

## CESD Staff Mobile Devices – Frequently Asked Questions

- 1. Which employee groups have been given the option of using division-issued cell phones?**

Principals, vice principals, family school wellness workers, as well as some additional staff members in division office, facilities, and transportation. In addition, some schools have devices for general uses such as field trips or supervision.
- 2. Who pays for the devices and their usage?**

Each individual school/department pays for the mobile devices and their usage fees.
- 3. Do I have a choice when acquiring a CESD mobile device?**

You may choose from a standard iPhone or Samsung device. If wanting to upgrade the division approved device, you have the option to buy personally and then claim expenses. (see question 6)
- 4. How do I transfer information from my current cell phone to a new one?**

When you visit Advanced Telecom, they will give you instructions on transferring your data.
- 5. I've been offered a division-issued cell phone, but I already have a personal one. Can I just use my own personal phone and then claim expenses back to my school or department when I use it for school division business.**

Yes, staff members who are offered a division-issued mobile device who make the decision to use their own personal device can claim a monthly expense. This claim may range from \$10-\$40 based on usage and extent of your existing plan. *Please submit a copy of your mobility bill for the first month only.*
- 6. I use my division-issued mobile device for personal use. As a result, my account has incurred additional monthly charges/fees. How do I pay for this personal usage?**

Simply enter a "payment for personal use of CESD mobile device" item on your expense claim form and enter the amount you owe (as a negative) on the form.
- 7. Why haven't we offered division-issued mobile devices to teachers, educational assistants, admin support, LAN-techs, and other support staff members?**

It would be difficult to justify the \$2 Million cost given the fact that these roles are primarily based in schools, offices, and classrooms where phones/laptops already exist. Exceptions may be considered in rare and unusual circumstances.
- 8. One of our teachers just finished hosting a major school event. She incurred additional cell phone costs to her personal cell phone bill as a result. Can she be reimbursed for these unique expenses?**

Yes, with her Principal's approval. To get reimbursed, she should complete an expense claim form with an attached monthly mobility bill and highlight the charges that she incurred.
- 9. Who do I call when I have a question about CESD mobile device purchasing/billing or when an employee with a mobile device transfers, retires, or resigns?**

Sherry Majcan at 7079 (Facilities Staff can call Jacalyn at 7027)

### Five Quick Mobility Device Tips for CESD Staff

- **Password-protect your device** – at all times, especially iphones with email access.
- **Use Wifi (instead of 3G)** – when it's available to avoid extra data usage charges. (Turn off wifi assist found in Settings/Cellular)
- **Turn Off Data Roaming** – when you are travelling outside of Canada.
- **Call Sherry at 7079 for a plan** – if you will be doing lots of talking/texting outside of Canada.
- **Call Helpdesk at 7063** – if you lose your phone so that it can be wiped clean remotely.