

Telework Frequently Asked Questions

This guide answers frequently asked questions for working remotely. It is not comprehensive, and additional guidance will be provided as questions are received. Employees are reminded that the Department's Telework policy must be strictly adhered to. Additional questions can be submitted to TeleworkQuestions@nypd.org.

What is Telework?

In response to the Coronavirus (COVID-19), the Department has instituted a work from home policy (TeleWork).

Who is currently able to Telework?

Individual commands will identify staff to telework on a full-time or part-time basis depending on the needs of the command. Employees who telework should be prepared to return to work if necessary. Employees are required to work for their entire assigned tour with approved normal breaks (meal etc.) in an appropriate work environment.

How will working from home impact employee pay?

The guidance NYPD has received to date is that staff that are actively working from home will not have any impact to pay. Employees should be in daily communication with their supervisors and supervisors should be documenting tasks assigned and when they are completed.

What assignments will an employee be assigned when Teleworking?

Assignments will be assigned by the employee's direct supervisor. Assignments will include paper based tasks and/or computer based tasks if the employee has access to a computer.

What if an employee's work from home duties must differ from their civil service duties?

The department should take all the necessary steps to ensure employees are performing tasks consistent with their current civil service titles and assignment levels. However, in an emergency situation, employees can be assigned tasks outside their job specifications. Any considerations for assignments that greatly differs from the employee's job specifications should be discussed with the Office of Labor Relations.

What professional development resources are available while TeleWorking?

The Office of Professional Development has compiled a list of free and low cost online professional development resources to enable MOS to learn new knowledge and skills and further develop as leaders. The list can be located on the Office of Professional Development's intranet page, or a this link: [On-Line Learning Resources](#).

What equipment does an employee need to Telework?

Employees with access to a personal computer and internet may be provided with an RSA token from the Information Technology Bureau. This token enables the employee to securely access department files and email remotely. Additionally, ITB may assign tablets or laptops to some employees. ITB is actively deploying laptops and RSA Tokens to all Bureaus as quickly as possible. For non-standard equipment or software, requests can be submitted directly to ITB by emailing ITBRequests@nypd.org.

Can employees forward their desk phone calls to their Department cell phone or personal cell phone?

Yes, employees have the option of forwarding their calls. From an office desk phone, employees can press the last button outside of the display screen at the top right side of the phone that says “forward all”. Enter department cell phone number (or personal cell) and press any key. Supervisors can assign this task to another member of the service at the work location.

Are there conference and video call tools available?

ITB is working on deploying conference/tele information to all Bureaus. Each Bureau will receive up to two (2) conference lines. Bureaus should identify conference line owners and submit names and Tax IDs directly to ITB by emailing ITBRequests@nypd.org to get line(s) assigned.

What other IT solutions are available to enable collaboration?

In addition to the conference lines mentioned above, ITB has rolled out Microsoft TEAMS mobile application which enable users to have phone calls, share messages, and share files. This application is available on Department phones and tablets, and is available on personal devices.

How does a member create a “TEAM” in the TEAMS mobile application?

The TEAMS mobile application is currently deployed to all Department phones assigned to NYPD Executives, and TEAMS licenses have been provided for all members of the service. To request a “TEAM” be set up for your Bureau, Borough, or Command, please send an email to ITBRequests@nypd.org with the subject heading “TEAMS”, and include the name of the Bureau, Borough, or command, along with the name of the Team member who will act as “owner” and administrator of your Team. Your Team owner will then have the ability to add and manage your Team members, as well as to establish “Channels” (sub-teams) within your Team structure. Any questions regarding the TEAMS application can be directed to the ITB Service Desk, at (646) 610-6473.

How will employees be supervised?

The employee's direct supervisor will provide daily assignments. All assignments/tasks assigned to staff teleworking should be documented by immediate supervisors. The employee must document the tasks performed each day; this should be communicated through a daily email to the supervisor.

How will an employee's hours be documented?

Staff with access to Citytime should log in at the start and end of every tour to document their time. The Citytime application can be accessed via Department laptop or cell phone at <https://prod.citytime.nycnet/>. Staff without access to Citytime should contact their supervisor at the start and end of every tour. Supervisors will document their time accordingly.

How do employees request changes to their schedule?

All rules regarding timekeeping remain the same. Overtime, lost time, and flex band requests must be authorized by the employee's direct supervisor.

How does an employee document sick time?

The length of absence that requires documentation has been extended from absences of more than three (3) consecutive days to absences of more than five (5) consecutive days. If an employee reports sick while TeleWorking, the employee must retain all documentation and provide it to their time keeper at the earliest possible convenience; documentation should be submitted electronically whenever possible. Documentation obtained from Teledoc or other on-line doctor's services will be accepted.

Have there been any changes for how civilian members of the service report sick?

Civilian members of the service (CMOS) are responsible to notify their immediate supervisor and the Sick Desk at (718) 760-7600 and be guided by their instructions. CMOS must provide the sick report number provided by the Sick Desk to their supervisor for entry into the command's telephone message log. Additionally, it is imperative that all members of the service immediately notify the Medical Division with any change in their medical condition (i.e. hospitalization, hospital discharge, results of a COVID-19 test, return to work, etc.)

How will employees receive their paycheck while Teleworking?

Payroll will operate as normal during Teleworking. Employees who are enrolled in direct deposit will continue to have their paycheck deposited into their bank account. Paper checks will continue to be distributed to an employee's permanent command.

Can employees enroll in direct deposit?

Members currently receiving paper checks are strongly encouraged to sign up for direct deposit as per Payroll & Benefits Division. Information about direct deposit can be found on ESS. Go to Cityshare for information on free checking at certain banks. Payroll & Benefits Division advise that if a member signs up for direct deposit by 3/27/20 they will be processed for direct deposit for the 4/3/20 paycheck.

What if an employee's timesheet cannot be submitted or approved on time?

Salaried employees will continue to get paid in the normal manner (either direct deposit or paper checks) even if the timesheet is not finalized. For per diem employees (School Crossing Guards, College Aides and Cadets) a check will not generate unless time is processed and the timesheet finalized.

Where is more information available?

More information, such as how to access CityTime, is available on the intranet at [DCSI Shared Drive- TeleWork](#). Additionally, members of the service may email any questions to TeleWorkQuestions@nypd.org.