



**Overview** - The BasicGov Citizen Portal helps you improve service and communications with taxpayers. Citizen Portal also lets you connect with more citizens online and streamline your processes for permits and inspections, code enforcement, licensing and planning.

## Key Features for Citizens

- 24/7 access to government
- Submit applications and forms
- File complaints
- Request inspections
- View application status
- Notifications of status change
- Attach documents online
- Print paperwork
- Edit contact information
- View prior request history
- Login securely from anywhere

## Key Features for Government

- Apply city branding
- Integration with city website
- Determine online fees
- Configurable screen layouts
- Configurable to your module usage
- Configurable page layouts
- Choose what applications are online
- Notifications of incoming requests
- Communications tracked
- Publish documents

## Benefits for City Staff

- ◆ Data entry efforts are reduced or eliminated
- ◆ Incoming call volume related to status checks and inquiries is reduced
- ◆ Improve inspection response times
- ◆ Make scheduling easier
- ◆ Reduces time spent handling in-person complaints or applications

## Benefits for Businesses and Citizens

- ◆ Online, anywhere access for all BasicGov modules
- ◆ View status of applications, complaints, communications online
- ◆ Less time driving and standing in line waiting
- ◆ Submit applications online and check status 24/7
- ◆ Save money and time

## Benefits for Supervisors and Public Officials

- ◆ Reach and engage more taxpayers
- ◆ Transitioning of tasks to citizens increases productivity and reduces errors
- ◆ Overall citizen and employee job satisfaction with government is improved.
- ◆ Reduced processing cost per citizen

## Budgeting is easy with BasicGov

1. No capital costs
2. Free upgrades
3. No maintenance and support fees
4. 99.9%+ uptime history
5. Reduced training time
6. Fast productivity ROI

## Why choose BasicGov

1. Fast implementation
2. Integrated suite of modules
3. Modules are easy to learn and use
4. No technical expertise required
5. Superior customer service
6. 99.9+% uptime history