



"Thanks to CivicPlus, within a matter of hours, we were able to develop a web presence for COVID-19. I am very grateful to our content editor for her experience and CivicPlus for having this resource available, particularly at this very difficult time."

- Ann Tennes, Skokie, Illinois
Director of Marketing and Communications

The Communication Solution You Need During Your COVID-19 Response

CivicEngage® Content Management System

COVID-19 has rapidly accelerated local government's need to leverage modern communication tools to keep citizens informed and enable their digital self-service. Having a branded web presence is no longer enough. Your website has to serve as the foundation for your citizen engagement and online service strategy—and you need it now.

You may be eligible for a government grant to upgrade your technology to address new administrative needs and citizen expectations. By upgrading your content management system to our mobile-friendly CivicEngage® system, designed exclusively for local governments, you'll benefit from a solution that is easy to update, with integrated tools that allow your citizens to self-service their needs.

CIVICENGAGE[®] FACT SHEET

To help you continue to protect your citizens by arming them with information while they stay safer-at-home, upgrade your content management system with CivicEngage, which offers:

- **Easy Dissemination of multi-channel COVID-19 Updates and Alerts.** Eliminate bottlenecks among your diversified team members and distribute updates quickly and easily from any device while working remotely. Share immediate local safety mandates and reopening information through text message, social media, email, newsletters, banners, and your website. Allow citizens to sign up for notifications to news, alerts and more using their preferred communication method.
- **COVID-19 FAQs.** Provide easily searchable answers to commonly asked COVID-19 questions with our built-in FAQ feature.
- **Digital Citizen Inquiry and Service Requests.** Allow citizens to submit questions or report concerns via a dedicated mobile-friendly solution or an online form that triggers your internal workflows while they remain socially distanced.
- **Share Agendas and Minutes.** Ensure your administration is maintaining transparency and complying with public records laws while offices are closed, and meetings are virtual.
- **Process Online Payments.** Enable citizens to pay bills securely online without leaving home and putting themselves at risk.
- **Online Appointment Scheduling.** Expedite access to essential services by allowing citizens to schedule appointments with your health and family service departments online.
- **Security.** With 99.9% uptime and continual monitoring, our security team will protect your website from the increased threat of attack by cyber-extortionists looking to take advantage of the pandemic and remote employees.
- **ADA-Compliance.** Every citizen in your community needs access to online services, include the one-in-five living with a disability, which is why we enable compliance with WCAG 2.1 A and AA Success Criteria.



Talk to your state leaders to determine if you might be eligible for CARES Act funds to migrate to CivicEngage before the end of 2020. Even if you do not have access to outside funding, we're here to offer flexible payment and billing terms and rapid implementation schedules to ensure that technology will never be a barrier to distributing the critical news, information, and updates your citizens need now from their local leaders.