



CLEVELAND DIVISION OF POLICE

GENERAL POLICE ORDER



EFFECTIVE DATE: MAY 15, 2020	CHAPTER: 7 - Communications	PAGE: 1 of 3	NUMBER: 7.03.01
SUBJECT: USE OF DIVISION COMPUTERS AND EMAIL			
CHIEF: <i>Calvin D. Williams, Chief</i>			

Substantive changes are italicized

PURPOSE: To provide standards of conduct for members of the Cleveland Division of Police who use Division computer hardware, software, email, and the internet.

POLICY: It is the policy of the Cleveland Division of Police that all Division computer information systems and databases shall be used for law enforcement purposes only. Use of Division computers, including email and internet access, shall comply with the City policy on Employee use of Email and the Internet. Although the City permits the occasional personal use of each of these communications tools, members shall be aware that they have NO expectation of personal privacy when using the internet or any email systems using computers or services that the City provides. **The City of Cleveland may examine any documents or files on Division computers for violations of this policy.**

PROCEDURES:

I. Use of Division Computers

A. Members using Division computers shall:

1. Comply with the City of Cleveland Human Resources Policies and Procedures Workplace Policies, [Policy on Employee use of Email and the Internet](#).
2. Use only computer programs or networks for which they are authorized.
3. Not create, modify, copy, move, or delete files or documents on Division computers unless this action is within the scope of their duties.
4. Provide to their direct supervisor all passwords and identifiers they use to access Division computers and the software contained therein *when necessary*.
5. Not copy or install software on a Division computer without permission of the Deputy Chief of Administrative Operations or *IT from the Department of Public Safety*.
6. Not install or permit unlicensed software on any Division computer.
7. Not use Division computers for excessive personal use that interferes with the performance of City-related use, consumes significant resources, interferes with the activities of other employees, or results in waste of productive work time.
8. Receive *approval from the Chief or Chief's designee* prior to using non-City owned personal computer equipment for critical police tasks.

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II. Use of the Internet

A. Members accessing the internet on Division computers shall:

1. Use the internet for purposes supportive of the Division's mission. The use of Division internet accounts for personal use is prohibited, and may not be accessed from non-Division computers without permission from the *Chief or Chief's designee*.
2. Not access pornographic or offensive material. *Some exceptions may be made* for legitimate police investigations with **prior written** permission from their *Deputy Chief or the Chief*.
3. Follow copyright guidelines and attribute authorship in software use, information, and transmission or copying texts or files from the internet or other sources.
4. Not create a web page or bulletin board that represents the Division of Police without prior written approval from the *Chief or Chief's designee*.

B. All internet activity from City-owned or leased computers may be monitored for compliance with established policies.

III. Use of City Email

A. Members using City email shall:

1. Only use City email for business purposes.
2. Not circumvent normal channels of communication by composing, forwarding, or sending any mail via the email system in lieu of paper communications if the paper communications are required by policy.
3. Communicate professionally.
4. Not use profane, obscene, or offensive language or images.
5. Treat memorandums, directives, or instructions issued by the Division or sent by a supervisor via email as having received a verbal order.
6. Not use Division email for confidential messages. Information protected from public record laws shall not be sent or received via email.
7. Notify their supervisor of unwelcome, threatening, or suspicious emails or attachments.
8. Not encrypt email unless specifically authorized by a supervisor, and only after that supervisor is informed of the encryption key or password.
9. Archive all email sent or received when prompted by the computer or more often if needed.

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10. Access and check their City email account *at least two times per shift, preferably at the start and midpoint of their tour of duty*. Exceptions to this requirement include attending training or other activity outside of the member's regular assignment. The checks shall include:
 - a. Reviewing all unopened emails.
 - b. Responding to emails requiring a response.
- B. No overtime shall accrue as a result of a member checking their City email on-duty or *voluntarily* off-duty.
- C. The Officer-in-Charge (OIC) of a unit or shift may require members under their command to check or access their City email account more often *during a tour of duty* based on operational needs.
- D. Division email addresses and email contents are the property of the City of Cleveland and may be monitored for compliance with established policies.
- E. Members with advance knowledge that they will be unable to respond to email for a period that exceeds four business days shall activate the automatic (out of office) reply.
- F. Members shall not rely solely on email communication for vital, emergency, or time sensitive communications. These types of communications shall have a telephone or in person follow-up to ensure receipt and understanding.
- G. Members may access their City email from any computer or mobile device with internet access.
 1. Type "https://mail.clevelandohio.gov" into the web browser address bar.
 2. A warning page may appear, click on the "Continue to this Website (not recommended)" icon.
 3. A sign-in page will appear, in box labeled "Domain\user name" type "Safety\username". Most user names are the first initial followed by the last name of the member, some having a number at the end (e.g., Safety\wsmith3).
 4. Enter the member's personal City email password.
 5. Press enter or click the "sign in" icon.

THIS ORDER SUPERSEDES ANY PREVIOUSLY ISSUED DIRECTIVE OR POLICY FOR THIS SUBJECT AND WILL REMAIN EFFECTIVE UNTIL RESCINDED OR SUPERSEDED.