

ICT Provision for Councillors FAQs

1. What ICT provision will I be offered as a councillor?

Councillors will be provided with council-owned devices such as a laptop and an android smartphone for official use. These devices are selected to meet the needs of most users and are updated regularly for security purposes.

2. I have my own laptop/desktop, can I access my council business on my own equipment?

Yes, you can access the LCC Corporate network via Microsoft 365 Portal (portal.office.com) on your personal laptop or desktop computer.

3. What is the Microsoft 365 Portal and what can I access?

Through the Microsoft 365 Portal, you can:

- Check your email, calendars, and access documents
- Utilise tools such as Microsoft Teams, OneDrive, and SharePoint
- Employ web versions of Outlook, Word, Excel, Lists, Planner, and more
- Access internal corporate applications like the intranet and internal application like C-First

The Microsoft 365 Portal enables seamless transitions between different tools without the need to open multiple apps, ensuring you always have access to the most up-to-date features.

You can access the Microsoft 365 Portal via portal.office.com from a corporate laptop or computer, personal laptop or computer, provided you can authenticate your login or a mobile phone or tablet that has Intune (Company Portal) installed. Please view this short video on how to access and navigate around the M365 portal [Welcome to M365 Portal](#).

4. I would prefer to use my own mobile phone and personal phone number for council business, can I do this?

Yes, councillors can use their personal devices for council matters, but they must adhere to the security requirements set out in the council's ICT policy, including the 'Bring Your Own Device' (BYOD) guidelines. Our company Portal (Intune) provides users on Android and Apple devices with secure access to their corporate email, Teams, M365 services and intranet from both their corporate and personal mobile devices.

5. Should I have a separate mobile phone number for council business?

From a personal security perspective, the advice from Lancashire Constabulary is that all councillors should have a separate mobile phone number for 'council business' and not use their own personal mobile phone number.

6. Can I access my corporate emails on my personal iPad?

Yes, our Corporate Portal (Intune) provides users on Apple devices with secure access to their corporate email, Teams, M365 services and intranet from their personal tablet devices.

7. What is Microsoft Intune and are there any device requirements to be able to install on my mobile devices?

Microsoft Intune provides users on Android and Apple devices with secure access to their corporate email, Teams, M365 services and intranet from both their corporate and personal mobile devices.

There are some minimum device requirements, to enable Intune to be installed onto your personal mobile devices. If you are interested in having Intune installed on your personal devices, you can check if your device is compliant at the Welcome Event or by contacting Digital Services.

8. Can I request a corporate mobile phone, but use my own mobile phone number?

No, Council-issued mobile phones typically require the use of council-assigned numbers to ensure proper record-keeping and security.

9. What is the corporate mobile phone offer?

The standard model will be an android Galaxy A26 5g mobile device.

Lancashire County Council is introducing a new Managed Mobile Device service from April 2025. The new service will present a more standardised offering in terms of devices and app choice, simplify the setup and management of devices, and provide secure access to corporate resources such as Outlook, Teams and other required work apps.

10. Are there any restrictions using the corporate mobile phone?

Lancashire County Council's new Managed Mobile Device service restricts access to mobile applications to meet business needs. An approved list of applications for councillors use includes the use of social media platforms such as Facebook, X, Instagram, LinkedIn. Requests to access other applications, will be assessed based on security risk to the corporate network and systems.

11. I am a district councillor; will I be able to view my district mailbox and calendar on my corporate device?

Digital Services is working with each District council to allow access to District mailboxes and calendars on LCC corporate laptops. Dual-hatted Councillors in each District may need to help to progress this with their District council. Both District and LCC emails and calendars will be accessible via Outlook mail profile or Outlook Web Access. We'll provide updates as each council is integrated.

12. Are there any printing facilities which I can use in County Hall?

Councillors are able to use Multi-Functional Devices (MFD) located across the County Hall Complex for any printing, photocopying and scanning needs. MFDs are located in the Members' Retiring Room and the political group offices specifically for councillor use.

The MFDs are activated via your identity (ID) badge. Prior to using the MFD for the first time, councillors will need to register their ID card with the MFD. Guidance on how to do this is located by each MFD.

13. Will I be able to print to my personal printer at home?

Councillors can request for their personal printer drivers to be installed to their LCC corporate laptop, to enable printing from their LCC corporate laptop to their personal printer at home. The councillor should email member.development@lancashire.gov.uk with details of their make and model of their printer for ICT to obtain the relevant software package.

14. Are there any rules which I need to follow when using any corporate IT facilities?

The [Appendix A Internet and Email Acceptable Use Policy](#) outlines the acceptable use of email, telephony, Microsoft Teams, and any other communication or collaboration tools provided by the Council to ensure secure and efficient communication where they are required to carry out council duties.

15. What Digital Services support is available to help me with my ICT?

If you experience any issues with your ICT equipment, you can report faults and access Digital Services support and guidance, through a number of different channels;

- **By Phone** - you can report any ICT faults through our dedicated Digital ICT helpdesk on 01772 5 32626 – select option 4 for councillors from 8.00am - 5.00pm, Monday to Friday.
- **Online** - you can also report any ICT faults online via the Digital Customer Portal <https://digital.lancashire.gov.uk/sp>.
- **Drop in sessions** – dedicated ICT Drop in sessions for councillors regularly take place before Cabinet and Full Council meetings in the Platinum Jubilee. Hall from 9.00am until 1.00pm for councillors to drop

in and report any issues or faults, ask any questions or receive support using corporate ICT equipment or corporate systems.

- **In person** – Digital Services technicians are also located in DigiPlace (which is around the corner from Reflections, opposite 'Meeting Point') to assist with any ICT issues. You can call in from 8.30am to 4.30pm, Monday to Friday.

16. As a re-elected councillor, will I just retain my existing corporate equipment?

Yes, as a re-elected councillor, you will retain your existing corporate equipment. This ensures continuity and allows you to continue your duties without interruption. If you have any specific needs or require updates to your equipment, you can discuss this with Digital Services.

17. What should I do if my council-issued device is lost or stolen?

If a council-issued device is lost or stolen, councillors should report the incident immediately to Digital Services. They are responsible for the physical safeguarding and securing of devices issued. Councillors should also notify Democratic Services, so that an information security incident form can be raised.

18. As a county councillor, can I access the county council's network while outside of the UK and Ireland?

Yes. To enable councillors to continue working, even if they are temporarily abroad (for example on a family holiday), councillors can request access for a fixed period by contacting Digital Services at least 3 working days before they travel. For security reasons, access is only allowed from “approved locations”, and some countries are excluded from this list. A list of approved countries can be obtained via Digital Services.

19. Are there any restrictions on forwarding council emails to my personal email address?

Yes, due to security restrictions, councillors must not forward emails received at their council email address relating to council business to a private email address or to a district council mailbox.

20. Can I use my personal email address to contact county council officers or conduct county council business?

No. Councillors must always use their county council provided email address for county council business or to contact county council officers, except in emergency situations.

21. I only have basic IT skills, what training will I be given to support me use the corporate equipment and systems?

Councillors can access a programme of bespoke ICT Training, delivered on a range of corporate Microsoft Applications such as MS Teams, Word and Excel and bespoke councillor systems such as C-First, Councillor Highways Dashboard, Modern.gov etc. ICT Training is offered in a range of formats from small classroom training to 1:1 training, short training videos to guides and handouts.

To book onto an ICT Training session, please email member.development@lancashire.gov.uk