iWorQ

Citizen Engagement

iWorQ's Citizen Engagement helps citizens and staff connect with one another with speed and efficiency. The application can be used for 311, citizen complaints, permit applications, code violations, inspection requests, or internal staff requests.

This application saves your agency time by letting citizens download the mobile app to submit a complaint or apply and pay for a permit online.

- Customize fields to collect the information you need
- Discover potholes, overgrown vegetation or other issues
- Allow citizens to attach pictures with their request
- Export cases into other applications to eliminate duplicate data entry
- Update case status to keep citizens informed

How has the Citizen Engagement application helped your agency?

"This service has helped us organize service requests so that we can meet the needs of the public."
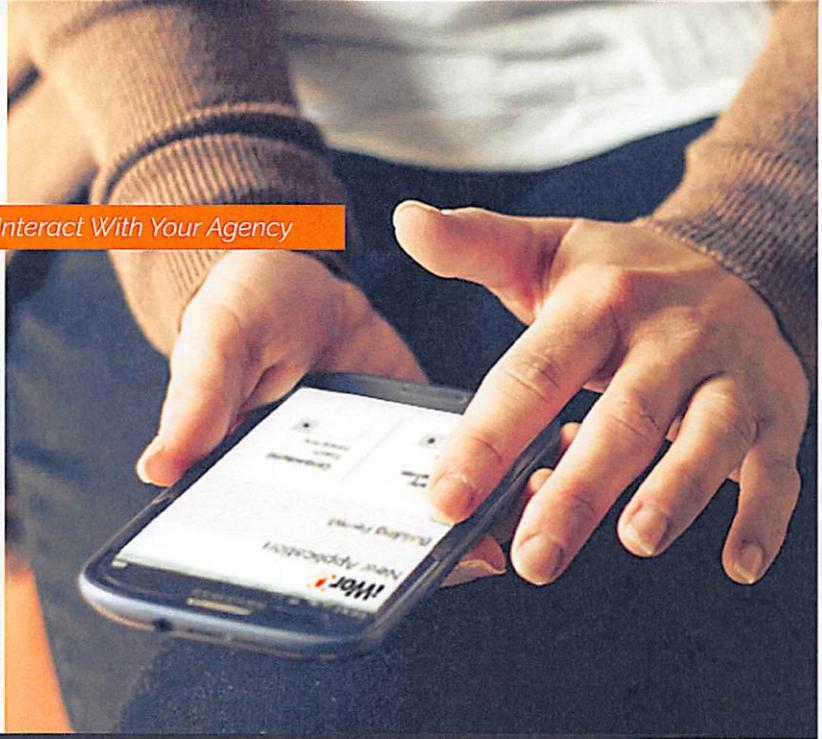
-City of Sheridan

iWorQ Portal Home

The Portal Home provides contractors and citizens with tools to submit forms, review a permit status, request inspections, upload documents and images, and make payments in a convenient location.

Portal Home Features

2-Way Communication
Built-in messaging system connected to each user's initial request on their account. Allow citizens to digitally connect on their own time, and to see all of their updates in one place.

Public GIS Map
This interactive map feature allows citizens to visually locate, search, and identify property, permit, code enforcement, and license information.

Upload Images
Documents, images, and plans can be submitted and resubmitted until the process has gone through all the proper steps and the request is marked complete.

Payment Options
Citizens can easily make payments via a configurable form as it is being submitted or after the permit has been accepted by the city and approved.

Email Notifications
Automated emails notify the city or county when data has been submitted, information has been uploaded, or inspections have been requested.

Review
Agencies can review and approve everything that is submitted. If anything is missing, communication with the citizen or contractor is simplified though the portal tools.

Customize
Easily configure the portal to search on specific fields, display filtered data, and customize the automated notification process. A simple link is added to your website for access.

Control
Agencies can turn off features such as viewing uploaded images, inspection details, contractor information, and set required fields to ensure important data is always received.
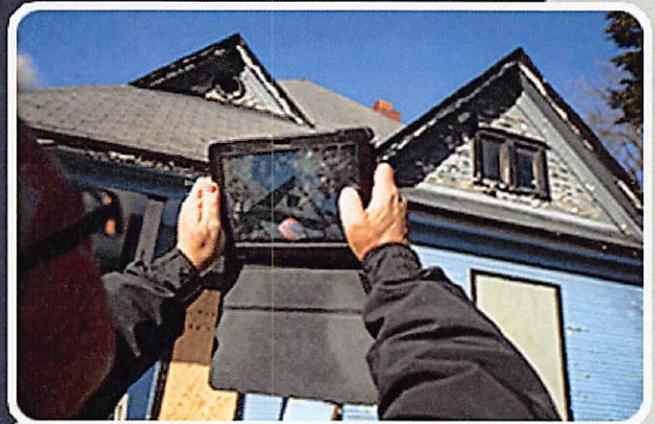
iWorQ

Code Enforcement

iWorQ's Code Enforcement software application is accurate, simple, and powerful. As violations are established, the process of each case can be tracked and monitored as it is resolved.

The application has the ability to track and schedule inspections, citations, and warnings for each individual case. Each case can be assigned employees, inspectors, fees, and other details.

-Assign employees, inspectors, and fees

-Create letters with the click of a button

-Map and attach parcel information

-Allow citizens to submit complaints to be created into a case

-Attach pictures to a code case from a mobile device

"iWorQ has brought my City out of the stone age and into the 21st century when it comes to managing data. The software has greatly increased efficiency and productivity while lowering response times and the time it takes to assist our residents."
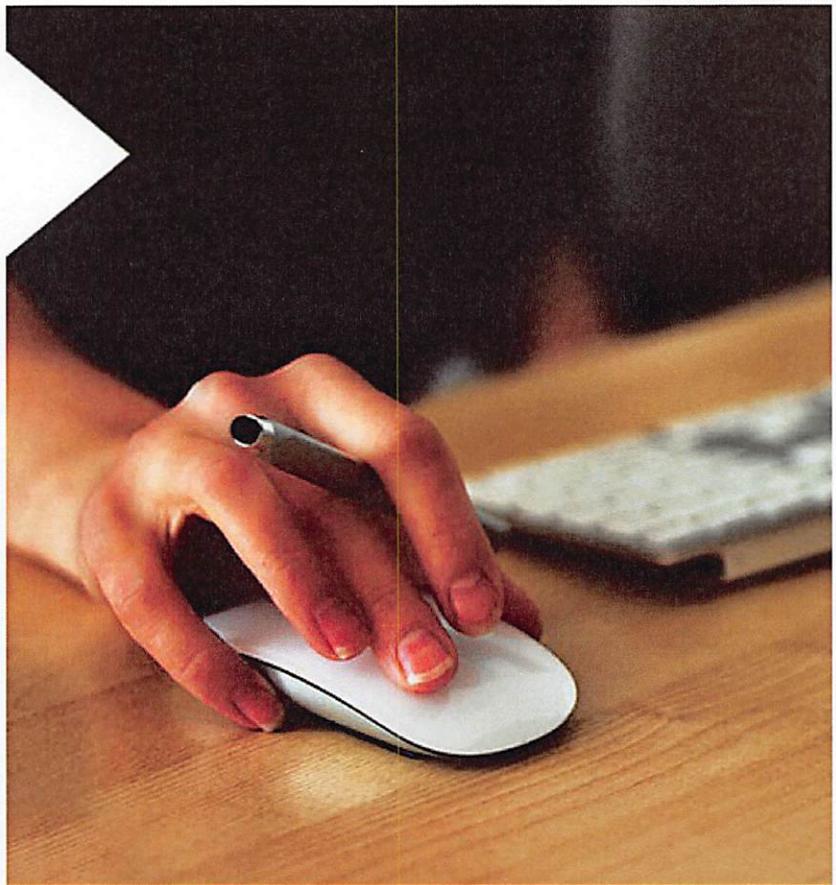
-City of Mary Esther

iWorQ

Permit Management

- Store contractor and owner information
- Customize fields to track specific data for your agency
- Track dates on inspections, notes, and photos for detailed data
- Upload documents and pictures to each permit
- Track parcel information using a GIS map

What impact has iWorQ made on your permitting process?

"iWorQ has brought us out of the stone ages of carbon copy permitting. [It's given us] instant feedback to contractors/owners of inspection notices. Instant sending of work orders, as well as the ability to look up permitting and plan review information in the field."

-Brigham City

iWorQ's permit management software will track the permit application, through inspection, all the way to occupancy. Inspections can be completed anywhere with an internet connection using a mobile device.
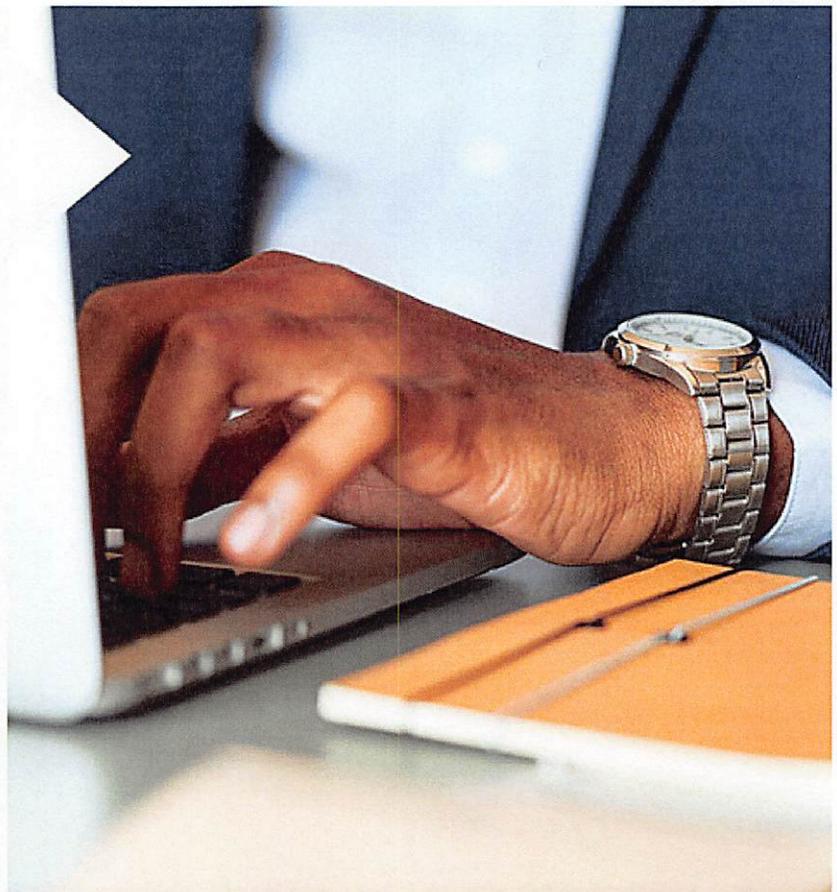
When you use our software, there is no need to worry about paperwork or lost documentation. Everything you need is in the palm of your hand such as plans, documents, inspection history, and more.

iWorQ

License Management Software

- -Business Licenses
- -Contractor Licenses
- -Occupational Licenses
- -Liquor Licenses
- -Food Handler's Permits
- -Specialty Goods Licenses
- -Animal Licenses

How has iWorQ helped you while working in the field?

"I can access the following databases: code enforcement, license management, and business license management permits. This allows me to be able to have real-time access to the information I need to better perform my duties."

-Balcones Heights

Using iWorQ's license management software, you can track customized license information including applicant name, address, expiration and renewal dates, fees, and associated files in a central location.

Send renewal letters or notices, print licenses, and collect payments directly from the software, streamlining business operations.

iWorQ

FEMA Reporting

-Easily track the necessary information for sending reports to FEMA:

FEMA number, duration of work, assigned department, work description, work location, employee hours, employee cost, equipment hours, equipment cost, inventory used and inventory cost

What impact has iWorQ made on your FEMA reporting process?

"We find iWorQ to be a fundamental asset to our FEMA work. We utilize iWorQ daily for multiple purposes; work documentation, equipment documentation, inventory, rates, FEMA codes, etc. As a FEMA project manager, we have to be on the roads with our employees and equipment so the app can be a very useful tool for us and the technical support has been excellent whenever we have any issues."

-Holmes County

iWorQ's FEMA reporting software reports the work and costs that are completed because of hurricanes, fire, flooding, or other natural disasters. Our report interface is simple and exports to an Excel, Word, or PDF document– making it easy to send reports directly to FEMA.

Reimbursements can then be assessed by FEMA for costs that have been tracked and used for the restoration in your county or city.

iWorQ

Work Management

iWorQ's Work Management is a project management application that tracks the details of your work orders all in one place. The software is customizable and can track specific information that is vital to your city and is easy to operate, so everyone can benefit.

It's accessible by any mobile device, so you can create and update work orders in the office or out in the field.

-Track time and costs of employees and equipment

-Map job locations

-Create a work order in seconds using customized templates

- Attach pictures and notes to any work order

-Manage asset costs and repairs

-Pull detailed reports on any information being tracked

"iWorQ has helped our County department tremendously by allowing us the ability to track service requests, work orders, and to be able to compile reports as needed. We are finally organized with our records and can answer back quickly when asked for information."

-Brevard County