Virtual Lab Program Overview

Enterprise Permitting & Licensing - 2026

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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 Tyler University (Tyler U), you can sign up for any scheduled sessions. Pay for the training per class or via 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 Senior 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).
- 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 tylertraining@tylertech.com or log into Tyler U and reference the section, How to Withdraw.
- 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 eligible for CPE. Please reference the section, CPE 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 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**.
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.
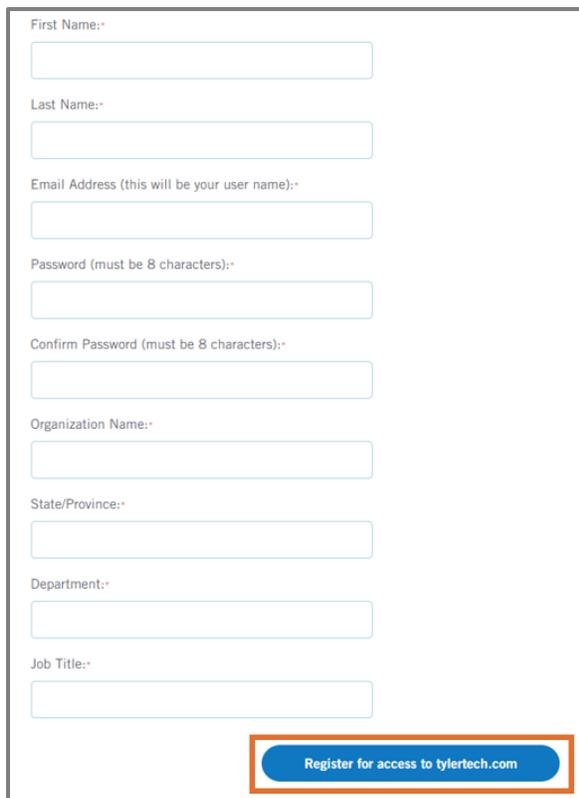
First Name:*

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:*
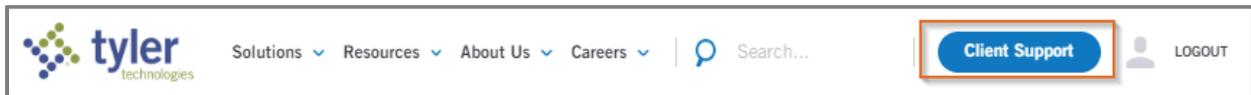
Department:*

Job Title:*

Register for access to tylertech.com

How to Enroll

Access Tyler U

Once registered and approved to access Tyler U:

1. Visit **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.

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.
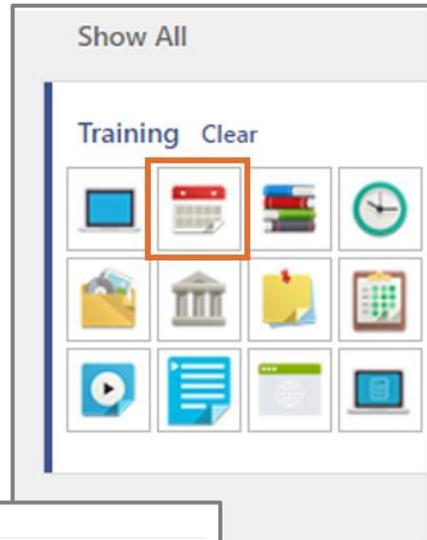
Training results (8)

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 **inspection**s 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.**

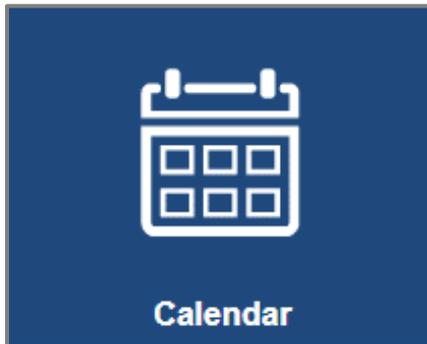3. If you are a non-subscriber, select **Add to Cart.**

NOTE For more information about payment options, please refer to the Register for a Session and Payment Options section.
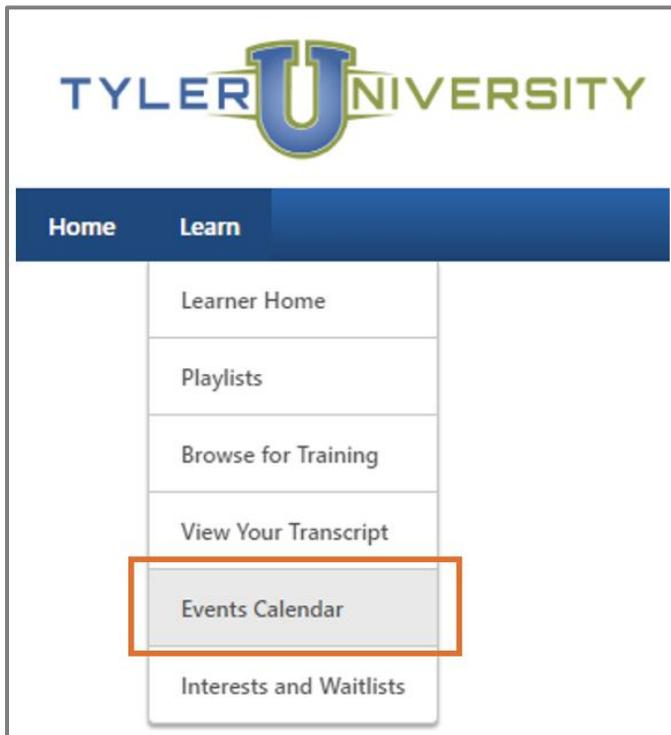
Search for a Session by Date

To search for VL training offerings by date:

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

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

5. Type **Enterprise Permitting and Licensing** in the Title field in the Filters menu.

6. Press **Enter** on your keyboard.

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.

tylertech.com

Updated: 12/15/2025

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.

SESSION

EG - Navigation

Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT
Register by Thu, Oct 7, 2021, 3:30 PM EDT

Virtual/Online
USA

2 hours

English (US)

EnerGov

No seats available

LIZ ANDERSON
liz.anderson@tylertech.com

Show More

PARTS / SCHEDULE

OCT
12
Tue, Oct 12, 2021, 3:30 PM - 5:30 PM EDT
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 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. **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.
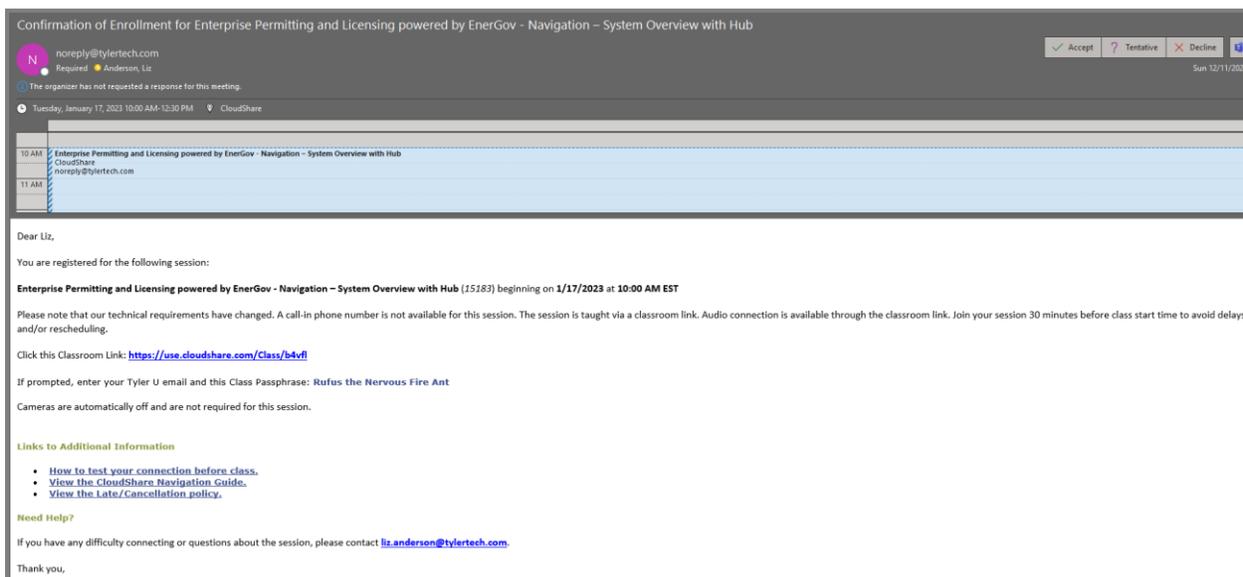
WARNING Do not forward the meeting invitation to anyone as the instructions apply only to your registration. Participants are required to register through Tyler U and are dismissed from class if they are not on the approved session roster.

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 with questions or issues with class connection information.
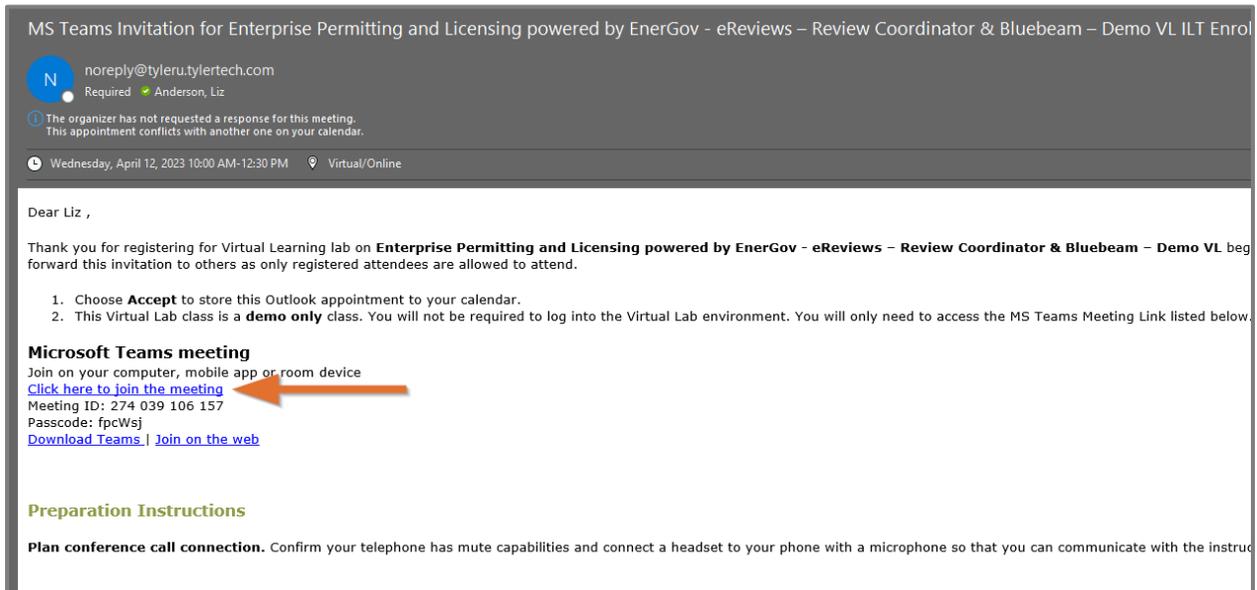
You will receive a calendar invitation in your email from Tyler LMS.

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 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	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

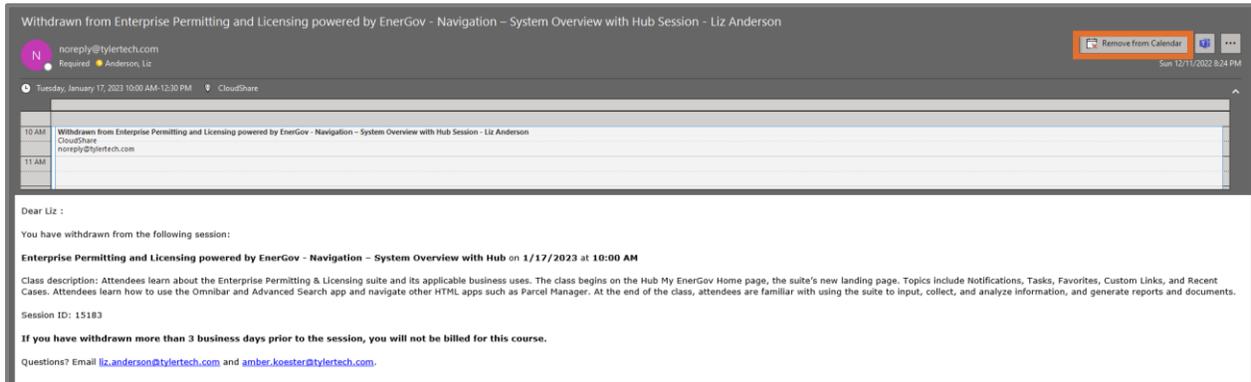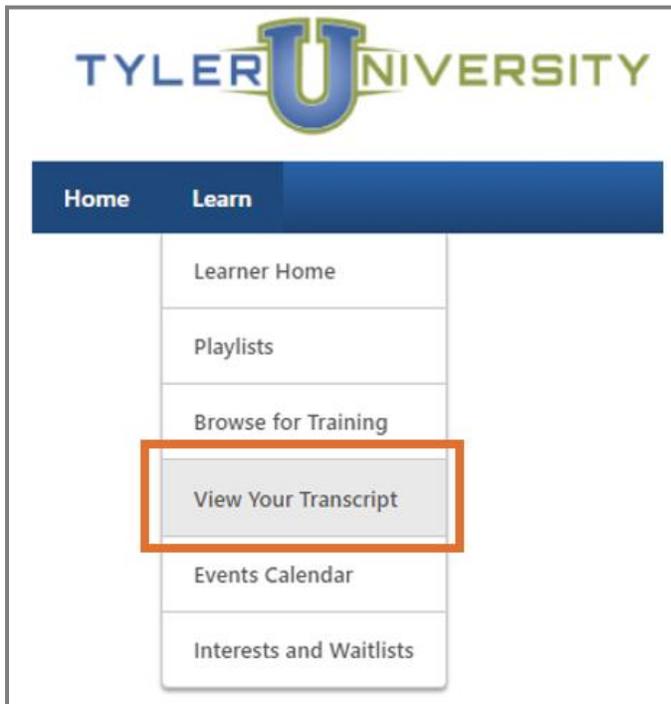Please select a reason

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 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**.

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.**

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**.
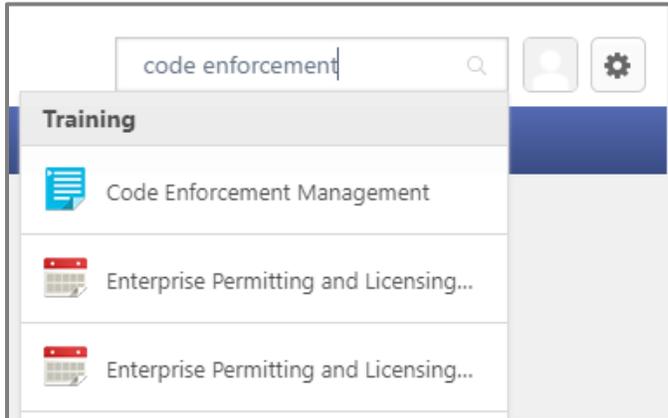
4. To filter the results, click the **calendar** in the Training menu.
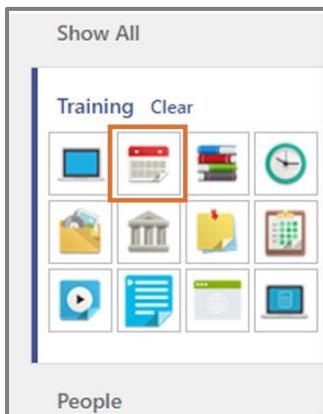
5. Select the **desired class** from the Training results.

6. Click **Select a Session**.

7. Select **Notify Me of New Sessions**.
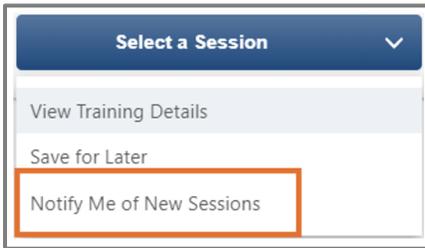
Select a Session ⌄
View Training Details
Save for Later
Notify Me of New Sessions

8. Click **Select a Location**.
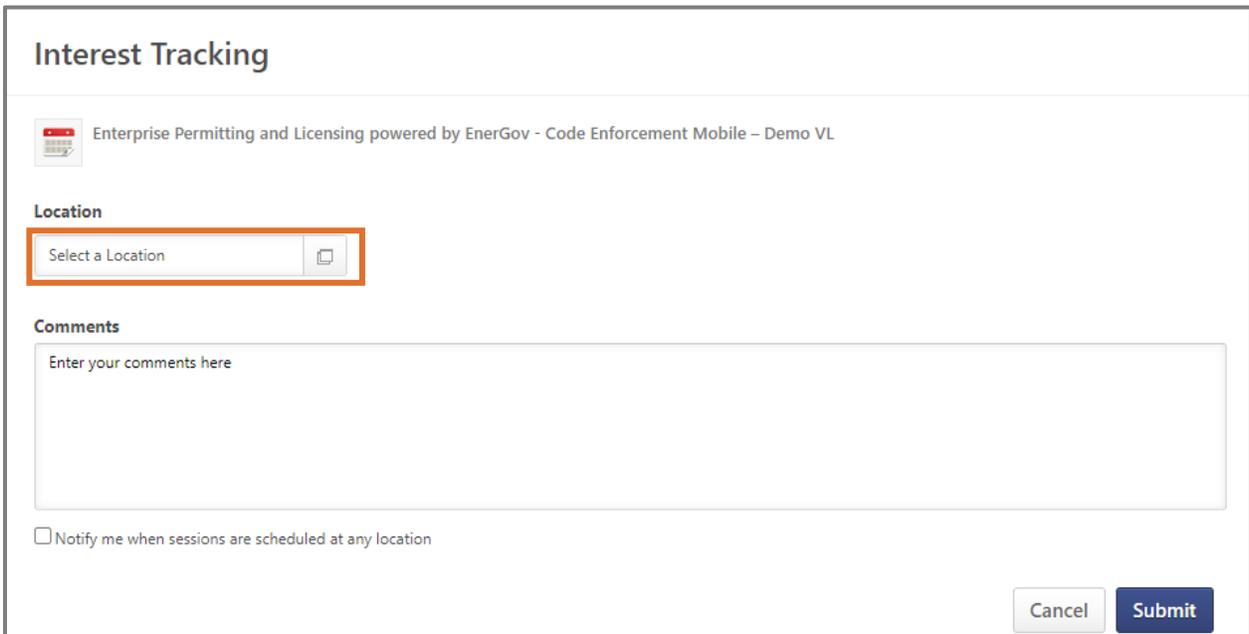
Interest Tracking

📅 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.

Opt Out of Notifications

1. Choose **Learn**.
2. Select **Interests and Waitlists**.
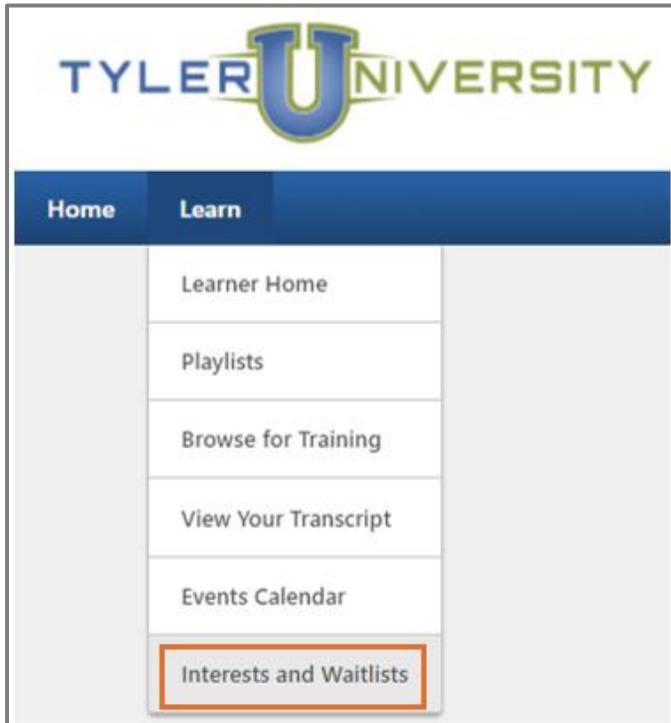
3. In the Interest Details section, click **delete** on the row with the desired event.

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

CPE Information

Attendees can earn Continuing Professional Education (CPE) credits in the Enterprise Permitting & Licensing Virtual Labs program.
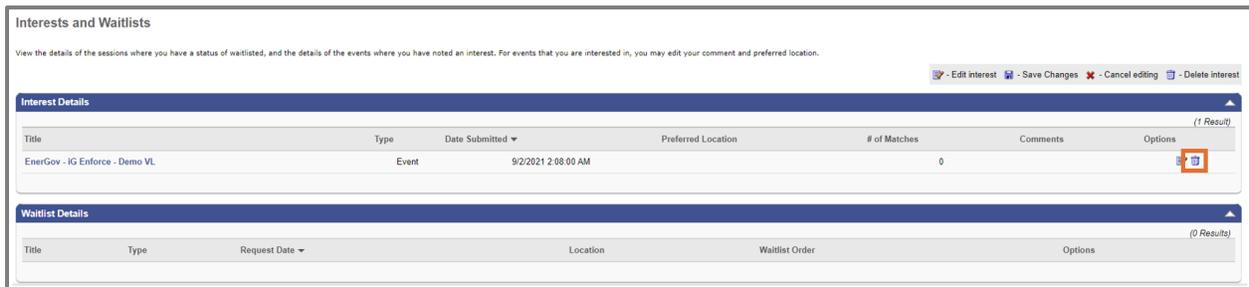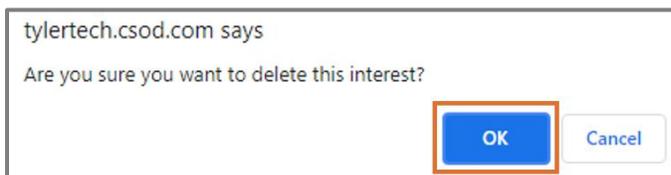
Tyler Technologies, Inc. is registered with NASBA as a sponsor of CPE on the National Registry. CPE offers significant benefits in a constantly evolving technology environment, helping clients keep their EPL software skills and knowledge current while enabling instructors to verify engagement during remote training.

EPL CPE credits are categorized under the NASBA Computer Software and Applications area.

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 equals three CPE credits).

Instructors state at the start of each class whether the session is CPE-eligible. Tyler's CPE program provides added assurance that your staff receives the training they need when participating in an EPL Virtual Lab class.

For more details, please refer to the Questions & Answers section. For any additional questions, please contact tylertraining@tylertech.com or christy.goss@tylertech.com.

Questions & Answers

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

CPE eligibility is announced at the beginning of each EPL session and is listed on the 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 CPE on the National Registry. Fifty minutes of participation equals one CPE credit (e.g., 2.5-hour class equals three CPE credits).

Updated: 12/15/2025

4. **Where do I retrieve my certificate of completion after my Virtual Lab class is over?**

Upon class completion, each student receives an email, which includes instructions on how to print the certificate within Tyler University. Certificates are found in 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 follows the guidelines listed above for how the class is marked for completion; however, if the guidelines are not met, the session will be marked as incomplete on Tyler University transcripts.

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

Please contact Christy.goss@tylertech.com or tylertraining@tylertech.com to review issues that took place during the session to discuss next steps. This is handled on a case-by-case basis.

7. **I have already taken EPL virtual lab classes, will I receive CPE credit from past attended sessions?**

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