Staff Message – FAQ for the use of personal devices ((Suggested release date – August 31)
City Schools recognizes the importance of technology access to teachers and staff that provide instruction and student supports virtually. During our Staff Town Halls and other means, employees have voiced concerns and sought answers regarding the role that personal devices will play in completing their work.

Based on that feedback, we are providing clarity through this brief list of frequently asked questions.

Question: I do not have access to a device to educate students or support my work. What should I do?
Answer: Devices will be provided to teachers and other instructional staff identified by their principal as soon as they are available. If you need a City Schools' device, use this **online form** to make a request. You will be notified when a laptop is available and given direction on how to pick it up.

Question: May I use my personal device for work instead of my district-supplied laptop or tablet?
Answer: Yes. Many software applications used by City Schools are available over the internet, and only require you to sign in using your City Schools email address and password. Whether you are using your personal device or a City Schools-issued device, you are required to follow City Schools' policies on responsible use of technology.

Question: If I use my personal device for City Schools' work, will the district be able to access my personal data?
Answer: No. City Schools only monitors the activity that occurs through its network and software. The district cannot access your hard drive or personal files for monitoring purposes. In very limited cases, where City Schools is involved in litigation, the Office of Legal Counsel may require access to your files for legal purposes.

Question: How does the district ensure that student data is protected when using a personal device?
Answer: The best way to protect privileged information, such as students' grades or personal information, is to use the Virtual Private Network system and not to save student data on a personal device, but do all work within district applications like Infinite Campus, Google Classroom, and Office 365. This software provides an enhanced layer of security and protection from outside threats. **Click here** to learn more.

Question: What is the best way to avoid mixing my personal data with my City Schools work?
Answer: The very best way to avoid this mix is to store your City Schools work in the Office 365 cloud on OneDrive. When logging into Outlook, you can access your City Schools OneDrive account, allowing you to store files and access them anywhere with your district email address and password. For your personal items, it's best to post them in your private cloud accounts on Microsoft, Google, Dropbox, or other platforms.

Question: Will City Schools provide technical support for my personal computer that I am utilizing for virtual learning, if yes, who can I contact?
Answer: The district does not install software on personal devices for staff. This includes VPN software. Staff can obtain technical support from the IT Service Support Center for web-based district applications, including Office 365 and Infinite Campus by calling 443-642-3000.

Question: What is an acceptable type of personal device that will allow me to deliver instruction for students optimally?
Answer: A laptop or desktop that has a keyboard and webcam that can run web-based platforms being used for distance learning that is included on page 45 of the Closing the Distance: Preparing for the Reopening of City Schools plan.