04

Solution FAQs

FAQs CITIZEN

CITIZENS FAQs.

Data Security

- **What will my data be used for?**
  Basically your data is used for the verification of your account.
  In addition the city of Munich is using the data for internal statistics, but isn't providing them for external parties.

- **What personal information do I need to provide when making an account?**
  Your name and birthday. Passport number and address are to be provided in order to be verified user and get the full access on all features.

- **Do I have to register using my real name?**
  Yes, in order to grant credibility.

- **Can anyone see if I am a user of the platform?**
  Only registered members can see the users. If you haven't registered with your passport number you are acting like a ghost-member.

- **Is it possible to be anonymous to other users?**
  As a ghost-user you stay anonoymus but to actively communicate with other users the verification of your user account has to be done.

Features & Content

- **Can I write a message to other users?**
  Yes, but only if you have a verified account.

- **Can I get any specific information about the city of Munich?**
  Yes, the city is acting as a content creator to provide news about Munich but also reply to specific questions from users.

- **Do I get spam mails?**
  No there are no spam mails

- **Will I be shown advertising?**
  The benefit of the platform is that the users will not be littered with advertisement.

- **Are there cooperation partners or companies?**
  Local businesses have the chance to get an verified channel to promote their businesses.

- **How can I get in touch with representaives of the city using ComMunich?**
  You can push the button "raise a question". For questions concering the Social Network itself you can call us XXXXXXXX

CITIZENS FAQs.

General

- **Who stands behind the platform?**
  The City of Munich.

- **How is the platform financed?**
  It's published and sponsored by the city of Munich.

- **Which average age group is addressed by the network?**
  The site is most popular among people aged ??-??, but people of all ages are more than welcomed to use the platform.

- **What added value does the social network give me?**
  The network is combining several services of the city of Munich. By granting credibility the platform helps its users to gain new local contacts and friends.

- **What is the difference to other social networks?**
  The platform is granting for the safe handling of your personal data. If you are not willing to share your data with the hosts of the platform, you can also act as a ghost-user.

- **Do I have to be active on the platform?**
  No, you do not. Adding content is welcomed but not mandatory.

Channel/Groups

- **What are groups/channels for?**
  To get in touch with other citizens and receive news from the city.

- **Is it possible to create my own channel/group?**
  Yes, of course. You can find other members interested in your hobbies by creating channels and groups to meet them and discuss several topics.

- **What does it mean when a channel is "verified"?**
  The city will verify certain channels which offers relevant feed for the public.

Registration

- **Is it possible to connect other Social Media Accounts?**
  In the first step, no. Probably this question is something to be clarified in the future.

- **Can I make an account if I am not living in Munich?**
  Technically it's possible, but Com.Munich is essentially developed for the citizens of Munich.

- **Can I have more than one account?**
  No, that is not possible.

FAQs STAKEHOLDER

STAKEHOLDER FAQs.

Data Security

- **What will our data be used for?**
  Your data will be used for the verification of your official accounts, channels or user accounts.

Registration

- **What costs do we bear?**
  Website and app up keeping and creation. Server costs and manpower.

- **Is there a possibility to delete the account?**
  Yes, if you don't need your user account or official account anymore there is the option of deleting it.

- **What criteria must a company meet to be officially verified?**
  In order to get an official account you need to contact the hosts together with sharing your excerpt from the commercial register.

Features & Content

- **Is there a minimum or maximum number of contributions per month/quarter?**
  To get in touch with other citizens and receive news from the city.

- **What contributions or information may be shared?**
  All information and news about your company.

- **Is it alsp possible for companies to use the feature „Ask the city?"**
  Yes, they can also use the feature „Ask the city".

General

- **How can users get access to our information?**
  Users can follow your groups or official accounts to make sure that they get every news and new content from you.

- **Is there the possibility of direct contact with the users?**
  Yes, the direct communication with the users of the platform is a feature all stakeholders can use.

- **Which main target group is represented on the platform?**
  The target group are Munich citizens from different age groups