

E-Gov Basics Turns and Ordinary Website Into A Powerful Tool

Enhance Information Access And Manage Citizen Requests

- **E-Gov Basics** gives you powerful tools you can add to your existing website or incorporate into a new website.
- **E-Gov Basics** empowers the public with improved access to information and lets them request help or provide input online, any time.
- **E-Gov Basics** saves staff time by reducing phone calls and providing tools to more effectively manage citizen requests.

E-Gov Basics Features Available

- [Citizen Request Management \(CRM\)](#)—Citizens can ask questions, make suggestions, request information, or request service at their convenience. Provides complete internal request management system for tracking and reporting. Staff can use to record phone requests or internal requests as well.
- [Calendar](#)—Community calendar allowing multiple categories, links to documents and websites, and key-word event search. Public can suggest items to add to the calendar.
- [Documents](#)—Centralized document repository in Microsoft folder style with content search feature. Makes it easy to find desired documents.
- [Frequently Asked Questions \(FAQs\)](#)—Create searchable FAQ knowledgebase. Include links to documents or web pages with added information. Citizen can "ask a question" with CRM request if answer not available. Staff can turn answer into a new FAQ for continuous enhancement.
- [Email Subscriptions](#)—Public can sign up online to receive emails on topics of interest to them. Staff can see how many users are signed up for each list. Emails sent can be saved for review and re-use.
- [Payments](#)—Public can pay online for various payment types the City will specify.
- [Job Postings](#)—Job-seekers can see and respond to job openings and sign-up to be automatically notified when new jobs are posted.
- [Bid Postings](#)—Suppliers can see bids by category and sub-category and sign-up to be automatically notified when new bids are posted.
- **Advanced Bids**—Requires suppliers to register in order to download detailed specifications, so staff can tell who accesses bid documents. Allows bids to be electronically uploaded. Requires Bid Postings.
- [Staff Directory](#)—Display searchable, hierarchical staff directory so the public can identify and contact appropriate departments or staff members.
- **Multiple Calendars**—Allows unlimited different public and internal calendars. Requires Calendar.
- **Hidden Document Folders**—Set up folders that only appear for authorized users with login. Requires Documents.

Click links above to see examples of the public view of the applications.



→ *No need to redo your website, just add links from an existing website to E-Gov Basics.*

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E-Gov Basics Advanced CRM Features Available

- **Problem Location Tracking**—We pre-load all valid addresses in your city, so citizens and staff can quickly determine if a reported issue is in your jurisdiction.
- **Request Mapping**—Create maps to see locations of selected requests. Requires Location Tracking.
- **Form Letters**—Merge data collected in CRM forms with standard "boilerplate" text to create standardized emails or letters. Example: code enforcement non-compliance letters.
- **Survey Export**—Create citizen surveys using CRM forms and export to Excel for analysis.
- **File Uploads**—Add attachments to CRM requests to create a "paperless" system.
- **Reminder Scheduling**—Staff can set reminder emails to be automatically sent to selected individuals at selected times. Use for setting reminders for follow-ups.
- **Administrative Only Fields**—CRM requests can include fields not visible to public, so you can manage and track additional information about each request.
- **Sub-Status Reporting**—Create more specific sub-status types for each CRM status, so you can manage requests at a more detailed level.
- **Code Sections**—Track and report violations by code section and incorporate into Form Letters.

The city of Athens, Ohio. 8 East Washington Street, St. Athens, Ohio 45701. 740-592-3338




City of Athens Ohio

City Home
E-Gov Home
Action Line
Community Calendar
Online Documents
Subscriptions
Quick Links
RSS Feeds
Login

Welcome to the City of Athens, OH, e-Government Services Website.
Today is Wednesday, June 01, 2011.


Action Line

Make suggestions, request information or request service at your convenience.




Community Calendar

See what's going on, including schedules for all government meetings and City events. Use the handy search feature to find the specific events you are looking for.



Online Documents

Quickly find the documents you are looking for. All City documents are located in a single place with a handy search feature.



E-Gov DataLink Gives Users Access to Structured Data

Websites are great for unstructured information like words and pictures.

But what if users need information from a structured list?

Examples

[Local business listings](#)

[Available property listings](#)

Points of interest

Check your zoning

E-Gov DataLink is the solution

Create custom lists and data that users can easily search or browse to find the information they want.

Search Criteria

Search:

Business Listings

Map #	Categories	Business Name
1.	Service	Design Mill
2.	Wellness & Beauty	Woodhouse Day Spa
3.	Dining	Village Tavern
4.	Decor & Gifts	The Little Red Gift Shop
5.	Apparel & Jewelry	Blaine's Fine Men's Apparel
6.	Apparel & Jewelry	Obsess Boutique
7.	Decor & Gifts	Frame House Gallery

Each entry can have its own web page with more details that you define.

Business Listings

Categories Wellness & Beauty

Business Name Woodhouse Day Spa

Address 9370 MONTGOMERY ROAD

Description Sure, we have over 70 distinct treatment options, but what really sets apart is our focus on customer service. We believe that when you arrive at The Woodhouse our sole mission in life is to treat you like royalty. We also don't do hair which a lot of our guests love because you don't have the noise from the hairdriers, the chemical smell, and the hectic atmosphere of a salon. We're strictly a day spa. A place for you to escape.

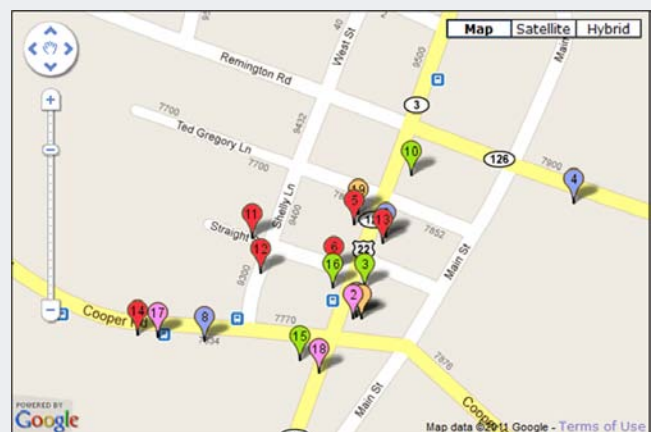
Website [Woodhouse Day Spa Website](#)

Hours
 Sunday 10:00 AM - 5:00 PM
 Monday 9:00 AM - 8:00 PM
 Tuesday 9:00 AM - 8:00 PM
 Wednesday 9:00 AM - 8:00 PM
 Thursday 9:00 AM - 8:00 PM
 Friday 9:00 AM - 8:00 PM
 Saturday 9:00 AM - 6:00 PM

Contact Email info@woodhousecincinnati.com

Phone Number (513) 234-5834

You can even have maps showing locations or directions to a location.



Realtors and businesses can optionally update their own information.

E-Gov DataLink Gives Users Access to Structured Data

E-Gov DataLink Features Available











- **Available Property Listings**—Allows public users to view a list of available properties with characteristics (size, zoning, etc.) that you define. Integrated Google map allows users to see where the properties are located. Different types of properties can be flagged with different color map points. Each property can have documents, plans, pictures, etc., attached to it. If available from Google, they can also see the street view—it's like being there without the travel.
- **Realtor Updates** for Available Property Listings—Lets authorized relators update their own listings and add new listings.
- **Local Business Listings**—Promote local businesses by providing a searchable list online. Google map integration and other features similar to above. Separate details page for each business.
- **Manager Updates** for Business Listings—Lets authorized business managers update their own business listings and add new business listings.
- **Mapable Databases**—Set up other lists and data (points of interest, accident locations, etc.) each with its own set of characteristics and maps (if applicable). Each list counts as a separate feature for pricing.

E-Gov CommunityLink Gives Citizens The Most Up-To-Date Information In One Location

CommunityLink Features

- **News**—Breaking news can quickly be added and earlier items are available for reference. Shows date item was posted.
- **Upcoming Events**—Displays the next upcoming items from the calendar (you can select items to display). Automatically updated as the E-Gov calendar is updated.
- **City Views**—City officials can easily post articles and get feedback from citizens on them. Feedback is not visible to other members of the public, but is for internal use only.
- **New Documents**—Shows the most recent additions to the documents section.
- **New FAQs**--Shows the most recently added FAQs.
- **Rumor Mill**—Get special attention to city positions on controversial issues by posting the questions (and your answers) in a special place.

Set it up as a separate e-gov page or incorporate the features into your existing web pages. [Examples](#)
Includes RSS feeds for News, Events, City Views and more. RSS feeds can update you Facebook page.

Plymouth Township - CommunityLink		Follow us on:	
Your connection to Plymouth Township			
		Twitter	Facebook
Documents	News		RSS
<ul style="list-style-type: none"> • Recreational Beach Standings.pdf  • Mens Basketball Standings.pdf  • Corporate Basketball Standings.pdf  • Pa Turnpike Monthly Construction Update.pdf  • Plymouth Township Day Flyer.pdf  	<p>5/9/2011 Officer of the Year 2010</p> <p>2/1/2011 Crime Reports</p> <p>11/1/2010 New Changes For Police Dispatch in 2011</p> <p>10/11/2010 Chaplain Nicholas Salios - 10 years of Service</p> <p>9/24/2010 New Addition to the K-9 Division</p>		
	View All		
FAQ			
<ul style="list-style-type: none"> • When are elections held? • Does Plymouth Township have a curfew? • What to do if you receive a Traffic Citation? • How do I schedule a Home Security Evaluation? • What about Fingerprinting? 			
	View All		
	Upcoming Events		
	<p>6/2/2011 6:00 PM - 8:00 PM Spartans Registration</p> <p>6/2/2011 7:00 PM Little League Meeting</p> <p>6/4/2011 4:00 PM Plymouth Township Day</p>		

E-Gov MobileLink Gives You A High-Quality Mobile Website

More and more people now use smart phones and other mobile devices to access websites.

Take a look at **your** website with a smart phone.
Can you easily find the information you want?

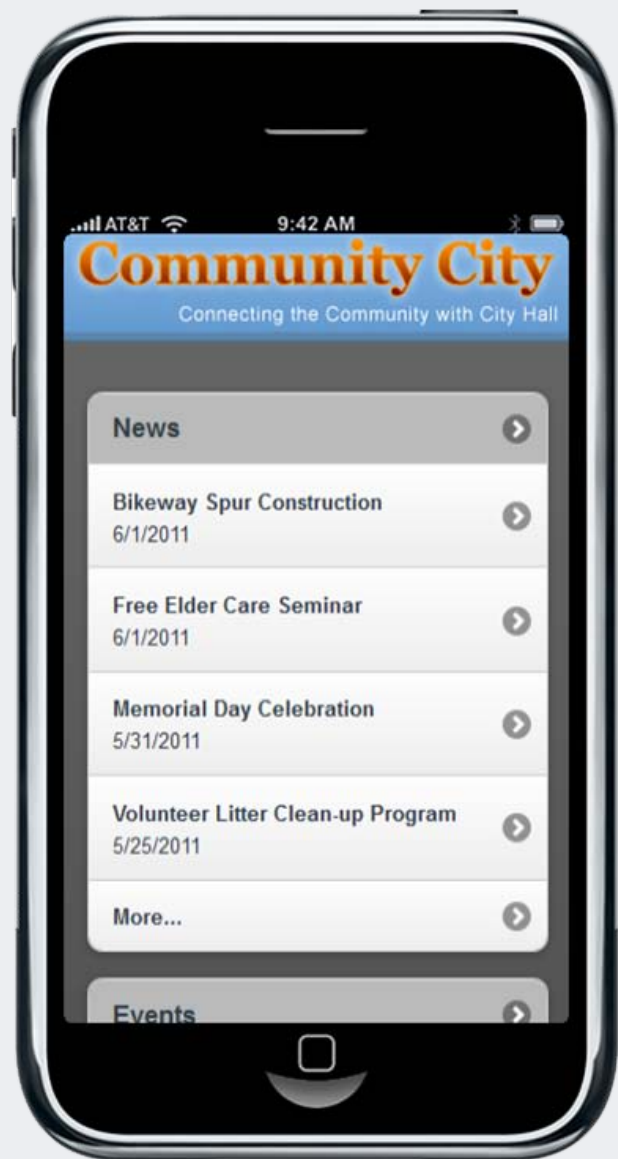
E-Gov MobileLink can help.

With E-Gov MobileLink, you'll get a new mobile website with information people want to see on their smart phones.

When users open your website with their smart phones, it can automatically open the mobile version. No app to download.

E-Gov MobileLink website includes all of the following:

- Upcoming Events (and full events calendar)*
- News (and searchable news archive)*
- Frequently Asked Questions *
- City Views (to publish articles by officials on important issues)*
- Documents*
- Citizen Requests (mobile version)*
- Page Creator (so you can add mobile-only pages)
- Contact Page (with link to call you and map to get to you**)
- Link to regular website for less frequently accessed information



See example with your smart phone of Google Chrome browser at <http://m.egovlink.com/eclink>

* You can incorporate these features into your regular website as well with E-Gov Basics.

** Link and map depend on specific smart phone features.