

## **FREQUENTLY ASKED QUESTIONS**

**1. What if I have a City-owned device today and want to move to using my personal device for work?**

Employees with a corporate device wanting to switch to use of their personal device are required to obtain approval from their supervisor, and to consult with their respective telephony site coordinator to determine timing that best suits both the employee and the organization.

**2. What if I want to move my personal smartphone to the City Pay-Per-Use (PPU) plan?**

Personal devices are not supported under the City's PPU Plan.

**3. If I move to a personal device, will the City install BES (mobile device management tool) on my personal phone?**

No, the City will not install the BES app on your personal phone if you are moved to the City's PPU plan. An employee's personal device will never be connected to the internal network, and therefore does not need to be monitored in the same way. All necessary controls and security are inherent in the design of the Application Portal, which is the gateway that employees will use to access City applications on a personal device.

**4. Will I receive a stipend when choosing to use my personal device?**

No, stipends are not offered. Employees using their personal device who are concerned about work-related costs may prefer to explore the option of moving to the City PPU plan, or taking advantage of one of the employee plans available from TELUS and Rogers.

**5. How do I get reimbursed for my work related charges?**

There is no reimbursement. Employees using their personal device who are concerned about work-related costs may wish to take advantage of one of the employee plans available from TELUS and Rogers. [Employee Plans](#)

**6. What happens if my personal device is lost, damaged or stolen while I am using it at work?**

If it is a personal device it is the employee's responsibility.

**7. What do I have to do from a security perspective to use my personal device for work?**

You will be required to password protect your device. Other protective functions (e.g. imprint, PIN code, smart lock, etc.) can be used in addition to a password but do not replace the need for a password.

**8. How do I ensure that I am not storing City information on my device?**

Employees using their personal device for work should utilize Google Apps and the Application Portal, neither of which automatically download documents or information to your device. If an employee does need to download to their device for transitory purposes (e.g. to attach and send a document via email, or temporarily download and edit a Word document), the document should be stored in the appropriate Google Drive or network drive and deleted from the device. If you are aware that you have had City information housed on your device recently, you can manually clear the device's cache as an additional protective measure.

Employees should not store City records on personal devices. If a copy of a record is downloaded to a personal device for a limited purpose, the copy should be deleted immediately, along with any other transitory City records. It is the employee's responsibility to ensure City records are not stored on personal devices, and all transitory records are routinely deleted.

**9. When would information be downloaded to my personal device?**

If you are using the Gmail app to view an attachment, regardless of whether you are using an Android or iOS device, the attachment will not be automatically downloaded to your device. Android users will receive a message indicating that they do not have the appropriate app to view the attachment (e.g. Google Docs or Google Drive), and will have to install one of these on the device in order to view. iOS users are able to view the attachment natively within the Gmail app, and also have the option to save the file to their Google Drive. In either case, in order to download a file to your device, you would have to access the file in either the Google Docs or Google Drive app, and specifically select to download. In neither scenario can an attachment be downloaded directly from the mail app.

**10. Is information on my personal device subject to FOIP?**

FOIP applies to City records. City records stored on your device may be requested under an access to information request in FOIP. Follow all applicable Administrative Directives and Procedures, use recommended Google Apps to view and collaborate on documents, as well as the softphone app to separate work and personal calls/voicemails, and do not download City records on to your personal device to avoid storing City records on your device. . If you do use your device to create, modify, or store City records outside of the City's network, it is your responsibility to ensure that City records are transferred from your device to the appropriate City filing system.

**11. If I leave the City of Edmonton or lose my device, will the City wipe my device?**

No, the City of Edmonton will not wipe your device. When you leave the organization or otherwise indicate a need for your corporate account to be removed from a device (e.g. the device is lost), notify your supervisor and telecom coordinator, who will arrange to have your corporate Google account reset. If you are following all applicable Administrative Directives and Procedures, and not storing any work-related information on your device, this will remove accessibility from any and all City information on your device.

**12. How does voicemail work if I'm using Jabber?**

To the caller it is exactly the same. For you, if you were a Jabber-only user, your Jabber would show read and unread voicemails in your voicemail tab within Jabber and you can play them back right there. You will still get the .wav in your inbox too as you do today. It still syncs the message indicator just like it does today (deleting from inbox deletes from Jabber and vice versa, or marking read marks that voicemail as read in Jabber just like if you had a phone). Additionally, if you don't have your device handy you can still call [780-944-4444](tel:780-944-4444), enter your extension and password, and remotely retrieve your voicemail. Nothing changes except that you have a handy new way to get voicemail right from within the Jabber app.

## **DEFINITIONS**

<i>Open City WiFi</i>	Open City WiFi is a free public wireless internet access service provided courtesy of the City of Edmonton to employees and patrons of the City's publicly accessible facilities.
<i>Workplace Profiles</i>	Workplace Profiles consists of two parts: the Alternative Work Strategies Profile and the Technology User Profile. By combining these two profiles together, you will have a unique profile that represents your space needs and technology requirements. Note, City employees and supervisors can view their assigned <a href="#">Workplace Profiles</a> on OneCity.
<i>Device</i>	Refers to the hardware operated on a daily basis by a person, and may refer to a desktop computer, laptop, Chromebook, tablet, cellular phone and smartphone.
<i>Pay-Per-Use (or PPU)</i>	Refers to the City of Edmonton's arrangement for a pay-per-use contract with TELUS (where previously individual contracts were used). PPU allows the City to reduce the cost of usage by 27% on average.
<i>Software</i>	Is a general term for the various kinds of programs used to operate computers and related devices.
<i>Transitory record</i>	Transitory records are records in any media that have no further value or usefulness beyond an immediate or short term use. Transitory records are not required to meet legislative, operational, financial or historical obligations. Examples of transitory records are newsletters, drafts or duplicates. Transitory records should not be retained in structured or unstructured electronic environments or physical files.
<i>Personal use</i>	Personal use refers to any use of a device that is not related to City of Edmonton business.
<i>Work-related use</i>	Work-related use refers to any use of a device for the purposes of City of Edmonton business.