



## **MyWISAG FAQ – Answers to frequently asked questions**

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## 1 What is the purpose of MyWISAG?

Only approximately 20 per cent of WISAG employees have a PC workstation and therefore access to the intranet. It is very difficult for us to reach these employees with the communication media currently available. To involve all the employees in communication within the company and to be able to provide them with information quickly, we developed the MyWISAG employee app. The primary goal of the app is to improve our internal communication. MyWISAG makes WISAG mobile – each and every employee has “their WISAG” with them (on their smartphone) and can access information and communicate with co-workers from anywhere and at any time.

## 2 What features does MyWISAG have?

**The current version of MyWISAG offers the following main functions:**

- 1:1 chats and group chats (like in WhatsApp)
- News section with official company news
- Posting service with “like” and “comment” functions
- Group function for noticeboards, job boards, site groups
- Event organisation
- Access to the WISAG Online Akademie
- Access to the WISAG job board

Details regarding the functions can be found in the *Support MyWISAG* app group.

## 3 Will there be further functions in the future?

MyWISAG is a living medium that we intend to continually develop. Other functions may be added later, depending on the requirements and what's feasible. You can make suggestions for new functions in the *Support MyWISAG* app group.

## 4 Is the chat function really confidential?

Yes. Just like your emails, the chat function is subject to Germany's Federal Data Protection Act (BDSG) and is fully confidential. No third parties have access to your data. The app itself is certified in accordance with ISO 27001 (international standard for information security management systems). Protection of your privacy is also guaranteed by WISAG on the basis of the applicable privacy policies. Private chats are private – no third parties (e.g. administrators or anyone else) can access them.

## 5 Who can see what I post?

This depends on where you post something – and the access rights you have. MyWISAG features a role and access concept that regulates these aspects:

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### **Employees with no managerial responsibility...**

...can post to their timeline or within groups. The posts in an employee's timeline can at the most be seen by all the other employees of the same client/the same branch office. Posts in public groups can be read by all WISAG employees, while posts in private groups are only visible to the group members.

### **Employees at managerial levels FE3 to FE5 (e.g. branch office managers, operations managers, segment and division managers, and equivalent positions) ...**

...can use their timeline to share posts either with all the employees within their legal entity/company or only with individual clients/branch offices within their area of responsibility. They can also post to groups, with the ranges then varying depending on the group type: public groups > all WISAG employees; private groups > group members.

### **Employees at managerial level FE2 (e.g. regional managers, region heads, head of administration at a sectoral holding company and equivalent positions) ...**

can use their timeline to share posts either with all the employees within their legal entity/company or only with individual clients/branch offices within their area of responsibility. They can also share posts with all the employees within their sector. The sectors appear as groups with all the relevant employees automatically included. They can also post to groups, with the ranges then varying depending on the group type: public groups > all WISAG employees; private groups > group members.

### **Employees at managerial level FE1 (sectoral holding company managers) ...**

...can use their timeline to share posts either will all the employees within their sector (= entire sector) or with one or more clients within their sector. The sectors appear as groups with all the relevant employees automatically included. They can also post to groups, with the ranges then varying depending on the group type: public groups > all WISAG employees; private groups > group members.

### **Employees at managerial level FE0 (managers of the divisional holding companies)...**

...can use their timeline to share posts either with all WISAG employees (= the whole of WISAG) or with all the employees within their division, with the employees of one or more sectors or with one or more clients within their division. The divisions and sectors appear as groups with all the relevant employees automatically included. They can also post to groups, with the ranges then varying depending on the group type: public groups > all WISAG employees; private groups > group members.

## **6 Who can create groups?**

Employees at managerial level FE5 or higher can create groups via the desktop version of MyWISAG. Depending on the range that the person in question has (see question 5), these are visible throughout WISAG or to the relevant regional company under "Gruppen" in the menu.

Chat groups, on the other hand, can be created by anyone.

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## **7 I do not have the right role (my access rights do not tally with my current position – see question 5). How can I change this?**

This is probably because your data has not been accordingly entered into/is not up to date in the salary system. To change this, please contact your HR/wages officer or your line manager.

## **8 Can I use the app during work hours?**

Assuming specific underlying conditions do not prohibit this (e.g. customer-specific rules), you may, of course, use MyWISAG during work hours. However, its use must not interrupt your workflow.

## **9 What devices can the app be used on?**

You can use MyWISAG as an app on your smartphone or as a desktop version on your laptop, PC or tablet. The app version of MyWISAG is compatible with Android devices (Version 4.1 and up) and iOS devices (Version 8.0 and up). It can be used on multiple devices at the same time.

## **10 Am I obliged to use MyWISAG?**

All employees are afforded access to MyWISAG. Use of the app is voluntary, not mandatory. We recommend that all team members use the app in order that it can be used to organise the team's work. This is something which should be discussed and agreed upon at the team level. However, nobody will force you to use the app.

## **11 I would like to download the app. Do I need data volume to do so?**

You will need an Internet connection in order to download MyWISAG. To save your data volume, we recommend that you download the app over Wi-Fi. Feel free to visit a WISAG branch office (with a Wi-Fi connection) to do so at any time.

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## 12 Can I also post private things in the app, such as my holiday snaps?

You may post private content to the app as long as it complies with our netiquette rules. These can be found in the Support MyWISAG app group or under “Dateien” in the app. They contain recommendations for the correct use of social media.

## 13 I accidentally posted something I didn't want to (e.g. a photo). What should I do?

You can edit or delete any post you created yourself. To do so, open your timeline, click on the post in question in the menu (three dots in the top right). The options you have will then be displayed.

## 14 How can I delete a comment I added to a post?

Just like posts, you can edit or delete any comments you make. To do so, click on the option menu in the comment in question (three dots in the top right).

## 15 Can I see who has seen my posts?

No, there is no way of seeing who has looked at your posts. You will only see if someone has liked or commented on your post.

## 16 How can I change the MyWISAG menu language?

You can change the menu language under “Einstellungen” in the **desktop version** of MyWISAG. The settings menu is symbolised by a cogwheel. This can either be found in your main menu (three bars) or in the notification bar, depending on the device you are using. You can change the app language in the “Sprache” drop-down menu in the “Optionen” tab under “Allgemein”. However, please note that this does not affect content within the app (posts, news, comments) – these will not be translated into a different language.

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**Meine Einstellungen**

Allgemein  
Kontakt  
E-Mails und Benachrichtigungen  
**Optionen**  
Datenschutzeinstellungen  
Anwendungen  
Sicherheit  
Information

Optioner

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**Optionen**

Sprache 🇩🇪 Deutsch

Zeitleisten sortieren nach: 🕒 Aktivität

## 17 Can I see all the app content?

With there potentially being around 50,000 app users (the number of employees within the WISAG Gruppe), there is a need for the range and access rights to be structured. You will be shown the content which is most likely to be relevant to you based on your position and your affiliation to a specific part of the company (e.g. a branch office or sector) and content which is directed at all WISAG employees.

If you wish to see more information, you can join additional groups dedicated specifically to, for example, classified ads or organisational groups such as WISAG Industrie Service or WISAG Gebäudereinigung.

## 18 What do I do if I wish to report on a topic which is of interest to more employees than those who I can reach with my posts?

In this case, please contact someone on the MyWISAG editorial team. They are able to expand the reach of company news. You will find a list of the editors under "Dateien" in MyWISAG and within the Support MyWISAG app group.

You will also have a greater reach within the public topic groups and the regional groups.

## 19 Who can I talk to if I have questions regarding MyWISAG?

If you have questions about the app, need assistance in using the app or notice a problem within the app, you can post something to the *Support MyWISAG* app group. A contact will process your post and assist you as quickly as possible.

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## **20 I have a technical problem and am unable to download, open or use the app. Who should I seek assistance from?**

If you have intranet access, please open a ticket at the IT help desk. If you do not have intranet access, please speak to your line manager.

## **21 I would like to use MyWISAG on more than one Apple device, but am presented with the notification “Der Code wurde bereits verwendet”. What should I do?**

**a) I would like to install the app on the additional/new device using the same Apple ID.**

You can reinstall MyWISAG from your previous app purchases within the App Store.

**b) I would like to use the app with a different Apple ID not previously used.**

At the IT help desk, place a ticket in the “Mobile Apps” → “MyWISAG” category. You will then be sent a voucher code with which you can download MyWISAG from the App Store.

## **22 How much data does MyWISAG use?**

As with other apps, data consumption depends on how frequently you use MyWISAG and how much data you retrieve and send. Text messages use less data than photos, videos and files.

You can see the data consumption of all your apps in the data usage section of your smartphone settings.

## **23 What’s the official language of MyWISAG (not including private chats)?**

As a German company, the official language of MyWISAG is German. This means content/ posts may only be submitted in German.

However, you can use any language you like to communicate in private chats.



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## 24 Who can create events?

Employees at managerial level FE5 or higher can create events using the desktop version and on their smartphone if they use iOS. This option is currently under development for the Android app version.

### **PLEASE NOTE:**

Features and menus may vary from those outlined above depending on your device/operating system. There may be differences in the features and menus of the Android and iOS versions depending on the software release.