# User collaboration and email service

- All Public institutions are obliged to encourage and make sure that all employees own official work emails and to collaborate online using official and well tested channels such as for video conferencing or document handling and transfer.
- All employees shall collaborate with each other using the official work email internally wit hin the
  institution and shall also use the same work email while collaborating with other public ins titutions or other institutions.
- An employee shall be assisted to set up their email by the system administrators and such email shall be suspended when the employee leaves their current employment from the institution.
- All public servants shall also be obliged to avoid using collaborative social media channels other than the officially provided channels for work related communication.
- Where such online collaboration is essential, but the official channel cannot support it, counsel
  shall be sought from the institution leadership and RISA shall be engaged to assess risks i nvolved and advise accordingly.

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