

How to Use a Module

Modules are content containers that allow you to post specific types of information that are best suited for its display.

All modules have a page that is unique to that content type. Some modules also have a widget that can be placed on a content page, which allows you to make a change in one place and apply it throughout the site. Some modules also allow residents to subscribe to email and/or text message reminders using the Notify Me® feature.

Modules are generally organized by categories, which are populated with items. Often administrative users are given access to specific categories that are associated with their role. Permissions support this structure.

Module Widgets

The following modules have a widget that can be utilized to place its content on a page.

Alert Center

- Post a large banner across the top of your website during an emergency such as inclement weather or share other important alerts such as election results.
- Use the widget on a page to notify residents of a specific topic such as road closures or park program changes.

Notifications: *Yes*

Who may need to be trained: *Communications, Police/Sheriff, Emergency Management, Public Works, Parks and Recreation.*

Calendar

- Post public meetings and events.
- Create multiple calendar categories to post a specific department's activities to their pages.
- The widget allows you to place as many categories on as many pages as needed.

Notifications: *Yes*

Who may need to be trained: *Clerk, Communications, Parks and Recreation, Library.*

FAQs

- Answer the most frequently asked questions about your organization to cut down on phone and foot traffic.
- Organize FAQs with categories to make them more useful to your website visitors.

Notifications: *No*

Who may need to be trained: *All staff.*

Graphic Links

- Update the graphic buttons on your website

Notifications: *No*

Who may need to be trained: *System Administrators.*

Info Advanced

- Special features that a client wants to add to their website, such as a spotlight in a mega menu, logos, or the footer of your website.

Notifications: *No*

Who may need to be trained: *System Administrators.*

News Flash

- Post press releases or stories of interest for your residents.
- Create multiple categories to post a specific department's news to their pages.
- The widget allows you to place as many categories on as many pages as needed.

Notifications: *Yes*

Who may need to be trained: *Communications, Police.*

Quick Links

- Place links to related and often requested information on the page(s) of your choice.
- Create multiple categories to post a specific department's links to their pages.
- The widget allows you to place as many categories on as many pages as needed.

Notifications: *No*

Who may need to be trained: *All staff.*

Staff Directory

- Populate the Contact Us sections on your website.
- List contact information for **all** departments, divisions, and/or employees.

Notifications: *No*

Who may need to be trained: *HR, All departments.*

Document Management Modules

Agenda Center

- Upload your existing agendas, packets, and minutes as a PDF.
- Create your agenda and packet using the module tools.
- Will need to be a hyperlink to display information on a page.

Notifications: *Yes*

Who may need to be trained: *Anyone who posts agendas and/or minutes for any council, commission, board, committee, etc.*

Archive Center

- Store documents for which you may need to keep several editions, such as budgets or annual reports.
- Sort and search by date.
- Dynamic links update automatically when new items are uploaded into the module so that links are always current.
- Will need to be a hyperlink to display information on a page.

Notifications: *No*

Who may need to be trained: *Communications.*

Document Center

- House the majority of your website's documents and images.
- Create folders and subfolders to keep files organized.
- Use the Modify functionality to overwrite existing versions of files with newer versions without breaking any links.
- Includes widgets to place documents and images on pages.

Notifications: *No*

Who may need to be trained: *All staff.*

Additional Modules

These modules do not have a widget. Content will need a hyperlink so that you can place it on a page.

Activities

- List activities and display details.
- Online registrations.

Notifications: *No*

Who may need to be trained: *Parks and Recreation*.

Bid Postings

- Post bids, RFPs and RFQs and their associated documents.
- Create a plan holder's list.

Notifications: *Yes*

Who may need to be trained: *Purchasing*.

Facilities and Reservations

- List facilities that you will refer to in the Calendar module.
- List parks or facilities that can be reserved and a list of their features.
- Display a calendar showing availability.
- Customize a form to allow residents to request to reserve a space.
- Connect the registration form to the electronic payment vendor of your choice.

Notifications: *No*

Who may need to be trained: *Parks and Recreation, Public Works*.

Form Center

- Build online forms to allow citizens to submit their information.
- Direct submissions to specified email addresses based on which option the user selects.
- Add basic logic, such as requiring a particular question based on the answer to a previous question.
- **Not Secure: The Form Center is not secure, so any form that asks for secure information such as Social Security Numbers, HIPPA-protected information, bank account information, etc., should be revised not to include that information or should not be built in the Form Center module.**

Notifications: *No*

Who may need to be trained: *Any department staff who want to build online forms.*

Job Postings

- Post available jobs and their details.
- Allow users to download a job application and/or email their résumé to the account of your choice.
- Create a form or use our Online Job Application (see below) to allow users to apply online.

Notifications: *Yes*

Who may need to be trained: *Human Resources.*

Notify Me

- Build and/or import email lists for communications that are not already covered by another module, such as newsletters.

Notifications: *Yes*

Who may need to be trained: *Communications.*

Photo Gallery

- Showcase your photos in albums.
- Allow residents to upload photos (pending confirmation) for a photo contest, complete with a built-in voting system.

Notifications: *No*

Who may need to be trained: *Anyone with large groups of photos.*

Request Tracker

- Allow residents to report a problem such as a pothole, graffiti, or overgrown weeds through customizable forms.
- Set follow-up reminders.
- Statistical information is available.
- Licensed module: Starts with five users; can purchase more.

Notifications: *Yes*

Who may need to be trained: *Public Works, Code Enforcement.*

Resource / Business Directory

- List contact information for local businesses or resources available to your residents.
- Organize list by categories.

Notifications: *No*

Who may need to be trained: *Economic Development, Human Services.*

Add-On Modules

These modules are available for purchase.

CP Media

- Integrate your organization's live or recorded videos of meetings and make them easily accessible to your citizens from any desktop or mobile device.

Notifications: *No*

Who may need to be trained: *Clerk, Communications, IT.*

CivicEngage® Send

- Build branded messages such as press releases or newsletters.
- Quickly and easily communicate via email, text, and/or social media from one point-of-access.
- Use the subscriber lists from your other modules and categories.

Notifications: *Yes*

Who may need to be trained: *Communications.*

Design Center Pro

- Customize your website by modifying styles and options in nearly every component.
- Create banners, main and secondary navigation, mega menus, containers, widget skins, and more.

Notifications: *No*

Who may need to be trained: *Communications, IT, System Administrators.*

Rarely Used Modules

These modules are less frequently used due to other resources like Facebook, Twitter, Instagram, and other common third-party sources; however they are available for communities who want the support of additional engagement solutions.

Blog

- Provide updates such as:
 - Letters from the city/county manager or mayor.
 - Ongoing projects.

Notifications: *Yes*

Community Connection

- Residents can create groups, post comments, and vote for comments.

Notifications: *Yes*

Community Voice

- Residents can provide ideas and comments based on categories you create and vote for their favorites.

Notifications: *No*

Locations

- View, add, delete, and edit your locations from the system's back-end.
- Add a city, state, or zip code to a location.
- Add and edit permissions to this module on a group-by-group basis.

Notifications: *No*

My Account

- Manage changes to such account details like name, display name, email address, profile photo, and address.

Notifications: *No*

My Dashboard

- Website users can personalize their dashboard to stay updated on news, events, and information of value.
- Features dra- and-drop functionality as well as the use of widgets (Note: this is a front-end user feature, not the dashboard available for back-end users).

Notifications: *No*

Online Job Application

- Walks the prospective employee through an online form that will produce a generic job application.
- Applications can be exported, reviewed, and/or declined within the module.
- This form **cannot** be modified.

Notifications: *No*

Opinion Polls

- Create unlimited poll categories.
- Each poll category (e.g., police polls, community event polls) allows users to create an interactive area on the website to encourage users to share their opinion.
- Back-end users have the choice to view the results privately or publicly.

Notifications: *No*

Pages

- All editing of the pages on your website will be accomplished via LiveEdit on the front-end of the website.
- The Pages module does allow you to control the overarching permissions for **all pages** on the website. This module is ideally reviewed if a website will incorporate intranet pages.

Notifications: *No*

Real Estate Locator

- Lists available residential and commercial properties within the local community.
- The residential properties are separated from commercial properties, and each has its own search functionality.
- Community members can post and manage real estate listings by setting up their profile and paying a small subscription fee (optional).

Notifications: *No*

