



Create and Manage Teams

Teams organize users without granting permissions. A user can belong to more than one team, or none. Teams have no separate owner, manager, or role.

Before You Begin

You must be an **Owner** or **Administrator**. Users must be **Active** before you can add them. Invited users must accept their invitations first.

Create a Team

1. Select **Teams** in the sidebar, then select **Create team**.
2. Enter a **Name** of 2–60 characters. The name must be unique; capitalization and surrounding spaces do not distinguish names.
3. Optionally, enter a **Description** of up to 200 characters.
4. Select **Create team**.

A screenshot of the 'Create team' form in the Northstar Cloud application. The form is titled 'Create team' and is located under the 'Teams / Create team' breadcrumb. It has two input fields: 'Name' with the value 'Service Desk' and 'Description' with the value 'Coordinates incoming service requests.' At the bottom right, there are two buttons: 'Cancel' and 'Create team'.

Create a team with a name and optional description. Northstar Cloud 1.0 — fictional product mockup.

The team is created without members. Add users from its details page.

Add or Remove Members

1. On **Teams**, find the team using **Search teams**, then select its name.
2. Select **Add members**.
3. Select the active users to add, then select **Add members**.

Northstar Cloud

Alder Field Services | Morgan Ellis

Teams / Client Support

Client Support

Description: No description

2 members

Add members

Name	Status	Action
Casey Tran	Active	Remove from team
Rowan Bell	Deactivated	Remove from team

Edit team

Delete team

Client Support includes one active and one deactivated member. Northstar Cloud 1.0 — fictional product mockup.

The membership list shows each user's status. If a member is later deactivated, they remain in the team and its member count. Deactivation does not remove the membership.

Remove a Member

1. Open the team's details and find the person in the membership list.
2. Select **Remove from team** for that person.
3. Check the person and team in the confirmation, then select **Remove from team**.

Removing a membership does not deactivate the account or change its role. Active users receive membership emails if their personal **Team membership changes** preference is on.

Edit a Team

1. Open the team's details and select **Edit team**.
2. Update **Name** or **Description**. The same length and unique-name rules apply as when creating a team.
3. Select **Save changes**.

Delete a Team

Deleting a team removes all of its memberships. It does not delete or deactivate the user accounts, and it does not change their roles.

1. Open the team's details and select **Delete team**.
2. Review the team name and the effect on its memberships.
3. Confirm by selecting **Delete team**.

Active users whose membership-change emails are on receive a removal email. Deactivated users receive no optional emails, and those missed events are not sent after reactivation.

If You Cannot Add Someone

Check their status in **Users**. An invited user must accept first. A deactivated user must be reactivated before a new membership can be added. Existing retained memberships do not need to be added again.

Related guides: Manage Users; Roles and Permissions; Configure Notifications.