



My Civic & Service Requests Pro

A COMPREHENSIVE, AFFORDABLE AND EASY-TO-USE
MOBILE APP EXPERIENCE

My Civic is a mobile platform designed to increase community engagement and improve service delivery. My Civic makes it easy for residents and business users to submit requests, complete licensing and permitting applications, pay bills, find community information, communicate with city hall, and more.

My Civic offerings include:

- **My Civic Citizen Engagement:** A civic engagement solution that places all public-facing information and communication tools in a single app, which you can custom brand.
- **Service Requests Pro:** A robust request management system for both citizens and staff. Service Requests Pro is available as a standalone or in addition to My Civic Citizen Engagement.

MY CIVIC CITIZEN ENGAGEMENT

Whatever you want to communicate, My Civic Citizen Engagement delivers a comprehensive, affordable, and easy-to-use mobile app experience for the people you serve. Through a single app, residents will be better connected and able to play a more active role in your community.

My Civic Citizen Engagement allows you to tailor messaging for your audience. You can incorporate your city, town, or organization's branding with flexible, customizable design options, and you have complete control over content, which can be updated in real-time to ensure that only the most current information is shared with your constituents.



WITH MY CIVIC, YOUR COMMUNITY MEMBERS CAN:

- Make non-emergency requests
- Follow responses to requests and resolutions
- Provide feedback and suggestions
- View event calendars
- Receive real-time notifications
- Find public transportation options
- Pinpoint community facilities on maps
- Make payments
- Apply for permits and licenses

...continued on back

For more information visit tylertech.com

© 2022 Tyler Technologies, Inc. All rights reserved.

Build Community Connections

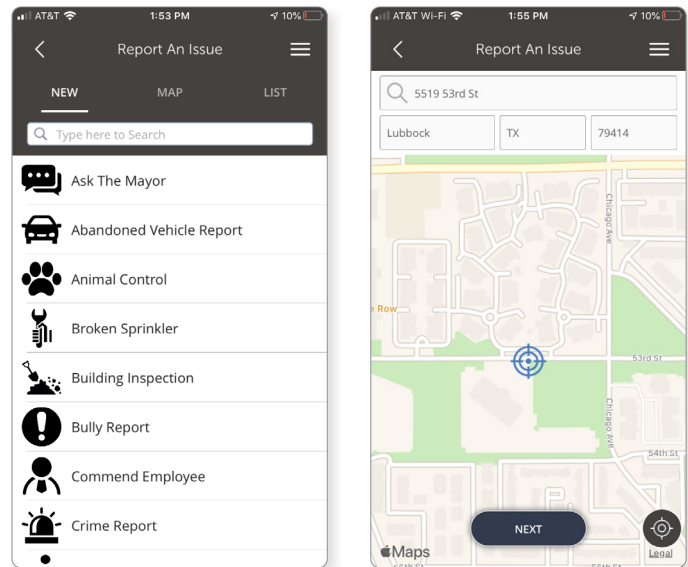
With My Civic, you can stay connected with residents and share the services, resources, and information you have to offer. App users can find local news, events, and job postings, and easily locate parks and trails with built-in maps and geolocation services. The app's two-way communication options keep community members up to date with information that's important to them and enable elected officials and leaders to connect with constituents.

My Civic Citizen Engagement Highlights

- **Push Notifications:** Communicate up-to-the-minute such as city office closings or storm alerts, which can be pushed to community members in a zip code or geo-located area in real time.
- **Calendar Feeds:** Create one-time or recurring events that citizens can add to their device calendars.
- **News and Multimedia:** Build social outreach with support of RSS feeds, Facebook®, Instagram®, Twitter®, YouTube®, and photo albums.
- **People and Information:** Make it easy for residents to search for and contact your elected officials, staff, or community groups.
- **Maps:** Create walking tours, pinpoint event locations, share public transportation maps, and more with GIS integration.
- **Surveys:** Develop customized surveys and feedback forms to give your community a voice.
- **Customized Branding:** Tailor your app branding to align with your organization's design standards.

SERVICE REQUESTS PRO

Service Requests Pro gives citizens the power to report issues, ask questions, and monitor resolutions 24/7/365. Staff can easily track, manage, respond, and analyze issues and service requests while real-time status and resolution updates keep citizens informed and reduce office phone calls.



Empower Residents

Service Requests Pro enables citizens to submit incidents or requests anytime, anywhere on their mobile device, your organization's website, or Facebook page. To submit a report, citizens simply select the type of issue, enter accompanying notes, attach photos, and notify staff with the click of a button. Once an issue is submitted, citizens will be kept updated of resolution status through real-time emails or push notifications.

Streamline Your Back Office

Once an issue has been reported, My Civic automatically generates an email or push notification to staff within the appropriate department. Past-due or unresolved issues can be escalated, and automated responses can be generated for recurring issues.

Issues are seamlessly tracked from start to finish, delivering immediate insight into what's happening in your community. Robust reporting and analytics, along with heat maps identifying issue locations and trends, give staff the information they need to make informed, community-centric decisions.