



CivicWeb InTouch makes it really easy for your ratepayers and other stakeholders to submit non-emergency requests electronically into your Action Tracking system via your website. Whether it's an FOI request, a complaint or a maintenance request, **CivicWeb InTouch** eliminates most of the administrative overhead related to getting these staff intensive submissions into your *Action Tracking* system quickly and efficiently. While making submissions easier for you and your constituents, *InTouch* allows you to shift time savings to tackle other key priorities within your organization.

The screenshot shows a web form titled "REQUEST" with the following sections:

- REQUEST**
 - Item Number:
 - Date of Request:
 - Requestor's Name: *
 - Address:
 - Mailing Address (if different):
 - City:
 - Zip Code:
 - Contact Phone #:
 - Email Address: *
- OFFICE USE ONLY**
 - Status:
 - Due Date:
 - Notes:
- Captcha**
 - Image showing the code "SZ22H"
 - Input field:
 - Text: "Type the code from the image"
- Note: You will be able to add attachments once you Submit the request.
- Buttons:

HIGHLIGHTS

- Internet based form submission is quick and convenient for stakeholders
- Input forms easily configured to your needs – some suggested uses:
 - Freedom Of Information requests
 - Complaints
 - Service Requests
 - Citizen Presentations to Council
 - Streetlight outage
 - And many more
- Electronic document attachments to submissions
- Submission tracking number for constituents to check status
- Automated notification to staff responsible
- Access to *InTouch* seamlessly integrated into your website
- Provides simple and affordable management of non-emergency 311 requests
- The power of **CivicWeb Action Tracking** for follow-up task management
- Set reminders, notify stakeholders of activity, report on service levels
- **CivicWeb InTouch** can only be used in concert with the **CivicWeb Action Tracking** system, purchased separately

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