

# Virtual Lab

# Program Overview

Enterprise Permitting & Licensing - 2024

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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 Advanced and Complete 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](mailto:christy.goss@tylertech.com).

- Tyler accepts class registrations only online via Tyler U (please refer to [How to Register](#)).
- Tyler posts classes each quarter on Tyler U and Tyler Community.
- Class size is limited to 10 students in the Virtual Lab.
- Classes are scheduled in the Eastern time zone.
- Classes start promptly at the designated time.
- For better viewing, Tyler recommends 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](mailto:liz.anderson@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](#).



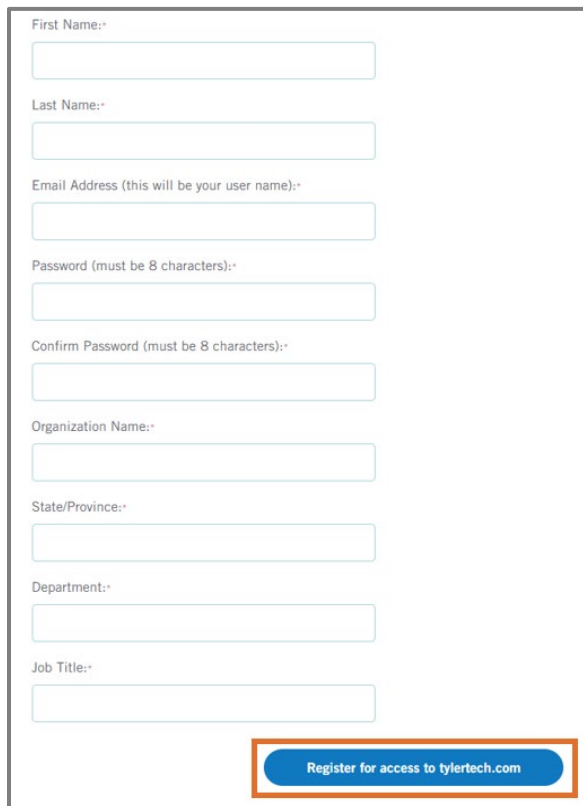
# How to Register

You must register for your account on TylerTech.com before you can access the portal and enroll in a class.

## Register for Tyler U

To register:

1. Visit [TylerTech.com](https://tylertech.com).
2. Click **Register**.
3. Select *Enterprise Permitting & Licensing* as your primary Tyler product.



The registration form contains the following fields:

- 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:-

A blue button with the text "Register for access to tylertech.com" is located at the bottom right of the form.

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.

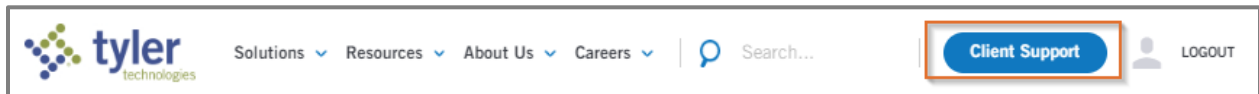


# How to Enroll

## Access Tyler U

Once registered and approved to access Tyler U:

1. Visit [TylerTech.com](https://tylertech.com) and log into your account.
2. Click **Client Support**.



3. Within the **Civic Portfolio**, select **ENTERPRISE PERMITTING & LICENSING**.
4. Click **Start Learning** under the Tyler University section.

**Tyler Community**  
Find answers, access documentation, view training videos, connect with peers, and gain insight by participating in our 24/7/365 user-driven support community.  
[Access Community](#)

**Online Support Incidents**  
Online Support Incidents enable you to:  
▪ Create, manage, and track support cases  
▪ Access all support cases from one location  
▪ Search cases for common solutions  
[Learn more about this tool](#)  
[Get Online Support](#)

**Tyler Business Forms**  
Easily order 100% guaranteed software compatible building permit, business license, and certificate of occupancy forms.  
[Order Now](#)

**Tyler University**  
Improve your skills and stay on top of the latest product updates. Ramp up new employees or hone your own skills with engaging, relevant, hands-on curriculum with 24/7/365 access to Tyler programs and processes.  
[Start Learning](#)



## 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.

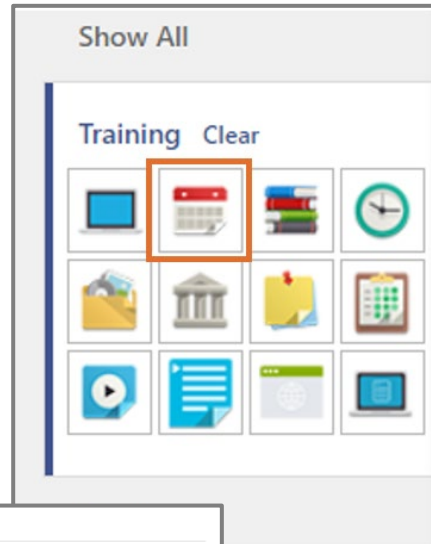
## Search for an Event by Topic

Virtual Lab schedules are published on [Tyler Community](#). To search for live training events by topic:

1. Log into TylerU. Reference the previous section, [Access TylerU](#), for more details.
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.



Training results (8)



**Enterprise Permitting and Licensing powered by EnerGov - Inspection Configuration**  
Event | Tyler Technologies - Virtual Learning Lab | \$550.00 ★★★★★ (0)  
The user will learn each component for setting up the **Inspection** module and the correct sequence in which to do them within Enterprise Permitting and Licensing, powered by EnerGov. This course covers the administration screens such as **Inspection** Type, Inspector Type, and the **inspection** settings within System Settings and related Windows Service Tas...



**Enterprise Permitting and Licensing powered by EnerGov - Inspection Management App**  
Event | Tyler Technologies - Virtual Learning Lab | \$440.00 ★★★★★ (0)  
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 functionali...



**Enterprise Permitting and Licensing powered by EnerGov - Inspections Mobile – Demo VL**  
Event | Tyler Technologies - Virtual Learning Lab | \$225.00 ★★★★★ (0)  
The user will learn how to use the **Inspections** Mobile app on an iPad. The **Inspections** Mobile app was previously known as iG Inspect. This includes viewing daily **inspections**, completing the **inspection** details, viewing past **inspection** history, adding attachments and/or pictures, syncing the **inspections** along with other features available on the Inspe...



## 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

<b>JAN</b>	<b>Enterprise Permitting Licensing - Insp App</b>	
<b>25</b>	Tue, Jan 25, 2022, 3:00 PM - 5:00 PM EST <b>Register by Thu, Jan 20, 2022, 3:00 PM EST</b> Virtual/Online	<div><a href="#">View Details</a> <span>▼</span> <a href="#">Request</a> <a href="#">Save for Later</a></div>
	English (US)	

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

[View Details](#) ▼

[Add to Cart](#)

[Save for Later](#)

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

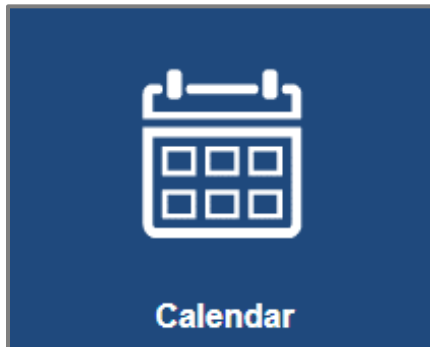
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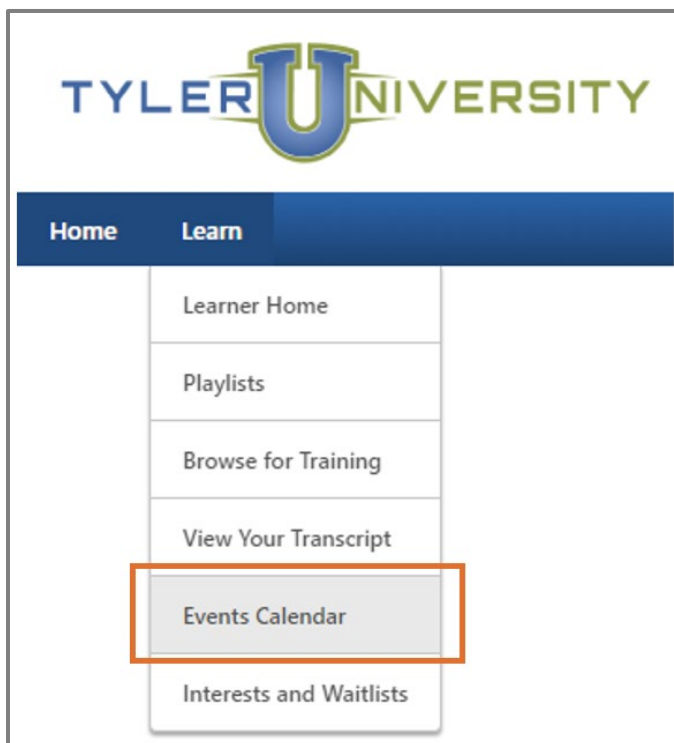
## Search for a Session by Date

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**.





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

**Filters**

Enterprise Permitting and Licensing

Session ID

**Location**

All

**Session Contact**

All

**Session Instructor**

All

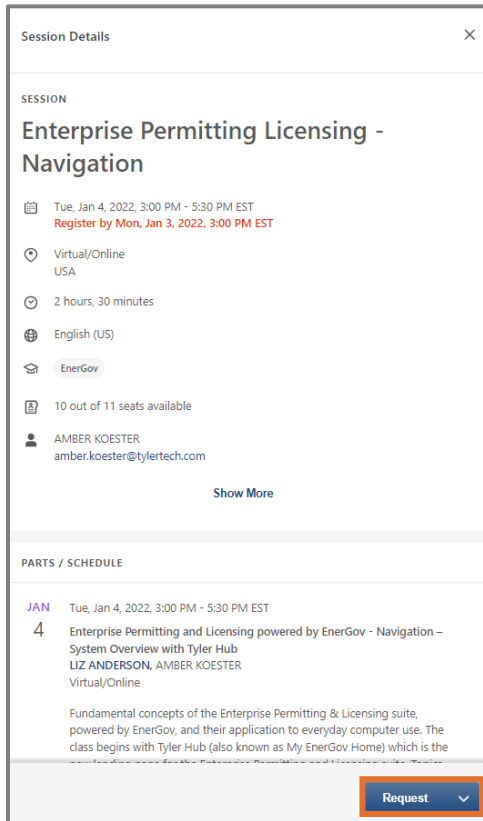
- Browse through the **calendar** until you find the desired session.
- Click the **name** of the desired session.

January, 2022							Day	Week	Month	Agenda
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
26	27	28	29	30	31	1				
2	3	<div style="border: 2px solid orange; padding: 2px;">Enterprise Permitting and Licensing powered by EnerGov - IO, IAA, and Geo Rules (combo class) 9:00 AM EST - Virtual/Online</div>	5	Enterprise Permitting and Licensing powered by EnerGov - Inspection Configuration 9:00 AM EST - Virtual/Online	6	Enterprise Permitting and Licensing powered by EnerGov - Plan Configuration 9:00 AM EST - Virtual/Online	7	Enterprise Permitting and Licensing powered by EnerGov - Custom Fields 2:00 PM EST - Virtual/Online	8	
9	10	11	12	13	14	15				
16	17	18	19	20	21	22				
23	24	25	26	27	28	29				

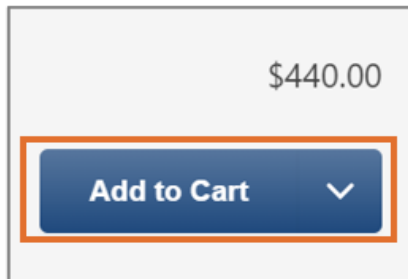


## Register for a Session and Payment Options

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



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



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 shows a registration page for a session titled "EG - Navigation". The session details include the date and time (Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT), a registration deadline (Register by Thu, Oct 7, 2021, 3:30 PM EDT), and the format (Virtual/Online, USA). The session duration is 2 hours, and the language is English (US). The provider is EnerGov. A red box highlights a message that says "No seats available". Below this, the user's name and email are listed: LIZ ANDERSON, liz.anderson@tylertech.com. A "Show More" link is visible. The page also shows a "PARTS / SCHEDULE" section with a date of OCT 12, a test name "test Name", and the names "ROBIN FIELDS, LIZ ANDERSON". The price is \$440.00. A red box highlights the "Add to Waitlist" button at the bottom right.



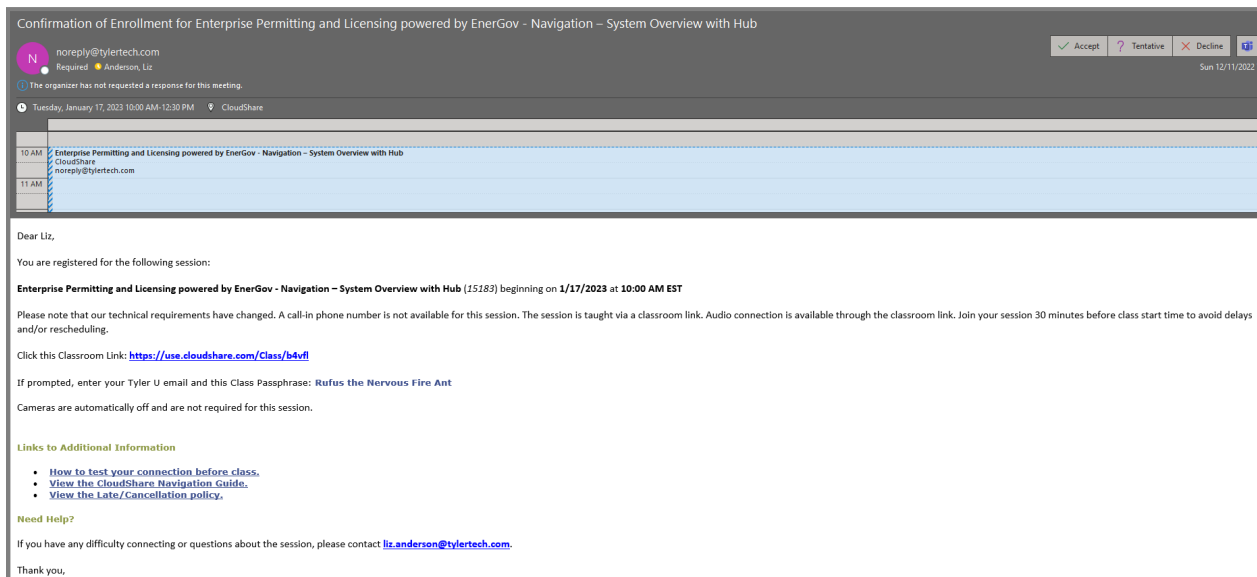
# Complete Registration and Calendar Invitation

## 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](mailto:liz.anderson@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](mailto: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.



The screenshot shows a Microsoft Teams meeting invitation email. The subject is "Confirmation of Enrollment for Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub". The sender is "noreply@tylertech.com". The meeting is scheduled for Tuesday, January 17, 2023, from 10:00 AM to 12:30 PM. The meeting title is "Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub". The meeting is hosted on CloudShare. The email body contains the following text:

Dear Liz,

You are registered for the following session:

**Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub** [25183] beginning on **1/17/2023** at **10:00 AM EST**

Please note that our technical requirements have changed. A call-in phone number is not available for this session. The session is taught via a classroom link. Audio connection is available through the classroom link. Join your session 30 minutes before class start time to avoid delays and/or rescheduling.

Click this Classroom Link: <https://use.cloudshare.com/Class/b4vfl>

If prompted, enter your Tyler U email and this Class Passphrase: **Rufus the Nervous Fire Ant**

Cameras are automatically off and are not required for this session.

**Links to Additional Information**

- [How to test your connection before class.](#)
- [View the CloudShare Navigation Guide.](#)
- [View the Late/Cancellation policy.](#)

**Need Help?**

If you have any difficulty connecting or questions about the session, please contact [liz.anderson@tylertech.com](mailto:liz.anderson@tylertech.com).

Thank you,

**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](mailto:liz.anderson@tylertech.com) or [amber.koester@tylertech.com](mailto: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.

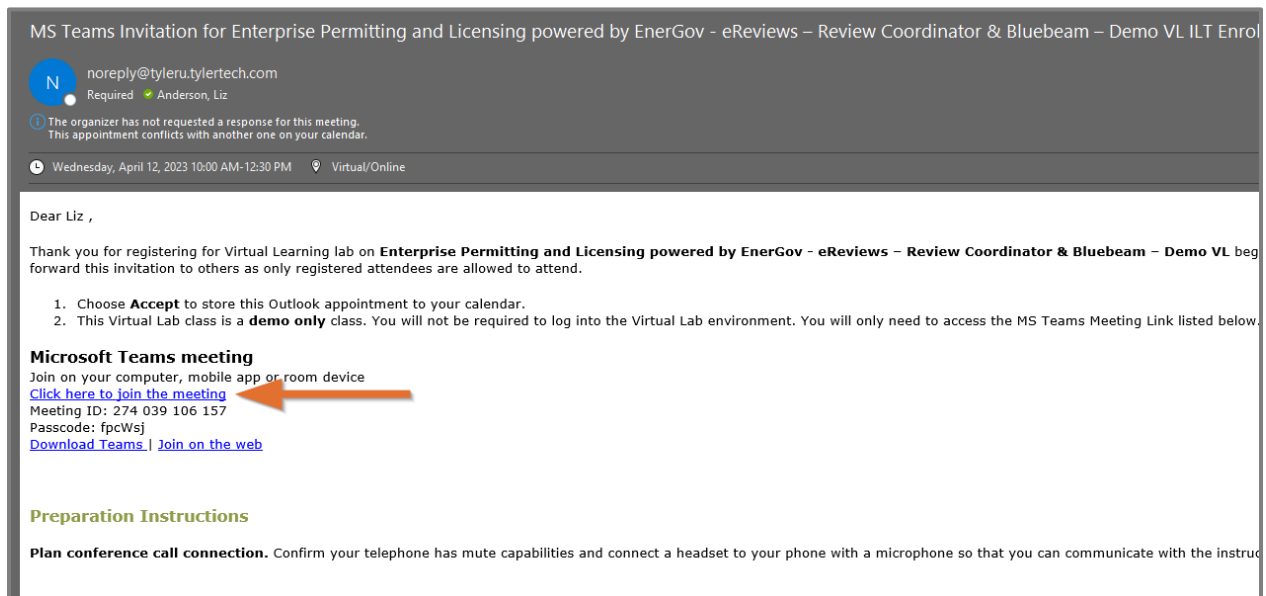
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**TIP** The invitation is compatible with Microsoft Outlook calendars. If your email calendar is not compatible with Microsoft Outlook invitations, copy the contents of the invitation into an appointment you create yourself.

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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.



The screenshot shows an email invitation from noreply@tyleru.tylertech.com. The subject is "MS Teams Invitation for Enterprise Permitting and Licensing powered by EnerGov - eReviews - Review Coordinator & Bluebeam - Demo VL ILT Enroll". The email is addressed to Liz and includes the following text:

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. Please 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](#) ← (An orange arrow points to this link)  
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.

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**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.

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# 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 into your [TylerU](#) account. Reference [Access TylerU](#) for more details.
2. On the Welcome page, within the **Your Transcript** section, click **Withdraw** on the row with the applicable session. If not available from the Welcome page, reference the section, [From the Learn Tab](#).

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	<b>Withdraw</b>

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

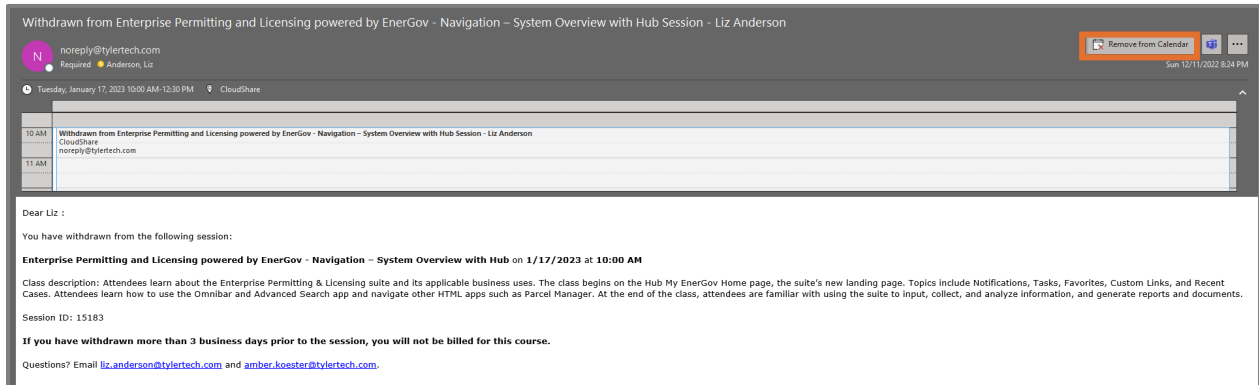
Please select a reason

Comments



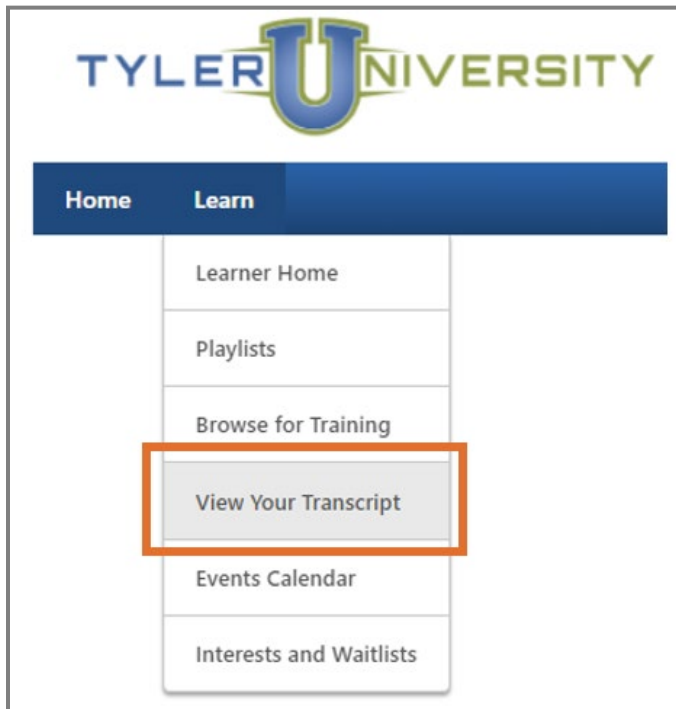
You will receive a follow-up email to remove the registered class from your calendar.

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

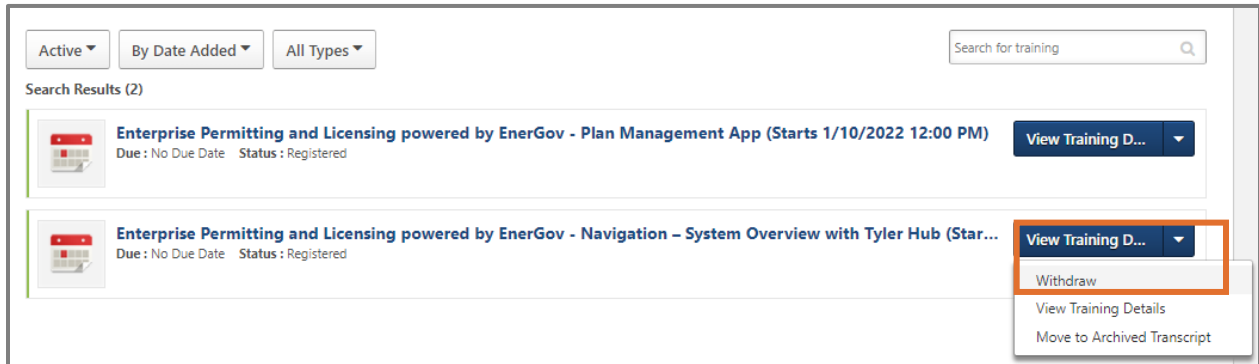


## From the Learn Tab

1. Log into your [TylerU](#) account. Reference [Access TylerU](#) for more details.
2. Hover over the **Learn** tab.
3. Select **View Your Transcript**.



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

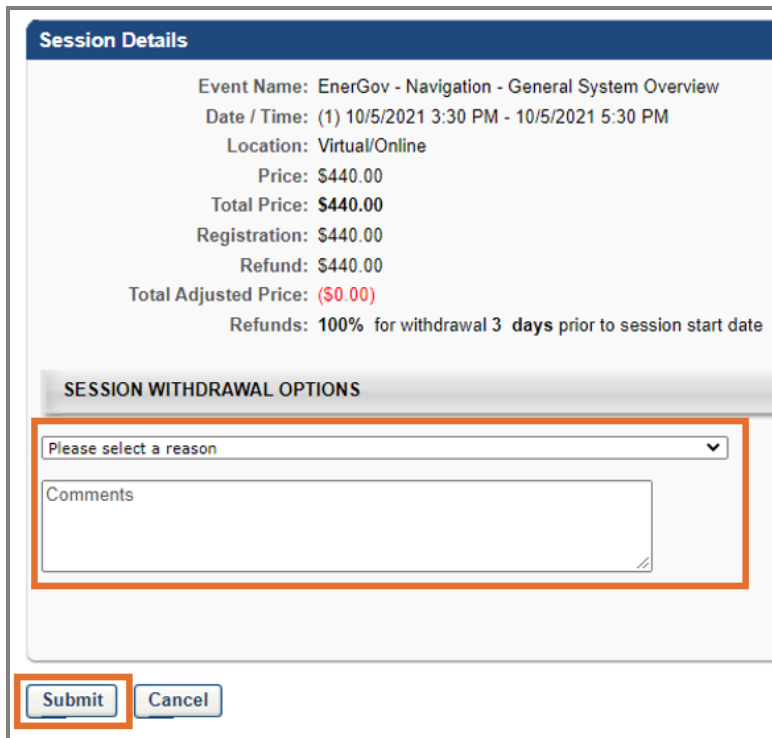


Active ▾ By Date Added ▾ All Types ▾ Search for training 🔍

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

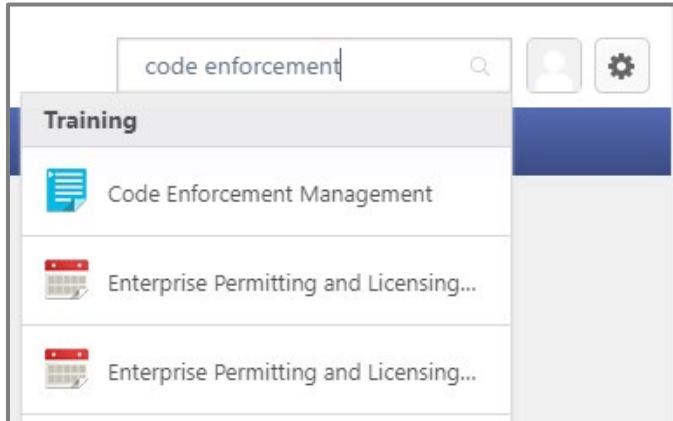
Submit Cancel



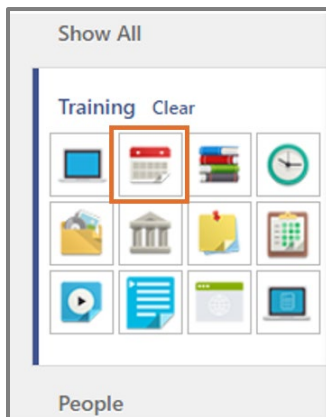


# How to Receive Notification of New Sessions

1. Log into your [TylerU](#) account. Reference [Access TylerU](#) for more details.
2. Type the **name** of the desired topic in the search field.
3. Press **enter** on your keyboard or click **search**.



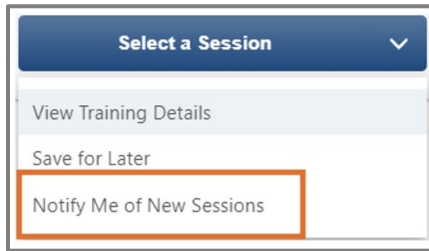
4. To filter the results, click the **calendar** in the Training menu.



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



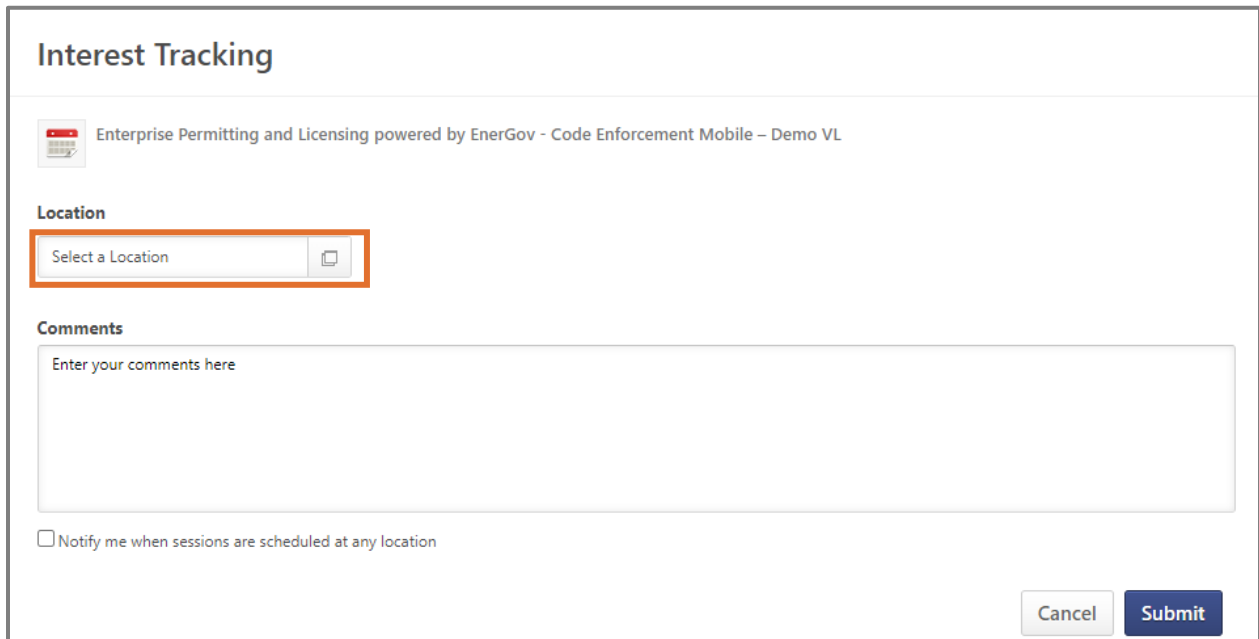
6. Click **Select a Session**.
7. Select **Notify Me of New Sessions**.



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**

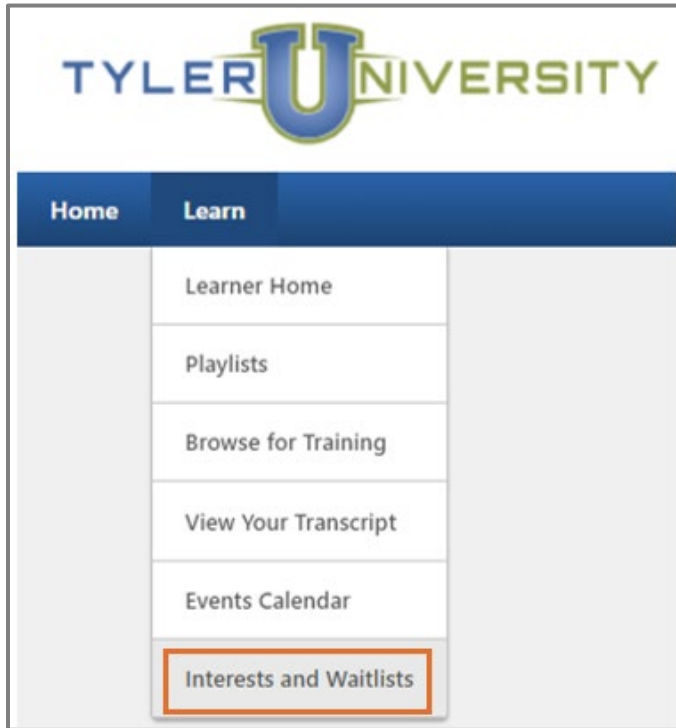
Enter your comments here

Notify me when sessions are scheduled at any location

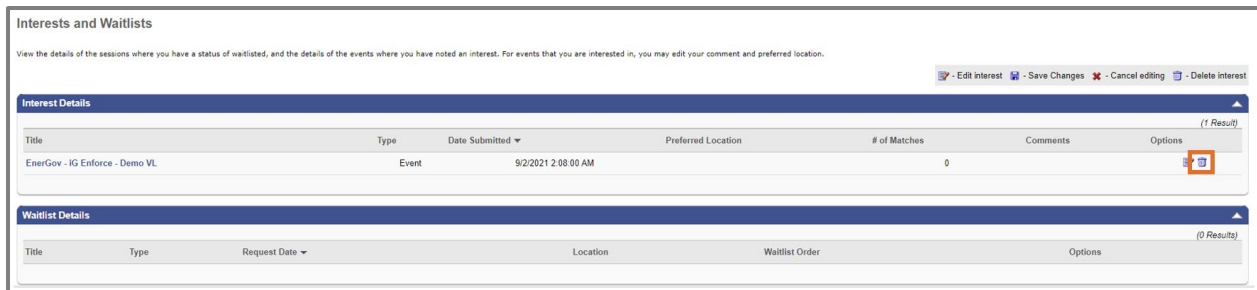


## Opt Out of Notifications

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**.

