management (MDM) policy. Learn how to register your device on the HIPAA Device Security Update Project webpage.

Can I use Google Hangouts Meet and Chat on my personally-owned computer?

No. Please only use Google Hangouts Meet and Chat on your University-provided or managed computer/mobile device.

How long will the HCC be able to use Google Hangouts Chat?

At this time, we do not have an estimate on availability duration. We will periodically reevaluate this additional access for the HCC/BAA in response to the COVID-19 pandemic. You will be notified by email before any changes are made to your access.

Additional Resources

- [Google Hangouts Chat Overview](#)
- Learn more about working and learning off campus.
- The [Safe Campus website](#) has the most up-to-date information from the University in response to COVID-19.

If you have questions about Google Hangouts Meet and Chat, please contact Technology Help via email at help@umn.edu or online chat.

Thank you for all of your work during this time.

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