

The Civica logo is displayed in white text on a teal background. The word "Civica" is in a bold, sans-serif font, with the 'i' having a dot. The background of the entire page is a photograph of three people in a meeting, with a grid of pink sticky notes on a wall behind them.

Civica

Transforming the way you work

eServices Community Portal

Engage your citizens

“Keeping in touch with the Rockingham community, receiving relevant information and engaging with the many different projects we are doing, is now easier than ever”

Barry Sammels, Mayor of the City of Rockingham
(2017)

Introducing **Community Portal** for Authority eServices:

Community Portal for Authority eServices gives your council the opportunity to redefine the way you interact with citizens to achieve:

- ▶ Superior citizen engagement and experience
- ▶ Efficiency through automation (self-management by citizens)
- ▶ Alignment of service standards to maintain relevance with expectations of the modern citizen **(24/7)**

Make the Community Portal the citizens' first point of contact and allow citizens to easily perform functions such as:

- ▶ Registering an Animal
- ▶ Requesting and paying for a conveyance certificate
- ▶ Tracking or lodging development applications
- ▶ Paying council rates, debtors, infringement accounts
- ▶ Reporting an issue
- ▶ Booking a council facility



Portal landing page with image tiles.



Portal Community Pages branching from the Landing Page (with images and customisable headings).



Community feedback submissions (Only for sites running CRM).



User account creation (includes existing self-management with password reset functionality).



Management of subscriptions to Mailing Lists and Special Interest Groups.



'My Profile' page.



If you have any questions or would like to arrange a demonstration of Community Portal please contact your Account Manager or email us at LGenquiries@civica.com.au