All employees are responsible for keeping the City's network secure. Following these guidelines will prevent many issues. Please note, these guidelines apply whether you are connecting to the City's network from home or in a City facility, working on a laptop or a desktop computer, or if you are working on a mobile device including Blackberry, iPhone, iPad or other mobile device.

01 Be professional; include your name, position and contact information in your email using a signature file

02 Unless authorized, do not make financial or legal commitments on the City's behalf

03 Email originating from City email addresses becomes the property of the City

04 Remain respectful when communicating with staff and citizens

05 Avoid forwarding or sending mass emails of non-work-related content

06 Avoid sending images or documents found on the web as this may infringe on copyright regulations

07 Immediately report to IT Helpdesk any suspicious email that may have a virus attached or linked

08 Never use personal email to conduct City business

09 Personal use of City email is permitted as long as it is kept to a minimum

10 When unable to respond to email in a timely manner, use the "Out of Office" feature to provide information on the length of your absence and alternate contact

10 IMPORTANT POINTS ABOUT USING

EMAIL AT THE CITY

For more information, refer to the Acceptable Use of the City of Burnaby's Email Systems Policy on the connectBurnaby portal

PROTECTING STAFF AND KEEPING THE CITY'S NETWORK SAFE

HELPDESK
604-294-7939
helpdesk@burnaby.ca