



Office 365 Commonly Asked Questions

Topic	Question or Concern	NASA Policy
Access - Connectivity & VPN	Why can NASA users still access Office 365 without VPN?	<p>VPN and NASA credential are <u>not required</u> to join a Teams / Skype meeting or to chat in Teams / Skype. This is by design and intended to allow flexibility in the most secure configuration.</p> <p>VPN and NASA credentials are required in order to access content, such as files in Teams, SharePoint Online or OneDrive</p>
Access - External Users & Meetings	Can external users join Teams / Skype meetings?	<p>Yes, any external user (non-NASA) can join a Teams meeting (including audio, video and screen sharing participation) by being included as a meeting attendee on the invite.</p>
Access - External Users & Content	Can external users join Teams channels and collaborate on content in Teams?	<p>No, external users are not allowed to access NASA Teams channels or other areas in Office 365 where content is stored unless they are vetted and provided with NASA credentials and VPN access. External users are only allowed to access Teams / Skype meetings (including audio, video and screen sharing participation).</p> <p>If a NASA sponsor would like to have an external partner organization to be able to chat (1 on 1) and share presence in Teams / Skype (green, red, yellow status bubbles) with the NASA community, please submit a NAMS request for a Teams / Skype Federation.</p> <p>Note that JPL users are considered external users, as JPL has its own Office 365 tenant. NASA IT and JPL are currently working to identify a path forward towards greater integration.</p>



Office 365 Commonly Asked Questions

Topic	Question or Concern	NASA Policy
Data Handling - SBU, ITAR, PII and EAR	Can I share SBU, ITAR, sensitive PII or EAR data in Office 365?	<p>Yes, SBU data can be shared in Office 365 services. These are the specifics:</p> <p>Email must be properly encrypted when sending sensitive data. NASA policy requires SBU information types with additional regulatory controls, such as sensitive PII, ITAR, and EAR, to be manually PKI-encrypted prior to being uploaded or saved to O365 services, including Teams, SharePoint Online and OneDrive. NASA policy allows other information types of SBU to be used with O365 services without manual PKI encryption. SBU information must still be maintained securely, clearly labeled as SBU, and may only be stored or manipulated with agency managed devices, services and applications.</p>
Meetings - Screen Sharing	Can I share SBU, ITAR, PII or EAR data in a screen share session in Teams / Skype?	<p>Yes, but you must be mindful of those in attendance on the other side of the screen. Ensure those in attendance are allowed to view that content. Teams meetings invites will soon include a disclaimer that further shares this policy.</p>
Meetings - Video or Audio Call	Can I share SBU, ITAR, PII or EAR data in a video or audio call in Teams / Skype?	<p>Yes, same policy as with screen sharing applies here. Meeting hosts and anyone who shares data during the meeting must be mindful of those in attendance on the other side of the screen. Ensure those in attendance are allowed to view that content. Teams meetings invites will soon include a disclaimer that further shares this policy.</p>
Accessibility - Interpreter Services	How do I include an interpreter with video feed in Teams?	<p>Any external user (non-NASA) can join a Teams meeting by being included as a meeting attendee on the invite. In Teams, an interpreter's video feed cannot be pinned to remain on the screen while other users are speaking. Due to this limitation, it is recommended that users with these specific accessibility needs utilize WebEx as an alternative. Please visit When to Use What for more information on NASA's WebEx offering.</p>