

Civica Citizen Portal

Deliver responsive services and accelerate channel shift

Civica Citizen Portal is a public facing website that links directly with all modules in the Civica Regulatory Services cloud platform.

Citizens can apply online for licences and log service requests through the portal. The captured information automatically creates or updates back-office cases within the Regulatory Services module. Application forms can be created using the built-in form designer and published instantly to the portal. It supports the upload of attachments in a range of file types, and links directly with your payment engine for quick and easy online payments.

Why choose Civica Citizen Portal?

Remove re-keying of information by digitising all your local authorities licensing and service request forms, saving time and money. The Citizen Portal allows citizens to apply online, view and manage all their licenses and applications in one place, providing an improved citizen experience. Citizens can create an account, update personal information and view a full history of their activities. Online services can be accessed anytime, using a connected device. Citizens can book appointments for interviews and be reminded of their time slot via SMS, providing fully future-proofed processes.

Add your local authorities company branding and make the Portal your own with your unique colour schemes and authority logos.

Features

- Available for licence applications and service requests
- Workflow provides consistent service delivery and automation of processes
- Supports the upload of attachments including: mp4/pdf/jpeg
- Communications engine supports letter, email, SMS and social media
- Intuitive navigation and user experience
- On demand management reporting
- SLA approach ensures workload prioritisation
- Pre-packaged forms and workflow components
- Includes shopping basket functionality
- Supports digital signatures
- Create and publish your own webforms
- Citizens can save partially completed forms
- Mandatory fields ensure only valid applications are accepted
- Links directly with your payment engine
- Add branding with colour schemes and logos.

Benefits

- Drives take-up of on-line self-serve allowing citizen 24/7 access
- Reduce duplication and increase awareness with intelligent case association
- Improved efficiencies as data is populated in back-office
- Tangible savings through digital automation
- Rapid deployment time and fast initial user adoption
- Supports your digital and channel shift strategies
- Improve productivity by reducing demand on services and reutilising valuable resources.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001