

Name of Learning Module	Time
Introduction to CivicEngage <ul style="list-style-type: none"> • Dashboard • Admin Tool Bar • Help Center 	:30
Pages Live Edit	:30
FAQs & Quick Links	:30
Citizen Engagement Modules <ul style="list-style-type: none"> • Calendar • NewsFlash • Alert Center 	:15
Document Management with CivicEngage <ul style="list-style-type: none"> • Document Center • Archive Center • Agenda Center 	:15

Option #2 – ELEC 1 – Pick 4 from the 11 Sessions Below (Up to 6 attendees per Session)

Elective Workshops	Why should I attend?	Who should attend?	What will I learn?	How long is this course?
Clerk Meeting Management	The Agenda Center allows key stakeholders to collaborate on meeting agendas and then publish final documentation online for public record using one simple and streamlined system.	Clerks & Communication Managers	<ul style="list-style-type: none"> • Learn how to create a pre-defined agenda and minute meeting templates for consistent formatting and easy updating. • Establish workflows and audit trails where stakeholders can submit agenda items for final approval by the meeting organizer. • Discover how to link to supporting content directly in the agenda and meeting minute document for convenient reference without extra steps or additional document management. • Immediately publish agendas and minutes online for citizen access in multiple formats. • Gain an understanding of how to incorporate media, such as a recorded video, of the 	60 minutes

			associated meeting	
Works - Issue Reporting and Workflow	The Citizen Request Tracker (CRT) is one of our most powerful tools for building civic engagement and trust. With this module, citizens can submit trackable requests for civic assistance. Site administrators can not only see requests; they can track them through to completion — helping to validate for the community that its local leaders respond to the needs of its citizens.	Public Works	<ul style="list-style-type: none"> • Learn how to organized citizen requests by category • Create specific form names for specific request needs • Discover how to provide follow-up communication to the citizen that place the request • Assign requests to specific users 	60 minutes
HR - Job Postings and Workflow	The Job Postings feature allows citizens to access information about job openings and how to apply, and easily download and submit applications with a resume to the appropriate hiring manager, all from an easy to navigate online interface.	HR & Users responsible for Job Postings	<ul style="list-style-type: none"> • Learn how to add and manage Job postings as well as how to gauge interest using the views feature. • How to import/view subscribers. 	60 minutes
Procurement – Bids, RFPs, and Plan Holder Lists	The Bids Module feature allows you to create vendor specific categories to facilitate notifications, allows you to easily post bids and RFPs and includes a Plan Holders Management piece.	Purchasing or other Departments that Post Bids and RFPs.	<ul style="list-style-type: none"> • Learn how to Add and manage Bid/RFPs. How to use/view a Plan Holders list. How to import/view subscribers. 	60 minutes
Rec - Facilities and Activities	<p>The Facilities Module feature provides a dynamic way to display information to citizens on any type of community reservation listing. This feature’s intuitive interface allows citizens to find facilities available for reservation through an interactive map by searching by name, or by browsing a list of available facilities listed on the Parks/Facilities page.</p> <p>The Activities Module allows individual departments to build and post easy-to-navigate lists of available community activities, events, and classes. Citizens can conveniently review and register for open activities online.</p>	Parks & Recreation	<ul style="list-style-type: none"> • Learn how to organize Facilities by category • Provide details and links to important information, documents or related websites, cutting down on phone calls and foot traffic • Provide lists of amenities offered at the facility • Learn how to manage the reservation component of the Facilities module. • Learn how to create categories, activities, and session. • Set up limited registrations with waiting lists • Receive practical tips on how to best utilize this module’s many features such as; the 	60 minutes

			rosters, ePay capability, and integration with the Facilities module.	
Advanced Page Editing	Widgets makes displaying module content on any specific page or group of pages simple and convenient using drag and drop functionality. Knowing how to use the advanced widgets to display static content on your website allows you to implement best practices for displaying content.	Any User	<ul style="list-style-type: none"> Learn how to use the advanced widgets to display static content on your website. 	60 minutes
Notify Me prep Session	The Notify Me feature serves as the cornerstone of your citizen communication and engagement strategy. This communication subscription module allows citizens to subscribe to receive multi-channel notifications on only those topics that matter most to them. Citizens can choose to be notified by email, or text message.	Any User	<ul style="list-style-type: none"> Learn how to import subscribers into the various different Notify Me Tools (Alert Center, Bids, Blog, Calendar, Jobs, News Flash), and how to manage them. As a prep session, we will also take time to help you import your subscriber lists. 	60 minutes
Local Government Marketing	<p>The CivicMedia* module allows you to easily incorporate recorded and live videos anywhere on your CivicEngage website—no advanced technical knowledge required. Our intuitive embed functionality allows you to place a video in a variety of places on your CivicEngage website.</p> <p>CivicSend* is our powerful communication creation and distribution module. Working in tandem with the Notify Me communication subscription module, CivicSend allows you to send multi-channel citizen communications from one easy-to-use system.</p> <p>The Blog feature offers an easy to manage writing platform for publishing local news and information.</p>	Any User	<ul style="list-style-type: none"> Learn how to leverage your website's mass communication tools & multimedia to inform & educate citizens. Learn how to upload your organization's videos to an easy-to-use, easy to navigate place on your website Discuss the option to live stream in high-definition to all devices Discover the Drag and drop features available for uploading Embed videos within specific page content 	60 minutes
	<i>*Not included in Standard Packaging- Available only if purchased</i>			
Image Management	Images can make or break a website. It's vital to know how to	Any User	<ul style="list-style-type: none"> Learn best practices and how to optimize the photos and 	60 minutes

	optimize the photos and images used throughout your website for consistency.		images using the CivicEngage Image Editor and befunky.com <ul style="list-style-type: none"> We will review the Image Manager, Photo Gallery, Slideshow Widget, and Image Widget. 	
Advanced Form Center	Online forms mean less paper, and fewer walk-ins, which save your administrative staff time, not to mention filing space. Imagine eliminating a significant portion of the papers that cross your desk and the phone calls you triage every day.	Any User	<ul style="list-style-type: none"> Learn the ins and outs of how to create an on-line form using Form Center, best practices and tips on how to best utilize this powerful module. Learn about conditions and validations. 	60 minutes
Community Engagement	<p>Community Connection allows local governments to offer a controlled, hyper-local community forum that citizens control. It allows citizens to create groups and invite friends and neighbors to discuss topics that matter most to them.</p> <p>Community Voice is your direct access to citizen and voter ideas, feedback, suggestions, and concerns that can help shape public policy and community initiatives. It can be used to gain valuable insights for such topics as comprehensive planning, new ordinances, park improvements, bike lane planning, funding, or any other topic that requires valuable citizen feedback.</p>	Any User	<ul style="list-style-type: none"> Learn how to use a variety of tools to accomplish your citizen engagement goals. Gain an understanding of best practices and discover how other municipalities are leveraging these powerful tools. 	60 minutes