

## **Community Portal Feature**

Your permitting counter available online 24/7/365.

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Permit Applie	rations				
Permit Applie	auons				
You can start an applicatio	n by clicking the "St	art New Application" butto	n below.		
New Permit	Application				
Permit Type De	tails				
Select a permit type fro	m the list below.				
* Permit Type					
O Building Permit					
O Quick Permit					



A self-service portal for your community to get answers in real time.

O Trade Permit

## What Your Constituents Can Do With Your Community Portal



## Apply Online

After selecting a specific permit application from a drop-down dynamic form, customers only see what's needed for that application specifically-nothing else. No confusion and only minutes to apply.



### **Submit Complaints**

Customers submit complaints online using a form you create that requires all of the information you need to process them quicker.



## **Make Payments**

Fees can be paid online via secure credit card transactions and ACH. All fees are calculated automatically and transactions tracked in your finance team's ledger.



## **Get Status Updates**

Customers can access the status of their application online without having to call or email staff. By logging in, they can view the timing of an upcoming inspection, status of a plan approval, or any outstanding fees they need to pay.



## Submit Service Requests

Think of your portal as a virtual self-serve customer service desk. Your community can request permit extensions, modify their application, and request FOIAs online 24/7.



## **Request Inspections**

Various inspection requests can be made directly from your portal. At any time, customers can schedule or reschedule an inspection for a specific date, view their results, or simply get a status update-all without any staff intervention.

# Clariti

Clariti Home Permit	✓ Planning ✓	Mare 🗸		Q Search.		
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u can start a new application by clicking the "Start New plications."	Application" button below. At any tim	ie, you may click the "Pause" button to suspeni	d your Permit application and finish at a later d	ate. To access your paused applications, go to "M	My Permits	
					Below is a list of of your active permits. permits, click the "View All" link at the b the details of a specific permit, click on t	ottom of the l
New Quick Permit Applie					If you would like to start a new permit as the "New Permit Application" button. T	
Confirmation	×	) ~	) ~	Confirmation	application, go to "My Paused Application	
Permit Details Permit Type: Quick Permit Type: Water Heater Replacement A <u>pplicant Details</u>					d de	
Applicant: Howard Jones						
Address: 123 Main St Parcel: 1234567					ONLINE ACTIVE PERMITS	-
Parcel: 1234567					Filter	Sort
Parcel: 1234567 Project Details Description of Work: Replacing water heater.						
Project Details					BLD-22-021	
<u>Project Details</u> Description of Work: Replacing water heater.		landard Price	~		BLD-22-021 Type: Building Address: 123 Main St Total Balance: 5/2/2022_5:03 PM	

## **Benefits for Staff**



#### Clicks, Not Code to Update

Staff can easily add, remove, or edit forms, fee calculations, application requirements, and permit types in real time -all without code or service interruptions.



#### System Efficiency

Clariti is built to run fast no matter how much data you process, and to only store the data you neednothing you don't.



#### **Complete Applications, Every Time**

Dynamic forms ensure that applications include all required information, so your team has everything they need to process applications quickly.

#### **Benefits for Constituents**



#### Modern Service Experience

Your community's digital experience will be something you're proud to show off. Unlike other vendors out there, the Clariti Community Portal is modern and easy to use.

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#### Multi-Lingual Accessibility

Reach applicants wherever they are, in whatever language they speak. The Community Portal conveniently supports many languages to reflect your diverse community.

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#### Intuitive User Interface

Applying through the Community Portal feels a lot like online shopping. Applicants are able to easily navigate through different permit applications with step-bystep instructions, and can update or edit their application online if need be.

#### Helping Governments Deliver Exceptional Permitting and Licensing Experiences

