

Virtual Lab

Program Overview

Enterprise Permitting & Licensing - 2023

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Program Overview

Tyler Technologies offers a Virtual Lab (VL) program for its application suite, Enterprise Permitting & Licensing, powered by Energov. The VL program is a unique approach to online training, increasing interaction between students and instructors. Experts guide students through an engaging curriculum during live, hands-on training. Attendees can participate from any location with internet connectivity. Have a question during the class? No problem! You will get answers from your instructor on the spot.

How to Participate

Once you (a jurisdiction employee) register on [Tyler University](#) (Tyler U), you can sign up for any scheduled sessions. Pay for the training per class or via a subscription. Virtual Lab classes are included with Assist subscriptions. Each attendee must have access to a computer because this instructor-led opportunity uses virtual software.

Subscriptions cost 10% of your annual maintenance agreement with a minimum of \$12,000 per year. For more information about the Virtual Lab program, please email Training & Education Manager Christy Goss at christy.goss@tylertech.com.

- Tyler accepts class registrations only online via Tyler U (please refer to [How to Register](#)). We no longer accept registrations via email.
- Tyler posts classes each quarter on Tyler U.
- Class size is limited to 10 students.
- Classes are scheduled in the Eastern time zone.
- Classes start promptly at the designated time.
- For better viewing, Tyler suggests that students have two computer monitors – one to see the Permitting & Licensing suite and one to see the instructor's screen. Attendees of classes with "Demo VL" in the title need only one monitor.
- If you cannot attend after you have registered for a class, please email liz.anderson@tylertech.com and amber.koester@tylertech.com or log into Tyler U and reference the section, [How to Withdraw](#).
- If no participants attend within five minutes of the scheduled start time, the class is canceled. Registrants are notified via email.

Cancellation policy

If you are unable to attend a class for which you have registered, another registered Tyler U user can attend in your place. You can cancel without penalty up to three days before a scheduled class. If you give less than three days' notice, or a registrant fails to attend, Tyler is unable to issue a refund. For more information, please refer to [How to Withdraw](#).



How to Register

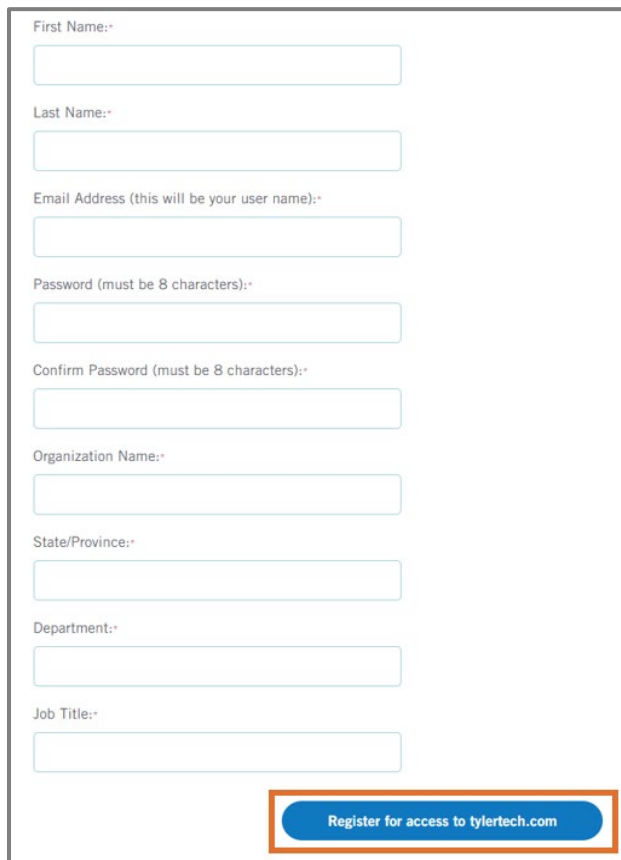
You must register for Tyler U before you can access the portal and enroll in a class.

Register for Tyler U

To register:

1. Visit [Tyler U](#).
2. Click **Register**.
3. Select the **Tyler product(s)** you use.
4. Type your **First Name** and **Last Name**.
5. Type your **Email Address**. This is your username for Tylertech.com.
6. Type an 8-character **Password**.
7. Type it again in the **Confirm Password** field.
8. Type your **Organization Name**.
9. Type your **State/Province**.
10. Type your **Department**.
11. Type your **Job Title**.
12. Click **Register for access to tylertech.com**.

Tyler reviews your registration. Once approved, you will receive a confirmation email.



The registration form is a vertical stack of text input fields. Each field is preceded by a label and an asterisk, indicating it is a required field. The fields are: First Name, Last Name, Email Address (this will be your user name), Password (must be 8 characters), Confirm Password (must be 8 characters), Organization Name, State/Province, Department, and Job Title. At the bottom right of the form is a blue button with the text 'Register for access to tylertech.com'. The entire form is enclosed in a thin black border.

First Name:*

Last Name:*

Email Address (this will be your user name):*

Password (must be 8 characters):*

Confirm Password (must be 8 characters):*

Organization Name:*

State/Province:*

Department:*

Job Title:*

Register for access to tylertech.com

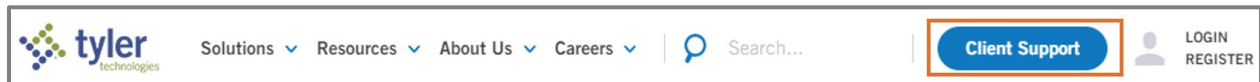


How to Enroll

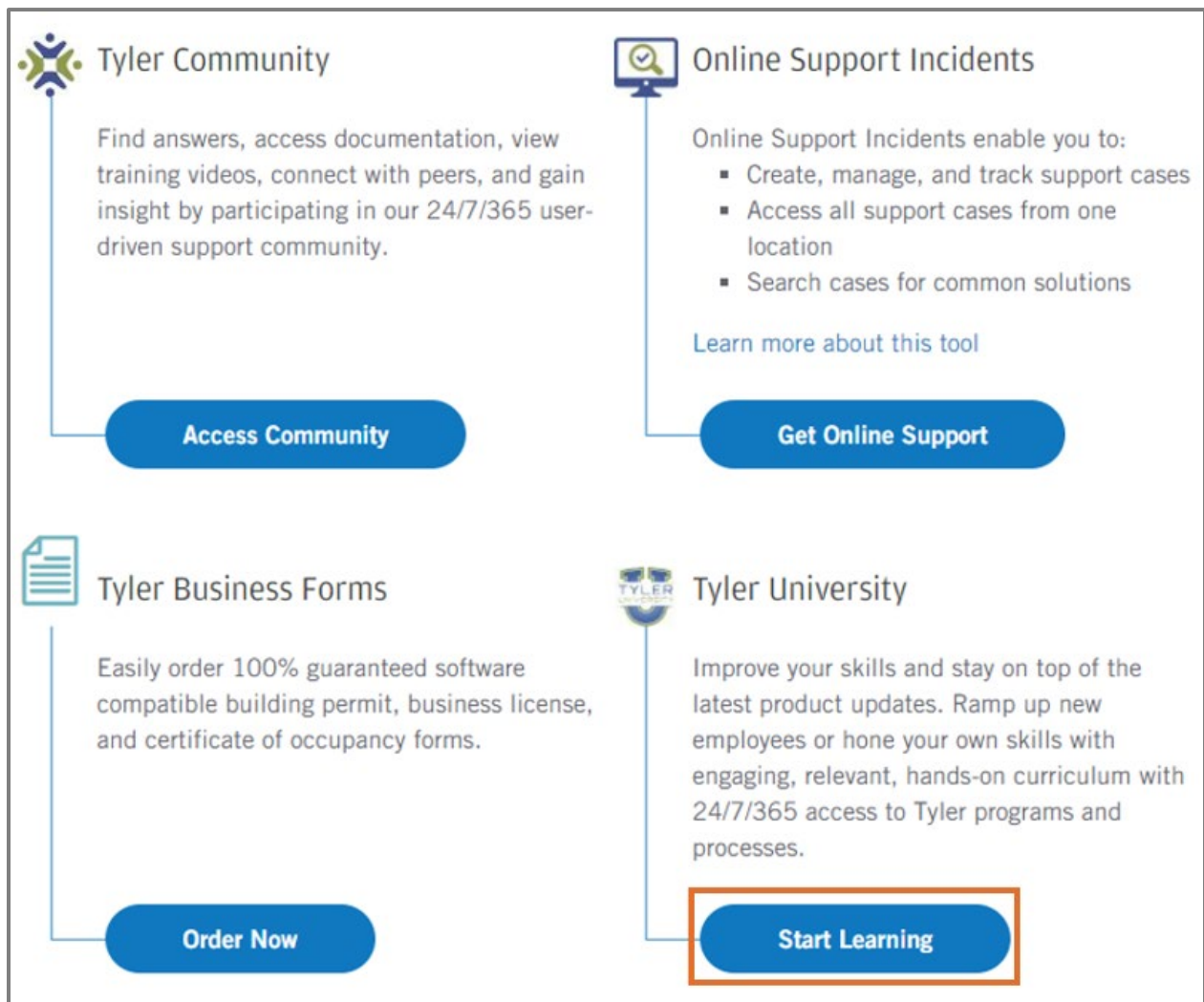
Access Tyler U

Once registered and approved to access Tyler U:

1. Visit [Tyler U](#).
2. Click **Client Support**.



3. Select **ENTERPRISE PERMITTING & LICENSING (ENERGOV)** under the **Civic Portfolio** section.
4. Click **login**.
5. Click **Start Learning** under the Tyler University section.



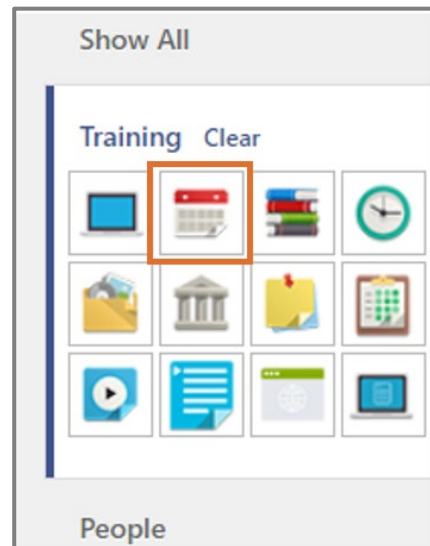
Terminology

- Events are Virtual Lab training opportunities organized by topic. Each event has multiple sessions or classes that are scheduled at different times and dates throughout the year.
- A session is a class held at a specific time and date.

Search for an Event by Topic

To search for live training events by topic:

1. Log in to [Tyler U.](#)
2. Type the **name** of the desired topic in the search box.
3. Press **enter** on your keyboard or click **Search**.
4. To filter the results, click the **calendar** in the Training menu.



5. Select the desired **event** from the Training results.



Register for a Session

1. If seats are available, click **View Details**.
2. If you are a subscriber, select **Request**.

EVENT

Enterprise Permitting and Licensing powered by EnerGov - Inspection Management App

Last Updated 12/20/2021 Duration 2 hours

Details

The user will learn the tasks involved with using the Inspection module within Enterprise Permitting and Licensing, powered by EnerGov. Activities include creating, scheduling, and managing an inspection. Additional information for searching for inspections and adding an Inspection Case to a permit are reviewed. This course includes the functionality of the Inspection Management Dashboard App, as well as the Schedule and Assign, Manage Inspectors and Manage Teams Apps.

[Show More](#)

Upcoming Sessions

Date (Ascending) ▾ 2 Sessions

JAN 25

Enterprise Permitting Licensing - Insp App

Tue, Jan 25, 2022, 3:00 PM - 5:00 PM EST

Register by Thu, Jan 20, 2022, 3:00 PM EST

Virtual/Online

English (US)

View Details ▾

Request

Save for Later

3. If you are a non-subscriber, select **Add to Cart**.

View Details ▾

Add to Cart

Save for Later

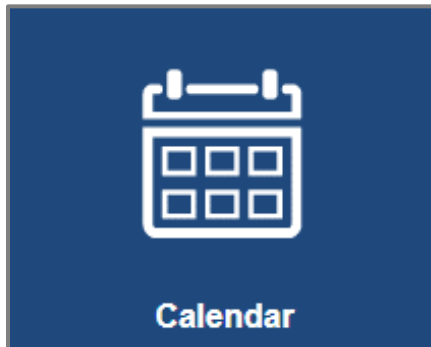
NOTE For more information about payment options, please refer to the [Register for a Session and Payment Options](#) section.



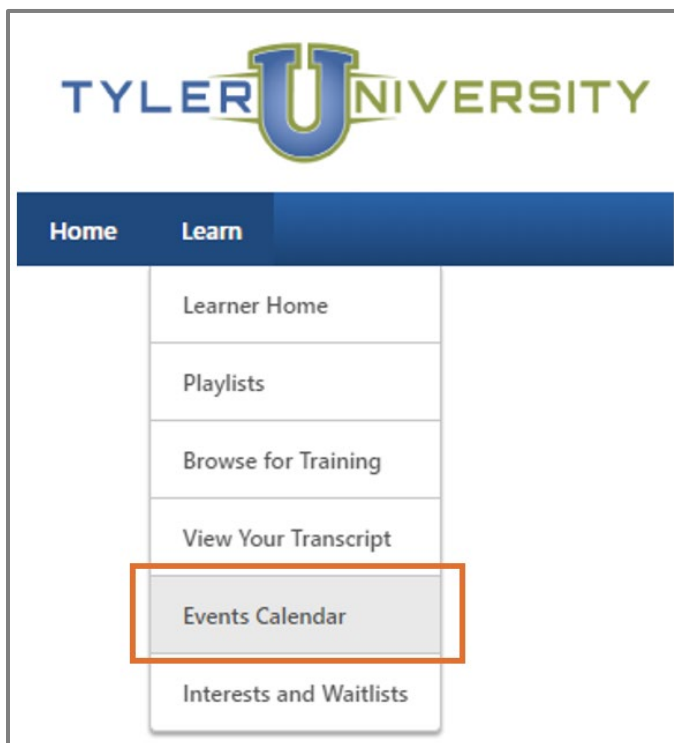
Search for a Session by Date

To search for VL training offerings by topic:

1. Log in to [Tyler U.](#)
2. Click **Calendar**.



3. Or click **Learn**.
4. Select **Events Calendar**.



5. Type **Enterprise Permitting and Licensing** in the Title field in the Filters menu.
6. Press **enter** on your keyboard.

Filters

Enterprise Permitting and Licensir

Session ID

Location

All

Session Contact

All

Session Instructor

All

7. Browse through the **calendar** until you find the desired session.
8. Click the **name** of the desired session.

January, 2022							Day	Week	Month	Agenda
All Events My Events										
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
26	27	28	29	30	31	1				
2	3	4	5	6	7	8				
		Enterprise Permitting and Licensing powered by EnerGov - IO, IAA, and Geo Rules (combo class) 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Inspection Configuration 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Plan Configuration 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Custom Fields 2:00 PM EST - Virtual/Online					
9	10	11	12	13	14	15				
	Enterprise Permitting and Licensing powered by EnerGov - System Admin Track 10:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Workflow Basics - End User 3:00 PM EST - Virtual/Online		Enterprise Permitting and Licensing powered by EnerGov - Maps App 3:00 PM EST - Virtual/Online						
16	17	18	19	20	21	22				
		Enterprise Permitting and Licensing powered by EnerGov - Permit Configuration 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - eReviews - Review Coordinator & Manage My Reviews - Demo VI 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - System Settings - District 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Permit Management App 1:00 PM EST - Virtual/Online					
23	24	25	26	27	28	29				
	Enterprise Permitting and Licensing powered by EnerGov - System Settings - System Wide 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Inspection Management App 9:00 PM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Workflow Basics and Configuration - Admin 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Business License and Civic Access 9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - User Setup and User Roles 3:00 PM EST - Virtual/Online					



Register for a Session and Payment Options

1. If you are a subscriber, click **Request**.

The screenshot shows a 'Session Details' modal window. At the top, it says 'SESSION' and 'Enterprise Permitting Licensing - Navigation'. Below this, it lists the date and time: 'Tue, Jan 4, 2022, 3:00 PM - 5:30 PM EST' and a red note 'Register by Mon, Jan 3, 2022, 3:00 PM EST'. It also indicates the session is 'Virtual/Online USA', lasts '2 hours, 30 minutes', is in 'English (US)', and is powered by 'EnerGov'. There are '10 out of 11 seats available' and the host is 'AMBER KOESTER' with email 'amber.koester@tylertech.com'. A 'Show More' link is present. At the bottom, under 'PARTS / SCHEDULE', it lists 'JAN 4' and the session title. A 'Request' button with a dropdown arrow is highlighted with an orange box.

2. If you are a non-subscriber, select **Add to Cart**.
 - a. To proceed, **enter payment** information on the payment pages.

The screenshot shows a price tag with '\$440.00' at the top. Below the price is a blue button with the text 'Add to Cart' and a dropdown arrow. The button is highlighted with an orange box.



If no seats are available, the summary displays a notice.

3. Click **Add to Waitlist**.

If a spot becomes available, the subscriber next in line is automatically enrolled, prompting the class [registration process](#).

Non-subscribers who are next in line receive an email regarding the next steps.

4. To proceed, please refer to the [Complete Registration and Calendar Invitation](#) section.

The screenshot displays a web interface for a session titled "EG - Navigation". At the top, it shows the session date and time: "Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT", with a registration deadline: "Register by Thu, Oct 7, 2021, 3:30 PM EDT". Below this, it lists the session type as "Virtual/Online USA", duration as "2 hours", and language as "English (US)". The provider is "EnerGov". A message "No seats available" is highlighted with an orange box. The user's name "LIZ ANDERSON" and email "liz.anderson@tylertech.com" are shown, along with a "Show More" link. The "PARTS / SCHEDULE" section lists the date and time again, followed by "test Name" and "ROBIN FIELDS, LIZ ANDERSON". The session type "Virtual/Online" is also listed. The price "\$440.00" is displayed at the bottom right. An "Add to Waitlist" button with a dropdown arrow is highlighted with an orange box.



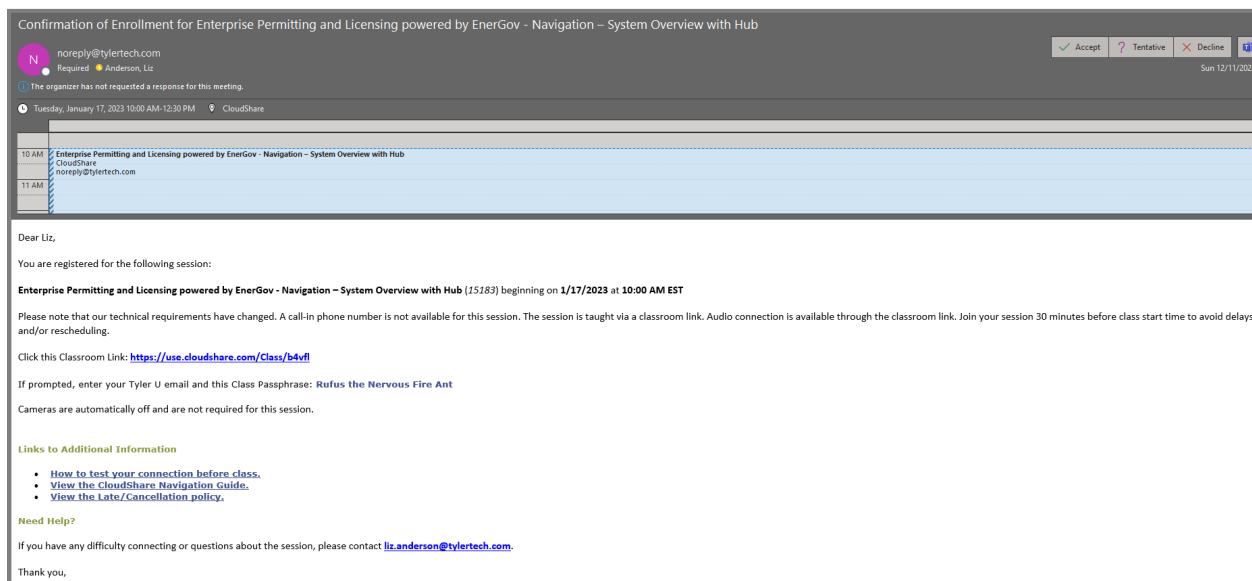
Complete Registration and Calendar Invitation

Regular VL Session Registration

Two monitors are recommended for the best experience of our Virtual Lab training environment. During a regular VL session, you will log in to the suite and interact with the software during the class. On your second monitor, you will watch the instructor as they proceed through the agenda. Contact liz.anderson@tylertech.com or amber.koester@tylertech.com with questions or issues with class connection information.

To complete registration after you have selected your session from Tyler U:

1. You will receive a meeting invitation via email from noreply@tylertech.com. **Please accept the meeting invitation.** The meeting invitation contains a **classroom link** and **class passphrase**. Please review the section **Links to Additional Information**, which provides how to test your connection, the navigation guide on our new training platform, and our training policies.
2. **Our technical requirements have changed.** A call-in phone number is not available for this session. The session is taught via a classroom link. You must be able to connect your audio (microphone and speaker) through your computer because audio connection is available only through the classroom link. Join your session 30 minutes before class start time to avoid delays and/or rescheduling.
3. On the day of your class, open the **meeting invitation** and click the **Classroom Link**.
4. Type the **Passphrase** when requested.



WARNING Do not forward the meeting invitation to anyone as the instructions apply only to your registration. Participants are required to register through Tyler U and are dismissed from class if they are not on the approved session roster.



Demo VL Session Registration and Invitation

During a Demo VL session, you will watch the instructor as they proceed through the agenda. Only one monitor is required. The following topics are offered as Demo VL sessions: eReviews, eReview Admin, Code Enforcement Mobile, and Inspections Mobile. Contact liz.anderson@tylertech.com or amber.koester@tylertech.com with questions or issues with class connection information.

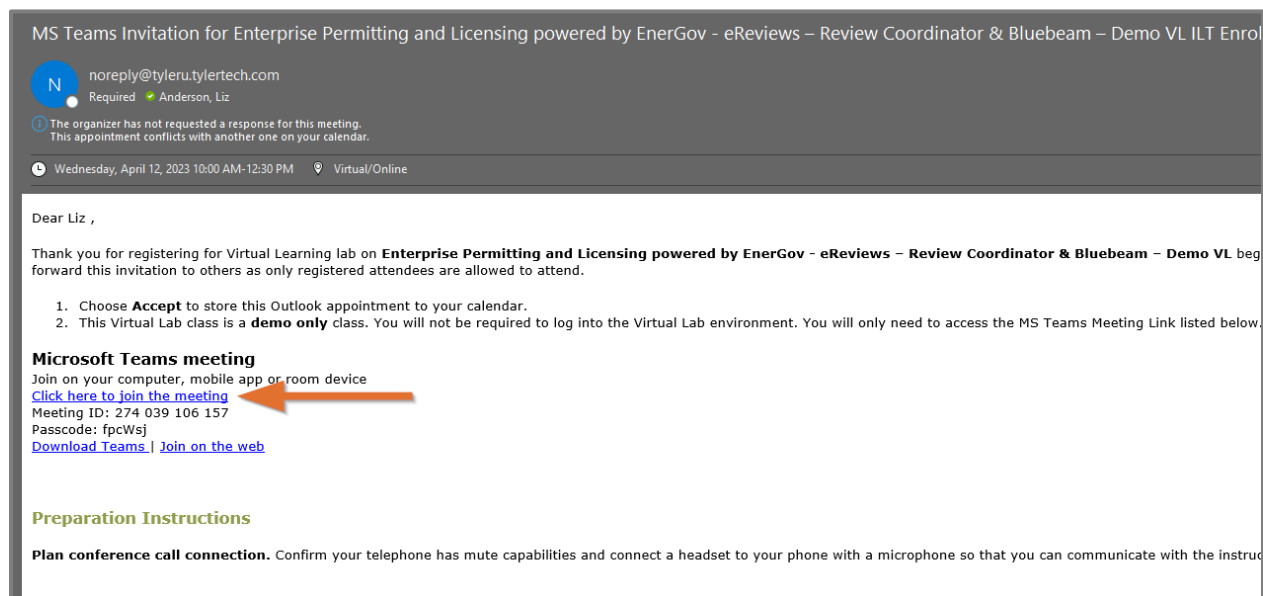
You will receive a calendar invitation in your email from Tyler LMS.

1. To complete registration after you have selected your session from Tyler U, **accept** the invitation. The calendar appointment contains the connection instructions.



TIP The invitation is compatible with Microsoft Outlook calendars. If your email calendar is not compatible with Microsoft Outlook invitations, copy the contents of the invitation into an appointment you create yourself.


2. On the day of session, open the calendar **appointment** and follow the **connection instructions**.



Demo virtual lab sessions are conducted in Microsoft Teams Meetings.



MS Teams Invitation for Enterprise Permitting and Licensing powered by EnerGov - eReviews - Review Coordinator & Bluebeam - Demo VL ILT Enrol

 noreply@tyler.tylertech.com
Required  Anderson, Liz

 The organizer has not requested a response for this meeting.
This appointment conflicts with another one on your calendar.

 Wednesday, April 12, 2023 10:00 AM-12:30 PM  Virtual/Online

Dear Liz ,

Thank you for registering for Virtual Learning lab on **Enterprise Permitting and Licensing powered by EnerGov - eReviews - Review Coordinator & Bluebeam - Demo VL** begin forward this invitation to others as only registered attendees are allowed to attend.

1. Choose **Accept** to store this Outlook appointment to your calendar.
2. This Virtual Lab class is a **demo only** class. You will not be required to log into the Virtual Lab environment. You will only need to access the MS Teams Meeting Link listed below.

Microsoft Teams meeting
Join on your computer, mobile app or room device
[Click here to join the meeting](#)
Meeting ID: 274 039 106 157
Passcode: fpcWsj
[Download Teams](#) | [Join on the web](#)

Preparation Instructions
Plan conference call connection. Confirm your telephone has mute capabilities and connect a headset to your phone with a microphone so that you can communicate with the instructor.

WARNING Do not forward the meeting invitation to anyone as the instructions apply only to your registration. Participants are required to register through Tyler U and are dismissed from class if they are not on the approved session roster.



How to Withdraw

If you are unable to attend a session, please withdraw. There are two ways to withdraw from a session.

From Your Transcript

1. Log in to [Tyler U.](#)
2. Click **Withdraw** on the row with the applicable session.

Your Transcript		
	Due Date	Action
Enterprise Permitting and Licensing powered by EnerGov - Plan Management App	None	Withdraw
Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Tyler Hub	None	Withdraw

3. Select the reason you are withdrawing in the **Please select a reason** dropdown.
4. Type any desired **Comments** in the field.
5. Click **Submit**.

Session Details

Event Name: EnerGov - Navigation - General System Overview

Date / Time: (1) 10/5/2021 3:30 PM - 10/5/2021 5:30 PM

Location: Virtual/Online

Price: \$440.00

Total Price: **\$440.00**

Registration: \$440.00

Refund: \$440.00

Total Adjusted Price: **(\$0.00)**

Refunds: **100%** for withdrawal **3 days** prior to session start date

SESSION WITHDRAWAL OPTIONS

Please select a reason

Comments

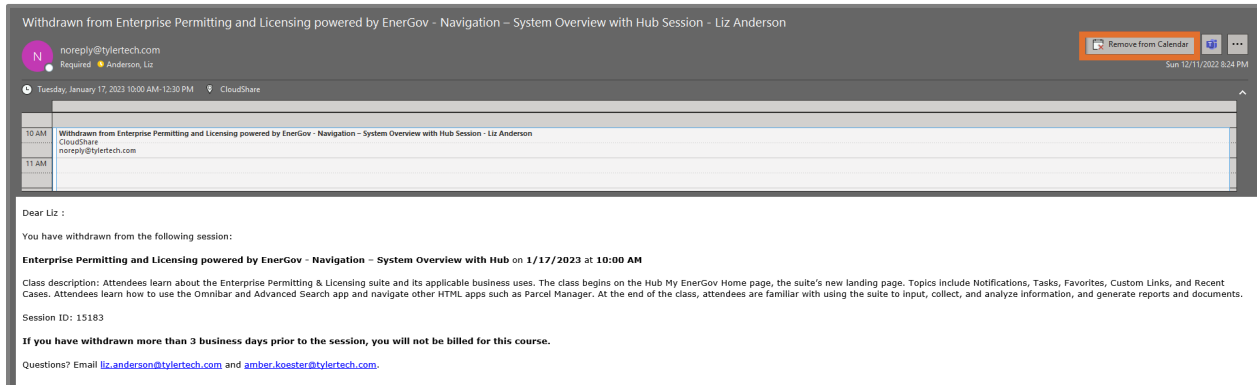
Submit

Cancel



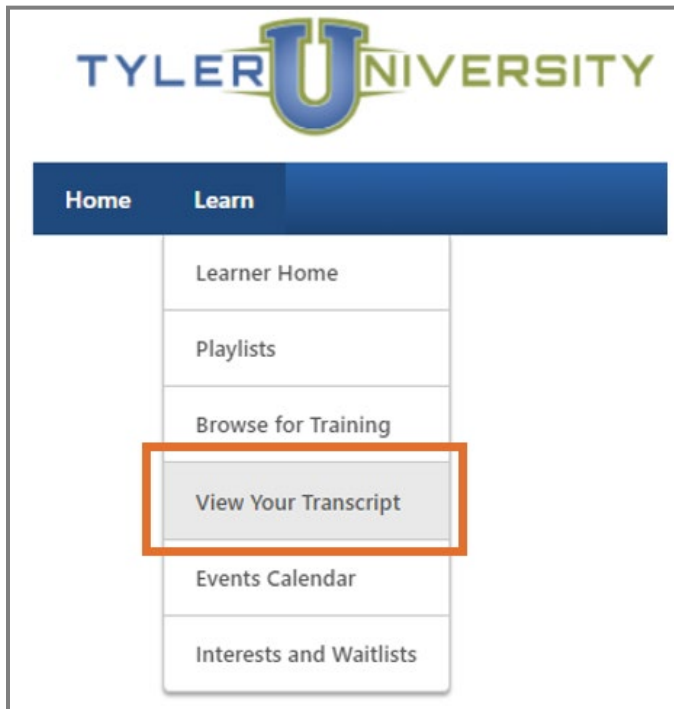
You will receive a follow-up email to remove the registered class from your calendar.

6. Click **Remove from Calendar** to complete the withdrawal process.

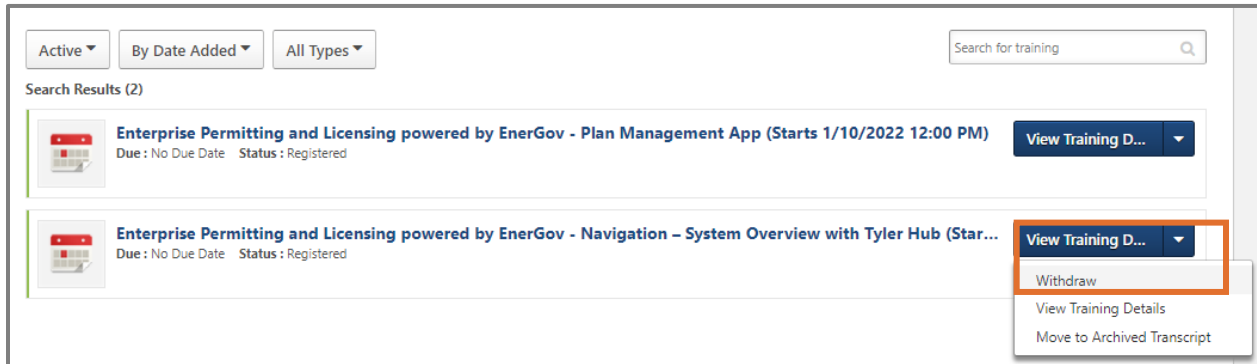


From the Learn Tab

1. Log in to [Tyler U.](#)
2. Click **Learn**.
3. Select **View Your Transcript**.



4. Click **View Training** on the row with the desired session.
5. Select **Withdraw**.



Active ▾ By Date Added ▾ All Types ▾ Search for training

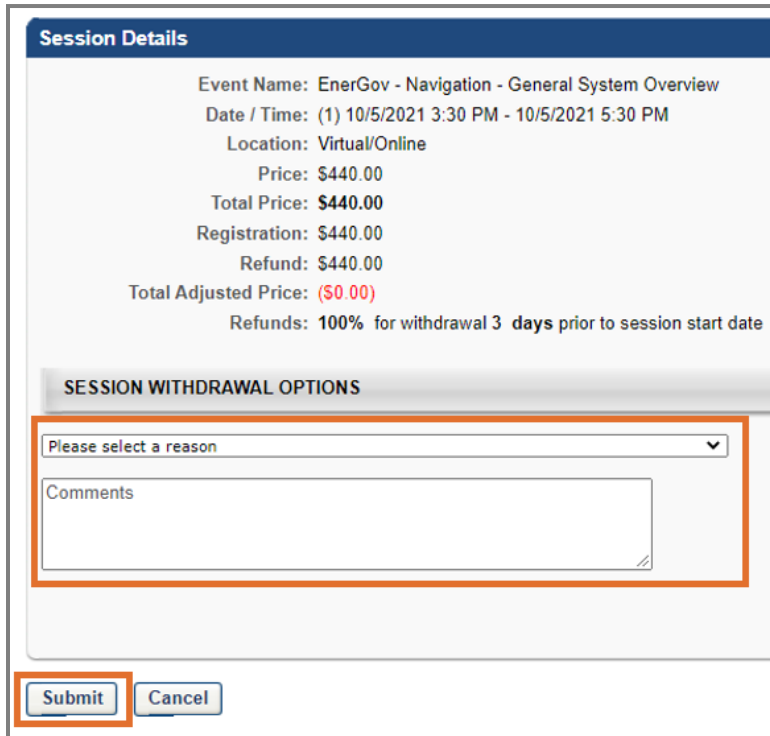
Search Results (2)

Enterprise Permitting and Licensing powered by EnerGov - Plan Management App (Starts 1/10/2022 12:00 PM)
Due : No Due Date Status : Registered View Training D... ▾

Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Tyler Hub (Star...)
Due : No Due Date Status : Registered View Training D... ▾

Withdraw
View Training Details
Move to Archived Transcript

6. Select the reason you are withdrawing in the **Please select a reason** dropdown.
7. Type any desired **Comments** in the field.
8. Click **Submit**.



Session Details

Event Name: EnerGov - Navigation - General System Overview
Date / Time: (1) 10/5/2021 3:30 PM - 10/5/2021 5:30 PM
Location: Virtual/Online
Price: \$440.00
Total Price: **\$440.00**
Registration: \$440.00
Refund: \$440.00
Total Adjusted Price: **(\$0.00)**
Refunds: 100% for withdrawal 3 days prior to session start date

SESSION WITHDRAWAL OPTIONS

Please select a reason ▾

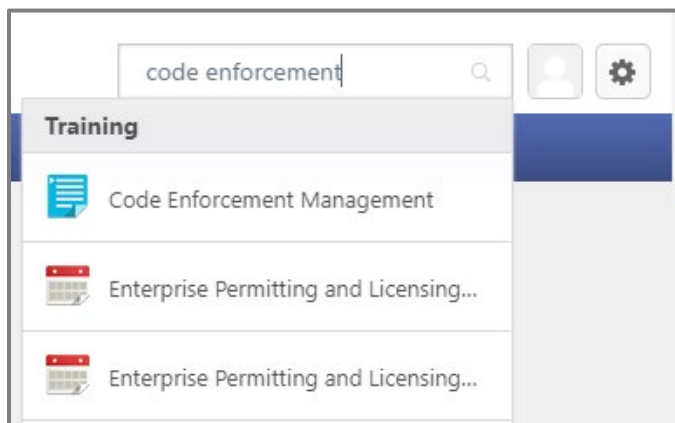
Comments

Submit Cancel

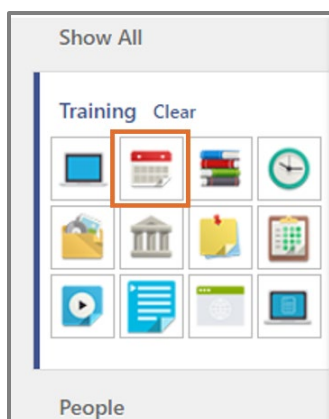


How to Receive Notification of New Sessions

1. Log in to [Tyler U.](#)
2. Type the **name** of the desired topic in the search field.
3. Press **enter** on your keyboard or click **search**.



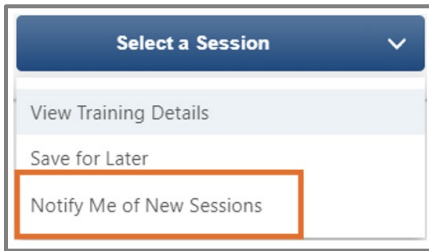
4. To filter the results, click the **calendar** in the Training menu.



5. Select the **desired class** from the Training results.



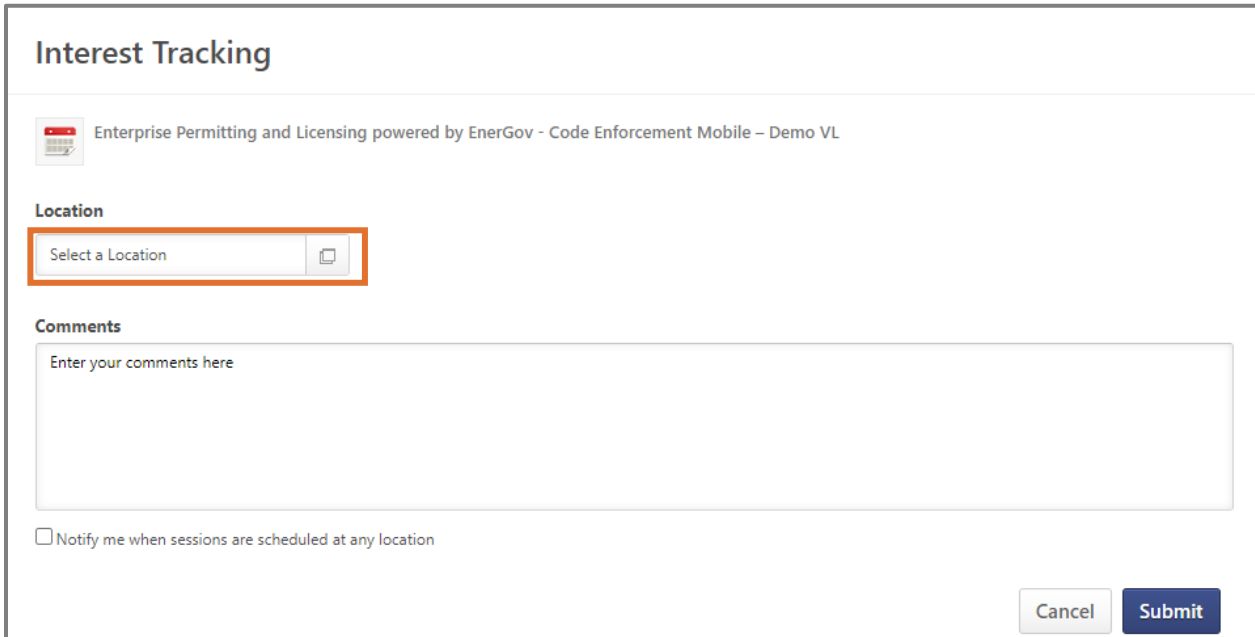
6. Click **Select a Session**.
7. Select **Notify Me of New Sessions**.



Select a Session ▼

- View Training Details
- Save for Later
- Notify Me of New Sessions

8. Click **Select a Location**.



Interest Tracking

Enterprise Permitting and Licensing powered by EnerGov - Code Enforcement Mobile – Demo VL

Location

Select a Location

Comments

Enter your comments here

☐ Notify me when sessions are scheduled at any location

Cancel Submit

9. Click the **purple plus sign** on the Virtual/Online row.
10. Click **Done**.



Select Facility

Search

Name: ID: Owner:

Top Node

Hierarchy

ADD	TITLE
+	Courts & Justice Locations
+	In Person
+	Virtual/Online


Close




11. Type any desired **Comments** in the field.
12. Mark **Notify me when sessions are scheduled at any location**.
13. Click **Submit**.

When additional sessions are added to this event, you will receive an email.

Interest Tracking

 Enterprise Permitting and Licensing powered by EnerGov - Code Enforcement Mobile – Demo VL

Location

Select a Location 

Comments

Enter your comments here

☐ Notify me when sessions are scheduled at any location

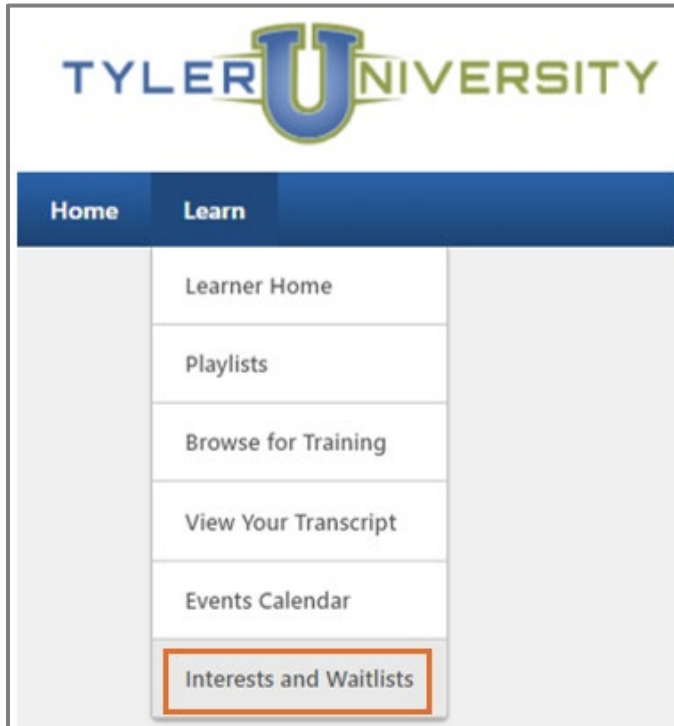
Cancel

Submit

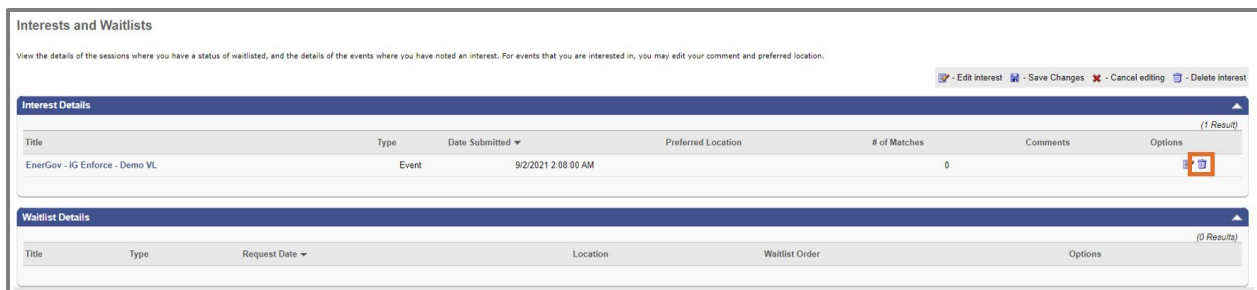


Opt Out of Notifications

1. Choose **Learn**.
2. Select **Interests and Waitlists**.



3. In the Interest Details section, click **delete** on the row with the desired event.



4. To confirm, click **OK**.

