

TeamViewer Acceptable Use Protocol

This protocol should be read in conjunction with the Wigan Council Staff Code of Conduct, IT Acceptable Use Policy and Data Handling and Transfer Policy.

Wigan Council's responsibilities

All Council staff using the TeamViewer system must be aware of this protocol and adhere to the following:

- Ensure TeamViewer is only used to shadow with the consent of the person requesting the support
- Collect screenshots only when the situation/issue requires and with the express permission of the school
- Do not take any screenshots of personal/identifiable information unless necessary and keep them secure within the Council's servers.
- When sending sensitive information obtained via TeamViewer to a third party (for example Capita) this will be done using a secure transfer method, for example: direct upload to Capita's website, password protected emails and the use of Egress.
- Close the session as soon as the call ends
- Never request a person's user ID or password for the MIS
- Only use TeamViewer to support school with the use of MIS (namely SIMS, FMS or Arbor)
- Other support is only available through TeamViewer following a direct request from school (for example tables checking exercise or excel)
- Use own, personally assigned, user account when using TeamViewer

School's responsibilities


It is the Headteacher's responsibility to ensure all staff members are aware of this protocol and adhere to the following:

Staff members must:

- Request an email from the person asking to shadow them if they do not know who they are. This email should come from a wigan.gov.uk mailbox
- Ensure all confidential files and documents are closed before starting the shadowing session
- Remain present to observe the tasks being completed via the shadowing session
- Ensure they are aware of actions taken and the intended purpose

It is important to note that the above is not considered to be exhaustive but aims to provide clear guidelines.

We request that Headteachers sign and return this to confirm that all relevant members of staff have had access to and will adhere to the guidance above.

School Name	Hindsford CE Primary School
Headteacher's Name	Mrs E Holden
Headteacher's Signature	
Date	September 2021

Wigan Council will be unable to shadow your school without this being returned.

This protocol will be reviewed annually.

Date: September 2022