Staff app questions and answers

Information about the new staff app.

​Doesn’t the app just replicate information already online?

The app is another useful access channel – for use on your personal mobile. You don’t have to use it, but you now have the option to if you wish. We’ve tried to put information on the app that you might want to access quickly when not at work.
Also, as a lot of our workforce don’t work on computers it can be more difficult for them to access information online – the app supports with this.

Why is the app asking for permission to send push notifications?

The app will also ask for permission to send push notifications.  This enables it to send push notifications - small messages sent by the app to notify you of things like events and promotions.  However, both these and the app are optional; you don't have to download it if you don't want to and you don't need to give it permissions if you don't want to.

I don’t have a CCC email address, can I still download the app?

Yes, you can. You just need to download the URL or use the QR code however some of the content won’t work as well - and without a CCC email address, you won’t be able to access MyEmployment or MeLearning.
ICT have procured O365 licences for those who don’t currently have an email address but would like one. If this is something you are interested in please speak to your manager but please be aware you will still need to use your personal device.

Why is some of the content small and why won’t some of the PDFs won’t open?

Some of the content hasn’t been designed for phones, including the MeLearning platform. However, it functions well enough to be another option for people to use should they want to. Also, sometimes some of the PDFs might look small – again this is just because they haven’t been designed for a mobile.  We know some phones will struggle opening PDFs and using some of the embedded links – try to update your phone, that can help. We will be improving content all the time – let us know if there something you can’t access.

Will the content be updated? Can I make suggestions for content I would like to see?

Yes! We’ve brought forward the launch of the app so people can use it whilst we work more remotely. This has meant we’ve focused on information that is useful right now - such as information about Covid-19 and health and wellbeing - and pushed other documents to Phase 2. We want to get more information on the app and will do that as soon as possible.

We’ve tried to include links to useful sites, and we will be updating the information online as often as possible.  The Covid-19 information, in particular, will be frequently updated as the advice changes.
The most important thing to remember is this is your staff app – we want you to tell us what you would like to see. Email us at staffapp@coventry.gov.uk