

Virtual Lab

Event Schedule

Enterprise Permitting & Licensing
powered by EnerGov - 2021

January 2022 – March 2022

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Virtual Lab Event Schedule

Tyler Technologies offers the following training opportunities for Enterprise Permitting & Licensing, powered by EnerGov:

January	Event	Hours	Eastern
January 4	IO, IAA, Geo Rules (Combo)	3.0	9:00 AM – 12:00 PM
January 4	Navigation – System Overview with Tyler Hub	2.5	3:00 PM – 5:30 PM
January 5	Inspection Configuration	2.5	9:00 AM – 11:30 AM
January 6	Plan Configuration	2.0	9:00 AM – 11:00 AM
January 6	Custom Fields	3.0	2:00 PM – 5:00 PM
January 10-13	System Administration Certification	32.0	10:00 AM – 6:00 PM
January 10	Plan Management App	2.0	1:00 PM – 3:00 PM
January 11	Workflow Basics – End User	2.0	3:00 PM – 5:00 PM
January 13	Maps App	1.5	3:00 PM – 4:30 PM
January 18	Permit Configuration	2.0	9:00 AM – 11:00 AM
January 18	Navigation – System Overview with Tyler Hub	2.5	3:00 PM – 5:30 PM
January 19	eReviews - Review Coordinator and Manage My Reviews - Demo VL	2.0	9:00 AM – 11:00 AM
January 20	System Settings – District	2.5	9:00 AM – 11:30 AM
January 20	Permit Management App	2.0	1:00 PM – 3:00 PM
January 24	System Settings – System Wide	2.5	9:00 AM – 11:30 AM
January 25	Inspection Management Apps	2.0	3:00 PM – 5:00 PM
January 26	Workflow Basics and Configuration – Admin	3.0	9:00 AM – 12:00 PM
January 27	Business License and Civic Access	2.5	9:00 AM – 11:30 AM
January 27	User Setup and User Roles	2.0	3:00 PM – 5:00 PM
January 31	Contact Management	2.0	3:00 PM – 5:00 PM
February	Event	Hours	Eastern
February 1	Custom Fields	3.0	9:00 AM – 12:00 PM
February 1	Navigation – System Overview with Tyler Hub	2.5	3:00 PM – 5:30 PM
February 2	Inspections Mobile – Demo VL <i>(Previously known as iG Inspect)</i>	1.5	9:00 AM – 10:30 AM
February 2	Code Enforcement Mobile – Demo VL <i>(Previously known as iG Enforce)</i>	1.5	11:00 AM – 12:30 PM
February 3	GIS - Navigation, Live Link, and Spatial Collections - Demo VL	2.0	9:00 AM – 11:00 AM
February 3	Cashiering - End User	2.5	3:00 PM – 5:30 PM
February 7-10	HTML Apps Certification	32.0	10:00 AM – 6:00 PM
February 8	Cashiering Fee Basics and Configuration	3.0	2:00 PM – 5:00 PM
February 9	Workflow Basics – End User	2.0	3:00 PM – 5:00 PM



February 10	Permit Management App	2.0	3:00 PM – 5:00 PM
February 14	Navigation – System Overview with Tyler Hub	2.5	9:00 AM – 11:30 AM
February 15	Plan Management App	2.0	9:00 AM – 11:00 AM
February 15	Code Management Apps and Configuration	3.0	2:00 PM – 5:00 PM
February 16	eReviews - Review Coordinator and Manage My Reviews - Demo VL	2.0	9:00 AM – 11:00 AM
February 17	Professional License	2.0	3:00 PM – 5:00 PM
February 28	eReviews Admin – Demo VL	4.0	9:00 AM – 1:00 PM
March	Event	Hours	Eastern
March 1	Inspection Management Apps	2.0	9:00 AM – 11:00 AM
March 2	Workflow Basics – End User	2.0	3:00 PM – 5:00 PM
March 3	Workflow Basics and Configuration – Admin	3.0	2:00 PM – 5:00 PM
March 4	Inspections Mobile – Demo VL <i>(Previously known as iG Inspect)</i>	1.5	9:00 AM – 10:30 AM
March 8	Civic Access Certification <i>(Previously known as CSS)</i>	8.0	10:00 AM – 6:00 PM
March 9	Navigation – System Overview with Tyler Hub	2.5	9:00 AM – 11:30 AM
March 9	Custom Fields	3.0	2:00 PM – 5:00 PM
March 10	Contact Management	2.0	3:00 PM – 5:00 PM
March 14	User Setup and User Roles	2.0	3:00 PM – 5:00 PM
March 15	Permit Management App	2.0	3:00 PM – 5:00 PM
March 22	Navigation – System Overview with Tyler Hub	2.5	3:00 PM – 5:30 PM
March 23	eReviews - Review Coordinator and Manage My Reviews - Demo VL	2.0	9:00 AM – 11:00 AM
March 24	Business License and Civic Access	2.5	9:00 AM – 11:30 AM
March 24	Cashiering - End User	2.5	3:00 PM – 5:30 PM
March 25	Windows Service V2 Configuration – Admin	2.5	9:00 AM – 11:30 AM
March 28	Inspection Configuration	2.5	9:00 AM – 11:30 AM
March 29	Permit Configuration	2.0	9:00 AM – 11:00 AM
March 29	Plan Management App	2.0	3:00 PM – 5:00 PM
March 30	Plan Configuration	2.0	9:00 AM – 11:00 AM
March 31	Code Management Apps & Code Enforcement Mobile	3.0	9:00 AM – 12:00 PM
March 31	IO, IAA, Geo Rules (Combo)	3.0	2:00 PM – 5:00 PM

More classes to follow soon. Schedule is released each quarter.



Event Descriptions

Tyler Technologies offers the following training opportunities outlined in the descriptions below. For more information, please refer to [Help.TylerU](#). To find out which events are tailored more for end users, and which are more appropriate for administrators, please refer to [Appendix B](#).

Business License and Civic Access *(previously known as CSS)*

Time: 2.5 Hours

Suggested Attendees: Backoffice end users who need to understand how citizens will apply and manage their business licenses through our Public-Facing web application called Civic Access. This application was previously known as Citizen Self-Service (CSS).

Description: This course will cover the application process in Civic Access for a business license. Civic Access is our public-facing web application previously known as Citizen Self Service (CSS) for the Enterprise Permitting and Licensing suite, powered by EnerGov. Once the application is submitted, the Business module is used to manage businesses within the Permitting & Licensing suite. This class covers how to manage a business including how to manage business license from the business record, how to view attached licenses from the business record, how to create a tax remittance account from a business record, and how to view attached tax remittance accounts from the business record. This class will also cover how to perform and manage a business license renewal and how to manage fees associated with a renewal. The final portion of this class will cover how to renew a business license inside Civic Access. This course is targeted for back-office end users who need to understand how citizens will apply and manage their business licenses through Civic Access.

Resources:

- Applying for a Business License in Civic Access
- Renewing a Business License in Civic Access
- Tax Remittance Reporting in Civic Access

Prerequisites: None

Cashiering Fee Basics and Configuration

Time: 3.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn the following:

- Identify the Cashiering Customization features located in System Settings.
- Understand user permissions and security options defined within the User Role setup.
- Explore Fee Schedules, GL Accounts and Payment Methods.
- Understand the relationship between Fees **and** Standard and/or Custom Fields (Fee Inputs).
- Configure the four basic types of fees: calculated, percentage, adjustable, and fixed.
- Understand fee minimums and maximums and fee rounding.



- Configure a basic fee template and associate the fee template to a type/class combination in a module.
- Understand the functionality of the Fee Apply Condition.
- Associate a Child Template to a Main Fee Template.
- Discuss “hidden fee” functionality.
- Differentiate between Fee Rounding and Fee Input Rounding.
- Review the purpose of Contact Accounts, especially their relationship to transactional Bonds.
- Understand the purpose of a Prorated Fee.
- Understand the purpose of a Time Tracker fee (including a billable rate).
- Understand the purpose of a Fee Discount.
- Understand the purpose of a Fee Constant.
- Understand the functionality of each of the following: CPI increase, AR Fee and Is Tax Fee

Resources:

- Cashiering Setup Guide

Prerequisites: Navigation –System Overview with Tyler Hub

Cashiering – End User

Time: 2.5 Hours

Suggested Attendees: End users who need to understand the cashiering system within the Enterprise Permitting & Licensing suite, powered by Energov. If you clicked Pay Now, then this class is for you.

Description: Starting in 2020.1 LTS, the Cashiering module was upgraded with an integration to Tyler Cashiering. Payments are taken in the Enterprise Permitting & License suite, powered by EnerGov, leveraging components of Tyler Cashiering. Our cashiering system is used to invoice and transact payments within the suite. This class will take you through the process of opening a batch, creating, and managing an invoice, making a payment, performing a void, refund, NSF and how to close a batch. Please note that this class is dedicated to train clients who click Pay and creating the payment receipts in Permitting & Licensing. If you create an invoice in the Permitting & Licensing suite, then make the payment within another system such as Tyler Cashiering or Incode, then this class is not for you.

Resources:

- Batches (Till Sessions)
- Manage Invoice
- Manage Payment
- Manage Standalone Invoice
- Manage Standalone Payment
- Voids, Refunds and NSF

Prerequisites: Navigation – System Overview with Tyler Hub



Code Enforcement Mobile – Demo VL (*previously known as iG Enforce*)

Time: 1.5 Hours

Suggested Attendees: End users who need to understand Code Enforcement Mobile, previously known as iG Enforce.

Description: The user will learn how to use the Code Enforcement Mobile app on an iPad to manage and create Code cases from the field. This includes viewing daily inspections for cases, completing the inspection details, adding new requests or code cases while in the field, managing all assigned cases by adding details, violations, and attachments and syncing the case to the back-office Permitting and Licensing suite. This Virtual Lab is demo only.

Resources:

- Code Enforcement Mobile User Guide

Prerequisites: Code Management App

Code Management App and Code Enforcement Mobile

Time: 3.0 Hours

Suggested Attendees: End users who need to understand the Code Management App and Code Enforcement Mobile, previously known as iG Enforce.

Description: The user will learn how to create a case in the Code Case module and manage the aspects of the case such as adding violations, processing fees, creating inspections and/or hearings, printing code case documents, and ultimately bringing the case to a close. The user will also learn how to use the Code Enforcement Mobile app on an iPad to manage and create Code cases from the field.

Resources:

- Add Code Case
- Manage Code Case
- Code Enforcement Mobile User Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Code Management App and Configuration

Time: 3.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn how to create a case in the Code Case module and manage the aspects of the case such as adding violations, processing fees, creating inspections and/or hearings, printing code case documents, and ultimately bringing the case to a close. The user will also learn the configuration aspects of a code case including code categories, violations, code case type and code workflows.

Resources:



- Add Code Case
- Manage Code Case
- Code Management Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Contact Management

Time: 2.0 Hours

Suggested Attendees: All end users of Enterprise Permitting and Licensing, powered by EnerGov.

Description: The user will understand the functionality of global contacts and best practices for contacts for their business processes. The class will cover how to create a new global contact and associate it to a record. The user will understand the concept of contact types and license validation for various contact types. The user will also learn how to use the Merge Contact App to manage data integrity of Enterprise Permitting and Licensing global contacts.

Resources:

- Manage Contacts
- Merge Contacts
- Contact Management Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Custom Fields

Time: 3.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will understand they purpose of custom fields are and how they can be used to capture any information that is not found within the standard field of Enterprise Permitting and Licensing suite, powered by EnerGov. The user will learn the different types of custom fields that can be added to a layout, including how to insert tabs on a layout for better organization of information. The class includes understanding how the database name of custom fields is used throughout the Permitting & Licensing suite. The user will learn how to connect the custom field layout to a type/work class and to an activity. The user will understand the implications of using custom fields through Civic Access and why it requires a setup different from a regular custom field.

Resources:

- Custom Fields Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

eReviews Admin – Demo VL

Time: 4.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.



Description: The user will gain knowledge on how configuration aspects of eReviews ties in with Permitting & Licensing end-user screens such as Review Coordinator and Manage My Reviews App. Users will understand best practices for configuration standards and learn administration aspects of the eReviews integration with the Bluebeam Prime Portal Account. This Virtual Lab is demo only.

Resources:

- eReviews Admin Guide

Prerequisites: eReviews – Review Coordinator & Manage My Reviews – Demo VL

eReviews – Review Coordinator & Manage My Reviews – Demo VL

Time: 2.0 Hours

Suggested Attendees: End users who need to understand the new eReviews process.

Description: This course covers the eReviews process with the integration to Bluebeam studio sessions. This class begins with the citizen submitting an application that requires a review process. The user will then understand the responsibility of the back-office users and purpose of the Review Coordinator and Manage My Reviews HTML app. This demonstration includes how reviewers access their Bluebeam studio session to create markups from the Manage My Reviews HTML app. This Virtual Lab is demo only.

Resources:

- Review Coordinator – User Guide
- Manage My Reviews – User Guide

Prerequisites: Navigation – System Overview with Tyler Hub

GIS – Navigation, Live Link, and Spatial Collections – Demo VL

Time: 2.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will understand GIS Map, Live Link and Spatial Collections setup and how it affects the view and functionality with maps in Enterprise Permitting and Licensing, powered by EnerGov. This class will also cover the relationship between the Permitting & Licensing setup and ArcGIS settings. This Virtual Lab is demo only.

Resources:

- GIS Map Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Inspections Mobile – Demo VL (*previously known as iG*

Inspect)

Time: 1.5 Hours



Suggested Attendees: End users who need to understand Inspections Mobile, previously known as iG Inspect.

Description: The user will learn how to use the Inspections Mobile app on an iPad. 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 Inspections Mobile app. This Virtual Lab is demo only.

Resources:

- Inspections Mobile User Guide

Prerequisites: Inspection Management App

Inspection Configuration

Time: 2.5 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn each component for setting up the Inspection module and the correct sequence in which to do them. This course covers the administration screens such as Inspection Type, Inspector Type, and the inspection settings within System Settings and related Windows Service Tasks.

Resources:

- Inspection Management Setup Guide

Prerequisites: None

Inspection Management App

Time: 2.0 Hours

Suggested Attendees: End users who need to understand the Inspection App.

Description: The user will learn the administrative tasks involved with using the Inspections including 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 App located in the Enterprise Permitting and Licensing Omni Bar.

Resources:

- Inspection Manager Dashboard
- Manage Inspections
- Manage Inspectors
- Schedule and Assign

Prerequisites: None

IO, IAA, and Geo Rules (combo class)

Time: 3.0 Hours



Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: Intelligent Objects (IOs) are used to automate actions in a reactive manner. They are key components for triggering Geo Rules, computing fees, and generating emails, errors, alerts, and other notifications. The Intelligent Automation Agent (IAA) is designed to automate tasks in a proactive manner. The IAA is also used to set values, generate emails and other such tasks. This class will also include components from the GIS Map, Geo Query, Geo Rule and how to configure the Intelligent Object to facilitate the running of a Geo Rule. This class will show examples of where to find information for setup, explanations of fields and best practices regarding Geo Rule setup.

Resources:

- Geo Rules Setup Guide
- Intelligent Object & Intelligent Agent Automation Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Maps App

Time: 1.5 Hours

Suggested Attendees: End users who need to understand the Maps App.

Description: The user will have a full understanding of Maps App viewer functionality which includes using different icons and the functionality of selection tools, navigation tools, and spatial collections. The user will learn how to create spatial collections and link/create records, along with using the details screen of a specific module to create the records. The user will learn how to use buffering and mailing applications of the Create Mailing app. The user will learn functionality and options of the Print Map App from the Map Gallery.

Resources:

- Maps App – Explore & Create
- Maps App – Create Mailing
- Maps App – Print Map

Prerequisites: None

Navigation – System Overview with Tyler Hub

Time: 2.5 Hours

Suggested Attendees: All end users of Enterprise Permitting and Licensing, powered by EnerGov.

Description: Fundamental concepts of the Enterprise Permitting & Licensing suite and their application to everyday computer use. The class begins with Tyler Hub (also known as My EnerGov Home) which is the new landing page for the Enterprise Permitting and Licensing suite. Topics include Notifications, Tasks, Favorites, Custom Links, and recent cases. This class will also cover the functionality of the Omni Bar, Advanced Search and how to navigate of the various HTML apps such as Parcel Manager. Our hands-on lab environment will allow users to become familiar navigating the software to input, collect and analyze information, and generate reports and documents. Also, in this course, we will explore the “global” relationships that the suite has implemented to allow the software to be used across multiple



departments, serving multiple functions, yet serving as a central source of information accessible to all users. The suite provides a wide variety of approaches to searching for information/applications in the system.

Resources:

- Common Components
- Omni Bar
- Recent Cases and Case Summaries
- Advanced Search
- System Wide Reports

Prerequisites: None

Permit Configuration

Time: 2.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn each component for setting up the Permit module and the correct sequence in which to do them. They will be able to identify the system settings that relate to the Permit module and the impact of the setup for a municipality. Tricks and tips for configuration will be shared with the user.

Resources:

- Permit Management Setup guide

Prerequisites: None

Permit Management App

Time: 2.0 Hours

Suggested Attendees: End users who need to understand the Permit apps.

Description: The user will learn the administrative tasks involved in permit intake and all the way through to the issuance of the Permit. These tasks include but are not limited to invoicing and processing fees, understanding, and managing the workflow, completing Additional Info fields, creating record specific Activities, applying, and managing specific Conditions and Holds, as well as how to track applicable Bonds. In addition, the process of completing reviews of plans for the permit is covered.

Resources:

- Add Permit
- Manage Permit

Prerequisites: Navigation – System Overview with Tyler Hub

Plan Configuration

Time: 2.0 Hours



Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn each of the component for setting up the Plan module and the correct sequence in which to do them. This will also include being able to identify the system settings that relate to the Plan module and the impact of the setup for a municipality. Tricks and tips for configuration will be shared with the user.

Resources:

- Plan Management Setup guide

Prerequisites: Plan Management App

Plan Management App

Time: 2.0 Hours

Suggested Attendees: End users who need to understand the Plan apps.

Description: The user will learn the administrative tasks involved in plan intake and all the way through to the possible issuance of the Permit. These tasks include but are not limited to invoicing and processing fees, understanding, and managing the workflow, completing Additional Info fields, creating record specific Activities, applying, and managing specific Conditions and Holds, as well as how to track applicable Bonds. In addition, this course will show users how to schedule and manage hearings and meetings and generate letters in the Plan Management module.

Resources:

- Add Plan
- Manage Plan

Prerequisites: Navigation – System Overview with Tyler Hub

Professional License

Time: 2.0 Hours

Suggested Attendees: End users who need to understand the Professional License module.

Description: The Professional License module is used to issue a license to an individual who does work in the municipality. The license is issued to a contact in the system; that contact is given a specific type and classification, and appropriate fees can be charged for the license. This class will cover how to create, renew, and manage professional licenses. The class will also cover how to associate a contact with a professional license.

Resources:

- Add Professional License
- Manage Professional License

Prerequisites: Navigation – System Overview with Tyler Hub

System Settings - District

Time: 2.5 Hours



Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will understand the purpose of the system wide settings and why they are grouped together. The class will cover the components associated with District set up including the following: department, district, system settings, zone, and holiday.

Resources:

- System Setup – District Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

System Settings - System Wide

Time: 2.5 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will understand the purpose of System Wide setup and how to configure the following: attachment groups, bonds, conditions, mailing address types, global meetings, global hearings, hearing types, cycle recurrences, meeting types, offices, tasks, and time types. The class will cover how these components are related to other settings in Enterprise Permitting and Licensing, powered by EnerGov.

Resources:

- System Setup – System Wide Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

User Setup and User Roles

Time: 2.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: The user will learn how to create a new user in Enterprise Permitting and Licensing, powered by EnerGov, and how to deactivate/manage an existing user. The class includes understanding the relationship between a user and a role, customizing security settings for user roles, and how to restrict access for user roles.

Resources:

- Users and Roles User Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Windows Service V2 Configuration – Admin

Time: 2.5 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.



Description: Administrators will understand how to setup the windows service in Enterprise Permitting and Licensing, powered by EnerGov. The class will cover how to create multiple schedules for when and how often different windows service tasks must run and include understanding the relationship between service task and software functionality.

Resources:

- Windows Service Version 2 Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub

Workflow Basics – End User

Time: 2.0 Hours

Suggested Attendees: All end users of Enterprise Permitting and Licensing, powered by EnerGov.

Description: End users will understand workflow functionality. The class will cover:

- Understand the purpose of the workflow.
- Know the difference between a step and an action.
- Understand how priority and sort order impact the workflow.
- Add hidden steps and action to the workflow (and explain when this approach is used).
- Describe how records are connected through the workflow, especially the relationship between permits and plans.
- Understand the functionality of the most common action types within the workflow.

Resources:

- Workflow Functionality

Prerequisites: Navigation – System Overview with Tyler Hub

Workflow Basics and Configuration – Admin

Time: 3.0 Hours

Suggested Attendees: Administrators who are responsible for various components of setup and configuration of the application.

Description: This course provides an understanding of workflow functionality and review the most common types of workflow actions. This class will also cover the purpose of the workflow, understanding priority and sort order and how to attach optional steps and actions. This course is targeted for administrators and will also cover how to configure workflows in Enterprise Permitting and Licensing, powered by EnerGov. The class will cover:

- Understand the purpose of the workflow.
- Know the difference between a step and an action.
- Learn how to create and complete actions and steps.
- Understand how priority and sort order impact the workflow.
- Add hidden steps and action to the workflow (and explain when this approach is used).
- Describe how records are connected through the workflow, especially the relationship between permits and plans.



- Learn how user roles and security options can impact what can be done within the workflow.
- Understand the functionality of the most common action types within the workflow: Create sub-records (permits & plans), Inspections, Activities, Submittals, Tasks, Generic Actions Meetings & Hearings, Assess Fees, and Create Report.
- Understand the setup options for configuring **actions** including the following: Naming and description conventions, Action Type, Complete Type, Pass and Fail descriptions, Allow Redo, and Set Icon.
- Understand the setup options for configuring **steps** including the following: Naming and description conventions, Step Type, and Complete Type.
- Describe the purpose of the workflow template.
- Explain the importance of the relationship between actions, steps, and modules.
- Understand the setup options for configuring the **workflow template** including the following: Entity, Copying Workflow Templates, Adding Steps and Actions, Auto Fill Auto Receive, Priority Order, Sort Order, and No Priority.
- Demonstrate how and where to associate workflows.
- Demonstrate how to see the end-product of the workflow configuration.

Resources:

- Workflow Setup Guide

Prerequisites: Navigation – System Overview with Tyler Hub



APPENDIX A: Certification Courses

Certification courses, or tracks, are a combination of Virtual Lab classes. Certification courses are included with Assist and Virtual Lab subscriptions. For more details, please refer to this [link](#) on Tyler Community. Certification courses include the following topics:

Civic Access Track

- Basic Functionality (End User)
- Technical Architecture
Introduction/Business Process Options
- Jurisdiction Profile Mgmt./Misc.
Configuration item
- Global Notification
Announcements/User Registration
- Case Type Category Settings/Case Type
Mappings
- Menu System Configurations
- GIS Map Functionality/Configuration
- Welcome Page Configuration
- Payment Configuration

eReviews Track

- CSS – Basic Functionality (End User)
- Permit/Plan Management apps
- eReviews – Review Coordinator &
Manage My Reviews
- eReviews Admin

HTML Apps Track

- Navigation – System Overview with
Tyler Hub
- Plan Management App
- eReviews
- Permit Management App
- Inspection Management App
- Code Management App
- Business License
- Professional License

Land Management Track

- Navigation – System Overview with
Tyler Hub
- Permit Management App
- Permit Configuration
- Plan Management App
- Plan Configuration Settings
- eReviews
- Inspection Management App
- Inspection Configuration
- Inspections Mobile – Demo VL
- Maps App

System Admin Track

- Navigation – System Overview with
Tyler Hub
- Contact Management
- User Setup and User Roles
- System Settings – District
- System Settings – System Wide
- Custom Fields
- Cashiering Fee Basics and Configuration
- Workflow Basics and Configuration
- Maps App



APPENDIX B: End-user vs. Admin Training

	Event name	End user	Admin
1	Business License and Civic Access <i>(previously known as CSS)</i>	X	
2	Cashiering Fee Basics and Configuration		X
3	Cashiering – End User	X	
4	Civic Access Admin Certification <i>(previously known as CSS Admin)</i>		X
5	Code Enforcement Mobile – Demo VL <i>(previously known as iG Enforce)</i>	X	
6	Code Management App and Code Enforcement Mobile	X	
7	Code Management App and Configuration		X
8	Contact Management	X	
9	Custom Fields		X
10	eReviews Admin – Demo VL		X
11	eReviews Certification		X
12	eReviews – Review Coordinator & Manage My Reviews – Demo VL	X	
13	GIS – Navigation, Live Link and Spatial Collections – Demo VL		X
14	HTML Apps Certification	X	
15	Inspection Configuration		X
16	Inspections Mobile – Demo VL <i>(previously known as iG Inspect)</i>	X	
17	Inspection Management App	X	
18	IO, IAA, and Geo Rules (combo class)		X
19	Land Management Certification		X
20	Maps App	X	
21	Navigation – System Overview with Tyler Hub	X	
22	Permit Configuration		X
23	Permit Management App	X	
24	Plan Configuration		X
25	Plan Management App	X	
26	Professional License	X	
27	System Administration Certification		X
28	System Settings: District		X
29	System Settings: System Wide		X
30	User Setup and User Roles		X
31	Windows Service V2 Configuration – Admin		X
32	Workflow Basics and Configuration – Admin		X
33	Workflow Basics – End User	X	

**If a user is not familiar with the Enterprise Permitting & Licensing suite, powered by EnerGov, or the HTML Apps, Tyler Technologies recommends that the user take a Navigation –System Overview with Tyler Hub class first.*

