

## 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*

