

Virtual Lab Program Overview

Enterprise Permitting & Licensing - 2025

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Program Overview

Tyler Technologies offers a Virtual Lab (VL) program for Enterprise Permitting & Licensing (EPL). 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 <u>Tyler University</u> (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 <u>christy.goss@tylertech.com</u>.

- 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 EPL 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 <u>liz.anderson@tylertech.com</u> or log into Tyler U and reference the section, <u>How to Withdraw</u>.
- If no participants attend within ten minutes of the scheduled start time, the class is canceled. Registrants are notified via email.
- Instructor will inform students if class is CPE eligible. Please reference the section, <u>CPE</u> information, for more details.

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 <u>How to Withdraw</u>.



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 <u>TylerTech.com</u>.
- 2. Click Register.
- 3. Select Enterprise Permitting & Licensing as the primary Tyler product.
- 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.

ast 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:-	
lob Title:*	



Updated: 3/20/2025

tylertech.com

How to Enroll

Access Tyler U

Once registered and approved to access Tyler U:

- 1. Visit <u>TylerTech.com</u> and log into your account.
- 2. Click Client Support.





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 <u>Tyler Community</u>. To search for live training events by topic:

- 1. Log into TylerU. Reference the previous section, <u>Access TylerU</u>, 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.





Show All

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.

1e.399.00.0		
EVENT		
Ent	erprise Permitting and Licensing	powered by
Ene	rGov - Inspection Management	Арр
Last Upd	ated 12/20/2021 Duration 2 hours	
Detail	s	
The us and Lic inspect	er will learn the tasks involved with using the Inspection modu ensing, powered by EnerGov. Activities include creating, schec tion. Additional information for searching for inspections and a	le within Enterprise Permitting duling, and managing an adding an Inspection Case to a
permit App, a:	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar	pection Management Dashboard nage Teams Apps.
permit App, a:	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More	pection Management Dashboard nage Teams Apps.
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permit App, a Upcor Date	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More ming Sessions (Ascending)	pection Management Dashboard nage Teams Apps. 2 Sessions
permit App, a: Upcor Date	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More ming Sessions (Ascending)	pection Management Dashboard nage Teams Apps. 2 Sessions
permit App, a Upcor Date JAN 25	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More ming Sessions (Ascending) Enterprise Permitting Licensing - Insp App Tue, Jan 25, 2022, 3:00 PM - 5:00 PM EST	pection Management Dashboard nage Teams Apps. 2 Sessions
permit App, a Upcor Date JAN 25	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More ming Sessions (Ascending) 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 Victual/Online	Dection Management Dashboard nage Teams Apps. 2 Sessions View Details V
permit App, as Upcor Date JAN 25	are reviewed. This course includes the functionality of the Insp s well as the Schedule and Assign, Manage Inspectors and Mar Show More ming Sessions (Ascending) 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	Dection Management Dashboard nage Teams Apps. 2 Sessions View Details Request

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



NOTE For more information about payment options, please refer to the <u>Register for a Session and</u> <u>Payment Options</u> section.



Search for a Session by Date

To search for VL training offerings by date:

- 1. Log in to <u>Tyler U</u>.
- 2. Click **Calendar** from the **Home** > **Welcome** page.

 ,	
Calendar	

3. Or hover over the Learn tab then click Events Calendar.

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Home	Learn	
	Learner Home	
	Playlists	
	Browse for Training	
	View Your Transcript	
	Events Calendar	
	Interests and Waitlists	



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

Filters
Enterprise Permitting and Licensin
Session ID
Location
لق All
Session Contact
All
Session Instructor
All
All

- 7. Browse through the **calendar** until you find the desired session.
- 8. Hover over the session for a brief description. Click the **name** of the desired session to register.

<	January, 2022 >					I	Day Week Month Agenda
	● All Events ○ My Events						3
	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	26	27	28	29	30	31	1
÷							
Þ	2	3	4 Enterprise Permitting and Licensing powered by EnerGov - IO, IAA, and Geo Rules (combo class) 0:00 AM EST - Virtual/Online	5 Enterprise Permitting and Licensing powered by Energov - Inspection Configuration 0:00 AM EST - Virtual/Online	6 Enterprise Permitting and Licensing powered by Energov - Plan Configuration 8:00 AM EST - Virtual/Online Enterprise Permitting and Licensing	7	8
			powered by EnerGov - Navigation – System Overview with Tyler Hub 3:00 PM EST - Virtual/Online		powered by Energov - Custom Fields 2:00 PM EST - Virtue/Online		
4	9	10 Enterprise Permitting and Licensing powered by EnerGov - System Admin Track 10:00 AM EST - Virtual/Online	11 Enterprise Permitting and Licensing powered by EnerGov - Workflow Basics – End User 3:00 PM EST - Virtual/Online	12	13 Enterprise Permitting and Licensing powered by EnerGov - Maps App 3:00 PM EST - Virtual/Online	14	15
		Enterprise Permitting and Licensing powered by EnerGov - Plan Management App 1:00 PM EST - Virtual/Online					
×.	16	17	18 Enterprise Permitting and Licensing powered by EnerGov - Permit Configuration 9:00 AM EST - Virtual/Online	19 Enterprise Permitting and Licensing powered by EnerGov - eReviews - Review Coordinator & Manage My Reviews - Demo VL	20 Enterprise Permitting and Licensing powered by EnerGov - System Settings - District 9:00 AM EST - Virtual/Online	21	22
			Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Tyler Hub 3:00 PM EST - Virtual/Online	9:00 AM EST - Virtual/Online	Enterprise Permitting and Licensing powered by EnerGov - Permit Management App 1:00 PM EST - Virtual/Online		
4	23	24 Enterprise Permitting and Licensing powered by EnerGov - System Settings - System Wide e:00 AM EST - Virtual/Online	25 Enterprise Permitting and Licensing powered by EnerGov - Inspection Management App 3:00 PM EST - Vincus/Online	26 Enterprise Permitting and Licensing powered by EnerGov - Workflow Basics and Configuration - Admin e:00 AM EST - Virtual/Online	27 Enterprise Permitting and Licensing powered by EnerGov - Business License and Civic Access eco AM EST - Virtual/Online	28	29
					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.



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

	\$440.00
Add to Cart	~



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 <u>Complete Registration and Calendar Invitation</u> section.

SESS	ION
EG	- Navigation
Ē	Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT Register by Thu, Oct 7, 2021, 3:30 PM EDT
٢	Virtual/Online USA
\odot	2 hours
۲	English (US)
\$	EnerGov
8	No seats available
:	LIZ ANDERSON liz.anderson@tylertech.com
	Show More
PART	S / SCHEDULE
oc	Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT
12	test Name ROBIN FIELDS, LIZ ANDERSON Virtual/Online
	\$440.00
	Add to Waitlist 🗸 🗸



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 EPL and interact with the software during the class. On your second monitor, you will watch the instructor as they proceed through the agenda. Contact <u>liz.anderson@tylertech.com</u> with questions or issues with class connection information.

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

- You will receive a meeting invitation via email from <u>noreply@tylertech.com</u>. 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.
- 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**.

Confirmation of Enrollment for Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Hub
Noreply@Ylefteh.com
The organizer has not requested a response for this meeting.
Tuesdey, January 17, 2023 10:00 AM-12:30 PM CloudShare
10.AM / Enterprise Permitting and Licensing powered by Energion - Navigation - System Overview with Hub constraints constraint
TIAM Interpretations
Dear Liz,
You are registered for the following session:
Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Hub (15183) 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 Ravigation Guide, View the Late/Concellation policy,
Heed Help?
If you have any difficulty connecting or questions about the session, please contact <u>lizanderson@tylertech.com</u> .
Thank you,

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 <u>liz.anderson@tylertech.com</u> 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.



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 into your <u>TylerU</u> account. Reference <u>Access TylerU</u> for more details.
- 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, <u>From the Learn Tab</u>.

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.

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 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS ease select a reason	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 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS ease select a reason	Event Name:	EnerGov - Navigation - General System Overview
Location: Virtual/Online Price: \$440.00 Total Price: \$440.00 Registration: \$440.00 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS ease select a reason	Location: Virtual/Online Price: \$440.00 Total Price: \$440.00 Registration: \$440.00 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS ease select a reason	Date / Time:	(1) 10/5/2021 3:30 PM - 10/5/2021 5:30 PM
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 lease select a reason	Price: \$440.00 Total Price: \$440.00 Registration: \$440.00 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason	Location:	Virtual/Online
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 lease select a reason	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 lease select a reason	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 Nease select a reason	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	Total Price:	\$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	Refund: \$440.00 Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason	Registration:	\$440.00
Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason	Total Adjusted Price: (\$0.00) Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason	Refund:	\$440.00
Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason	Refunds: 100% for withdrawal 3 days prior to session start date SESSION WITHDRAWAL OPTIONS lease select a reason comments	the second s	
SESSION WITHDRAWAL OPTIONS lease select a reason	SESSION WITHDRAWAL OPTIONS lease select a reason	Total Adjusted Price:	(\$0.00)
omments	iomments	Total Adjusted Price: Refunds: SESSION WITHDRAWAL	(S0.00) 100% for withdrawal 3 days prior to session start date OPTIONS
omments	omments	Total Adjusted Price: Refunds: SESSION WITHDRAWAL	(S0.00) 100% for withdrawal 3 days prior to session start date OPTIONS
		Total Adjusted Price: Refunds: SESSION WITHDRAWAL lease select a reason	(\$0.00) 100% for withdrawal 3 days prior to session start date OPTIONS



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.

Withdrawn from Enterprise Permitting and Licensing powered by EnerGov - Navigation – System Overview with Hub Session - Liz Anderson	
noreply@tylettech.com	e from Calendar 👔 🚥 Sun 12/11/2022 8:24 PM
C Turceday, Junuary 17, 2023 10:00 AM-12:30 PM CloudShare	^
Visital Windows Team Team Team Team Team Team Team Team	
	·
Dear Liz :	
Dear Liz : You have withdrawn from the following session:	
Dear Liz : You have withdrawn from the following session: Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub on 1/17/2023 at 10:00 AM	
Dear Liz : You have withdrawn from the following session: Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub on 1/17/2023 at 10:00 AM Class description: Attendees learn about the Enterprise Permitting & Licensing suite and its applicable business uses. The class begins on the Hub My EnerGov Home page, the suite's new landing page. Topics include Notifications, Tasks, Favorites, Custo Cases. Attendees learn how to use the Omnibar and Advanced Search app and navigate other HTML apps such as Parcel Hamager. At the end of the class, attendees are familiar with using the suite to input, collect, and analyze information, and generate	om Links, and Recent e reports and documents.
Dear Liz : You have withdrawn from the following session: Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub on 1/17/2023 at 10:00 AM Class description: Attendess learn about the Enterprise Permitting & Licensing suite and its applicable business uses. The class begins on the Hub My EnerGov Home page, the suite's new landing page. Topics include Notifications, Tasks, Favorites, Custo Cases. Attendees learn how to use the Omnibar and Advanced Search app and navigate other HTML apps such as Parcel Manager. At the end of the class, Attendees are familiar with using the suite to input, collect, and analyze information, and generate Seasion ID: 15183	om Links, and Recent e reports and documents.
Dear Liz : You have withdrawn from the following session: Enterprise Permitting and Licensing powered by EnerGov - Navigation - System Overview with Hub on 1/17/2023 at 10:00 AM Class description: Attendees learn about the Enterprise Permitting & Licensing suite and its applicable business uses. The class begins on the Hub My EnerCov Home page, the suite's new landing page. Topics include Notifications, Tasks, Favorites, Custo Cases. Attendees learn how to use the Omnibar and Advanced Search app and navigate other HTML apps such as Parcel Manager. At the end of the class, attendees are familiar with using the suite to input, collect, and analyze information, and generate Session ID: 15183 If you have withdrawn more than 3 business days prior to the session, you will not be billed for this coarse.	om Links, and Recent a reports and documents.

From the Learn Tab

- 1. Log into your <u>TylerU</u> account. Reference <u>Access TylerU</u> for more details.
- 2. Hover over the **Learn** tab.
- 3. Select View Your Transcript.

NIVERSIT			
Home	Learn		
	Learner Home		
	Playlists		
	Browse for Training		
	View Your Transcript		
	Events Calendar		
	Interests and Waitlists		



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



- 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.

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
Refunds:	100% for withdrawal 3 days prior to session start
Refunds: SESSION WITHDRAWAL OP ease select a reason	100% for withdrawal 3 days prior to session start
Refunds: SESSION WITHDRAWAL OP ease select a reason omments	100% for withdrawal 3 days prior to session start FIONS
Refunds: SESSION WITHDRAWAL OP ease select a reason omments	100% for withdrawal 3 days prior to session start

Updated: 3/20/2025

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.

Selec	t Facility
Search	
Name:	ID: Owner:
Top Nod Hierar	e rchy
ADD	TITLE
٩	Courts & Justice Locations
•	🗄 In Person
0	Virtual/Online
	Close



tylertech.com

- 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 Trackir	g	
Enterprise Permittin	and Licensing powered by EnerGov - Code Enforcement Mobile – Der	mo VL
Location		
Select a Location		
Comments Enter your comments here		
Notify me when sessions ar	scheduled at any location	





Opt Out of Notifications

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

TYLERUNIVERSITY				
Home	Learn			
	Learner Home			
	Playlists			
	Browse for Training			
	View Your Transcript			
	Events Calendar			
	Interests and Waitlists			

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

Interests and Waitlists						
View the details of the sessions where you have a status of waltisted, and the details of the events where you have noted an interest. For events that you are interested in, you may edit your comment and preferred location.						
					📝 - Edit interest 📓 - Save Changes	🗙 - Cancel editing 🍵 - Delete interest
Interest Details						/1 Post/II
Title	Туре	Date Submitted 🔫	Preferred Location	# of Matches	Comments	Options
EnerGov - IG Enforce - Demo VL	Event	9/2/2021 2:08:00 AM			0	B 🖬
Waitlist Details						A
Title Type Request Date 🕶		Location	Waltlist Order		Optio	(U Results)

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

tylertech.csod.com says		
Are you sure you want to delete this interest?		
	ОК	Cancel
	OK	Cancel



CPE Information

Continuing Professional Education (CPE) credits will be part of the Enterprise Permitting and Licensing Virtual Labs by summer 2025.

Tyler Technologies, Inc. is registered with NASBA as a sponsor of continuing professional education (CPE) on the National Registry of CPE Sponsors. There are many advantages to CPE and with technology always changing, one main advantage is it ensures the skills and knowledge of our clients stay up to date with our software by confirming their engagement during remote training.

EPL CPE credits will be housed under the title of: Computer Software and Applications.

CPE completion is determined by your instructor who will be monitoring virtual lab activity and student engagement during the session. Learning objectives must be met by the participant during the training session.

Upon completion, students receive a Certificate of Completion which includes the number of CPE credits for the class. Fifty minutes of participation equals one CPE credit (e.g., 2.5-hour class = 3 CPE credits).

Instructors will announce at the beginning of the class if the session is CPE eligible. Our CPE program will give more confidence that your staff receives the training they need when attending an EPL Virtual Lab class.

For more details, please reference the questions and answers section below. For any additional questions, please contact <u>liz.anderson@tylertech.com</u> or <u>christy.goss@tylertech.com</u>.

Questions & Answers

1. How will I know if the EPL session is CPE eligible?

CPE eligibility will be announced at the beginning of the EPL session and will be listed on our schedule.

2. How is CPE completion determined?

The virtual lab instructor monitors student engagement with the following:

- Students performing lab activities within the virtual machine. *This does not apply to "Demo" Virtual Lab classes.*
- Students must arrive within 10 minutes of session start time and are engaged throughout the duration of the session to be awarded CPE credits. Students arriving more than 10 minutes after the start time, leaving during the session or leaving more than 10 minutes early will not be awarded CPE credits.
- Students answering questions from the instructor during the session.
- If applicable, passing test grades must be 80% or higher.
- 3. Are CPE credits reported?

Yes, Tyler Technologies, Inc. is registered with NASBA as a sponsor of continuing professional education (CPE) on the National Registry of CPE Sponsors. Fifty minutes of participation equals one CPE credit (e.g., 2.5-hour class = 3 CPE credits).



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4. Where do I retrieve my Certificate of Completion after my Virtual Lab class is over?

Upon class completion, an email is sent to the student which includes instructions on how to print your certificate within Tyler University. Certificates are found within your Transcript in Tyler University.

5. I am not interested in CPE credits. Can I still attend the EPL virtual lab session?

Yes. If a session is marked as CPE eligible, the Virtual Lab instructor will follow the guidelines listed above for how the class will be marked for completion. Note, however, if the guidelines are not met, the session will be marked as Incomplete on your transcript in Tyler University.

6. <u>What if I have technical difficulties and/or cannot click into the virtual machine due to</u> <u>accessibility issues?</u>

Please contact <u>Christy.goss@tylertech.com</u> or <u>Liz.Anderson@tylertech.com</u> to review issues that took place during the session to discuss next steps. This will be handled on a case-by-case basis.

7. <u>I've already taken EPL virtual lab classes, will I receive CPE credit from past attended</u> <u>sessions?</u>

No, because CPE guidelines were not enforced during previous sessions.

