MYGOV
MODULE DESCRIPTIONS

MyGov provides a complete solution whether the need is in Community Development, Building Services, Public Works, Code Enforcement or Business Administration. MyGov is a fully integrated software solution and modules can be added at any time to build the system that is perfect for your agency. Our full product suite can be viewed here.

PERMITS Visit site.

Use this module to track applications, reviews, payments and inspections by location, such as Building Permits, Fence Permits, Alarm Systems and Special Events. Allow external contacts to apply online, pay fees, respond to reviews, request inspections and be issued the requested permits using the included Collaborator Portal. The Electronic Plan Review module can be added to seamlessly handle blueprints online.

Use Cases

- Residential Build
- Commercial Build
- Fire Systems
- Right of Way
- Commercial Build
- Excavation
- Occupancy
- Fence
- Fire Systems
- Alarm Systems
- Roof
- Mobile Home
- Right of Way
- Demolition
- Special Events
- Driveway

CODE ENFORCEMENT Visit site

Use this module to track code violations, inspections, abatements, citations, hearings and vehicles related to case work. Create a custom workflow to handle cases, such as Nuisance, Structures, Vehicles and Zoning. Allow citizens to easily report issues using the included Request Manager module, which auto-creates a potential violation in the Code Enforcement module. Officers and staff can easily result inspections, generate custom letters, schedule repeat inspections, collect evidence and distribute abatement jobs online using the included Collaborator Portal.

Use Cases

- Tall Grass
- Unsafe Structure
- Junk Vehicles
- Illegal Construction
- Illegal Occupation
- Weed Lot
- Vacant Structure
- Prohibited Animals
- Inoperable Vehicle
- Dumping
- Graffiti
- Noise
- Zoning
- Illegal Sign
- Trash and Debris
- Dilapidated Fence

MYGOV
MODULE DESCRIPTIONS

WORK ORDER Visit site

Use this module to track work orders related to your public infrastructure, building maintenance, IT, etc. Create orders with multiple "Jobs" for tracking large projects, such as street repairs, sewer leaks, water line replacements, etc. Associate "Assets" to the order to track asset usage or to conduct maintenance on the asset. Track your budget for each work order category to know total costs for workers, equipment and materials.

Use Cases

- Facility Maintenance
- Fleet Maintenance
- Streets
- Meter
- Park Maintenance
- Pothole / Paving
- Sewer Repair
- Mowing
- Drainage
- Abatements
- Tree and Brush
- Sign / Signal
- Solid Waste
- Meter Set
- Water Repair
- Locates

BUSINESS LICENSE Visit site

Use this module to track licenses and recurring inspections by location, such as Food and Beverage, Alcohol Permits, Rental Registrations and Fire Alarm Permits. Allow external contacts to apply online, pay fees and be issued the requested license. License holders receive a notification when their license is about to expire or a key date on their license is expiring, such as State License, Bond or Worker's Comp. Easily see when a license is expired, on hold or revoked.

Use Cases

- Food Permit
- Alcohol License
- Property Registration
- Rental Registration
- Business License
- Merchant License
- Handgun Permit
- Fire Alarm Permit
- Drainage Fees
- Register Backflow
- Day Care Facilities
- Long Term Facilities
- Annual Sign
- Home Business
- Annual Pool/ Spa
- Right of Way Permit

MYGOV
MODULE DESCRIPTIONS

CREDENTIAL MANAGER Visit site

Use this module to track credentials and renewals for your contacts that hold qualifications, such as General Contractor, Roofer, Food Handler and Solicitor. Allow external contacts to apply online, pay fees and be issued the requested credential. Credential holders receive a notification when their qualification is about to expire or a key date on their credential is expiring, such as State License, Bond or Worker's Comp. Easily see when a credential is expired, on hold or revoked. The Credential Manager integrates seamlessly with the Permit module to auto-validate contacts and their ability to submit applications or request inspections.

Use Cases

- General Contractor
- Plumber
- Electrician
- HVAC

- Roofer
- Architect
- Engineer
- Surveyor

- Pool Manager
- Food Handler
- Solicitor
- Fence Installer

- Pool Contractor
- Sign Installer
- Excavator
- Fire Sprinkler

ELECTRONIC PLAN REVIEW Visit site

Use this module to receive electronic plans for projects created in the Permit module. Plan documents such as Elevations, Floor Plans, Site Plan and Framing can be submitted online through the included Collaborator Portal. Plans are auto-distributed to the appropriate reviewers where they can open the document, use editing tools, mark corrections, request resubmissions and compare versions. When the document is approved, the reviewer can apply a stamp and signature. All plan documents can be viewed by the agency user and the applicant using a device such as an iPad.

Use Cases

- Site Plan
- Floor Plan
- Elevation
- Fire Suppression

- Foundation
- Framing
- Landscaping
- Electrical

- Plumbing
- HVAC
- Sanitary
- Stormwater

- Irrigation
- Structural
- Lighting
- Accessibility

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MODULE DESCRIPTIONS

GIS / MAPPING Visit site

Use this module to view location and assets on a mobile device. The GIS / Mapping module can integrate into modules such as Permits, Code Enforcement, Work Orders and Asset Management. Users can plot daily activity to the map, begin projects from the map and research details about parcels and assets. Users can create layers or consume layers from external sources such as ArcGIS.

Use Cases

- Wastewater
- Parcel
- Zoning
- Street
- Water Distribution
- Stormwater
- Sign and Signal
- Poles
- City Limits
- Historic Areas
- Landmarks
- Flood Plain
- Centerlines
- Council / Ward
- Address Points
- Census Tract

LIEN AND COLLECTION Visit site

Use this module to track property or tax liens. Auto-populate liens from abatements performed in Code Enforcement. Know how much is outstanding for a particular property or your entire agency. Generate payoff estimates for closings and future payoffs. Allow clients, such as realtors and developers, to easily lookup how much is outstanding on a property.

Use Cases

- Demolition
- Lot Cleaning
- Mowing
- Real Property
- Delinquent Utilities
- Capital Charges
- Environmental
- Property Tax
- Board & Secure
- Vacant Property
- Judgments
- Graffiti

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MODULE DESCRIPTIONS

ASSET MANAGEMENT Visit site

Use this module to track your assets, asset orders, cost and usage. This is a great way to manage your asset inventory while understanding the cost of maintaining the asset. Start a "Work Order" from an asset and conduct routine or scheduled maintenance. Easily track your budget by asset category to know total costs for equipment and materials.

Use Cases

- Vehicles
- Machinery
- Computer Hardware
- Furniture
- Bridges
- Streets
- Water Distribution
- Wastewater
- Stormwater
- Signs
- Signals
- Buildings
- Parks Equipment
- Petroleum
- Oil / Filters
- Repair Parts

REQUEST MANAGER Visit site

Use this module to record communications received from contacts related to issues such as Tall Grass, Potholes and FOIA Requests. Citizens can submit complaints from their mobile device by selecting an issue type, identifying a location, providing a description, completing form fields and uploading photos. Citizens receive auto-sent emails upon submittal and can track the status from the Public Portal. Request Manager can be seamlessly integrated into the Code Enforcement and Work Order modules to auto-create a potential violation or service request.

Use Cases

- FOIA Requests
- Noise Complaints
- Building Violations
- Tall Grass
- Trash Pickup
- Junk Vehicles
- Trash in Yard
- Dead Animals
- Traffic Lights
- Potholes
- Illegal Dumping
- Fallen Trees
- Park Maintenance
- Employment
- Compliments
- Illegal Occupation

sales@mygov.us   www.mygov.us

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MODULE DESCRIPTIONS

PUBLIC PORTAL <u>Visit site</u>

Use these landing pages to engage citizens and provide lookup capabilities for actions the agency is taking. Landing pages and features are provided with a unique URL to allow the agency to link the pages to their website. Citizens can search addresses, view available project applications, estimate fees, download reports and obtain a Collaborator Portal Login.

Use Cases

- Apply for Permit
- Citizen Engagement
- Estimate Fees
- Knowledge Base
- Report Download
- GIS View
- Request Lookup
- Credential Types
- License Types
- Address Lookup
- Permit Listing
- Violation List
- Report Violation
- Lien Research
- Lien Payoff
- Report Subscription

COLLABORATOR PORTAL <u>Visit site</u>

Provide the online Collaborator Portal to clients allowing them to work online with the agency related to activities in the Permit, Code Enforcement, Credential Manager and Business License modules. Contacts are able to submit applications, upload plans, request inspections, pay fees and respond to reviews. Contacts can also manage their Credentials, Licenses and Abatement Jobs using their mobile device. Collaborators can work with multiple agencies using the single login.

Use Cases

- Mobile Client Use
- Business License
- Construction Permit
- Trade Permits
- Online Permits
- Online Renewal
- Register Contractor
- Online Payments
- Plan Upload
- Review Results
- Inspection Results
- Plan Resubmit
- Special Event Permit
- Abatement Jobs
- Online Applications
- Document Upload

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