MSGovern

Govern eGovern - Public Self Service Portal

Release 5.1 Version 1

Last Revision Update: 10/10/2013

FINAL DRAFT

MS Govern

eGovern – Public Self Service Portal

Version: 1.0

September 2013 - Release 5.1

MSGovern

Disclaimer

MS Govern has taken due care in preparing this manual. However, nothing contained herein modifies or alters in any way the standard terms and conditions of the purchase, lease, or license agreement by which the product was acquired, nor increases in any way the liability of MS Govern to the customer.

FINAL DRAFT

Table of Contents

FINAL DRAFT

FINAL DRAFT

MSGovern

System Requirements

This section lists the minimum hardware and software requirements for *Govern's eGovernment* solutions and *Microsoft .NET* applications.

eComponent Requirements

Refer to the table below to determine which components and applications are required. Users with installed eComponents will only be able to view the components that they are licensed to use.

		eCOMPONENTS								
		ePortal	ePermit	eComplaint	eRenewal	eGreivance	eRequest for Services	eProfile	eRemittance	ePayment [2, 3]
APPLICATIONS / MODULES	PC module	X	X	X	X	X	X	X	X	X
	LM module		X	X	X	X	X			O
	AR module[1]		O	O	O	O	O	O[4]	O	X
	MB module							O[4]		O
	NA module							X	X	X
	SRT module							X	X	
	Govern Security Manager 5.1 (**GSM**)	X	X	X	X	X	X	X	X	X
	Govern New Administration 5.1 (**GNA**)	X	X	X	X	X	X	X	X	X
	Govern for Windows 10.7	X	X	X	X	X	X	X	X	X

X - Mandatory **O - Optional**

ePayment Solution requires the following:

1. *Accounts Receivable (A/R) Module, with links to the sub-systems for which you are setting up payment collection*
2. *Supported ePayment EFT Provider Interfaces are as follows: Pay Connexion, Moneris, Nelnet, Paymentus, Pay Pal, Point and Pay, US Moneris, and Your Pay.*
   - *Credit Card / Debit Card / eCheck software1, installed and configured with valid merchant account*
   - *Automated Clearing House (ACH) agreement, in force with a bank if you are providing Electronic Funds Transfer (EFT) services. Refer to the GNA release 5.1 guide for a list of EFT interfaces / providers supported by Govern.*
   - *Govern for Windows™ Release 10.7 or greater sub-systems:*

3. The Accounts Receivable (AR) Modules with links to the sub-systems to which you are setting payment / collection are required.

Note: All sub-systems are required for ePayment collection

4. *Required if users are creating eSubscriber accounts from the Web.*

Third Party Applications

The following *Microsoft* and Third Party Software are required for the *eGovernment* solutions:

- *Internet Information Server* (**IIS**) with *Secure Sockets Layer* (**SSL**) certificates, installed
- *Microsoft* .NET Framework 4.5*
- *SAP* Crystal Reports Runtime Engine 13 for .NET *Framework* 4 (32-bit)

*Server and Client Operating Systems not supporting Microsoft's .NET Framework 4.5

Users should note that the *.NET Framework 4.5* is not supported by any of the following:

CLIENT OS:
Windows XP, all editions (32-bit and 64-bit), and all revisions (all Service Packs)

SERVER OS:
Windows Server 2008, all editions (32-bit and 64-bit).
Windows Server 2008 R2 SP1 (32-bit)

Refer to the following link for full information:
http://msdn.microsoft.com/en-us/library/8z6watww.aspx

Server and Network Requirements

Note: It is recommended, but not mandatory, to set up three physical servers. The first server would be for the *Database*, the second for the *Application*, and a third would function as, if required, for the *Web*. If, however, you decide to use one physical server for both the *Application* and *Web*, you will need to revise the minimum recommended configuration.

SERVER HARDWARE	
Hardware Type	**Minimum Specifications**
DATABASE SERVER	
Platform	Windows & Unix[1]
Database Package	Oracle[2] or Microsoft® SQL Server[3] 2008 R2
CPU	2 GHz / 1 MB cache, 800 MHz FSB *(2.4 GHz Quad-core 1.066 GHz FSB - Recommended)*
RAM	8 GB DDR2[4] *(16 GB DDR2 - Recommended)* *Note that specified memory requirements are for the core Govern Applications alone, i.e. without 3rd party application integrations. Third party integrations can significantly impact system performance due to their individual requirements. A review of requirements of integrated applications should be performed prior to their installation. Also refer to A Note for users of Virtual Machines (VM's) below.*
Disk Space	Dependent upon the size of data to be managed; RAID V with a minimum of 500 GB of hard disk space is a recommended configuration. *Note that Disk Space is dependent upon Database and Disk Mirroring requirements*
Operating System	Microsoft® Windows® Server 2008* or greater
Network	100 Mbit NIC *(1 Gbps - Recommended)*
Peripherals	DVD / CD ROM Drive
WEB SERVER	
Platform	Microsoft® Windows® 2008 R2* with IIS 7.5

SERVER HARDWARE	
Hardware Type	**Minimum Specifications**
CPU	3 GHz / 1 MB cache, 800 MHz FSB *(2.4 GHz Quad-core 1.066 GHz FSB - Recommended)*
RAM	4 GB DDR2 *(8 GB - Recommended)*
Disk Space	100 MB for each site being maintained. Additional space will be required for reports, and temporary space for submitting multimedia documents.
Operating System	Microsoft® Windows® Server 2008* or greater
Network	100 Mbit Network Interface Card (NIC) *(1 GBit Recommended)*
WEB SERVER	
Peripherals	DVD / CD ROM Drive
Other	Redundant power supply and fans

*Server and Client Operating Systems not supporting Microsoft's .NET Framework 4.5

Users should note that the *.NET Framework 4.5* is not supported by any of the following:

CLIENT OS:
Windows XP, all editions (32-bit and 64-bit), and all revisions (all Service Packs)

SERVER OS:
Windows Server 2008, all editions (32-bit and 64-bit).
Windows Server 2008 R2 SP1 (32-bit)

Refer to the following link for full information:
http://msdn.microsoft.com/en-us/library/8z6watww.aspx

A Note for users of Virtual Machines (VM's)

Users of Virtual Machines (VM's) should note that when multiple servers are being hosted in a Virtual Machine on the same physical servers, the requirements for each individual server must be carefully managed as it can impact use of system resources. For example, users may decide to host the *Database Server*, *Application Server*, and an *eGovern Web server* in a *VM* that is running on the same physical server. In such a situation, as a result of the varying requirements of each server, planning is required to address how shared system resources are allocated to the individual server, and the *VM.*

Supported Web Browsers

Note: Internet browsers are continuously developed and upgraded, as a result compatibility issues may arise. The following list is by no means an exhaustive one, and cannot completely take into account the incompatibilities that can occur between browser versions and versions of operating systems.

Web Browsers

The *MS Govern eComponents* are compatible with the following versions of these popular Web browsers.
It can be assumed that Web browsers that do not appear on this list are not supported.

Browser	Compatible Version
Microsoft Internet Explorer	7.0 and above
Mozilla Firefox	3.0 and above
Google Chrome	2.0 and above
Apple Safari	3.1 and above

Introduction

Overview

OpenForms™ and Govern for .NET

MS Govern has provided automated land management to government organizations, for more than 25 years, beginning on *Wang* and *UNIX* systems; then, moving to the *Windows™* platform in 1997. With their *.NET* solutions, *MS Govern* extends its services to the citizen and local business professional, further automating land management by providing online real-time Web access for submitting permit, license, grievance, complaint and request for services applications.

What's New

This section lists new features, or new ways of performing an old function in the *MS Govern eGovern – Public Self Service Portal release 5.1*. These new features are indicated by the **NEW!** symbol.

ePortal & eProfile

Comprehensive Landing Page Report

An optional report can be defined in the menu structure as the *Landing* or *Home page*. The report contains links to the various components that make up the user profile. *See Comprehensive Landing Page Report on page 160.*

Set the Default Identification for Account Creation

The **How can we identify you?** parameter of the *Account Creation* web page can be preset with a default selection during the account creation process. *See Default Identification on page 78*.

Use of the "Particule" in French Language ePermit Creation

When the French language option is selected, the "l'" referred to as a particule, e.g. l'action, will be used in the user creation of the ePermit. *See Use Particule on page 78.*

Display Version Number

Through the Web.config editor there is an option to display the version number of the application that is running the site. This feature is useful for debugging and technical support purposes. *See Display Build Version on page 106.*

Crystal Report Viewer Size (Width & Height)

In the Web.config file you can specify the width and height of an embedded Crystal Report. *See Adjusting Crystal Report Embedded Viewer Size on page 139.*

New Flow for Account Creation Online

In the Account Creation process, a new workflow has been initiated that reduces the number of steps involved in the type of account that will be created; e.g. user accounts with profiles in the system, or an account where the user may have a Property ID (P_ID), etc. *See First Time Users Creating Accounts on page 153.*

When a new name or profile is created or maintained during the *Account Creation* process, a field is now available to include the phone number. *See Name Creation Process on page 157.*

Account Creation Email Message Authentication option

For added security, there is an option for *Email Message Authentication* during the *eProfile Account Creation* process. This means that a user will not gain access to a created account until they have responded to a system generated email message to confirm their identity. *See Account Creation Email Message Authentication option on page 158.*

Customize Notification Message sent after Account Creation

When a user creates an account online, a confirmation message will be sent to the email address that the user specifies during the account creation process. The body of the email message, and the email subject field can be customized using the *Govern New Administration* (**GNA**) **Resource File Editor**. *See Account Creation Email Message Authentication option on* *page 158 and Customizing the Account Creation Notification Message on page 159.*

Definable Positioning of Result Page Navigation Buttons

This option located in the Web Site Manager form now allows users to choose the location of the navigation buttons for the result pages. *See Navigation Button Layout on page 67.*

eRemittance

Disable the Zero Filer option

A Zero Filer is a type of eRemittance declaration that indicates that the filer has nothing to declare for the required period. In some situations, municipalities might have a policy wherein, in a zero filer is entered, a meeting with an auditor may also be in order. As a result of this requirement, by default, the option to allow a zero filer entry is disabled. *See Enable Zero Filer on page 97.*

Show Only Pre-Generated Un-filed Reports

When there are municipalities that display pre-generated forms for all required periods, there may be a preference to display only un-filed periods. By default, after generating the forms, all periods will be listed and accessible to the user for completion. This option is used to hide the periods that have already been filed. *See Show only Un-filed Generated Periods on page 95.*

Period Number also Displayed with Date

On the eRemittance form, now the Date, Due Date, and the corresponding Period covered are displayed in the form. Previously, only the Date and Due Date were displayed. *See Period Number Displayed with Date on page 243.*

eRemittance Workflow

With the modification to the eRemittance workflow, during the payment phase, now online users are presented with the option to pay immediately, i.e. Pay Now, or Pay at a later period, i.e Pay Later. This option is enabled through the *Govern New Administration* (**GNA**). *See eRemittance Workflow - Payment option on page 243*.

Indication of Origin of SRT Filing

This is an SRT notification that the filer was completed on the Web; previous versions did not differentiate between SRT filings that were entered through the application, or on the Web through the *eGovern Public Self Service Portal*. The feature is automatically enabled internally by the system. This feature applies for both Govern for Windows and Govern for .NET.

Select Year of Submission for eRemittance

Previously in the eRemittance, on the accounts page you were only able to file a Self reported Tax report for the current year. There is now a new flag in GNA to activate the option to select other available years. *See Select Year of Submission for eRemittance on page 98.*

Copy of Report Sent as Attachment in Notification Email Message

For the eRemittance, there is now an option to send a .PDF copy of the report that was filed, as an attachment in the notification email. *See Send SRT Report by Mail on page 98.*

ePermit

New ePermit tab in Web Sites Manager

The new ePermit tab consolidates the configuration options for the ePermitting process. *See Web Site Manager - ePermit tab on page 70.*

Display Permit Description during ePermit Workflow

For further user clarification, it is now possible to display a description of a permit type during the ePermit workflow. *See Show Permit Description on page 71.*

Link to Display Description of Permit Type if Available

In the *ePermit* process when a full description is available, appearing next to the drop down menu in the *Permit Type* is a link for users to see the full description of the permit type. *See Link to Full Description of Permit Type on page 182.*

ePayment

Credit Card Processors for ePayment

The following are newly supported *Electronic Fund Transfer* (**EFT**) providers/ interfaces:

- **HPG** (*Harris Payment Gateway*) - *Credit Card* and *Electronic Check*
- **UniPay** - *Credit Card* and *Electronic Check*

Refer to the Appendix section of the Govern New Administration (**GNA**) *release 5.1, for a list of supported providers and interfaces.*

Friday Batch No. used for Weekend Processes

There is an option in *Batch Processes* that will use the batch number generated for Friday to also apply to Saturday and Sunday. *See Friday Batch Number used for Week Processes on page 225.*

Disable Payment Auto Selection

During the ePayment process, multiple accounts are by default selected. The **Disable Payment Auto Selection** option will ensure that there is no auto-selection of payments. *See Payment Auto Selection on page 226.*

Chapter 1:eGovern – Public Self Service Portal Installation

Overview

Pre-installation activities...

Prior to the installation steps for the *eGovern – Public Self Service Portal*, there are a series of pre-installation tasks that need to be performed.

Due to the number of steps that are involved with the installation of the *eGovern – Public Self Service Portal*, it is recommended that administrators performing the installation refer to the *eGovern – Public Self Service Portal Installation and Configuration Checklist* as an assurance that required steps are completed.

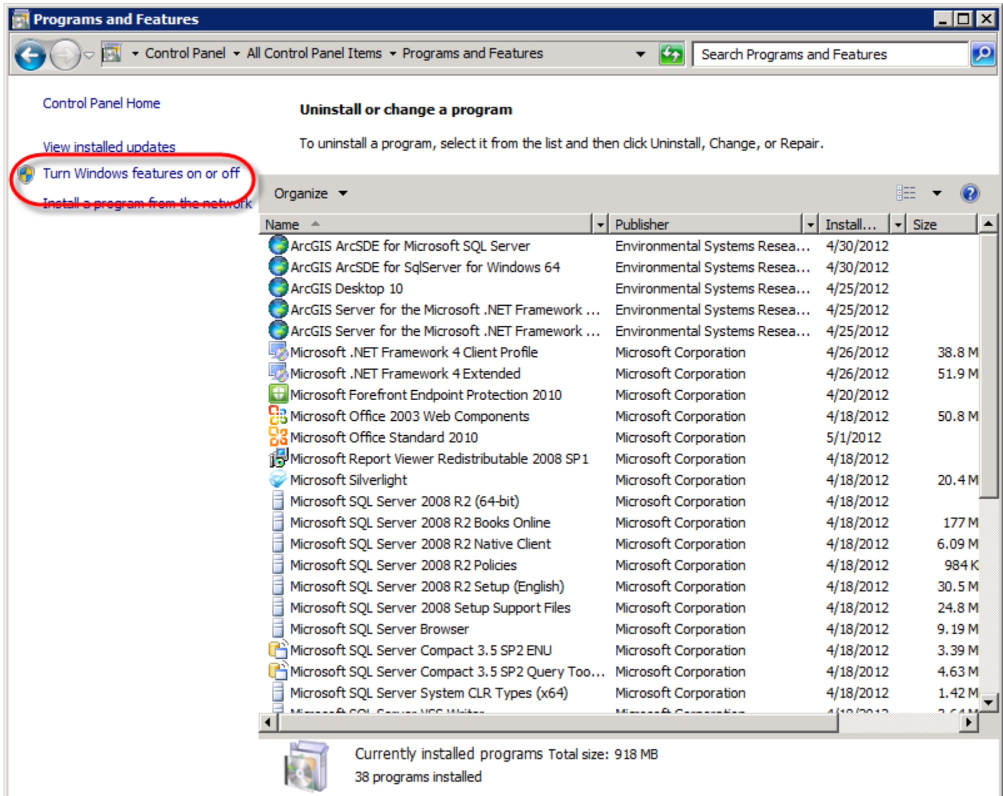
Server Configuration

Step 1 - Installation of IIS and Framework 4.0

Note: Although efforts have been made to ensure that IIS will run correctly, due to the diversity of versions, additional steps, and changes in the sequence of steps may be required to ensure correct functioning.

Users that are installing to a server should ensure that *Internet Information Services* (**IIS**) is installed. Alternatively, ensure that Microsoft .NET Framework

V4.0 is installed; note that ASP.NET 4.0 and ADO.NET 4.0 are automatically installed when you install .NET Framework 4.0..

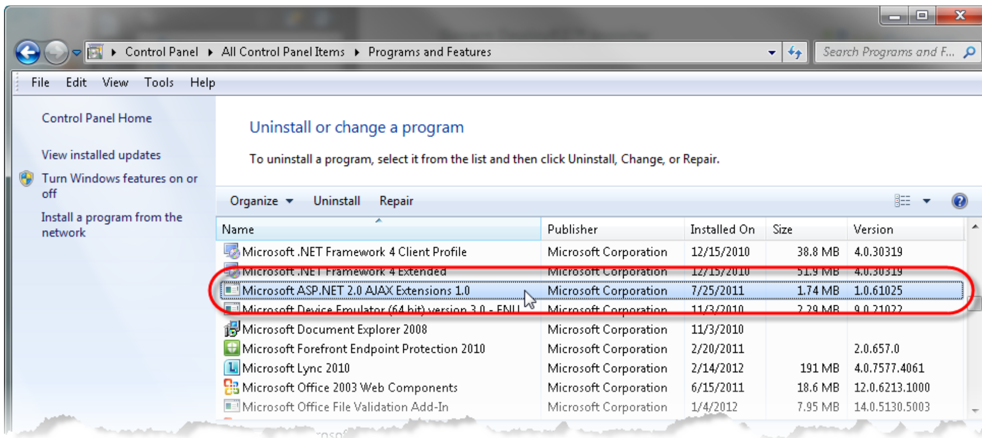


Windows Server 2008 users, ensure that *Microsoft .NET Framework V4.0* is installed.

Windows Server 2003 users can refer to the *Installing and Configuring eGovern - Public Self Service Portal* sections of the *Govern New Administration* (**GNA**) release 5.1 guide for details. Otherwise, visit *Microsoft's* Website for available update information and follow the installation procedure for your operating system.

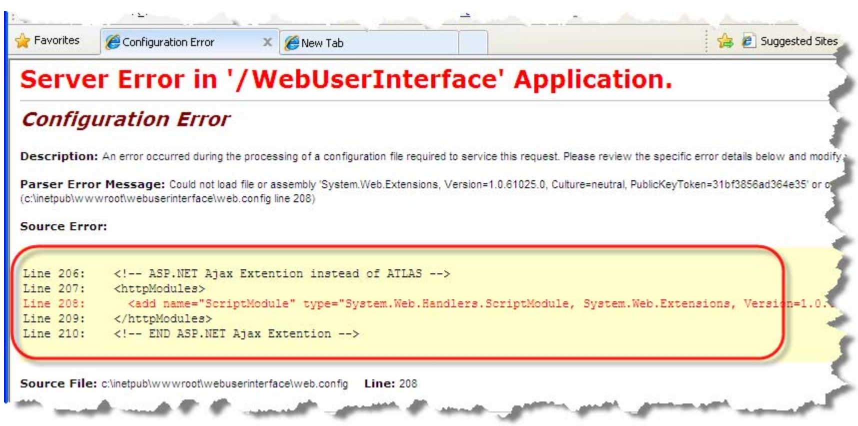
Step 2 - Installation of AJAX Extensions

Ensure that *Microsoft ASP.NET 2.0 AJAX Extensions 1.0* is installed on *IIS*. From **Start**, click *Control Panel* > **Programs and Features** and verify that this application is installed. It will be listed as *Microsoft ASP.NET 2.0 AJAX Extensions 1.0*.



Note: Windows 7 users should follow from the Start button, **Start** > *Control Panel* > *Programs and Features*.

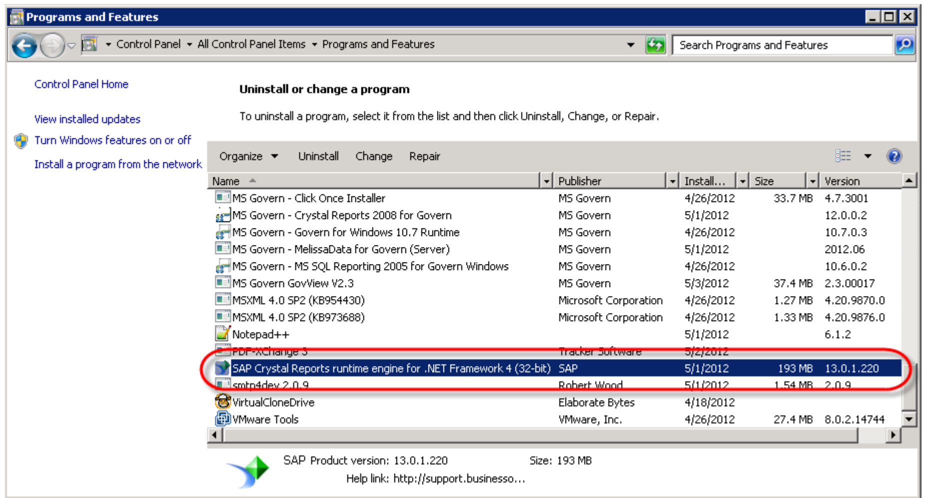
When AJAX Extensions are not installed, browser errors may occur when trying to access the Web site.



To obtain and install the extensions, copy the following URL into your browser, download and follow the installation instructions:

http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=ca9d90fa-e8c9-42e3-aa19-08e2c027f5d6

Step 3 - Installation of Crystal Report Runtime



Verify that *SAP Crystal Reports for Visual Studio 2010 Runtime engine for .NET Framework 4* (32-bit) is installed on your IIS Server. If not installed, obtain the Crystal Reports Installer, and run the setup on your IIS server. This is required for running Crystal Reports with .NET applications, using .NET Framework version 4.0.

Note: The *eGovern – Public Self Service Portal* is only compatible with Crystal Reports 13. In order to obtain the Crystal Reports 13 installer, contact MS Govern Technical Support. During the installation of the Crystal Report Runtime, you will be prompted with a request for a Product ID. Leave the field blank and press **OK**.

Step 4 - Installation of Oracle Client (Optional)

This is an optional step that is intended for users that will be connecting to an *Oracle* database. Before successfully connecting to an *Oracle* database, it will be necessary to install the *Oracle Client*. *Refer to the Notes for Oracle Database Users section of the Govern DeployEZ user guide for details.*

Step 5 - Verify that GovWin 10.7, or greater is installed

Ensure that *Govern for Windows™ Release 10.7*, or higher, is installed and running on your system. For installation instructions, refer to the *Getting Started Release 10.7* guide.

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Step 6 - Database Preparation

Database preparation involves the use of the Updata.exe utility in Govern for Windows. Refer to the *Govern for Windows Getting Started Release 10.7* guide for details on running Updata.exe.

Step 7 - Install DeployEZ

Download the *ClickOnce* .ZIP archive file from the *MS Govern* FTP site; install the DeployEZ release 4.7.4 or greater on your server. *Refer to the DeployEZ guide for details.*

OR

Step 8 - Install GNA 5.1, Database Preparation, and Resource files

Create a deployment with DeployEZ; obtain the latest versions of the Resource Files. Deploy *GNA* release 5.1 to a folder of your choice <msgovern_install_folder>. *Refer to the DeployEZ guide for details on creating a Deployment.*

Step 9 - Verify Presence of Key Folders

Verify the presence of the following folders/files in the DeployEZ install folder... <msgovern_install_folder> :

- GovernDABConfig.xml (File in Root)
- ResourceFiles (Folder in Root)
- GovernNetConfig.xml (Root\Deployments\Deployment_Name)

These files are generated by DeployEZ, contact MS Govern Technical Support to obtain them..

WARNING:
Set the security for the Deployments folder, and the sub-folders for each of the deployments. Folders requiring access are as follows:

MS Govern install folder - location of the GovernDABConfig.xml, ResourceFiles folder

Deployments folder and the subfolder for the deployments - location of GovernNetConfig.xml

This is to ensure that the IIS User will have access to the required folders and files. Set the security to ensure that IIS has Read / Write / Modify / Delete privileges. If access is not given to IIS errors in the functioning may occur.

Use of a dedicated Microsoft Active Directory (MSAD) user may be required in a multiple server environment.

Step 10 - Launch GNA

Locate your deployment shortcut and launch the *Govern NetAdmin* (**GNA**).

Step 11 - Perform Complete Database Reset

Select *Utilities* > *Database Utilities* > **Complete Database Reset...** to run the Database utilities that rebuild the sections that are required for the *eGovern – Public Self Service Portal*.

Step 12 - Creation of Required Directories

Create a folder c:\eGov where c:\eGov can be a Web install folder <web_install_folder>. The folders MUST BE created on the server running IIS.

Create the following folders:

c:\eGov\WebUserInterface or

<web_install_folder>\WebUserInterface directory.

c:\inetpub\wwwroot\eGov.

c:\eGov\Reports or <web_install_folder>\Reports directory. All Crystal Reports used by the Web site should be placed in this folder.

c:\eGov\logs. This is a directory for error logs.

Note: Ensure that the security for the log folder is set to **Read/Write/Execute/Modify**.

c:\eGov\images or <web_install_folder>\images directory that will hold images used for the Web site.

Note: Securities for the above folders, by default, should be set to **Read/Execute**.

c:\eGov\css or <web_install_folder>\css, Cascading Style Sheets (**CSS**) directory that can hold the style sheets that are used for the Web site.

c:\eGov\js or <web_install_folder>\js, javascript directory for scripts used on the Web pages.

Create a c:\eGov\uploads or <web_install_folder>\uploads directory directory that will be used for storing Multimedia attachments and upload files. Files that users upload to this directory are stored temporarily at this location. These files will be deleted after being processed by the system.

Note: Ensure that the security for the uploads folders is set to allow **Read/Write/Modify/Delete**. In addition ensure that there is sufficient storage space to accomodate files that will be uploaded.

For directories that are located on a server that is external to the IIS server, refer to *Viewing Multimedia Documents not stored in the Database on page 23*.

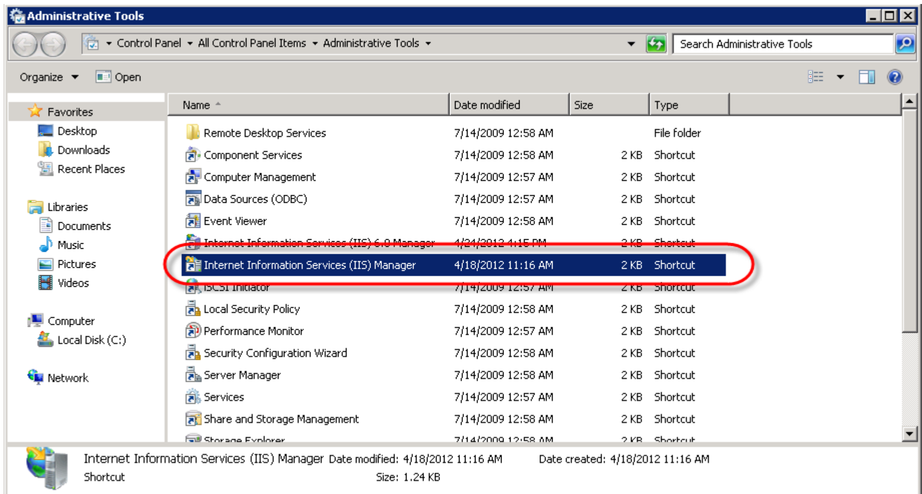
Step 13 - Obtain and Extract Web User Interface File

Note: Contact MS Govern Technical Support to obtain the required WebUserInterface.zip file; ensure that the version is compatible with your release of the *eGovern – Public Self Service Portals*.

Unzip the WebUserInterface.zip file into the c:\eGov\WebUserInterface or <web_install_folder>\WebUserInterface folder.

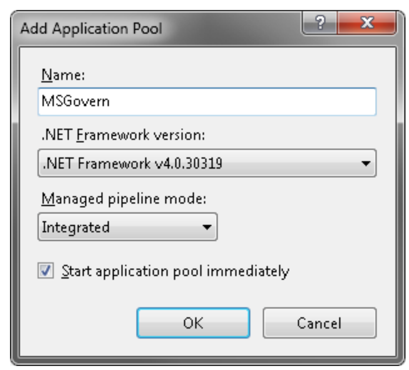
Step 14 - Create Application Pools

Open the IIS Management Console; click *Start* > *Control Panel* > *Administrative Tools* > **Internet Information Services (IIS) Manager**.



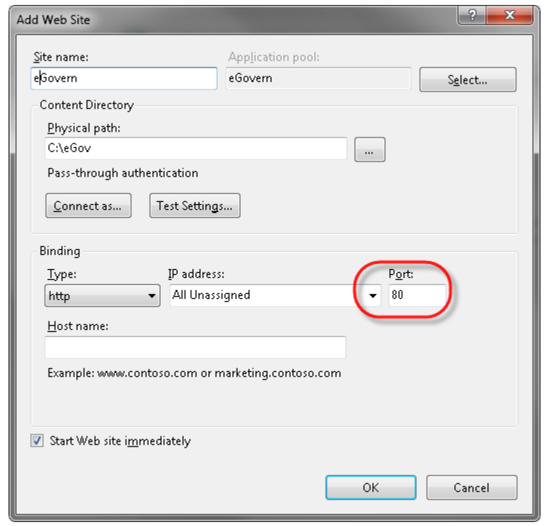
Right-click on Application Pools in the left hand pane and select the Add Application Pool option; other versions of IIS may require selecting New > Application Pool. Name the new application pool MSGOVERN; select .NET Framework 4.0 and click OK.

Windows Vista, *Windows 7*, and *Windows Server 2008* users, select *.NET Framework 4.0*.



Note: If you have an older version of *IIS*, or an improperly installed *.NET Framework 4.0*, the version number will not be displayed.

Step 15 - Create Web site (Optional)



By default IIS creates a Web site. You may use this or create your own. Note the Port Number that is used and ensure that you do not create a site with the same number.

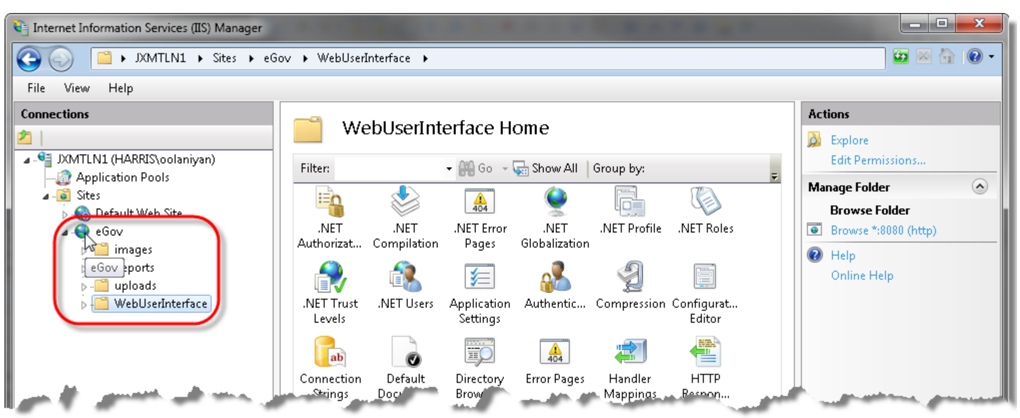
Right-click on Sites in the left hand pane and select Add Web Site; on older versions of IIS version, right click on Web Sites and select *New* > **Web Site…** Name the web site eGov.

In the **Physical path:** parameter, click "..." Select the MSGovern application pool. Click to select <web_install_folder> folder as the physical path. Click **OK** to save.

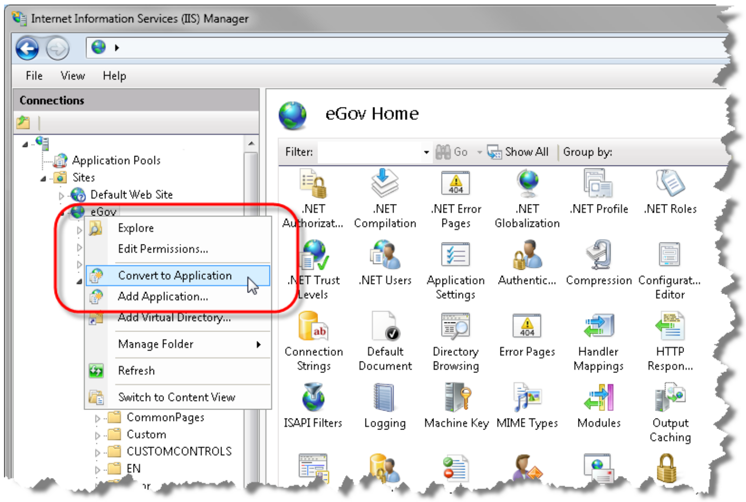
Note: Under older versions of IIS a wizard will be used to create the new web site; use the same entries as above.

Step 16 - Convert the eGov Folder to an Application

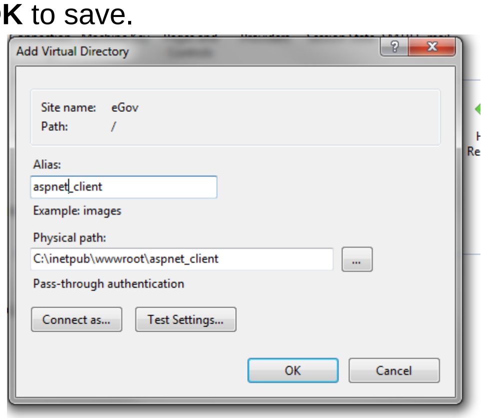
1. Click to expand the newly created *eGovern - Public Self Service Portal* Website icon.



2. Locate the **eGov** folder under **sites**. Right-click on the folder and select the **Convert to Application** option.



3. Click **OK** to save.



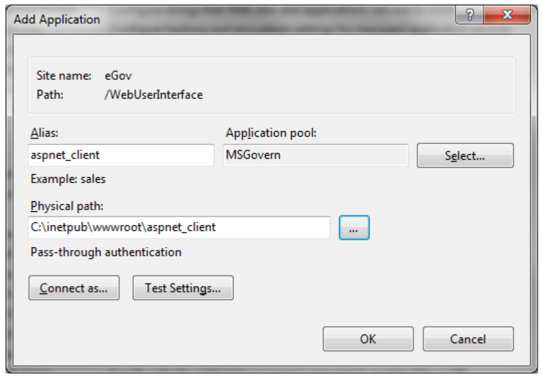
BEST PRACTICES:
When creating Web services, it is a good practice to create separate application pools for each of the sites.This ensures that the processes within one pool are run independently of the other. For example, when maintaining a Test site and a Live site, should a process fail in the Test site, it will not impact the Application Pool of the Live site.

Step 17 - Create a Virtual Directory (Optional for Crystal Report Viewer)

Right-click on *WebUserInterface* and select the **Add Application** option; users of older versions of IIS, right-click on *WebUserInterface* and select *New* > **Virtual Directory…** Enter the parameters as follows:

Under Alias:, enter aspnet_client

Physical path: enter, C:\inetpub\wwwroot\asp_client



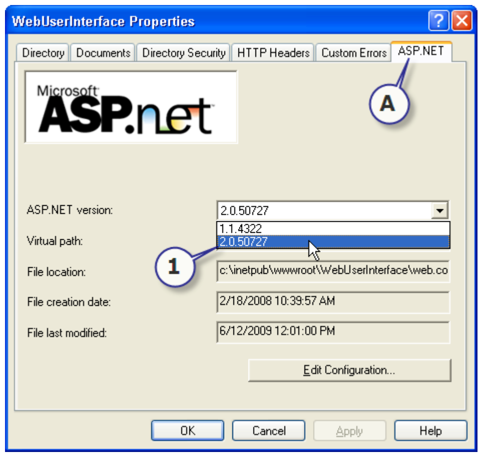
When completed, click OK and exit from the IIS Management Console.

Step 18 - Create a Directory for Multimedia Documents (Optional Virtual Directory)

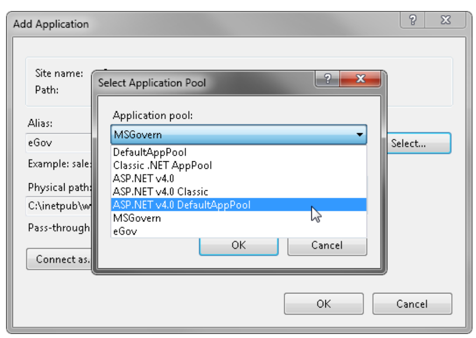
When *Multimedia Documents* are stored in the database, there are no issues. Issues can arise when documents are stored under an external path. Realistically storage locations that are external to the database will need to be used particularly when dealing with large files, e.g. videos, high resolution images, etc. In such instances additional configuration will be required to be able to access these files. Refer to*Viewing Multimedia Documents not stored in the Database on page 23* for details.

Step 19 - Set ASP.NET Version to 4 (for IIS 6.1 or earlier)

For IIS versions older than 6.1, you will need to right-click on *WebUserInterface*; select **Properties**. In the *WebUserInterface Properties* screen, select the *ASP.NET* tab. Ensure that the *ASP.NET* version: is set to 4.0.



Note: Users of IIS 7 will note that the above settings were made when configuring the Application Pool at *Step 14 - Create Application Pools on page 14*



Web site Configuration

Step 1 - Create a Webskin

Create a *WebSkin* with the *WebSkin Manager*; in *Govern NetAdmin* (**GNA**) select *Setup* > *Web Configuration* > **Manage Web Skin...** *For details, seeWeb Skin Manager on page 114 for details.*

Step 2 - Configure your Dynamic Web Search

Configure *Web Search...*

1. Select *Setup* > *Dynamic Search Configuration* > Any of the following (*Dynamic Search Objects...*, (*Dynamic Search Styles...*, (*Dynamic Search Groups...*) to set up Objects, Styles, and Groups.
   Refer to Search Configuration section of the Govern New Administration (**GNA**) *release 5.1 user guide for details.*

Step 3 - Configure your Web site

Configure your Web site with the Web Site Manager; select *Setup* > *Web Configuration* > **Manage Web Sites...** ; take a note of the *Website ID* number, it will be used at a later step. For details, refer to the Web Site Manager section in the GovernNetAdmin Application guide.

Step 4 - Use Web Config Editor

In *GNA...*

1. Select *Setup* > *Web Configuration* > **Web Config File Editor...**
2. In the Web Config File Editor, select the **Web.config** file from your web site folder (*c:\eGov\WebUserInterface* or <web_install_folder>\ *WebUserInterface*).
3. On the **Page 1** tab, define the following parameters:

- Location of the GovernNetConfig.xml file: <msgovern install folder>\GovernNetConfig.xml"\>
- Upload Document(s) group: Location of the uploads directory, and the maximum filesize for an upload file.
- Web Site group: Web Site ID (a numerical value) and the configuration that your site will begin with, Web portal (for general inquiries) or Web profile (for more actions, i.e. permitting, remittance, etc.)

> **Note:** The above are suggestions for an example Web site and are in no way an indication of limitations of the *eGovern - Public Self Service Portal.*

See the Web Configuration File Editor on page 102 for details.

On the **Page 2** tab, define the following parameters:

If you want to enable error logs, specify the notification recipients and the location of the .log file.

In the Auto Login group, if used, i.e. for “Kiosk mode” enter the Login and the Password.

- In the *Crystal Report* group, specify the Print Mode: as *ActiveX*
- Locate or enter the location of the *Crystal Reports* in the directory: parameter.

Step 5 - Set up Web eProfile Parameters

Set up *Web eProfile Parameters...*

1. Select *Setup* > *Web Configuration* > **Manage Web Sites...**
2. Select your *Web site* and click the *eProfile* tab.
   Refer to Web Site Manager - ePayment tab Parameters on page 81 for details.

Step 6 - Design and Create your Menus

Create Website menus...

1. Select *Setup* > *Web Configuration* > **Manage Web Sites...**
2. Select your web site and click Menu Setup.
   See Configuring Website Menus on page 49 for details.

Step 7 - Set up Private Names & Addresses (As Required)

In *Govern for Windows Admin*, if your name and address records are to be kept private, define a department. For details, refer to the *Govern for Windows Super User Release 10.7*, guides.

Step 8 - Configure ePayment Parameters (As Required)

Set up the *Web ePayment Parameters...*

1. Select *Setup* > *Web Configuration* > **Manage Web Sites...**

2. Select your *Website* and click the *ePayment* tab.
   Refer to Web Site Manager - ePayment tab on page 81 for details.

Step 9 - Configure ePermits (As Required)

1. In *Govern for Windows Admin*, select *Parameters > Land Mangement >* **Parameters...**
2. In the *Land Management Parameters* form, Select a *Department* and click *Maintain > Definition of Type >* **Permits**.
3. In the *Permit Type Maintenance* form click the *eComponents* tab and set up *ePermit* parameters.
4. Next, select *Maintain > Definition of Type >* **Workflow**, in the *Workflow Type Maintenance* form.
5. Set up the parameters for the *eComplaints*, *eRequest for Services*, and *eGrievances*.
   Refer to the eGovern – Public Self Service Portal release 5.1 guide for details.

Step 10 - Configure Fields that are viewable on Web (As Required)

In Govern for Windows, use the Field Setup Mode to configure the fields you will be displaying on the Web with the following functions:

- Permit Types
- Complaint and Anonymous Complaint
- Request for Services
- Grievance Types

Refer to the *eGovern – Public Self Service Portal release 4.7.4* guide for details on Name and Address functions, Permits, Complaints, Request for Services, and Grievance types.

Step 11 - Configure eRenewal Activity Steps (As Required)

Setup the *Activity* steps for the *eRenewal* in *GovAdmin*.

- Select *Parameters* > **Land Management Parameters**

- Select a *Department* , click *Maintain* > *Definition of Activities* > **Permits**

Choose the activity step with renewal that eRenewal will be permitted for; click the *Page 2* tab and specify an expiration date. Click the *Page 4* tab and select **Allow eRenewal**. Select a Response from the drop down menu.

Step 12 - Configure eRemittance Web Layout (As Required)

In *Govern NetAdmin* (**GNA**) configure the layout of the *Self Reported Tax* (**SRT**) *eRemittance* form by selecting *Setup* > *OpenForms Configuration* > **Self Reported Tax Editor**.

Additional Configuration

The following are additional configuration steps that may be needed based upon user requirements.

Viewing Multimedia Documents not stored in the Database

When multimedia files are not stored in the database, i.e. store on external servers, user will find that they are not accessible.

Multimedia files that are not stored in the database, i.e. files stored under an external path are not accessible to users.

Solution: In order to view Multimedia documents that are not stored in the database, it will be necessary to perform a workaround with IIS.

Step 1 - Note the Multimedia Document Path

In *Govern for Windows Admin*...

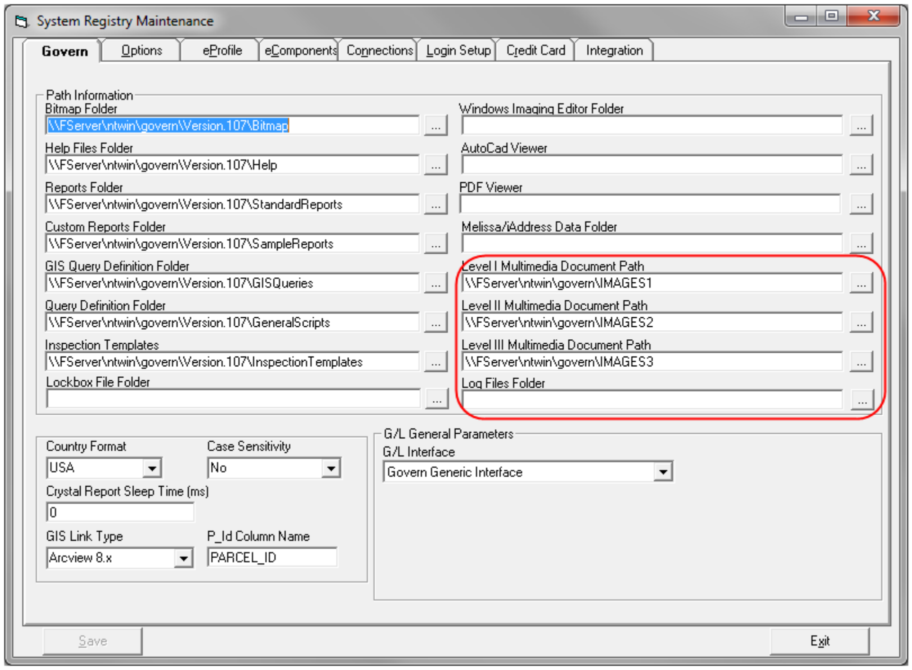
1. Select *Parameters* > **Edit the System Registry...**

Note the path of the Multimedia document; look at the path entered in the **Level I/II/III Multimedia Document Path** parameters. For our example, the common path is:

\\FServer\ntwin ... this is our common root; close the form.

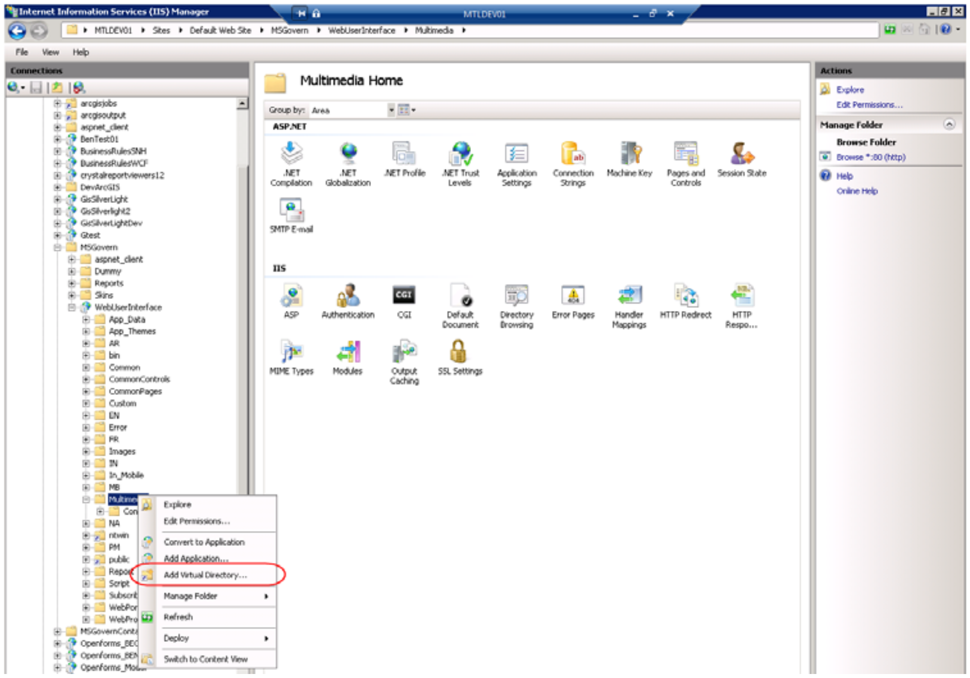
2. Select *Parameters* > *Property Control* > **Parameters...**
3. In the *Property Control Parameters* form, select a department and click *Maintain* > **Multimedia Codes**

It is here that we see the different multimedia files that we would like to view. These types of files are saved in the various Multimedia Archive Levels.

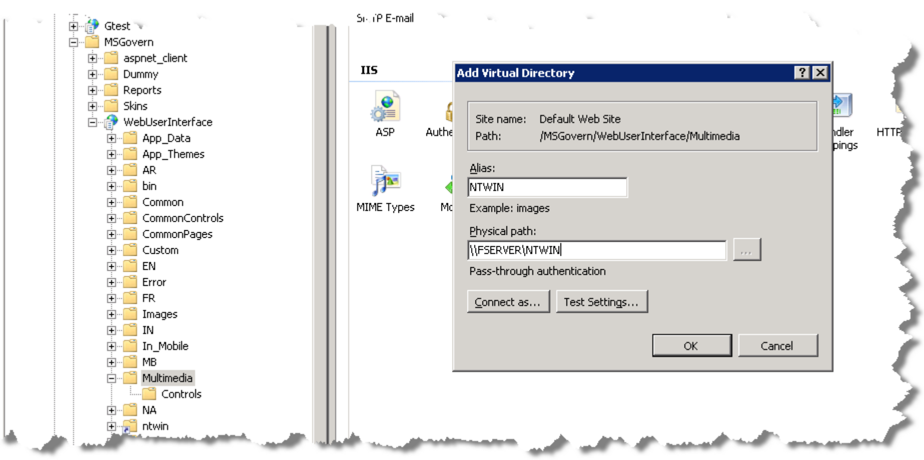


4. On your IIS server, start the IIS Manager; *Start* > *Control Panel* > *Administrative Tools* > **Internet Information Services (IIS) Manager**.
5. In the **WebUserInterface** node, look for the **Multimedia** node.

6. Right click and select **Add Virtual Directory**.



7. Enter the name of the Alias folder, for our example **NTWIN**. Also enter a **UNC** format path of the physical directory.



Note: For our example, all directories exist on the same server. If there were multiple servers, a virtual directory would have to be created for each.

8. Click **OK**.

Note: If the IIS server is outside of your “DMZ”, access may still be blocked by your firewall. Additional configuration will be required, e.g. opening specific ports to gain access. This additional configuration is outside the scope of this document and should be referred to *Microsoft Technical* support. *Refer to Default Firewall Port Settings on page 292 for default Firewall ports for Web-based applications*

Auto Login for Multiple eGovern - Public Self Service Portal Sites

The *eGovern - Public Self Service Portal* system is designed to request login credentials when a user wants to access a Website requiring a *Profile*. Situations may arise where it is necessary to access multiple *eGovern - Public Self Service Portal* setups. For example an administrator may have to access Websites for the following, the *Assessors* office, one for *Utility Billing*, *Inspections*, and one for the *Permitting* office. In such instances, i.e. two or more Websites, multiple individual logins can become tedious and time consuming.

There is a configuration option that allows users to be able to switch between multiple Websites with only one initial login. With this process, the sessionID is passed to the next site along with the serialized state, this ensures that the initial session is recreated on the next site, i.e. the SessionID is replicated.

To perform this setup, the following steps will need to be followed:

Creating a Link Element

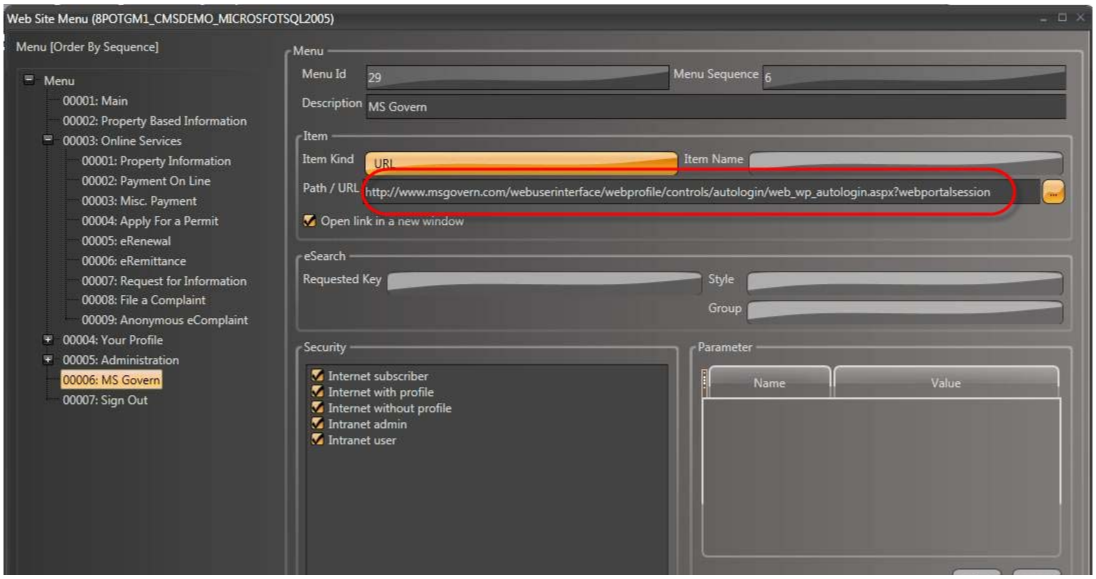
You need to create a *Link Element*; add in the link the Domain Name Server (**DNS**) of the other *eGovern - Public Self Service Portal* site.

Next you will need to add the following string:

```
/webprofile/controls/autologin/
web_wp_autologin.aspx?webportalsession
```


This will redirect the session to the **auto login** of the *eGovern - Public Self Service Portal* site that you would like to access.

Note: The above procedure must be repeated for each Website that is to be accessed.



To enter the URL...

1. In the *Govern NetAdmin* (**GNA**), select *Application Configuration* > *Web Configuration...* > **Manage Websites...**
2. Click to select the Website that will be accessed from the **Available Web Sites** list.
3. Click **Menu Setup**.
4. If not created, create a menu selection for the site; in the *Item* group select an *Item Kind* of **URL**..

Note: When there are multiple sites, and this method of access is to be given, create a menu with each site as a menu item. Ensure that the menu *Security* is set to **Intranet Admin**, or **Internet with Profile**.

5. In the *Path / URL* parameter, enter a URL in the following format:

```
http://www.site1.metropolis.com/webuserinterface/
webprofile/controls/autologin/
web_wp_autologin.aspx?webportalsession
```

Ensure that the URL corresponds with the address of the site. If you want the link to open in a new browser window, select the **Open link in a new window** option. Repeat the above steps for each required website.

Chapter 2:eGovern – Public Self Service Portal Admin

Overview

Configuration of the *eGovern – Public Self Service Portal* is carried out with the *Govern New Administration* (**GNA**) *Release 5.1* and *Govern Admin 10.7* in *Govern for Windows*..

Note: The following parameters are to be used for configuring release 4.0 and greater of the *eGovern – Public Self Service Portal*. Components that are prior to release 4.0 can be configured, with appropriate licensing, by the *Govern for Windows Govern Admin* release 10.6/10.7 application.

The main *Web site* tab of the *Web site editor* in *GNA release 5.1* is used for configuration. Under the *Web site* tab are the sub-tabs used to configure the *various eComponents*. The grouping of the tabs are as follows:

General: Select the *General* tab to configure the *Simple Mail Transport Protocol* (**SMTP**) e-mail parameters (*Mail* group), the default department that the Web site will be linked to. *See Web site Editor - General tab* on page 31*.*

eProfile: Select the *eProfile* tab to define default user permissions for the *eProfile* and the *eComponents*. The default permissions can be modified on a user-by-user basis through the Administration pages of the *eProfile*. In addition, *Subscription* and *Password* settings are maintained here. *See eProfile tab Parameters* on page 76*.*

ePayment: Under the ePayment tab are the configuration parameters for configuring online payment options, *Credit/Debit* cards and *Automated Clearing House* (**ACH**). *See ePayment - Setting the Web Parameters* on page 220*.*

Self Reported Tax: The Self Reported Tax tab contains the parameters and options for configuring the Self Reported Tax module. *See Web Site Manager - Self Reported Tax tab* on page 95*.*

eInspection: The eInspection tab is used to configure options for the online inspection module. *See Web Site Manager - eInspection tab* on page 99*.*

Report: Select the *Report* tab to define the database connection parameters for *Crystal Reports*. *See Web Site Manager - Report Tab* on page 100*.*

Others: *Miscellaneous Billing* payments are configured under the *Others* tab.

Configuring the eGovern – Public Self Service Portal

Defaults and Connection Parameters

When users arrive at the home page and access the *ePortal*, or perform a log-in to access the *eProfile*, a default starting point is used from the setup. This default refers to a department. The default and other settings are part of a series of steps needed to define the *eComponent* site. The principal steps are as follows:

Creating the Web Skin

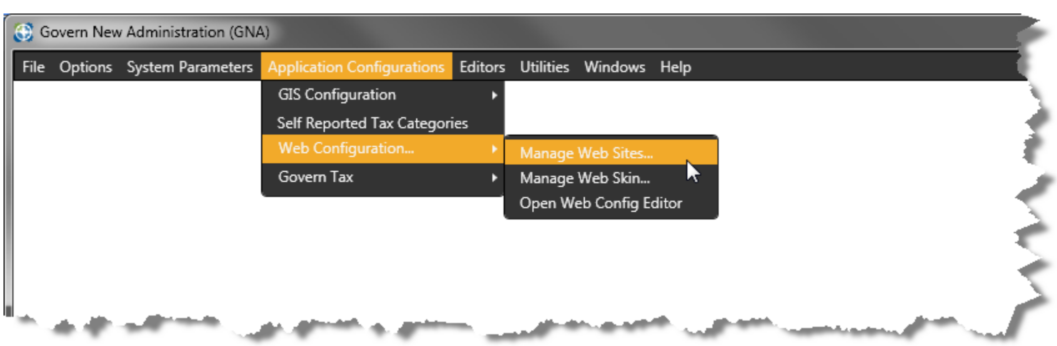
The *Web Skins* forms is used to define the look and feel of your Web site. After this step, you can then configure the menus. *To create your web skin, refer to Create a WebSkin* on page 129 *of this guide.*

Web site Editor - General tab

eComponent configuration parameters are located in the *Websites Manager* form in the *Govern New Administration* (**GNA**) *Release 5.1*. See *Web Site Manager* on page 64 for a description of the parameters. Follow the steps below to access the editor and configure the required parameters.

To access the editor...

1. Click *Application Configurations* > *Web Configuration...* > **Manage Web sites...**



2. Click **New** to create a new Web site, or select an existing site from the the list on the left hand pane..

Note: When you click on **New**, the button changes to Cancel ; this will allow you to cancel the creation of the current record. The Cancel button is present until the new record is saved.

3. Enter a name for the Web site.

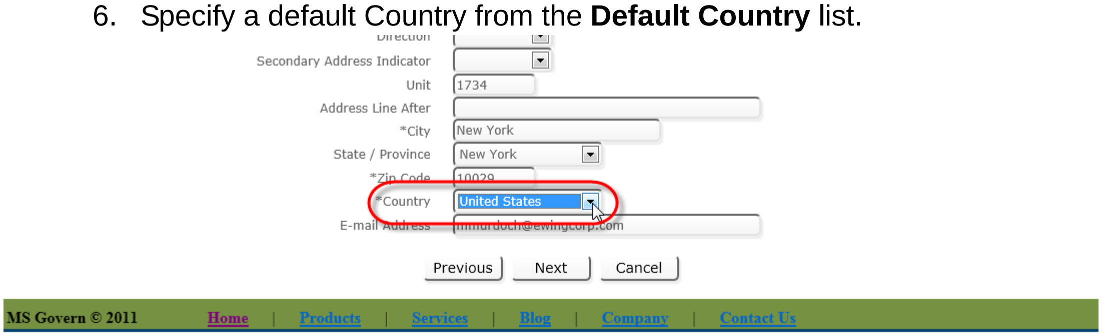
4. Specify a *Webskin* from the list; *refer to the Govern New Administration* (**GNA**) *release 5.1 guide for instructions on creating a Webskin.*

Setup Web site Default Parameters

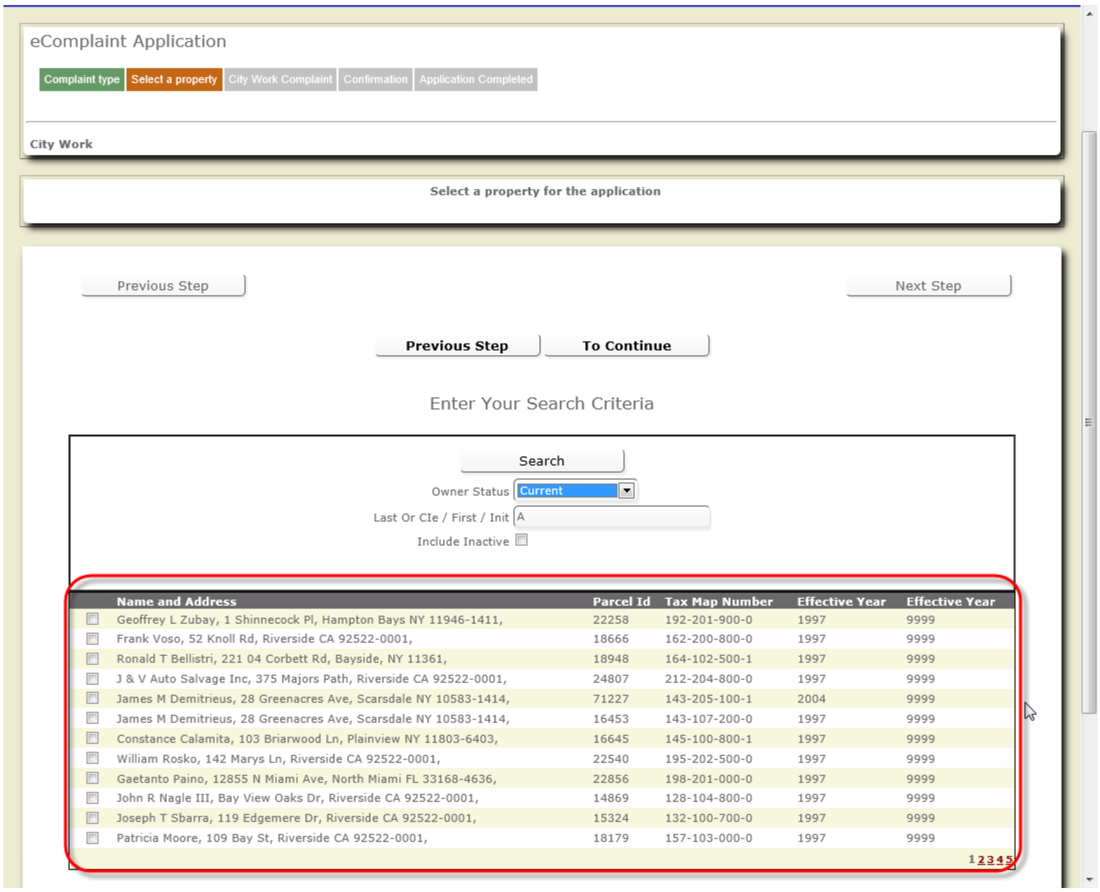
To specify a default department...

5. Select the default department for the Web site from the **Web Site Linked to Department** drop down menu.

6. Specify a default Country from the **Default Country** list.



7. Enter a numerical value for the Maximum number of Rows that are displayed in a grid; try to keep the number low to avoid excessive scrolling on the users side, as in the image below.



Email Communications - SMTP Setup

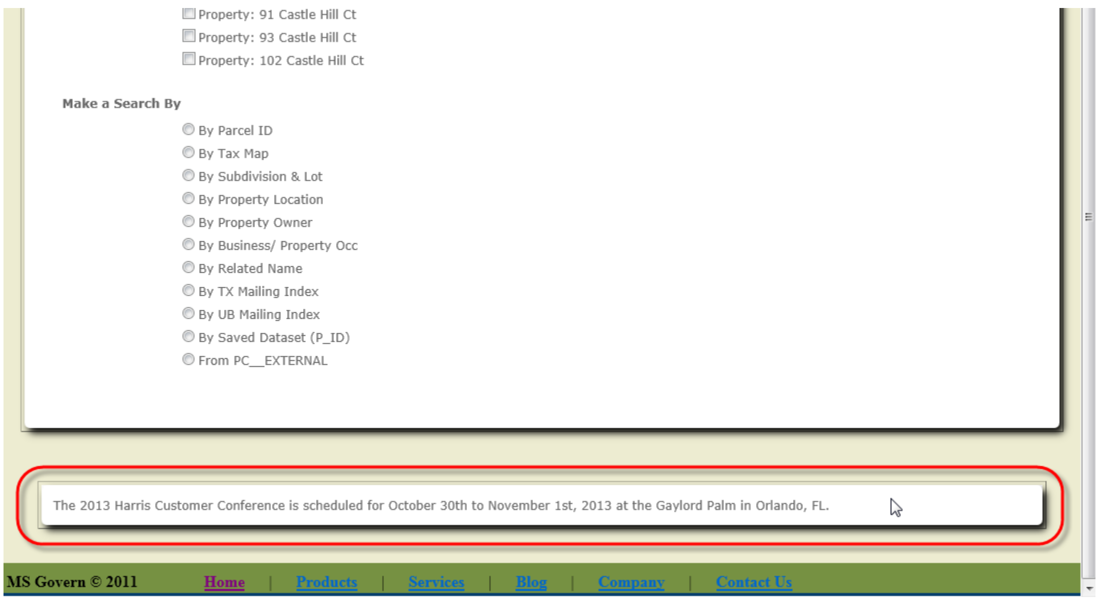
The *Mail* group is used to configure email services for the *eGovern – Public Self Service Portal*. This can be an address that website errors would be directed to.

1. In the *Administrator Mail* parameter enter the e-mail address of the administrator that has been designated to receive error messages.
2. The *System Mail* parameter is the address that will be used for the from field in the email message. These are system messages that will not require replies, e.g. confirmation of user payments.
3. Enter the host name of your *SMTP* server in the *SMTP Host* parameter. *Example: mailhost.domain_name.com, or smtp.sparta.com*.

4. Specify the *SMTP Port*; the typical port is 25.
5. In the *SMTP User* field enter the username used to access the *SMTP* account.
6. In the *SMTP Password* field enter the password used to access the account. Text entered into this field will appear “cloaked”, i.e. typed letters will appear as asterisks “ ****** ” to hide the typed letters.

The Web site Footer information

Web site footer information can be specified in the Web site Footer group. As a footer, this information will be displayed on each eComponent page. This section can contain additional branding information, copyrights, last update information, etc. (**A**) You can specify a URL for a page that will be used to populate the frame. Additional text for the frame can be entered in the *Frame Text* field.



General tab - Website Footer group parameters

Refer to *General tab - Website Footer group* *on page 70* for details about the *Website Footer* group parameters.

To specify Website Footer information...

1. Under the *General* tab of the *Web sites* editor, look for the **Web site Footer** group.

2. Click to select the **Display Footer** option.
3. If you have a specific page location for the footer, enter the URL.
4. Enter any additional text that is to be included in the *Frame Text* field.

Note: Text can be formatted with HTML tags to enhance presentation of the text, i.e. size and font.

Note: Refer to *Web Site Manager - eProfile tab* on page 76 for details of the *eProfile tab* parameters.

Defining the Web site Menus

The *eProfile Web Menu Setup* form is used to customize the *eProfile* and *eComponents* menu options. As menu selections are created, they are associated with a *Web* page, a report, or with a *Search Style* created through one of the *Dynamic Search* editors.

Tip: Before you begin, plan your menu setup. Create all your top level menus first. You will need to refer to them when you create your second level items, then the third, fourth and perhaps fifth level items, if applicable.

To access the *Web site Menu* form...

1. In the *Govern NetAdmin* (**GNA**) main screen, select Setup > *Web Configuration*... > **Manage Web sites...**
2. Click to select a *Web site* from the available **Web sites** column (left hand side of the Web sites form).
3. Click **Menu Setup** in the upper right hand side of the form.
4. In the *Web site Menu* editor, you can create your menu structure, or if already created, view the menu that is associated with the selected Web site.

Web Site Menu Command Buttons

See Web Site Menu Command Buttons on page 50 for a description of the Web site Menu command buttons.

Web site Menu Parameters

See Web Site Menu Parameters on page 50 for a description of the Web site Menu parameters.

Creating a Web site menu

Creation of eComponent menus is found in *Defining the Web site Menus* on page 35*. Refer to eComponent Item Kinds* on page 278 *for a description of the eComponents.*

Prior to setting up menus, it is key to have an understanding of the Security structure, and what the requirements of each menu setting will be. The security levels are as follows:

- **Internet Subscriber** - When selected, the security level is set to that of a subscriber.
- **Internet with Profile** - This menu selection will be accessible by internet users with a saved profile, i.e. only internet users with a profile will be able to see this menu.
- **Internet without Profile** - This menu selection will be accessible by internet users with no saved profile, i.e. all internet users will be able to see this menu.
- **Intranet Admin** - Set this security level to make this menu accessible to Administrators within the organization.
- **Intranet User** - This is the Security level for a user within the organization.

Note: Menus will be filtered based upon security settings. This feature allows you to customize a specific menu for each of the above user access levels. For example, when a set of menu's are created with security set for Internet Subscribers, those menus will only be displayed to internet subscribers.

The following menu structure is one example of a layout for a Web site that is to be accessed by users with an internet profile, and users without an internet profile. Those without a profile would be casual users, i.e. citizens that come into the municipal office to search for property information, pay bills. No log in is required for users without a profile.

The design of the menu structure is as follows:

- **Home**

- **Property Based Information**
- **Online Services**
  - *Property Information*
  - *Payment Online*
  - *Misc Payment*
  - *Apply for a Permit*
  - *eRenewal*
  - *eRemittance*
  - *Request for Information*
  - *File a Complaint*
  - *Anonymous Complaint*
- **Your Profile**
  - *Manage Your Properties*
  - *Manage Your UB Accounts*
  - *Upadate Your Profile*
- **MS Govern**
- **Sign Out**

Menu Design Grid

With a layout of the menu structure decided upon, the next step would be to create a grid that would assist in the assigning of the required security settings. An example would be the following:

MENU	SUB-MENU	SECURITY				
		Intranet Subscriber	Intranet w/ Profile	Internet w/o Profile	Intranet Admin	Intranet User
Home		+	+	+	+	+
Property Based Info.				+		
Online Services			+	+	+	+
	Property Information	+	+		+	+
	Payment Online	+	+	+	+	+
	Misc. Payment	+	+		+	

MENU	SUB-MENU	SECURITY				
		Intranet Subscriber	**Intranet w/ Profile**	**Internet w/o Profile**	**Intranet Admin**	**Intranet User**
	Apply for a Permit	+	+		+	+
	eRenewal	+	+		+	
	eRemittance	+	+		+	+
	Request for Info.	+	+		+	
	File a Complaint	+	+	+	+	+
	Anonymous Complaint	+	+	+	+	
Your Profile			+		+	
	Manage Your Properties		+		+	+
	Manage Your UB Accounts	+	+		+	+
	Update Your Profile	+	+		+	+
MS Govern		+	+	+	+	+
Sign Out		+	+		+	

The "**+**" is an indication that the menu will be visible for the required user setting. For example, the *Online Services* menu will be visible for *Internet with Profile*, *Internet without Profile*, *Intranet Admin*, and *Intranet Users*. Whereas the *Online Services* and the *Payment Online* menu will be made available to all security levels.

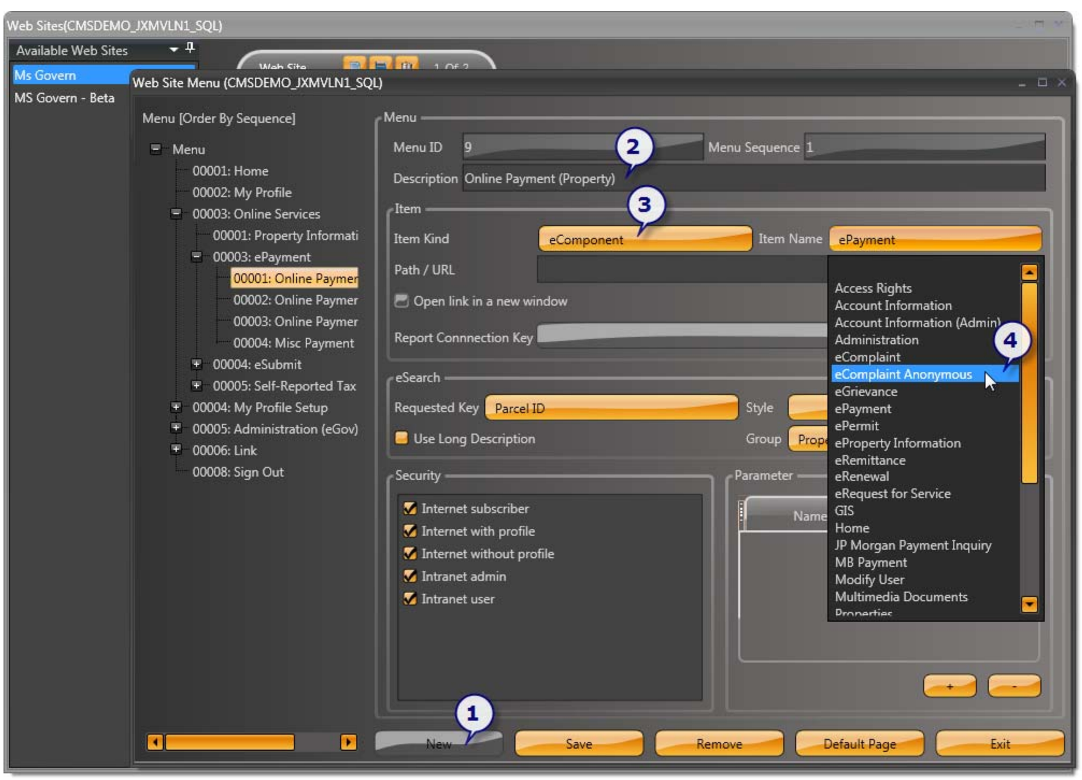
Anonymous eComplaints

The advantage of the *eComplaints (Anonymous)* is that the user that is lodging a complaint is able to do so without an *eProfile.* Without a profile there is no indication of user identity. When the user is logged in with an eProfile, the NA_ID is not attached to the eComplaint, thereby again allowing the user to lodge the complaint anonymously.

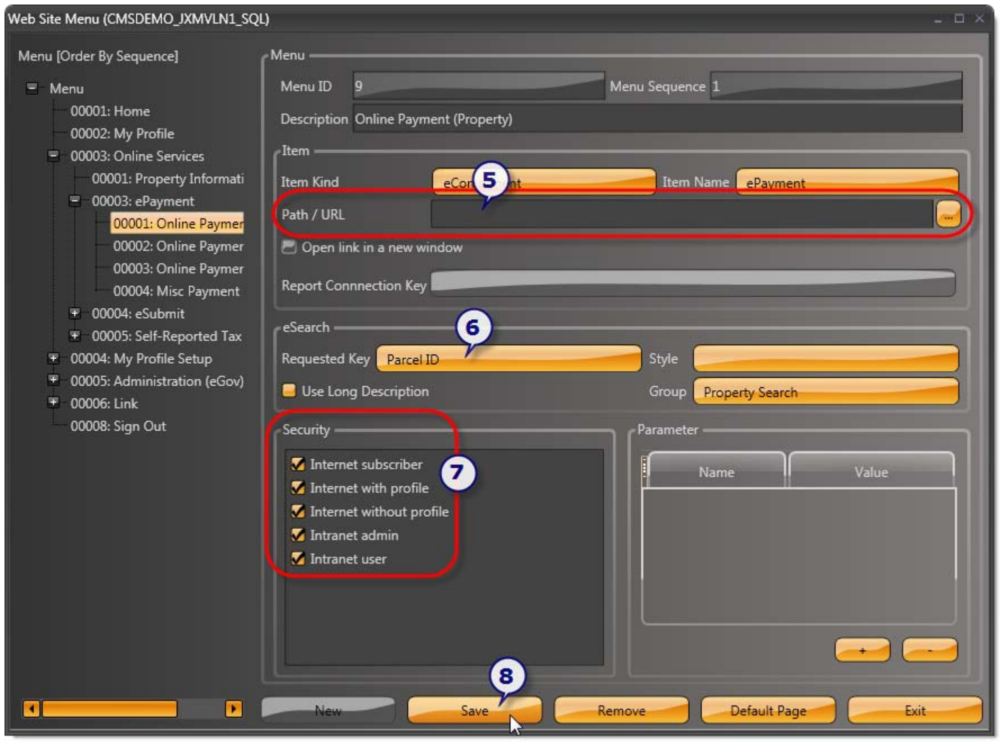
Configuring the Anonymous eComplaint Menu

To create the *Anonymous eComplaint* menu...

1. In the *Web sites Menu* form, click **New** (**1**) at the bottom of the form.
2. Enter **Anonymous Complaint** (**2**) for the name of the *Menu*.
3. In the item group, specify the *Item Kind* as **eComponent** (**3**). *Refer to eComponent Item Kinds* on page 278 *for a description of the eComponents.*
4. For *Item Name* select **eComplaint Anonymous** (**4**).



5. No entry is required for the *Path / URL* field (**5**).



6. In the *Dynamic Search* group, the required key is the Parcel ID; click to select **Parcel ID** (**6**) from the *Requested Key* parameter.
7. For this example, under the *Security* group (**7**), the security requirement for this menu is as follows: **Internet Subscriber**, **Internet with Profile**, **Internet without Profile**, and **Intranet Admin**.

Note: Security settings are based upon user requirements

8. Save the menu; click **Save** (**8**).

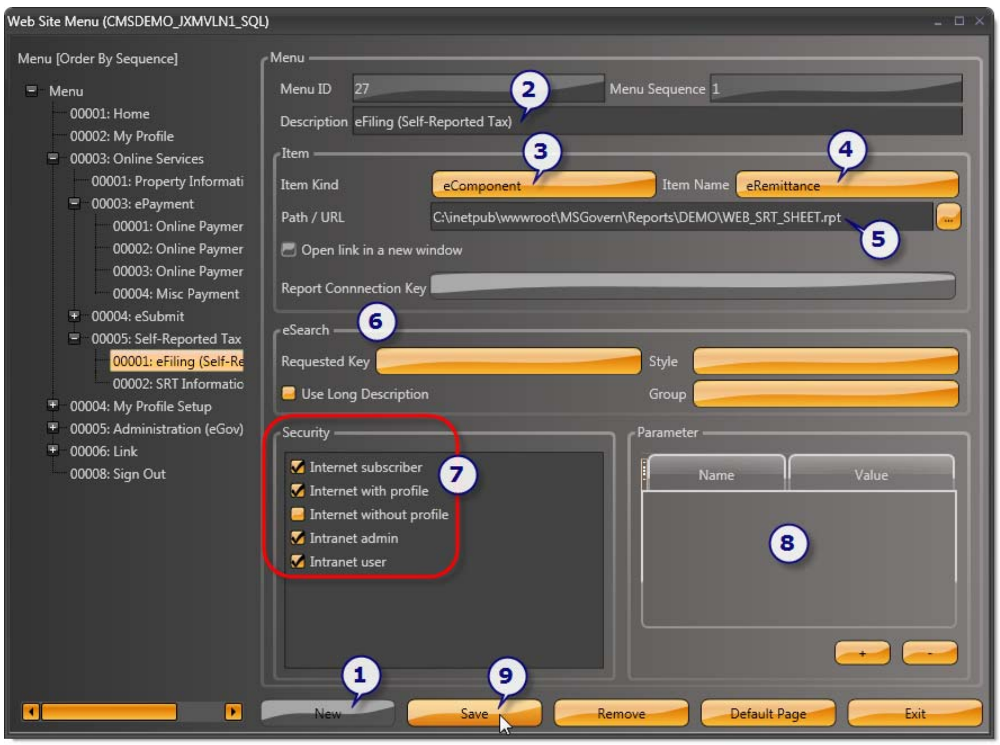
Limitations of the eComplaints (Anonymous)

Note: There are limitations to the eComplaint Anonymous; although the process of charging fees to lodge a complaint is not common, for the eComplaint Anonymous, there should be no fees generated for the process as there is no profile to charge the fee to.

Configuring a Menu for the eRemittance

The eRemittance component is a customized *Self Reported Tax* (**SRT**) report submission form. A customized Crystal Report will be required if the user is to be provided with a printable summary of their entry.

To create the menu that will be used to access the *eRemittance* form...



1. In the *Web site Menu* form, click **New** (**1**) at the bottom of the form.
2. Enter **eRemittance** (**2**) for the name of the *Menu*.
3. In the item group, specify the *Item Kind* as **eComponent** (**3**). *Refer to eComponent Item Kinds* on page 278 *for a description of the eComponents.*
4. For *Item Name* select **eRemittance** (**4**).
5. In the *Path / URL* field enter the path to the *Self Reported Tax* (**SRT**) *Crystal Report* that will be used to display the summary information; this is an optional field.

6. As the information that is being entered is for the holder of the profile; i.e. the system will locate any accounts that are linked to the profile, no parameters are required for the *Dynamic Search* group (**6**).
7. For this example menu, under the *Security* group (**7**), security requirements are as follows: **Internet Subscriber**, **Internet with Profile, Intranet Admin**, and **Intranet user**.
8. Unless a specific parameter like a YearID is needed for the report, i.e. to filter the report according to a year, no entry is required.
9. Click **Save** to save the menu.

When the menu is configured as above, a user selection will display the designed web form for completion. *See eRemittance* on page 241 *for details about creating a form with the Self Reported Tax Editor in the Govern NetAdmin (**GNA**).*

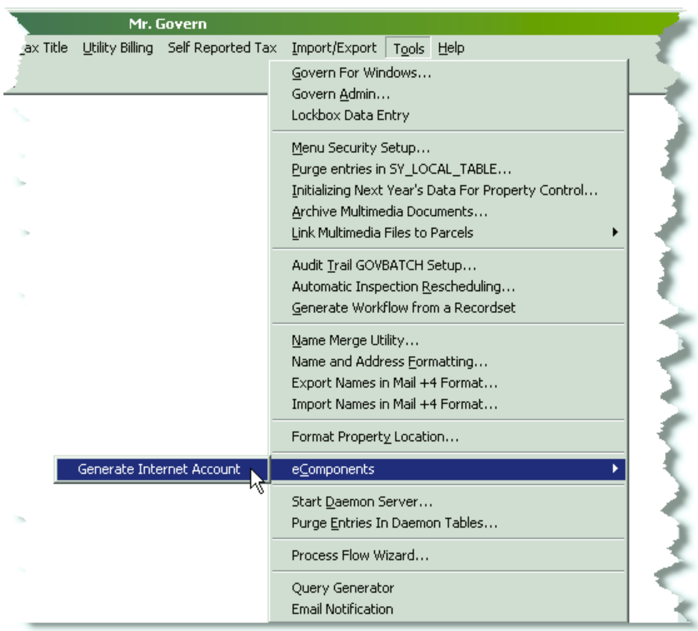
Creating User Accounts

With required permissions, users can create their own eProfile account IDs and passwords, as described in *Web Interface* on page 142.

Alternatively, you can generate an account ID and password for all individuals and companies in your database through the Generate Internet Accounts batch process.

To access this process from *GovBatch*...

1. Select *Tools* > *eComponents* > **Generate Internet Accounts**.



This process generates an account ID and password for all the individuals and companies listed in NA_NAMES.

Note: The first time you run the process, it takes a long time to complete, as information is generated for every record in the table.

The password is stored in the INTERNET_PWD_U field. This password is not encrypted. It is used only the first time the user logs in to the eProfile.

Note: The user needs access to the Change Password page. Ensure that the **Allow Password Modification** option is selected undet the *eProfile* tab of the *Web sites* form in the *Govern NetAdmin* (**GNA**). See *eProfile tab Parameters* on page 76*, for details.*

The organization can generate a report with the newly created account IDs and passwords.

Rules for Batch Generated Usernames and Passwords

When the Batch process is used to generate usernames and password, there are rules that are adhered to in the generation process.

Username Generation Rules

Rules to generate the username for Stephen Jones...

1. In the NA_NAMES table, the first character of the FIRST_NAME, and all characters of the LAST_NAME are used to obtain a string: e.g. SKING.
2. Any spaces, leading, trailing and in between are removed; for our example there are none.
3. If there are any special characters from the following list of hardcoded characters, they are removed:

Special Characters: **~ ! # $ % ^ & * ( ) _ + [ ] { } | \ ' ; : " " < > / ? . ,**

Character	Name
~	Tilde
!	Exclamation mark
#	Pound sign (Number sign)
$	Dollar sign

Character	Name
%	Percent sign
^	Caret
&	Ampersand
*	Asterisk
(	Open bracket
)	Close bracket
_	Underscore
+	Plus
[	Left square bracket
]	Right square bracket
{	Left brace bracket (Left curly bracket)
}	Right brace bracket (Right curly bracket)
|	Vertical line
\	Backward slash
'	Apostrophe
;	Semicolon
:	Colon
"	Left double quote
"	Right double quote
<	Less than sign
>	Greater than sign
/	Forward slash ()
?	Question mark
.	Period

Character	Name
,	Comma

4. After Step 1 to 3, the first 10 characters of the resulting string are used. If the resulting string is less than 10 characters, the last character of the string is repeated to pad the string up to 10 characters. For example if the name resulting after the above 3 steps is **SJONES**, the **S** character will be repeated to give the following: **SJONESSSSS**.
5. In instances, there may be more than one user with the same generated string after Step 4. In such an instance, the first duplicate will be appended with three (3) digits starting with 001, e.g. SJONESSSSS001, SJONESSSSS002, SJONESSSSS003, etc.
6. When the final username string has been determined, a randomly generated password is generated.

The password generated will follow the rules set by the *Security Level* that in *Govern NetAdmin* (**GNA**). *See Password group* on page 79 *for details*.

MSGovern

Govern Web Configuration Tools

Overview

The *Web Configuration* tool allows you to modify the look and feel of the eProfile and eComponent Web sites.

A feature of the *Govern New Administration* (**GNA**) is its ability to manage multiple web sites within the same database, i.e. you are able to manage multiple sites and their respective files within the same database. For example, a municipality may require two (2) web sites, one for the city, the other for the county.

> **Note:** Versions 3.2 and earlier of the *.NET Toolkit* were only able to manage one web site per database; the site would have to be used for both the city and the county.

Accessing Govern for .NET Web Config. Tools

To access the *Web Configuration* tool in *GNA*:

1. Click *Setup* > *Web Configuration* > "**Any of the Web Configuration tools below**".

Web Site Manager (Manage Web Sites...)

After you set up your WebSkins, you can use the *Web Site Manager*, to assign WebSkins to the eProfile and the eComponents associated with the Web site. Each application can be assigned a different skin to provide a different look and feel or you can assign the same skin to all components. *See Web Site Manager on page 64 for details.*

WebSkin Manager (Manage Web Skin...)

The *WebSkin Manager* can create customized *WebSkins* to define the look and feel of the eProfile and eComponents. This has tools for defining general layout, title, and sections of a Web page like the head, left and right margins, and the body. These sections are defined as a skin, assigned a name and ID, and applied to the eProfile or eComponent with the *Web Site Manager*. With the WebSkin Manager, since all your styles and formatting are centrally located, it is easy to preview your site and make modifications. *See Creating a Web site on page 129 for details.*

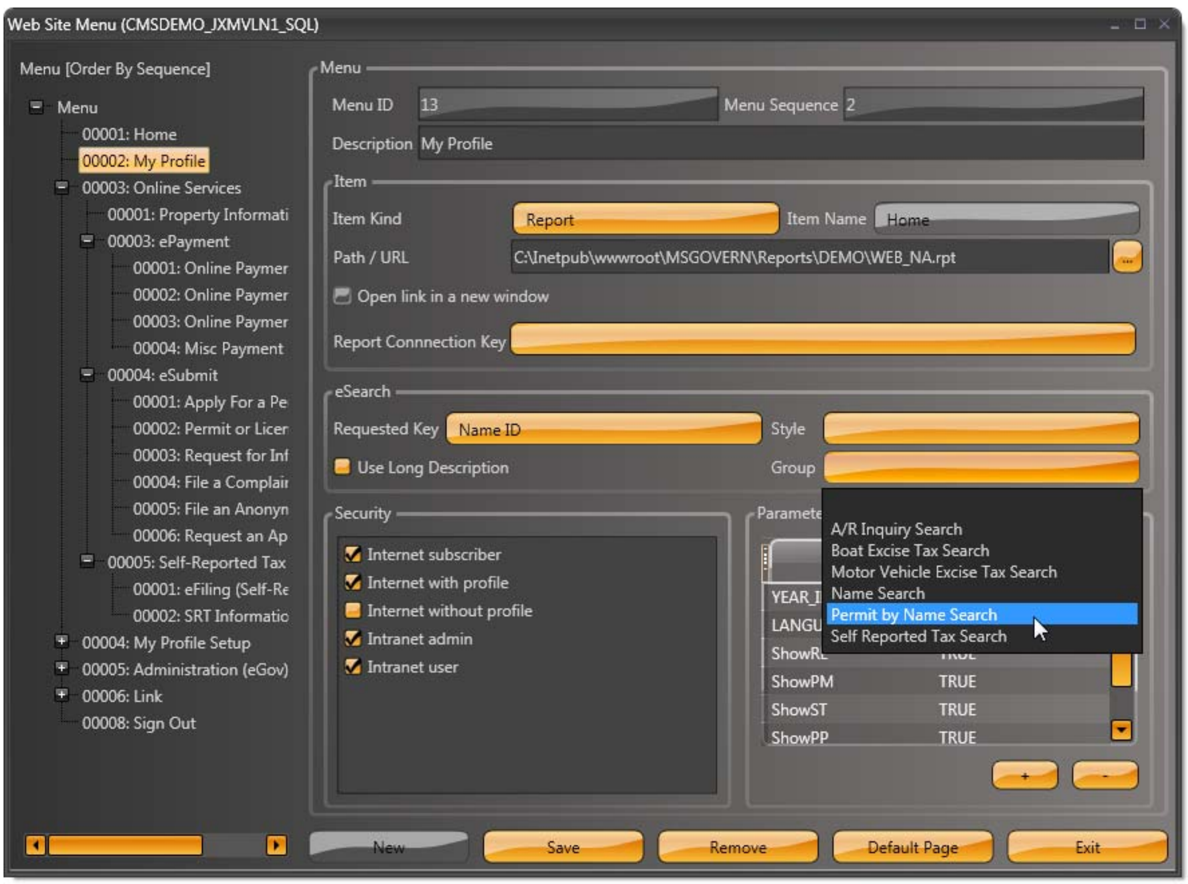
Web Config File Editor (Manage Web Configuration...)

Web Configuration editor is used to define and manage configuration parameters of Govern's eComponents.. *See Web Configuration File Editor on page 102 for details.*

Configuring Website Menus

Overview

The *Web Sites* and *Web Skins* forms are used to create the “shell” that will be your *Web site*; after defining the look and feel, you can then configure the menus. Menu options can be associated with a Web page, a report or with a Search Style. *See Accessing Dynamic Search Configuration Tools* on page 255. The *Web Site Menu* form is used to create and configure your menus.



Tip: Before beginning, plan your menu setup. Create all your top level menus first. You need to refer to them when you create your second level items, then the third, fourth and fifth level items, if applicable. In addition indicate the *Item Types* that will be assigned to each menu item. *See Item Kind* on page 51 *for details about Item Kinds.*

Web Site Menu Command Buttons

New: To create a new menu item, click **New**.

Save: Click **Save** to save the record containing the menuitems. The *Menu Name*, *Short Description* and *Long Description* are saved.

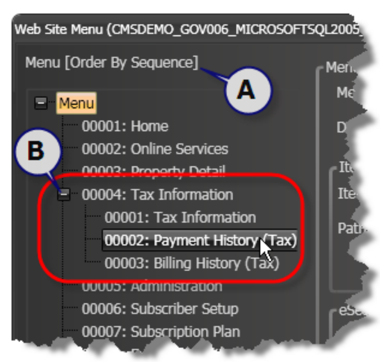
Delete: Select the menuitem from the list and click **Delete** to remove it from the form and from the database.

Default Page: Click *Default Page* to display the *Default Menu Setup* form. This form is used to setup the default page that will be displayed to a user based upon their *Access Level* setting. In the *Default Menu Setup* form you can click on the drop down menu to select a page that is available for the security level.

Exit: Click **Exit** to close the form and return to the **Web Sites** form.

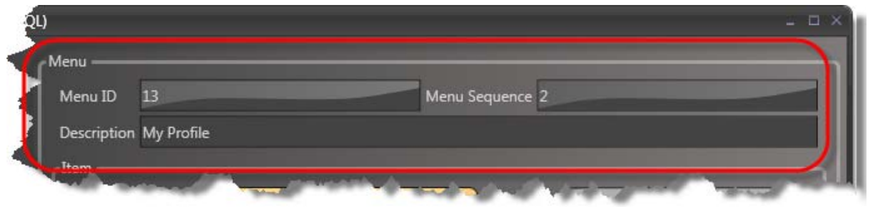
Web Site Menu Parameters

Menu [Order By Sequence] column



This column (**A**) will display a list of new and existing menuitems; each menuitem is preceded by its sequence number. Sub-menu items are displayed in a hierarchical manner, when available they can be accessed with a click on the “**+**” to expand, or the “**-**” to collapse them (**B**).

Menu group



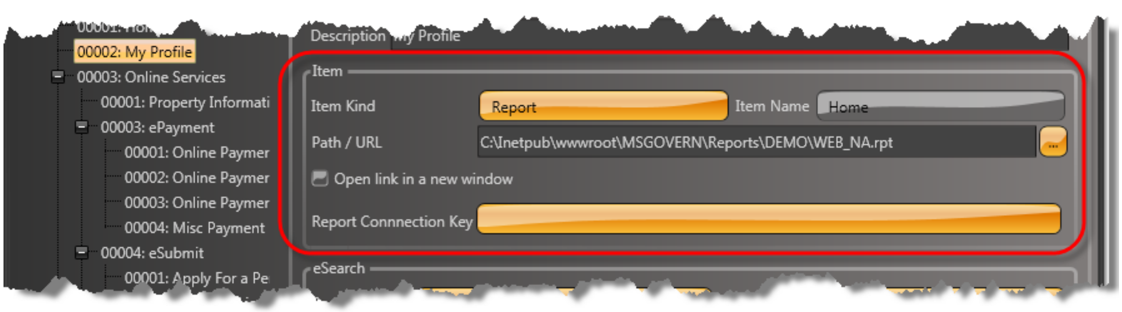
Menu ID: This is a system generated number; this number cannot be changed by the user.

Menu Sequence: Select the top level menu, or any submenu items. Enter a number for the order that you want the item listed on the menu. Enter 1 if you want the item to appear at the top of the menu. Enter 2 if you want it to appear second from the top, and so on.

Description: Enter the name for the *menu item*; this is the name that is displayed on the *menustrip*.

Note: If a description is not entered in the parameter, the MenuID number will be used.

Item group



Item Kind: Here you specify the kind of link that the menu item is; the options are as follows:

- **eComponent**: to call an *eComponent* item, from the menu option. You need to select the eComponent item, from the *Item Name* drop-down list.

eComponent Item Kinds

When the option for eComponent is selected in the *Item Kind* parameter, various options are available for selection under *Item Name*:

Refer to eComponent Item Kinds on page 278 in the Appendix for details about the eComponents.

- **External Component**: to call an external component; If you select External Component, you need to enter the full path in the URL parameter.
- **Menu**: The *Menu* item kind is used for menu selections that will contain sub menus. For example, if we wanted an online menu item called **Online** to have several menu items underneath it, it would be of *Item Kind* **Menu**.

Note: When the Item Kind is set to Menu, the **New** command button is accessible indicating that sub items can be created.

- **Report**: to generate a report, from the menu item. If you select *Report*, you need to enter the full path to the report in the *Path / URL* parameter. For example, if we want to offer a menu selection that will provide Property Information, we could use a Crystal report that will query the database and display property information.
- **URL**: The *Universal Resource Locator* or (**URL**) is used to open a *Web site* in the current window or in a new window.

Item Name: The *Item Name* dropdown list appears only when the *eComponent* option is selected in the *Item Kind* parameter. Select the Web page that will be called from the menu item. For example, you can create a menu option called *User Access Rights* that will call the *Modify User* page.

Note: When the *eComponent* option is selected in *Item Kind*, this drop down menu is activated.

Path / URL: When a selected *Item Kind* requires a URL to be provided, enter the path in the *Path/URL* parameter. Entries are made using standard HTML syntax. Only the **Menu** *Item Kind* disables this parameter; all others will leave it active.

Open Link in a New Window: When this option is selected, the page that the link leads to will appear in a new instance of the browser window. When this option is not selected, all links will be presented in the current window of the Web browser.

Report Connection Key: In the *Report Connection Key* parameter, select the connection key that will be used to access the database that contains the report.

Dynamic Search group

The Dynamic Search group is used to specify the parameters that will be required for web searches. These include, the search key, the style, and the group.

Note: You have the option of assigning either a *Search Style,* or *Search Group* to a menu item, not both.

Requested Key: Select the key to be retrieved by the item, options are as follows:

- **Account Receivable ID**
- **Name ID**
- **Parcel ID**
- **Permit ID**
- **Utility Billing ID**

Note: If you are associating the menu item with a search, in the next step, select the same Reference ID that you selected for the Key to Retrieve field on the Search Style Management form. Otherwise, if different IDs are selected, the one entered on the Search Style Management form overrides the one selected in this field.

If the menu item is used in a search, select either the *Search Style*, from the *Style* drop-down list or the *Group*, from the *Group* drop-down list.

Style: The items that appear in the drop-down menu are filtered by the selection that is made under the *Requested Key* parameter

Group: Items that appear in the drop down menu are determined by the option selected in the *Requested Key* parameter.

Use Long Description: Select this option display the *Dynamic Search* with the description entered in the *Long Description* field of the *Dynamic Search Object/Style/Group*.

Security group

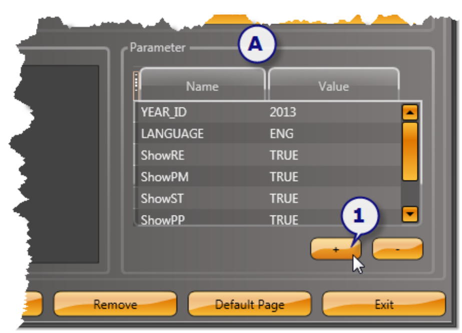
This feature allows you to specify the level of security that will be applied to the menu.

- **Internet Subscriber** - When selected, the security level is set to that of a subscriber.
- **Internet with Profile** - This menu selection will be accessible by internet users with a saved profile, i.e. only internet users with a profile will be able to see this menu.
- **Internet without Profile** - This menu selection will be accessible by internet users with no saved profile, i.e. all internet users will be able to see this menu.
- **Intranet Admin** - Set this security level to make this menu accessible to Administrators within the organization.
- **Intranet User** - This is the Security level for a user within the organization.

Note: Menus will be filtered based upon security settings. This feature allows you to customize a specific menu for each of the above user access levels. For example, when a set of menu's are created with security set for Internet Subscribers, those menus will only be displayed to internet subscribers.

Parameter group

When the *Item Kind* option of **eComponent** or **Report** is selected, the *Parameter* group (**A**) is activated. This parameter is used for passing on additional parameters that cannot, or should not be specified by the user of the web portal.



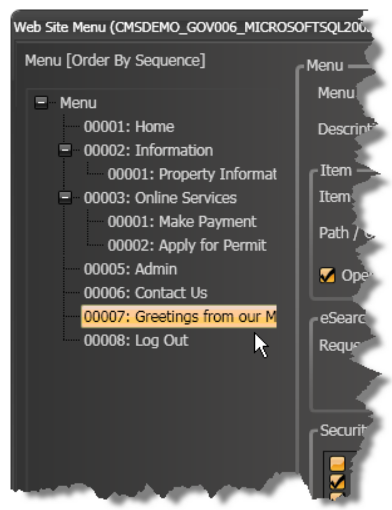
For example, you can specify a menu option to print a report displaying values for the last three (3) fiscal years. Since the online user cannot specify the years for the report, they can be passed to the report through the parameters group when the report is requested. Click "+" and "-" to add or remove parameters (**1**).

Creating Menu's

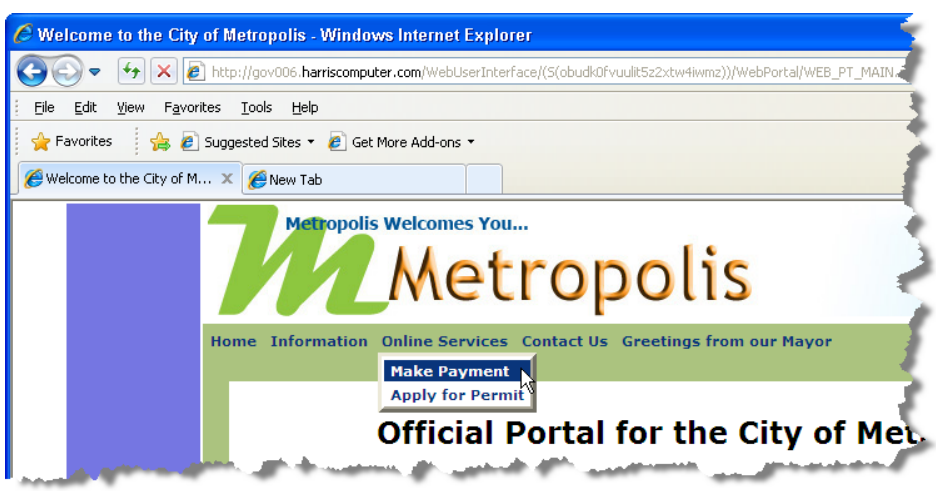
The Menu item is the top level of your menu hierarchy, it represents your menu. All items that appear underneath it are represented as they appear on the Web site.

For example if we look at the following menu structure as it is set up in the Web site menu editor. We see a menu that will display as follows:

- **Menu**
  - Home
  - Information
    - *Property Information*
  - Online Services
    - *Make Payment*
    - *Apply for Permit*
  - Admin
  - Contact Us
  - Greetings from our Mayor
  - Log Out



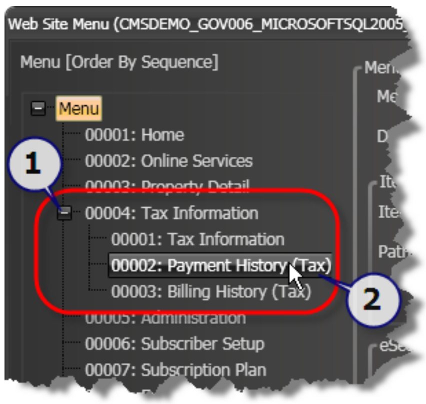
Sub menu items are clearly indented indicating the structure that they will take when they are presented on the site as seen below. You will note that some of the menu items do not appear, this is due to the security settings that are set for the menu. *See Security group* on page 54



for details about security settings.

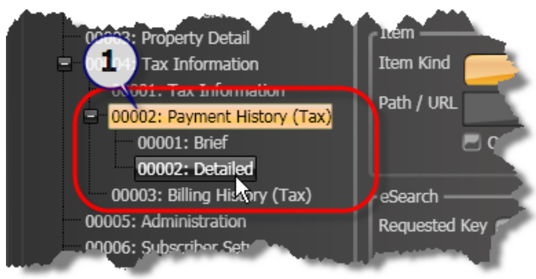
Adding Menu Levels

Click the menu (**1**) or submenu (**2**) item that you want the new menu item to appear under:



For example, in the above menu structure, to create a new submenu item that will appear under **Payment History**...

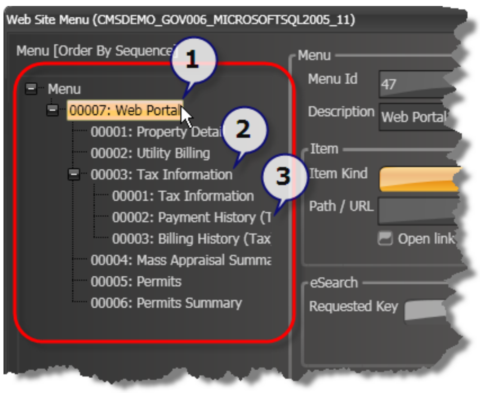
1. Click to select *Payment History* (**1**); click **New** at the bottom of the form.

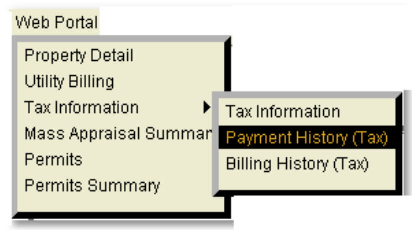


2. Enter a name in the **Description** parameter.
3. Complete the parameters; click **Save**.

The new submenu will appear under *Payment History*.

Note: For example, in the following screen shot Web Portal is a Top Level menu item (**1**), *Tax Information* is a submenu item (**2**) and *Payment History (Tax)* is a submenu (**3**) item of *Tax Informations*:





Parent: Select the menu item used to access the current item or report.

Note: For example, in the following screen shot, the ePermit solution, *Apply for a Permit* is accessed from the *Online Services* menu option.

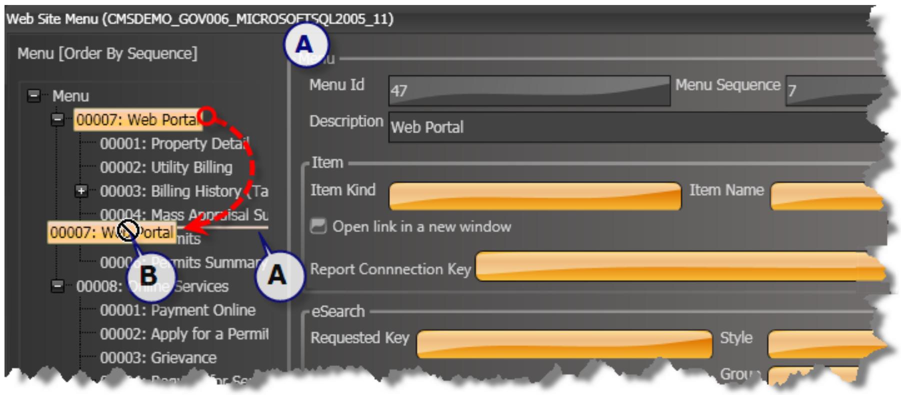
Modifying Menu Levels

Menu levels are modified using a drag and drop action. A single menu or menu with full submenu structure can be moved or copied.

To modify a menu or submenu level...

1. Click and drag a menu that you want to reposition.

2. Note the insertion line (**A**) indicating the possible positions that the menu item can be placed.



Note: If you see a circle with a diagonal slash through it (**B**), this is an indication that the menu item cannot be placed at this level.

The interface for creating menu items will only allow you to create the permitted subitems. For example, only a menu item of *Item Kind* **Menu** will allow the creation, or repositioning of items underneath it.

Tip: When creating your menus, ensure that the security options in the *Security* group are set. Initially you can select all options, until you review the Web site and determine who will have access.

Copying Menu Levels

A menu with submenus can be copied using the same drag and drop action that is used for modifying the level, except hold down the **Ctrl** key during the action (**A**). Only release the **Ctrl** key after you have released your mouse.

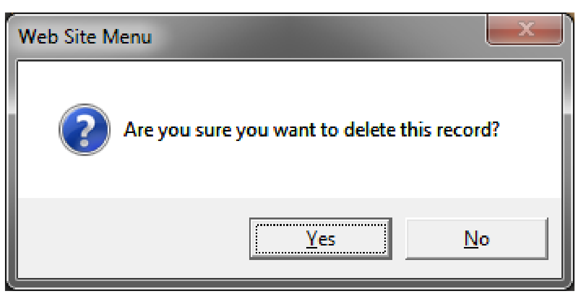
3. Note the insertion line (**B**) indicating the possible positions that the menu item can be placed.

Note: When a menu is being copied, a plus "+" symbol appears with the cursor until the **Ctrl** key is released.. Always take note of the insertion line indicating where the menu will be inserted.

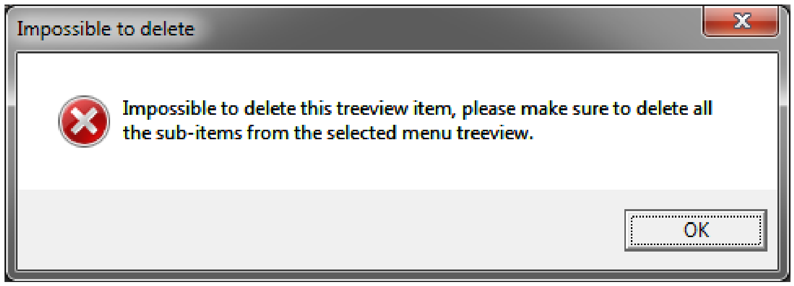
Deleting Menu Levels

To delete a menu or submenu item...

1. Select the menu or submenu item from the treeview area.
2. Click **Delete**



3. At the confirmation screen, click **Yes**, to confirm, or **No**, to cancel. If your menu contains sub menuitems, you may see the following screen.

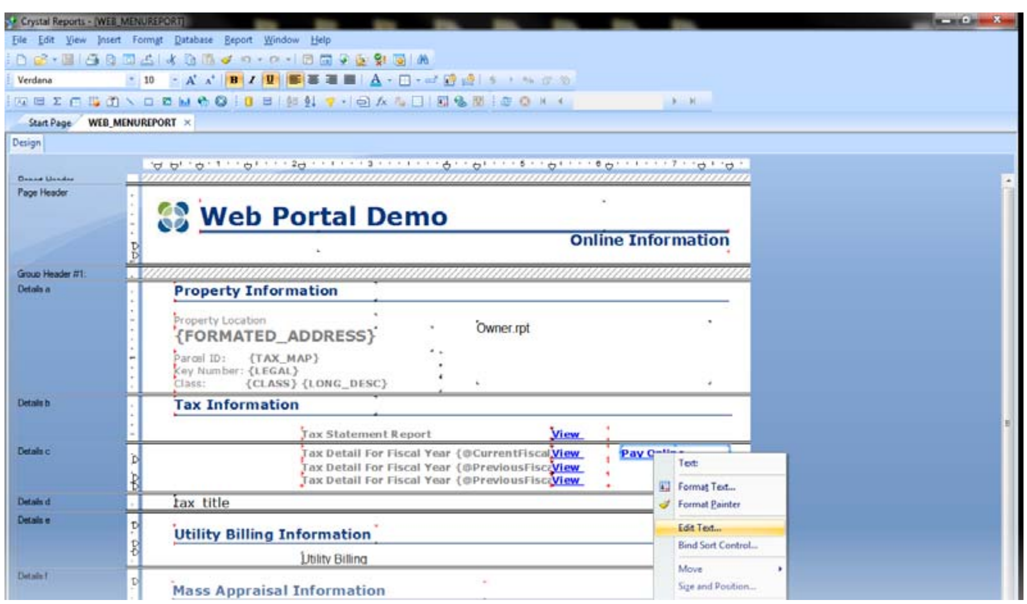


Note: The system will not allow you to delete a menu that has submenu items. Submenu items must be deleted before you can delete the root menu.

WARNING: Care should be taken when deleting menus; there is **No Undo** for this action.

Crystal Reports in the eComponents

As Administrators, you have the ability to customize the *Crystal Reports* supplied with the *eComponents*. You are able to take a standard report and with a fully licensed version of *Crystal Reports*, customize it. The links that appear within the report can be modified. *Refer to Crystal Reports in the eComponents* on page 135 *for details about set up and associating with menu items* ..



Strategy for setting up menus

As indicated earlier, to create logical and relevant menus it is best to plan ahead. Take a few moments to decide on which menus will be required for your *Web site*.

Step 1 - Plan Your Menus

For a typical site, you can use the following “general” menu options. A grid like the one below can be useful for planning.

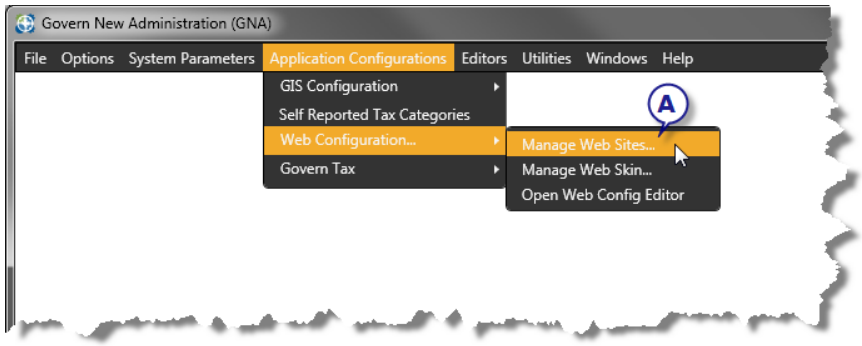
TOP LEVEL	Home	Online Services	Admin	External Application	Contact Us	Log Out
Second Level		*Make Payment*	*Subscriber Setup*			
Third Level		*Apply for Permit*	*Subscriber Plan*			
Fourth Level		*Register a Complaint*				
Fifth Level		*Property Information*				

When the menus that are required are carefully laid out, it is easy to see which *menus* and *submenus* are needed. From the above grid, it is easy to determine that six (6) top level menus are required. Submenus will also be required; four (4) for **Online Services** and two (2) for **Administration**.

Step 2 - Create the Menus

When Web site and Webskins have been created, use the *Web Site Menu* form to create the menus, and link the pages and modules.

To create menus...



1. Select *Setup* > *Web Configuration...* > **Manage Web Sites...** (**A**)
2. In the **Web Sites** form, click to select your *Web site* from the *Web Sites* column (**1**).
3. Click **Menu Setup**, to display the *Web Site Menu* form (**2**).

4. In the *Web Site Menu* form, click **New** to create a menu.
5. When created, the new menu item appears in the *Menu [Order By Sequence]* column on the left hand side; note how it is listed with its *Menu Sequence* number.
6. Enter the *Description* for the menu, this is the name that will be displayed on the menu of the *Web site*.

Follow the process described in Adding Menu levels to complete your menu structure. *See Item group* on page 51 *for details.*

eComponent Item Kinds

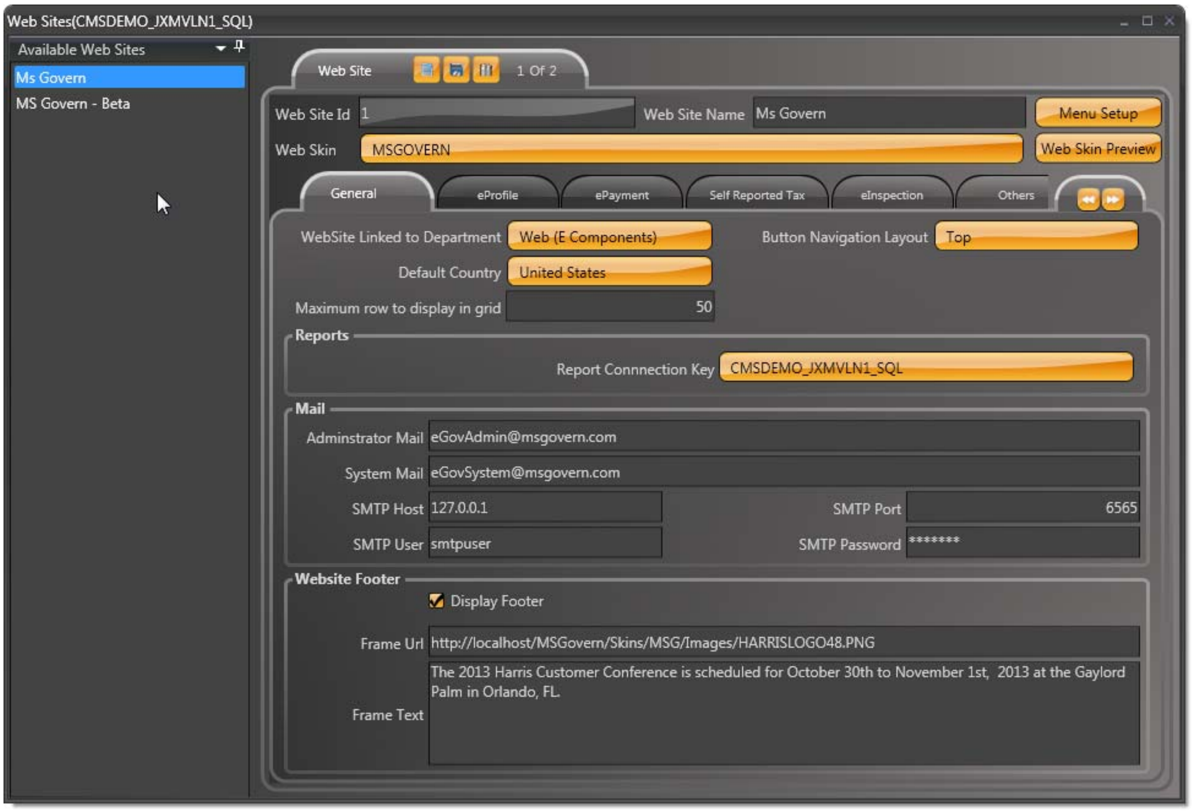
When the option for *eComponent* is selected in the *Item Kind* parameter, options are available for selection under *Item Name. Refer to the eComponent Item Kinds* on page 278 *in the Appendix for details about the eComponents that are available.*

Note: eComponents that are described as "**<CUSTOM>**" are components that have been customized for specific clients.

Web Site Manager

Overview

With the *Web Site Manager*, you can create a look and feel for each of your Web sites by assigning *WebSkins* to the eProfile and the eComponents. Each application can be assigned a different skin to provide a different look and feel.



The *Web Site Manager* interface was changed in Release 4.0 of the *Govern NetAdmin* (**GNA**). The interface follows the standard of the other *GNA* editors.

Note: The parameters described in this section are to be used for configuring release 4.0 and greater of the *eComponents*. *eComponent* applications that are prior to release 4.0 can be configured, with appropriate licensing, by the *Govern for Windows Govern Admin* application, release 10.6/10.7.

To access the *Web Site Manager*:

1. Select *Setup* > *Web Configuration...* > **Manage Web Sites...**

Web Sites Manager Command Buttons

Menu Setup: Click **Menu Setup** to open the Web Site Menu editor and create and edit your site menus. *See Configuring Website Menus on page 133 for details.*

Web Skin Preview: Click **WebSkin Preview** to display a preview of your web skin in a window.

New: Click **New** to create a new Web site.

Note: When you click on **New**, the button changes to Cancel ; this will allow you to cancel the creation of the current record. The Cancel button is present until the new record is saved.

Save: Click **Save** to save your new Web site, or any changes that have been made to an existing site.

Delete: Select an existing Web site from the *Web Sites* list on the left hand side, click **Delete** to delete the site.

Closing the Editor

To close the editor, click the *Close Window* button in the upper right hand corner of the form.

Web site Manager Parameters

Web site tab

Web Site ID: The Web Site ID contains a system generated number. This parameter is automatically incremented when a new web site is created.

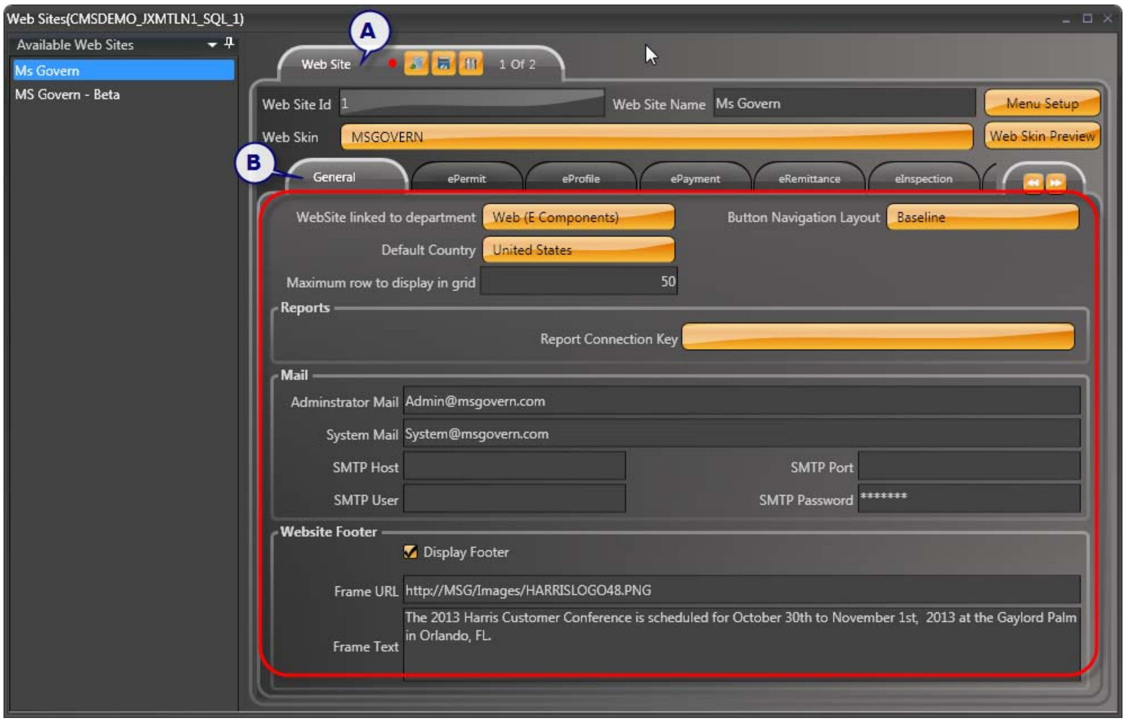
Note: Take note of the Web site ID number as it is required to be entered in the *Web Config File Editor* during the setup of the ePortal Application.

Web Site Name: Enter a name for the *Web site* in this parameter.

Web Skin: Use this parameter to select a *WebSkin* from the drop-down list of saved *WebSkins*.

Web Site Manager - General tab

The *General* tab (**A**) contains the first set of parameters used to configure your Web site.



Web Site Manager - General tab parameters (B)

WebSite Linked to Department: Select the name of the department responsible for the *eProfile* user accounts, from the drop-down menu.

Note: The same name and address privacy permissions and restrictions, set for the department in Govern, apply to the Web. Refer to the Super User guide for full details on name and address restrictions.

Navigation Button Layout

Button Navigation Layout: **NEW!** This option allows you to choose the location of the navigation buttons for the web page. The options for the feature are as follows:

- **Baseline** - Select this option to display page navigation buttons only at the bottom of the page.
- **Both** - When this option is selected, navigation buttons will be displayed at the top and the bottom of the result page. This option is recommended for pages that may display results that require the user to scroll multiple pages to view all results.
- **Top** - This option will display page navigation buttons only at the top of the result page.

Default Country: Enter the country to appear in the *Default Country* line on the *eProfile Creation* page. This selection is added to the NA_NAMES table. Users are free to change this default.

Maximum row to display in grid: Enter the maximum number of lines to appear in the grids of all the Results pages, following a search.

General tab - Reports group

Report Connection Key: This is the name of the connection key that will be used to access reports.

General tab - Mail group

In the event of system errors with the *Web site*, messages will need to be sent to the system administrator. The *Mail* group is used to configure the parameters required to send the e-mail messages.

Administrator Mail: Enter the e-mail address of the administrator that has been designated to receive error messages.

System Mail: This is the address that will receive system messages that will not require replies, e.g. confirmation of user payments.

SMTP Host: Enter the host name of your *SMTP* server. Example: **mail-host.domain_name.com**, or **smtp.sparta.com**.

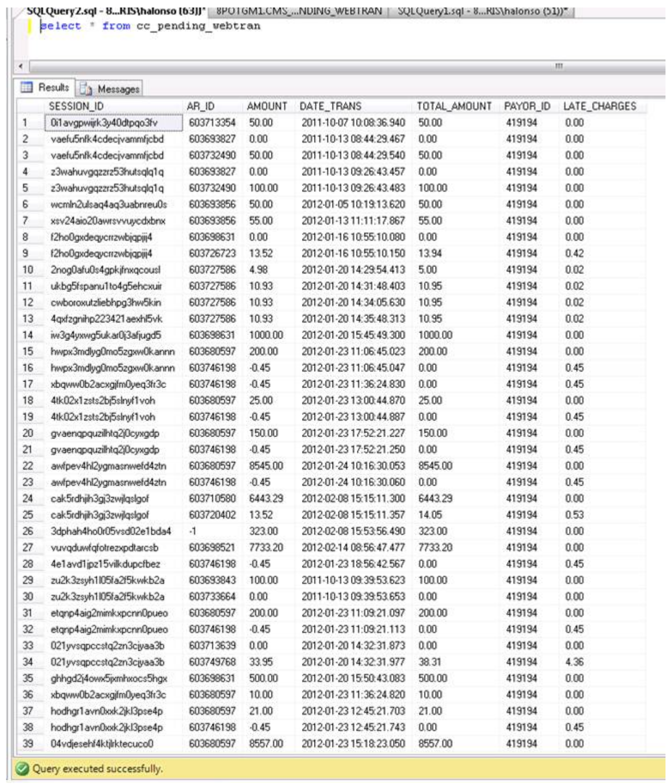
SMTP Port: Type in the designated port number; the default port is 25.

SMTP User: Specify the username used to access the *SMTP* account.

SMTP Password: Enter the password used to access the account. Text entered into this field will appear “cloaked”, i.e. typed letters will appear as asterisks “ ****** ” to maintain the anonymity of the typed letters.

About Error Conditions

Currently the system will generate an error message that is sent to the Administrators e-mail address when the *Nelnet EFT* providers system returns a incorrect format error. When this occurs the payment process will “fail” and trigger an exception. Since the payment is not complete, a rollback is executed and the detail of the transaction is saved in the following Govern table (**Table:** CC_PENDING_WEBTRAN).



	SESSION_ID	AR_ID	AMOUNT	DATE_TRANS	TOTAL_AMOUNT	PAYOR_ID	LATE_CHARGES
1	0i1avgpwijrk3y40dtpqo3fv	603713354	50.00	2011-10-07 10:08:36.940	50.00	419194	0.00
2	vaefu5nfk4cdecjvammfjcbd	603693827	0.00	2011-10-13 08:44:29.467	0.00	419194	0.00
3	vaefu5nfk4cdecjvammfjcbd	603732490	50.00	2011-10-13 08:44:29.540	50.00	419194	0.00
4	z3wahuvgqzzrz53hutsqlq1q	603693827	0.00	2011-10-13 09:26:43.457	0.00	419194	0.00
5	z3wahuvgqzzrz53hutsqlq1q	603732490	100.00	2011-10-13 09:26:43.483	100.00	419194	0.00
6	wcmln2ulsaq4aq3uabnreu0s	603693856	50.00	2012-01-05 10:19:13.620	50.00	419194	0.00
7	xsv24aio20awrsvvuycdxbnx	603693856	55.00	2012-01-13 11:11:17.867	55.00	419194	0.00
8	f2ho0gxdeqycrrzwbjqpijj4	603698631	0.00	2012-01-16 10:55:10.080	0.00	419194	0.00
9	f2ho0gxdeqycrrzwbjqpijj4	603726723	13.52	2012-01-16 10:55:10.150	13.94	419194	0.42
10	2nog0afu0s4gpkjfnxqcousl	603727586	4.98	2012-01-20 14:29:54.413	5.00	419194	0.02
11	ukbg5fspanu1to4g5ehcxuir	603727586	10.93	2012-01-20 14:31:48.403	10.95	419194	0.02
12	cwboroxutzliebhpg3hw5kin	603727586	10.93	2012-01-20 14:34:05.630	10.95	419194	0.02
13	4qxfzgnihp223421aexhl5vk	603727586	10.93	2012-01-20 14:35:48.313	10.95	419194	0.02
14	iw3g4yxwg5ukar0j3afjugd5	603698631	1000.00	2012-01-20 15:45:49.300	1000.00	419194	0.00
15	hwpx3mdlyg0mo5zgxw0kannn	603680597	200.00	2012-01-23 11:06:45.023	200.00	419194	0.00
16	hwpx3mdlyg0mo5zgxw0kannn	603746198	-0.45	2012-01-23 11:06:45.047	0.00	419194	0.45
17	xbqww0b2acxgjfm0yeq3fr3c	603746198	-0.45	2012-01-23 11:36:24.830	0.00	419194	0.45
18	4tk02x1zsts2bj5slnyf1voh	603680597	25.00	2012-01-23 13:00:44.870	25.00	419194	0.00
19	4tk02x1zsts2bj5slnyf1voh	603746198	-0.45	2012-01-23 13:00:44.887	0.00	419194	0.45
20	gvaenqpquzilhtq2j0cyxgdp	603680597	150.00	2012-01-23 17:52:21.227	150.00	419194	0.00
21	gvaenqpquzilhtq2j0cyxgdp	603746198	-0.45	2012-01-23 17:52:21.250	0.00	419194	0.45
22	awfpev4hl2ygmasnwefd4ztn	603680597	8545.00	2012-01-24 10:16:30.053	8545.00	419194	0.00
23	awfpev4hl2ygmasnwefd4ztn	603746198	-0.45	2012-01-24 10:16:30.060	0.00	419194	0.45
24	cak5rdhjih3gj3zwjlqslgof	603710580	6443.29	2012-02-08 15:15:11.300	6443.29	419194	0.00
25	cak5rdhjih3gj3zwjlqslgof	603720402	13.52	2012-02-08 15:15:11.357	14.05	419194	0.53
26	3dphah4ho0r05vsd02e1bda4	-1	323.00	2012-02-08 15:53:56.490	323.00	419194	0.00
27	vuvqduwfqfotrezxpdtarcsb	603698521	7733.20	2012-02-14 08:56:47.477	7733.20	419194	0.00
28	4e1avd1jpz15vilkdupcfbez	603746198	-0.45	2012-01-23 18:56:42.567	0.00	419194	0.45
29	zu2k3zsyh1l05fa2f5kwkb2a	603693843	100.00	2011-10-13 09:39:53.623	100.00	419194	0.00
30	zu2k3zsyh1l05fa2f5kwkb2a	603733664	0.00	2011-10-13 09:39:53.653	0.00	419194	0.00
31	etqnp4aig2mimkxpcnn0pueo	603680597	200.00	2012-01-23 11:09:21.097	200.00	419194	0.00
32	etqnp4aig2mimkxpcnn0pueo	603746198	-0.45	2012-01-23 11:09:21.113	0.00	419194	0.45
33	021yvsqpccstq2zn3cjyaa3b	603713639	0.00	2012-01-20 14:32:31.873	0.00	419194	0.00
34	021yvsqpccstq2zn3cjyaa3b	603749768	33.95	2012-01-20 14:32:31.977	38.31	419194	4.36
35	ghhgd2j4owx5jxmhxocs5hgx	603698631	500.00	2012-01-20 15:50:43.083	500.00	419194	0.00
36	xbqww0b2acxgjfm0yeq3fr3c	603680597	10.00	2012-01-23 11:36:24.820	10.00	419194	0.00
37	hodhgr1avn0xxk2jkl3pse4p	603680597	21.00	2012-01-23 12:45:21.703	21.00	419194	0.00
38	hodhgr1avn0xxk2jkl3pse4p	603746198	-0.45	2012-01-23 12:45:21.743	0.00	419194	0.45
39	04vdjesehf4ktjlrktecuco0	603680597	8557.00	2012-01-23 15:18:23.050	8557.00	419194	0.00

Above is an example of data details kept in the CC_PENDING_WEBTRAN table.

Note: The CC_PENDING_WEBTRAN table will contain all failed transactions.

E-mail Format

The following is the format of the email message that will be sent:

```
Subect: “Organization Name” Unsuccessful Nelnet ePayment
Text: An error has occurred while using the Nelnet
ePayment.

Transaction_id Transation ID number
```

`Credit Card Payment` **`OR`** `eCheck Payment`

`Amount:` `“Transaction Amount”`

General tab - Website Footer group

Web page footer information for the *eGovern - Public Self Service Portal* Website is specified in the Web site Footer group. As a footer this information is persistent, i.e. it will be displayed on each *eComponent* page. *For additional information, please refer to the MS Govern eComponents Release 4.7user guide.*

This section can be used for information like additional branding information, copyright notices, or last update date. You can specify a *URL* for a page that will be used to populate the frame. Additional text for the frame can be entered in the **Frame Text** field.

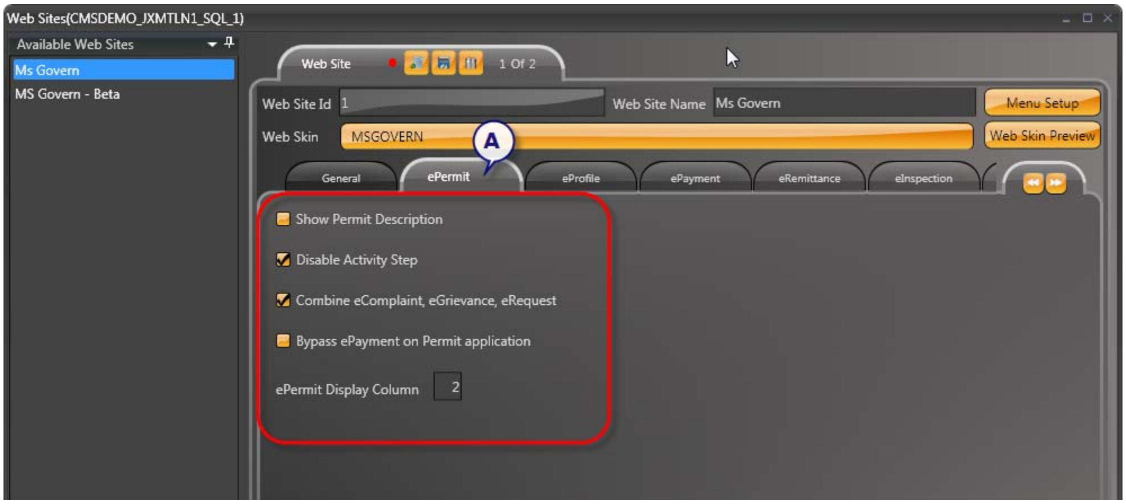
Display Footer: Select this option to enable the Web site Footer option

Frame URL: When a custom HTML page containing the footer information has been created, the address can be entered in this field.

Frame Text: Enter the text that will appear in the frame. Text that is entered in this parameter can include HTML tags which will be parsed by Govern.

Web Site Manager - ePermit tab

NEW! The layout of the Web Site Manager form was modified in the *Govern New Administration* (**GNA**) *Release 5.1* to consolidate the parameters for *ePermitting* under one tab. Select the *ePermit* tab (**A**) to display any new or relocated parameters that are used for configuring the ePermits.

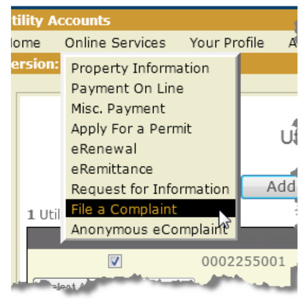


Web Site Manager - ePermit tab parameters

Show Permit Description: **NEW!** Select this option to display a description of a permit type during the ePermit workflow. This description will be displayed underneath the workflow progress indicator.

Disable Activity Step: This option will allow the user to disable the display of the outline of the steps followed for completing the activity.

Combine eComplaint, eGrievance, eRequest:



Select this option when you would like the *eGrievance*, and *eRequest* to be combined with the *eComplaint*.

Note: If you are combining the three items, you can link it to any one of the components, on the eProfile Menu Setup form. Also, if the three components are combined, you need to add a search. See *Defining the Web site Menus on page 35*, for full details on setting up the eProfile menus.

Bypass ePayment on Permit Application: By default, it may be required to pay a fee that is associated with a permit application before the application can be submitted over the Web. Select this option to enable the bypass for the ePermit.

For example, by default, a fee associated with a permit application needs to be paid before the application can be submitted over the Web. Select this option to enable the bypass so that users can submit the application without making it mandatory to pay the fee online.
When selected,

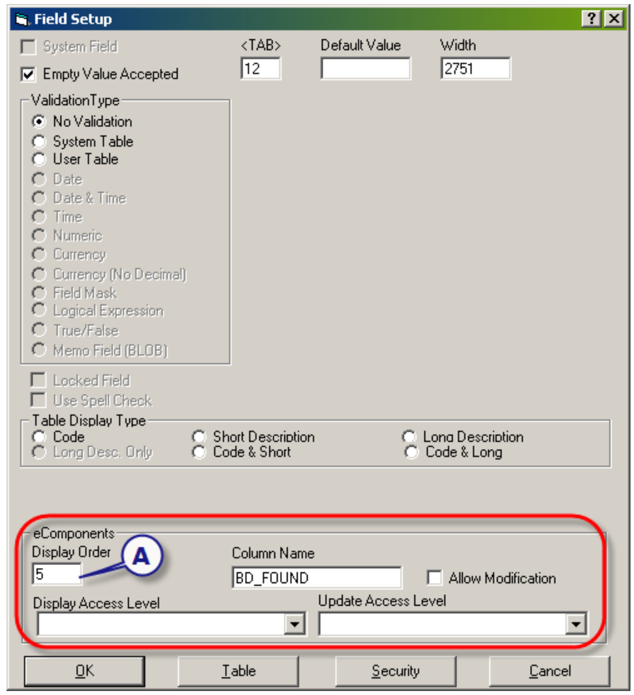
Note: When selected, this option to enable the bypass for the ePermit will also affect the eRenewal, eRequest, and *eComplaint*.applications.

ePermit Display Column: This parameter controls the number of columns that will be displayed in the user added fields. The default setting for displaying ePermit columns is two (2); if more columns are required, enter the value.

Behavior of Display Order in ePermits

NEW! The behavior of parameters that are selected for display online are controlled by the value entered in the *ePermit Display Column* parameter under the *ePermit* tab of the *Web Sites* form in the *Govern New Administration* (**GNA**). *See ePermit Display Column on page 72*.

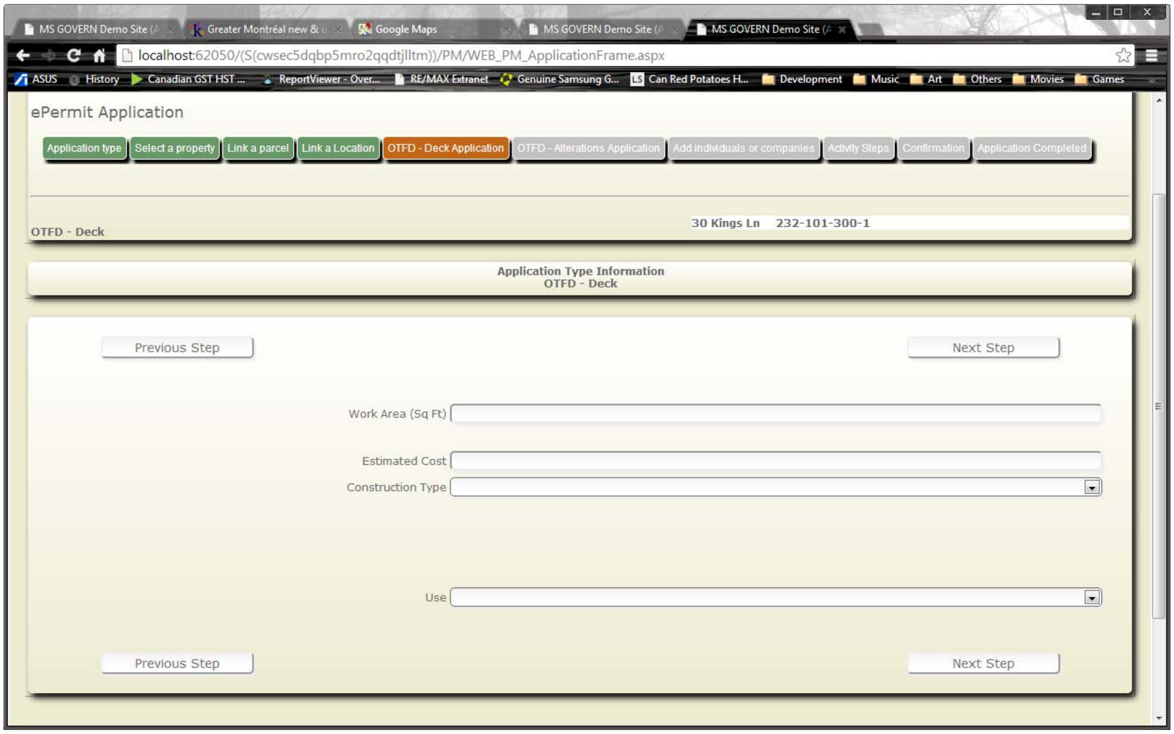
The *ePermit Display Column* parameter is used to control the appearance of parameter in columns in the Web browser. The order of the presentation of the parameters is based upon the sequence number entered in the *Display Order* parameter in the *eComponents* group (**A**). This parameter is displayed in the *Govern for Windows* application when the *Field Setup Mode* is selected. *The planning of the display order should be done prior to the configuration of the eGovern - Public Self Service Portal.*



Refer to the Field Setup Mode section of the Govern for Windows Super User Release 10.7 user guide for details.

To illustrate the functioning of this feature we will use a permit with the following **Display Order** numbers entered in four (4) different parameters. The Display Order numbers are as follows: 1, 3, 4, and 8.

When the **ePermit Display Column** parameter is set to 1, the presentation of the parameters online in a browser would be as follows:

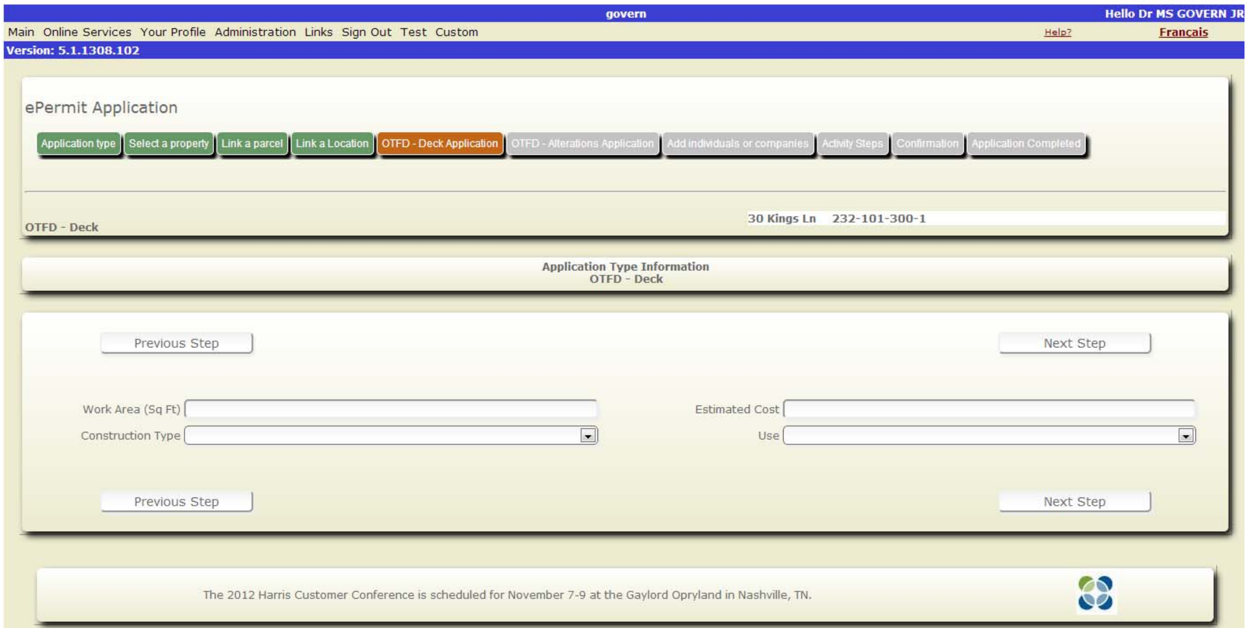


The parameters are displayed in the *Web browser* following the display order that is entered. Users should note that non sequential display orders, (e.g. 1, 2, 4, 5..., 3 is missing), will result in gaps being created for the missing number(s).

Avoiding the Gaps

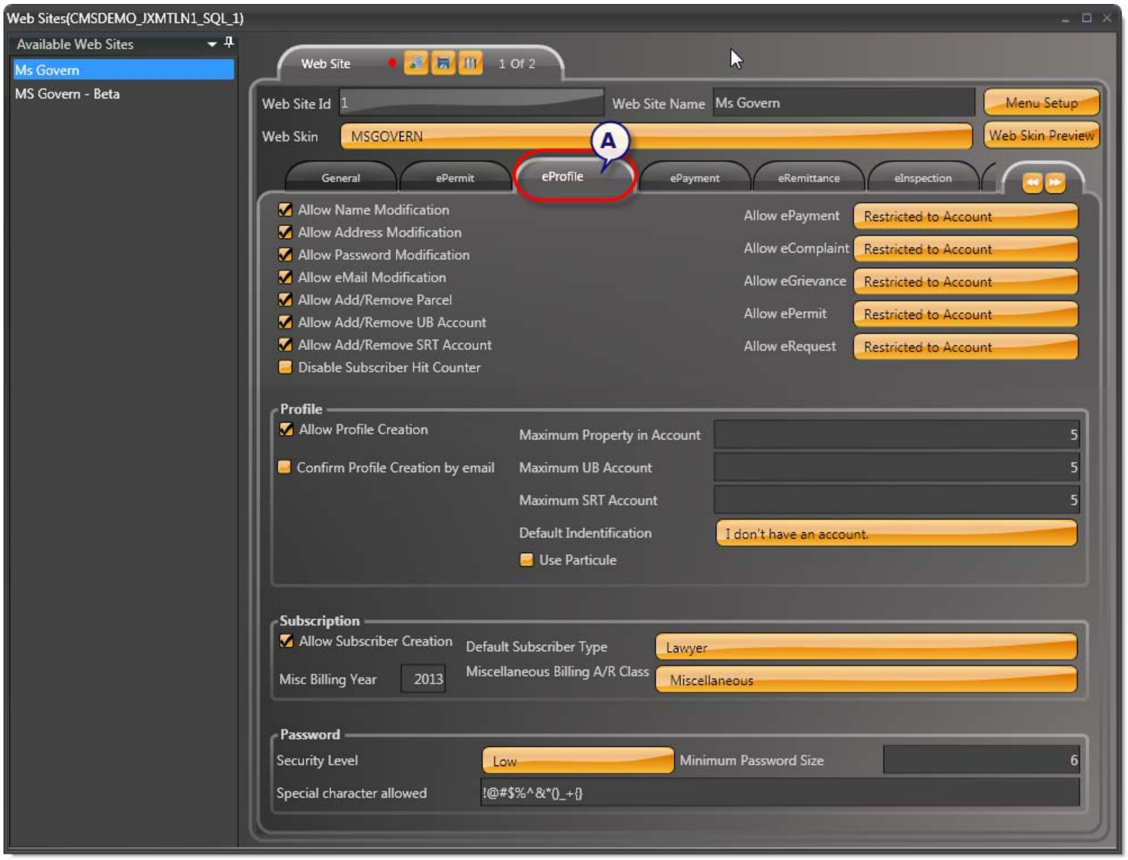
A presentation with gaps can be avoided by changing the *ePermit Display Column* value to 2 or greater. When this is done the presentation of the parameters is in two (2) columns, but without gaps. The *Display Order* is still sequential in a descending left to right direction.

As illustrated below, we see the result in the web browser when the display is set to 2, i.e. columns.



Web Site Manager - eProfile tab

Click the *eProfile* tab (**A**) to view the parameters used to set the default user access rights for the eProfile and the eComponents.



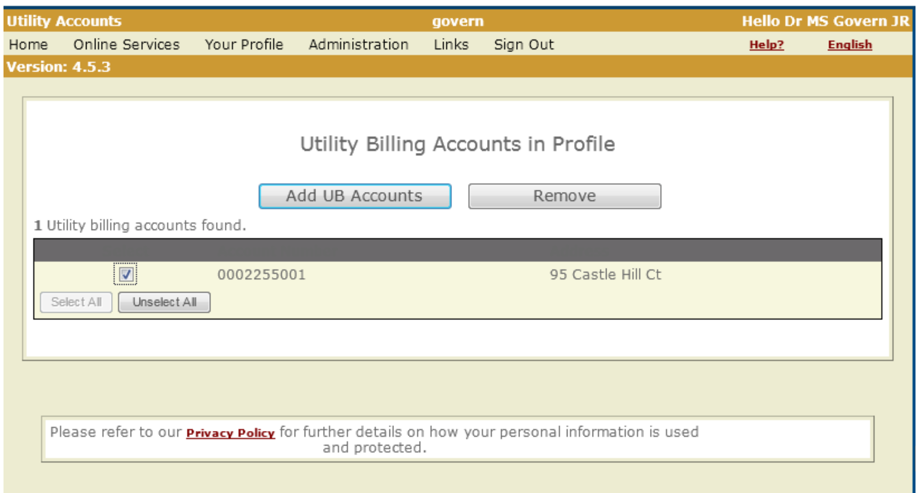
eProfile tab Parameters

Allow Name / Address / Password / eMail Modification: Select one or more of these parameters to allow users to modify their *Name*, *Address*, *Password*, or eMail address. If these options are selected, the **Edit** button is displayed beside the applicable information on the *Update Your Profile Web* page, otherwise, it is not visible.

Allow Add / Remove Parcel: Select this option to grant *Web* users the right to add and remove parcels to and from their *eProfiles*. This may be required by professional users, such as contractors, who need to view data and make payments on other properties in order to obtain permits.

If this option is selected the *Add* and *Remove Properties* buttons are displayed on the *Manage Your Properties* Web page. Otherwise, they are not visible.

Allow Add / Remove UB Account: Select this option to grant Web users the right to add and remove other *Utility Billing* (**UB**) accounts to and from their *eProfiles*. If this option is selected the *Add* and *Remove UB Accounts* buttons are displayed on the *Manage Your UB Accounts* Web page. Otherwise, they are not visible.



Allow ePayment/eComplaint/eGrievance/ePermit/eRequest:

These parameters are used to set the default setting for each of these *eComponents*. Note that any settings for an individual eProfile will override these defaults. Select one of the following options from the drop down menu (**A**):

- **Not Available** - Select this option if the *eComponent* is by default is not available on the *Web*.
- **Restricted to Account** - When selected this option will provide restricted access to the eComponent, by default. Users can submit applications on the properties defined in their *eProfile*, only.

- **Unrestricted** - Select this option to provide full access to the *eComponent*. Users can then submit an application on any property within the municipality or organization. For example, contractors may need to apply for permits on several properties that they otherwise do not want to include in their *eProfile* accounts.

Note: You cannot select the *Restricted to Account* option for the *eComplaint* component.

Profile group

Allow Profile Creation: When selected, this option grants users the right to create an eProfile account, from the Web. Deselect this option if the eProfile accounts are to be set up by the organization. If this option is selected, the account creation link appears on the eProfile Login page, otherwise the link will not be presented. *See Creating User Accounts on page 43 for details about generating accounts for users that are present in the database.*

Maximum Property in Account: Enter the maximum number of parcels that users can add to their eProfile. If this field is left blank, users can add an unlimited number of parcels

Maximum UB Account: Enter the maximum number of *Utility Billing* accounts that users can add to their *eProfile*. If this field is left blank, users can add an unlimited number of accounts.

Note: In order to use this option, the *Allow Add / Remove UB Account* option, under the eProfile tab, must be selected.

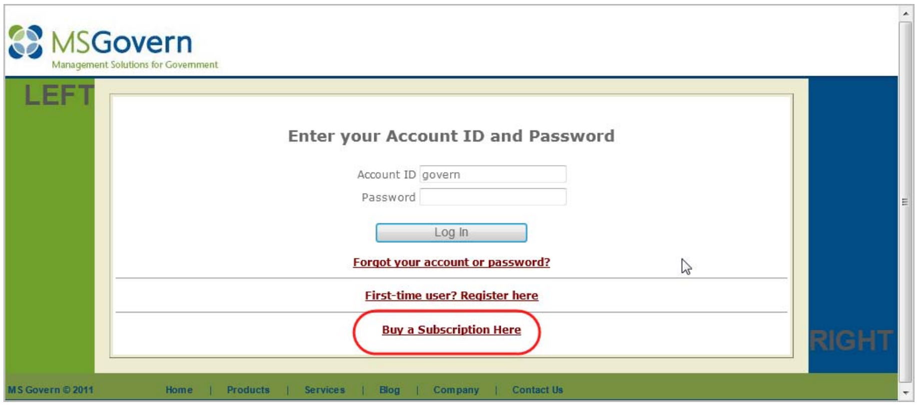
Maximum number of SRT Accounts: Specify the maximum number of SRT accounts that the user can add to their profile. If the field is blank, an unlimited number of accounts can be added.

Default Identification: **NEW!** During the account creation process, this is the default setting that will be used for a new user in the "**How can we identify you**" drop down menu parameter. *See steps for Creating an Account on page 153.*

Use Particule: **NEW!** When the French language option is selected, the "**l'**" referred to as a particule, will be used in the user creation of the ePermit.

Subscription group

Allow Subscriber Creation: Select this option to grant users the right to create an eSubscriber account, from the Web.



Note: When the *Allow Subscriber Creation* option is selected, the *Default Subscriber Type* will become active.

Default Subscriber Type: This option is active when the *Allow Subscriber Creation* option is selected. The subscriber type that is selected will be the default subscriber type.

Misc. Billing Year: Enter the default year that will be used for *Misc. Billing*.

Misc Billing A/R Class: Select the A/R class from the drop-down menu that will be used for collecting the subscription fee. The combination of this with the *Misc. Billing Year* will be used for invoicing purposes.

Password group

Security Level: Select a security level for the eProfile passwords:

- **Low Security** requires alphanumeric characters only.
- **Medium Security** requires at least one numeric character with alphabetic characters.

- **High Security** requires at least one numeric character and one special character with alphabetic characters.

Note: The security level selected will determine the complexity of the password generated by a batch process. *See Rules for Batch Generated Usernames and Passwords on page 44 for options that affect the rules for generating passwords.*

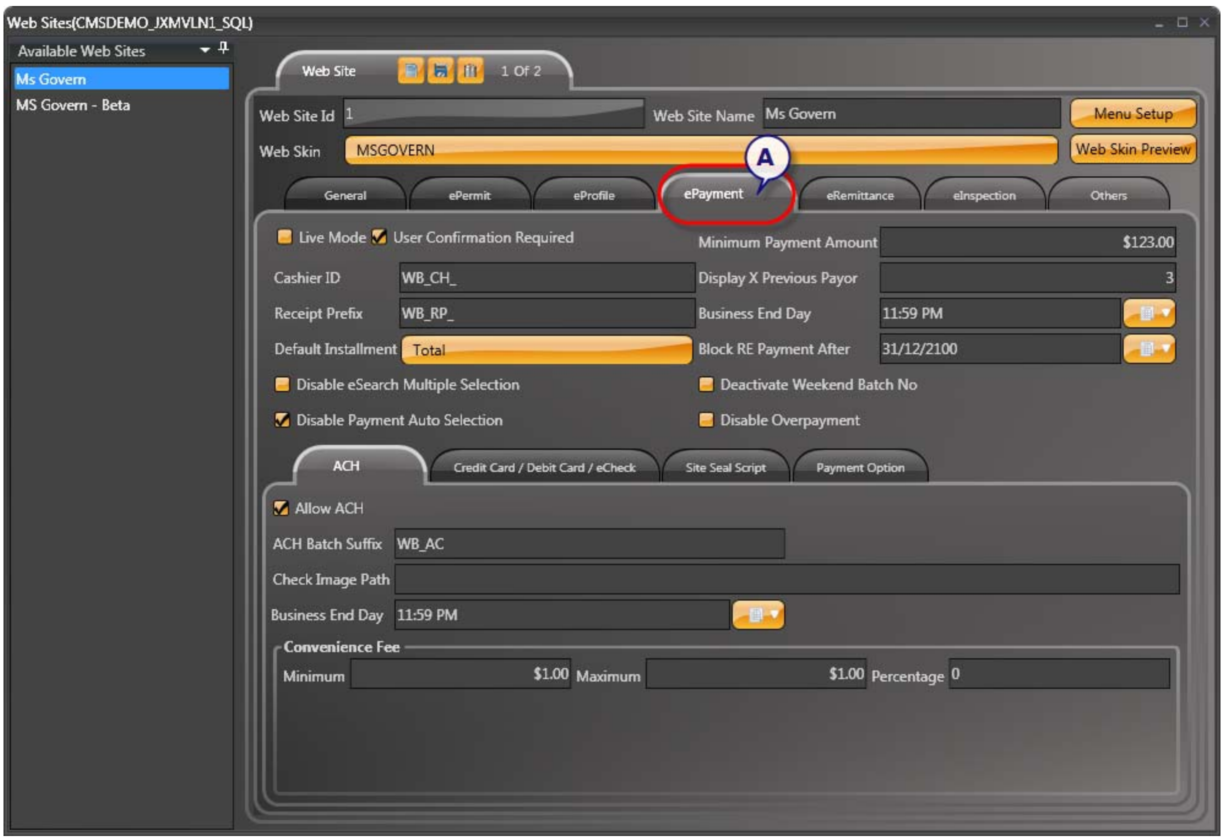
Minimum Password Size: Enter the minimum number of characters for the eProfile password.

Special Character Allowed: Enter the special characters that will be accepted in the password. Examples of special characters are @ # $ % & etc.

Web Site Manager - ePayment tab

The *ePayment* solution increases the efficiency of bill payment and collection. It provides the client, or taxpayer, with a secure, fast and convenient method of paying bills, while providing the organization with a fast and effective method of tracking payments and maintaining up-to-the-minute account information.

The *Web ePayment Parameters* form is used for setting and maintaining the default parameters for the ePayment data.



Web Site Manager - ePayment tab Parameters

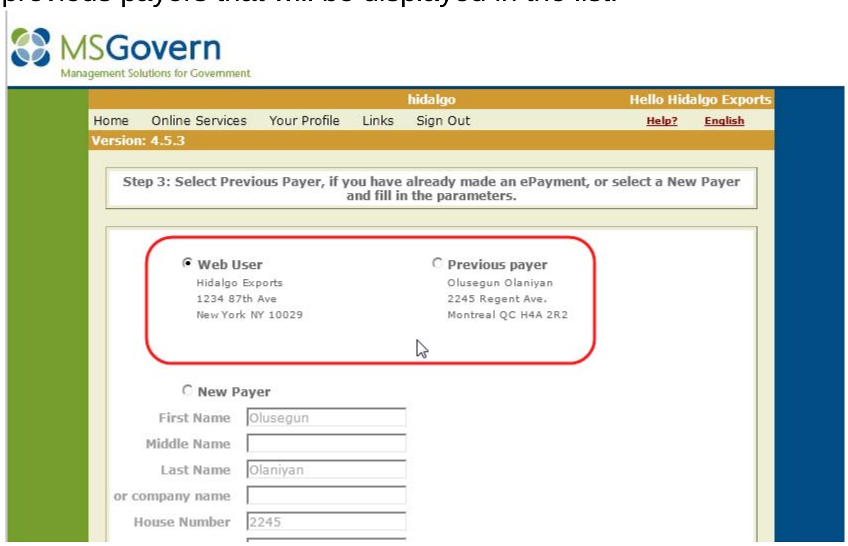
Live Mode: The *MS Govern ePayment* (**A**) sub-system can be used in two modes: *Live Mode*, and *Test Mode* (default mode). Test Mode allows you to perform simulations on the system with credit card providers in “test mode”. When the Live Mode option is selected, the sites are to be live on the internet. Select this option to run the *Web site* in a live environment.

User Confirmation Required: Select this option to display a *confirmation of transaction* prompt when an online transaction is initiated by a user. When not selected, transactions will be completed without a confirmation.

Minimum Payment Amount: Enter the minimum amount that can be accepted for an ePayment, in dollars and cents. If the user enters an amount that is less than the minimum payment value specified in this field, an error message is displayed. The user will need to correct this amount in order to complete the *ePayment* transaction.

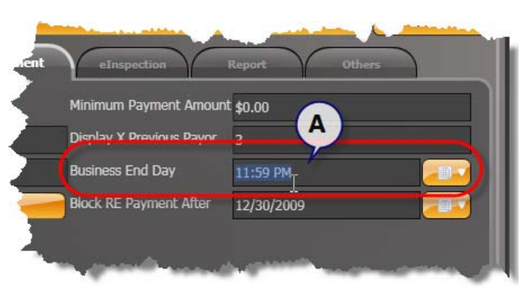
Cashier ID: Enter a prefix for the cashier ID; this ID is comprised of this prefix followed by the effective date.

Display X Previous Payor: In this parameter "X" represents the number of previous payors that will be displayed in the list.



Receipt Prefix: Enter the sequence that will be used as a receipt prefix. It consists of a maximum of three characters and is used as a prefix for receipt numbers (Table: USR_KEY_ RECEIPT)

Business End Day: Enter the end of the business day, in hours and minutes. This parameter is used for calculating interest and penalty charges. Charges on payments accepted after this time will be calculated as of the next business day. For example, if you enter 4:00



P.M., interest on payments received at 5:00 P.M. are calculated as of the next business day. Interest on a payment received Friday evening is calculated from Monday morning or the next business day if the Monday falls on a holiday. Otherwise, payments are processed and accounts are updated in real time.

Note: It is important that this parameter is set because this value, when applicable, can affect the result of interest calculations.

Modifying the "Business End Day" Parameter

The *Business End Day* parameter (**A**) can be modified as follows:

1. Click in the parameter to highlight the current value.

The numbers must correspond to the hours, minutes, and time of day, i.e. AM or PM. The format is as follows: **HH:MM AB**

...where **HH** is the hour of the day, **MM** is the minutes, and **AB** is the time of day, i.e. *AM* or *PM*

Default Installment: Select the A/R installment for which payment is currently due: first, second, third, fourth or total (Table: VT_ SY_INSTALL). By default, the installment due is selected on the Web page, as in the following screen shot.

Note: Leave this field blank if you do not want the default installment to be selected on the Web page.

This field is required for **Real Property Tax** payments only.

Block RE Payment After: Specify the date after which all *Real Estate* (**RE**) payments will be blocked. This option might be used when you want to enforce the requirement that payments must be made by the end of a closing fiscal year.

Modifying the "Block RE payment After" Parameter

The *Block RE payment After* parameter (**A**) can be modified as follows:

1. Click in the parameter to highlight the *date/month/year*.
2. Type the *DD/MM/YYYY* required.

OR

1. Click the *Calendar* (**A**) button to display a calendar; select a date.

There are Left and Right Arrows on either side of the month that will allow you to scroll through the months of the year (**1**). To scroll through the years, place your cursor on the right side of the Month. Up and Down arrows will appear; click the arrows to increase or decrease the year (**2**).

Note: On the calendar, click **Today** to set the calendar to the current date.

Disable Dynamic Search Multiple Selection: Select this option to disable the multiple selection feature.

ACH tab

Automated Clearing House (ACH) is a secure payment transfer system that provides a centralized clearing facility for Electronic Fund Transfer (EFT) payments, occurring within the U.S. and Canada. You can use *ACH* for all your electronic payments; for example, to validate authorized debits from your clients' accounts for recurring payments. Click the ACH tab (**A**), to set required parameters.

ACH tab Parameters

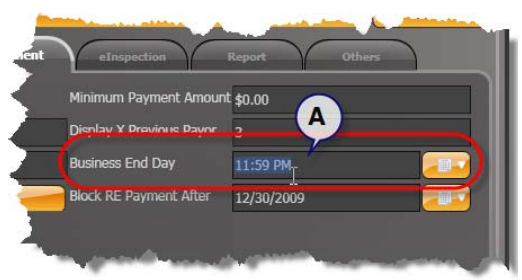
Allow ACH: Select this option to enable ACH transactions.

ACH Batch Suffix: Enter a suffix for the deposit number for ACH payments. This is appended to the *Effective Date* of the ePayment.

Check Image Path: Enter the path to the directory where the example ACH check image is stored.

This is the default image displayed during the ePayment process when the user enters the Bank ID and Account Number. You can replace this default with another image.

Business End Day: This parameter is used for calculating interest and penalty charges. Charges on payments accepted after this time will be calculated as of the next business day. Enter the end of the business day, in hours and minutes. The application rules are as follows; if 5:00 P.M. is entered, interest on payments received at 6:00 P.M. are calculated as of the next business day. The interest on a payment received Friday evening is calculated from Monday morning or the next business day if the Monday falls on a holiday, otherwise, payments are processed and accounts are updated in real time.



Note: It is important that this parameter is set because this value, when applicable, can affect the result of interest calculations.

Convenience Fee group (ACH tab)

A convenience fee is charged for each credit card transaction made through the ePayment component, to cover the associated costs, such as, the 2.5% charged by the credit card company. You need to set the following parameters.

Minimum: Specify a minimum convenience fee.

Maximum: Enter a maximum convenience fee.

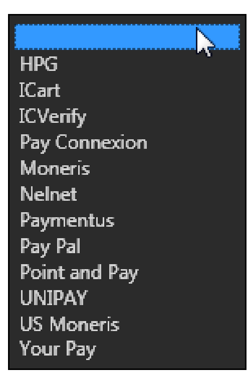
Percentage: Enter the percentage of the payment to be charged for the *Convenience Fee*. A confirmation screen, showing the calculated amount as based on this percentage, is displayed to the payer before the transaction is completed.

Credit Card / Debit Card / eCheck tab

This tab (**A**) contains the parameters that are required for configuring credit cards, debit cards, and eChecks.

Credit Card / Debit Card / eCheck tab Parameters

Govern is able to support a selection of *Electronic Fund Transfer* (**EFT**) providers / interfaces. Currently, the providers / interfaces available are the following:



- HPG
- ICart
- ICVerify
- Pay Connexion
- Moneris
- Nelnet (QuikPAY)

- Paymentus
- PayPal
- Point and Pay
- UNIPAY
- US Moneris
- Your Pay

Note: To configure your *Electronic Fund Transfer* (**EFT**) vendor account, *see the Manage parameter below.*

Note: *Refer to Appendix E - Electronic Fund Transfer* (**EFT**) section of the *Govern New Administration* (**GNA**) guide *for additional details about supported providers.*

Vendor Account: Click on the parameter (**A**) to display the list of vendor accounts that are available.

Manage: Click **Manage** (**B**) to display and manage the selected vendor accounts in the *Vendor Account Management* form. Depending on the vendor that is selected, the *Account Management* form (**B**) will display any required parameters.

Note: To configure your *Electronic Fund Transfer* (**EFT**) vendor account, you will need to contact the vendor and obtain the information that will be entered in the *Vendor Account Management* form (**C**).

FINAL DRAFT

Electronic Funds Transfer Process

The *Electronic Funds Transfer* (**EFT**) process is similar for each of the providers / interfaces. For example, *PayPal* offers the *Payflow Pro* product for processing *Credit Card* and *Debit Card* payments. *Payflow Pro* is a secure online gateway for sending billing information to banks. Banks, authorize, process, and manage payments that come from online requests. These online requests containing billing information for orders, are transmitted through the certified, secure connection that is provided by the *Payflow Pro* payment gateway.

The *Govern* system supports *PayPal's Payflow Pro* and other EFT provider transactions by providing forms that contain parameters that are supplied to the user by the *EFT* provider.

Steps for Setting up an EFT Provider

User requirements for *EFT* provider transactions are as follows:

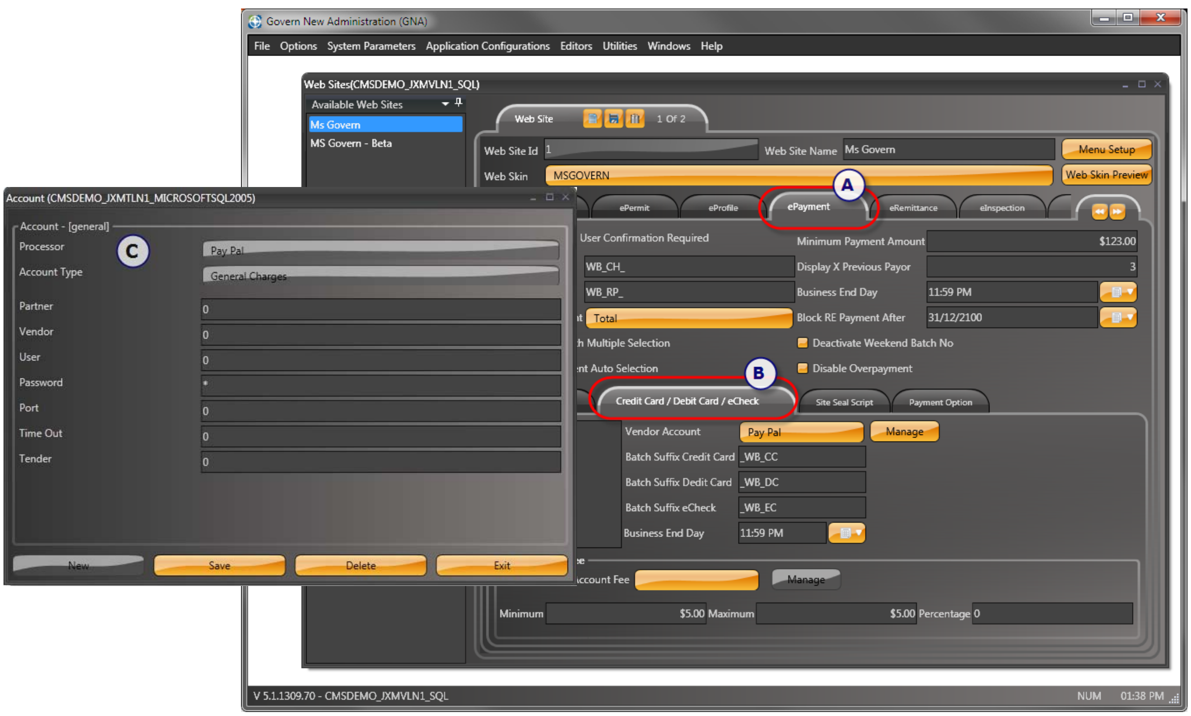
1. A credit card account from the city or organizations business bank to be supplied to the *EFT* provider.

2. An account created by the *EFT* provider.

Note: This account is not to be confused with a standard web account like a *PayPal* account that is typically created online.

3. If *Governs' eComponent* is to be hosted on the city's IIS server, a certificate from *VeriSign*, *DigiCert*, or any other *Certificate Authority* (**CA**) is required. If not, the city must be able to 'sign' the site for security and correctly use the HTTPS protocol.

All *Govern* required configuration parameters should be requested from the *EFT* provider when an account is opened.



The configuration parameters provided by the *EFT Provider*, e.g. *PayPal*, are to be entered in the *Account* form (**C**).

When configuring the *EFT* interface, use the *Credit Card/Debit Card/eCheck* tab (**B**) under the *ePayment* tab (**A**) of the *Website Manager*.

Note: No additional information is required, i.e. file layout information, header file specifications, etc.

Specify a Batch Suffix for Credit Card/Debit Card/eCheck

Usually there are multiple transactions that occur on a daily basis. When these transactions are processed it is often necessary to determine the origin of the transactions. This suffix is for the deposit number and is appended to the *Effective Date* of the ePayment. By specifying a *Batch Suffix* you are able to quickly determine, the *Electronic Funds Transaction* (**EFT**) transaction, and its origin. For instance a batch suffix can be used for quick identification of Web transactions.

Batch Suffix Credit Card / Debit Card / eCheck: Enter a batch suffix for any of the required parameters, i.e. *Credit Card*, *Debit Card,* and / or *eCheck*.

Allow Credit Card: Select this option to enable credit card transactions.

Allow Debit Card: Click on this option to allow debit card type transactions.

Allow eCheck: Select this option to permit *eCheck* type transactions.

Convenience Fee

The convenience fee is used for specifying a supplementary charge for a transaction. This feature will allow you to specify a threshold amount, and or a percentage value of the full payment. In addition, if required, you are able to specify an alternate *Automated Clearing House* (**ACH**) account to divert the convenience fee charges to.

Convenience Fee group

Use Secondary Account Fee: Use the *Use Secondary Account Fee* option to specify a secondary ACH for handling convenience fee charges.

Minimum: Specify a minimum amount to charge for the convenience fee.

Maximum: Enter a maximum amount that will be charged for the convenience fee when entered this amount will override any percentage amount that exceeds the entered value.

Percentage: Enter the percentage value that will be applied to the payment amount for the convenience fee when the minimum value is exceeded.

Note: A value must be entered in this parameter; if the option is not required, then a value of zero (0) must be enterd in the parameter.

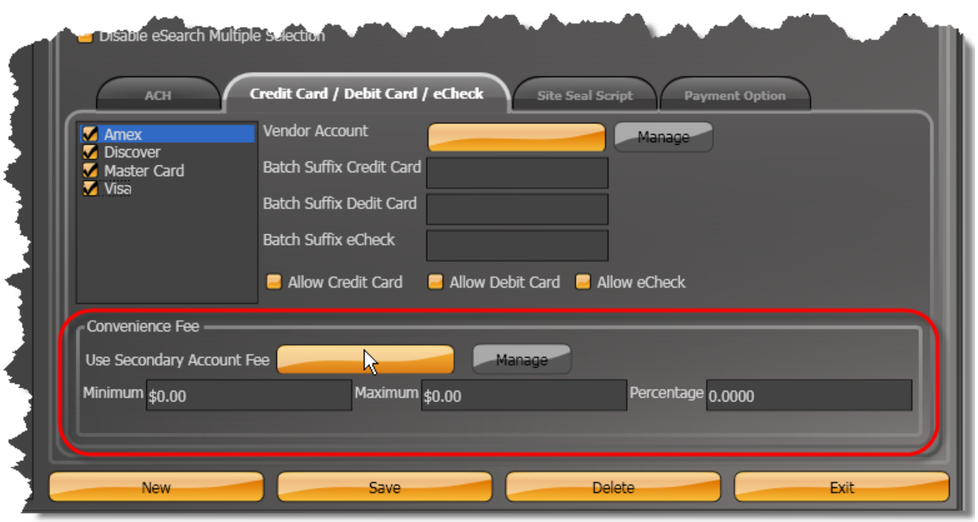
Specifying a Flat Rate for the Convenience Fee

When a *Percentage* value is not specified, i.e. set to zero (0), and a value is entered in the *Minimum* parameter, a flat rate will be charged for the convenience fee.

To specify a **flat rate** for the Convenience Fee...

1. Enter the amount that is to be your flat rate in the **Minimum** parameter.
2. Set the Maximum and the Percentage parameters to zero (0).

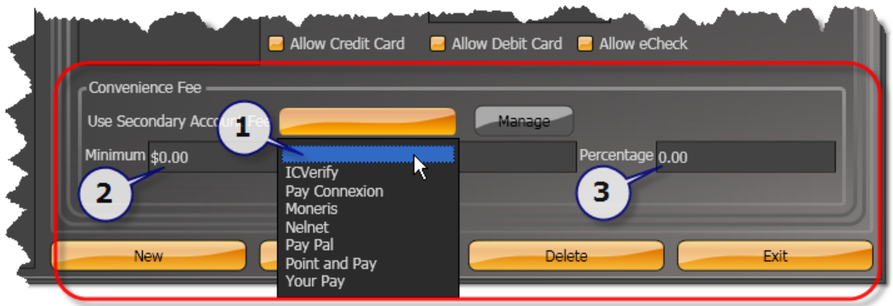
Disabling the Convenience Fee option



Complete the following steps to ensure that the convenience fee option has been disabled.

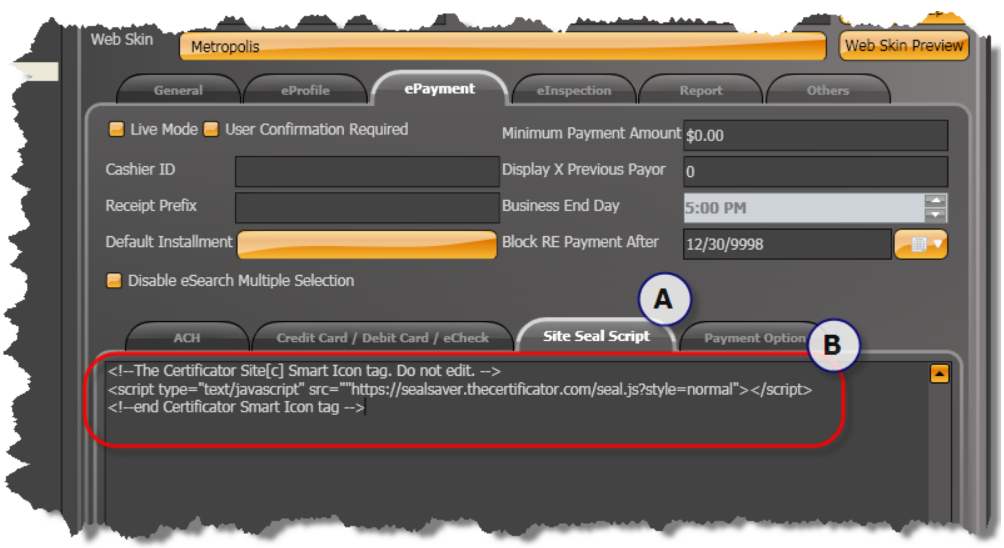
To disable the *Convenience Fee* option...

1. In the *Convenience Fee* group, click to select the *Use Secondary Account Fee* drop-down menu (**1**) and select the blank option from the drop down menu.



2. Set all parameters to zero (0), i.e. *Minimum*, *Maximum*, and *Percentage*.
3. Click **Save**.

Site Seal Script tab



The function of the *Site Seal* under the Site Seal script tab (**A**), is to inform visitors that your *Web site* is secure. In order for a site seal to work, you should have purchased a secure certificate from a provider like Verisign. A script (**B**) that is similar to the following may be provided:

Example:

<!-The Certificator Site[c] Smart Icon tag. Do not edit. -->

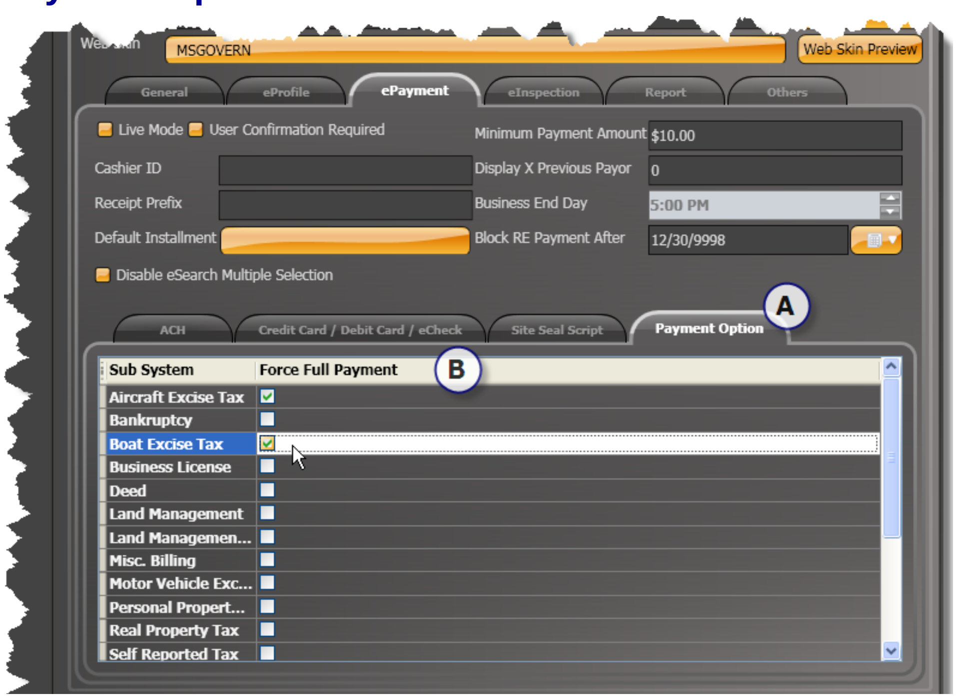
<script type="text/javascript" src="https://sealserver.thecertificator.com/seal.js?style=normal"></script>

<!-end Certificator Smart Icon tag -->

The provided script should then be copied and pasted into the text parameter under the **Site Seal Script** tab. This script is included in the page when it is generated.

Note: Depending on your certificate provider, you will need to contact them for full configuration instructions.

Payment Option tab



Use the *Payment Option* tab (**A**) to enforce which subsystems (**B**) require that a full payment be made when users are using the Web.

Web Site Manager - Self Reported Tax tab

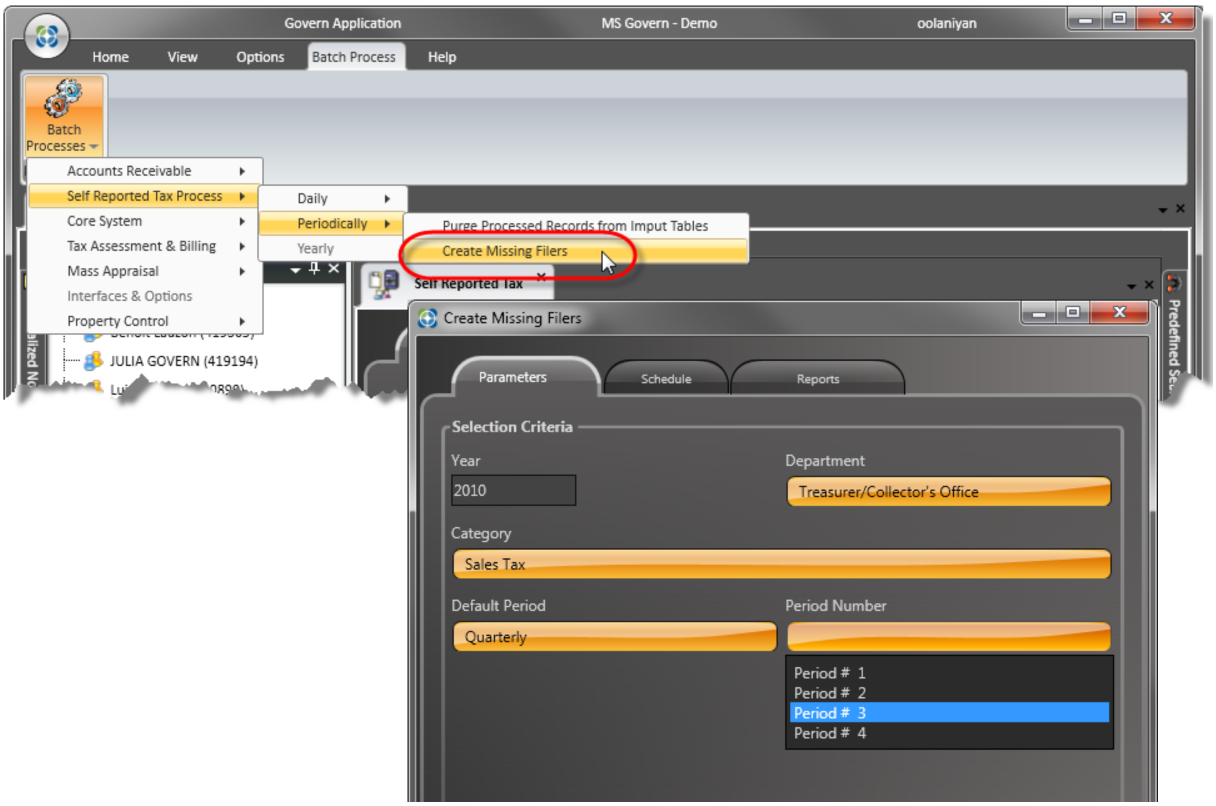
Select the *Self Reported Tax* tab (**A**) of the *Web Sites* form to configure the behavior of the *Self Reported Tax* form on the *eGovern* Web site.

Web Site Manager - Self Reported Tax tab Parameters

Show only Un-filed Generated Periods: **NEW!** When there are municipalities with pre-generated forms for all required period, there may be a preference to display only un-filed periods. By default, after generating the forms, all periods will be listed and accessible to the user for completion. To streamline this process it may be advantageous to display only the periods that are required for filing. Select this option to hide the periods that have already been filed.

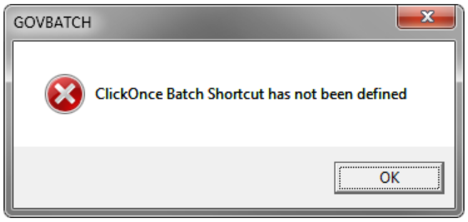
This option is associated with the *Govern Release 5.1 Create Missing Filer* batch process that is used to pro-actively generate the Self Reported Tax (SRT) forms that will be filed for a given period. This process serves as a means of directing user to complete only the current required form, and minimize occurrences of any incorrect entries. *See the Create Missing Filer batch process in the Self Reported Tax Release 5.1 User guide for details.*

To run the Batch Process, in *Govern Release 5.1*...



1. With sufficient permissions, click to select the **Batch Process** tab.
2. Click to select *Batch Processes > Self Reported Tax Process > Periodically* > **Create Missing Filers**.

3. In the Special Procedures form, click to select the option for **SRT - Create Missing Filer**.



Note: If the error, *ClickOnce Batch Shortcut has not been defined*, is seen, you will need to configure the path to the Deploy EZ application under the **Connections** tab of the *System Registry Maintenance* form of the *Govern for Windows GovAdmin* application. *Refer to the Govern Batch Processing Interface* section of the Govern for Windows Super User form.

Enable Zero Filer: **NEW!** Auditors may find it preferable to contact organizations directly when they have no declarations for a required period, i.e. a Zero declaration file (Zero Filer). By default the option to allow a Zero filer entry on a Web site is disabled. Select this option to enable the Zero filer option, and allow on the Web site.

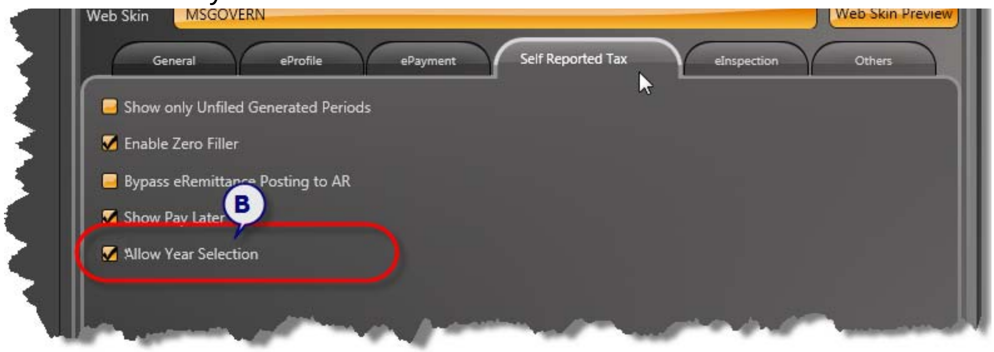
Bypass ePayment on eRemittance application: When selected this option will skip the payment requirement step when posting an *eRemittance*.

Note: As of Release 5.0, the above option, **Bypass ePayment on eRemittance application**, has been moved from the eProfile tab.

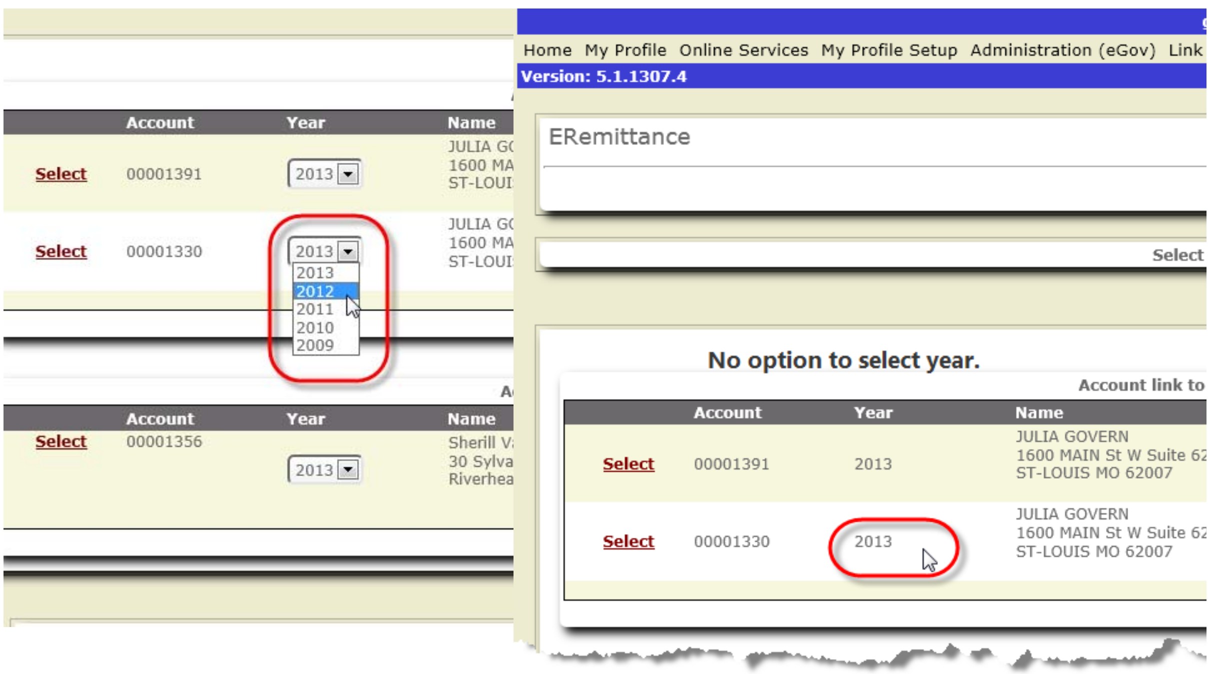
Show Pay Later: **NEW!** After the completion of a *Self-Reported Tax* filing, the user is instructed to settle any owed or outstanding amounts. When selected, this option will display the **Pay Later** user option (**A**). This is an indication that the amounts to be settled may be deferred to another time.

Select Year of Submission for eRemittance

Allow Year Selection: **NEW!** Prior to release 5.1 eRemittance users on their accounts page were only able to file a Self reported Tax report for the current year. Select the *Allow Year Selection* option (**B**) to allow users to select other available years.



Online users will observe a modification in the user interface.



Send SRT Report by Mail: **NEW!** After submitting a report, select this option (**B**) to send a .PDF copy of the submitted eRemittance report to the user as an email message attachment. The email address that will be used is the one that is associated with the users eProfile.

Web Site Manager - eInspection tab

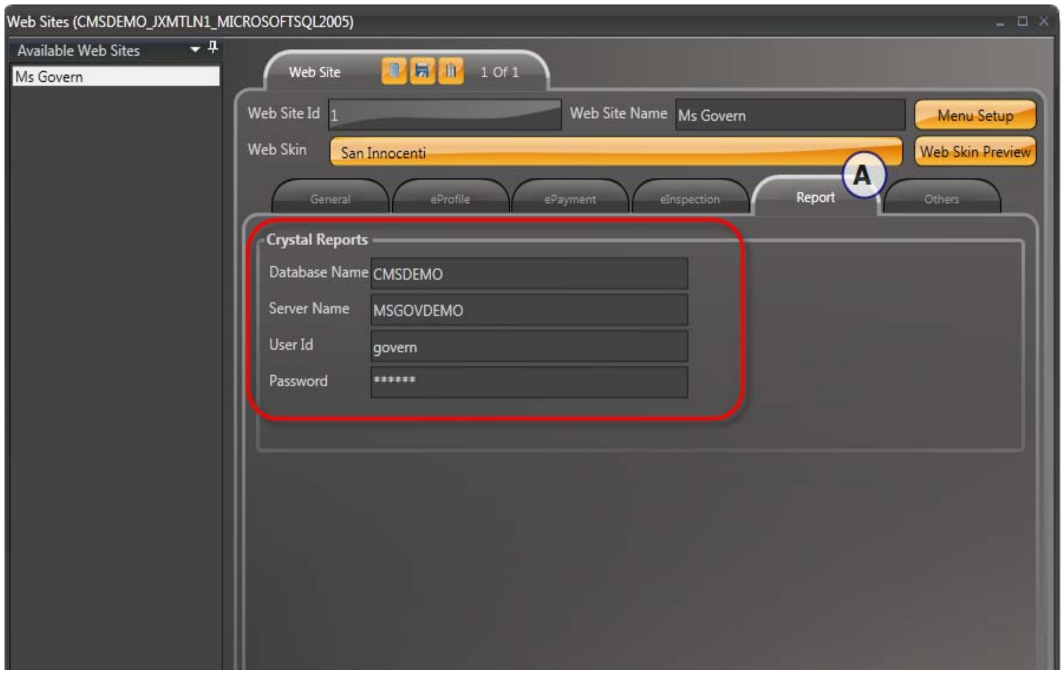
Select the eInspection tab to configure options for the online inspection module.

Web Site Manager - eInspection tab Parameters

Allow Change Department: Select this option (**1**) to allow inspectors to be able to work outside of their department. When this option is not selected, inspectors can only work within their assigned departments.

Web Site Manager - Report Tab

The parameters under the *Report tab* (**A**) are used to specify *Crystal Reports* that are used for the *eComponents*.



Web Site Manager - Report tab Parameters

Crystal Reports group

Database Name: Specify the name of the Web Information database.

Server Name: Enter the name of the Web Information Database.

User ID: Enter the user ID that is used to access the database.

Password: This parameter should contain the password that is used to access the database.

Web Configuration File Editor

Overview

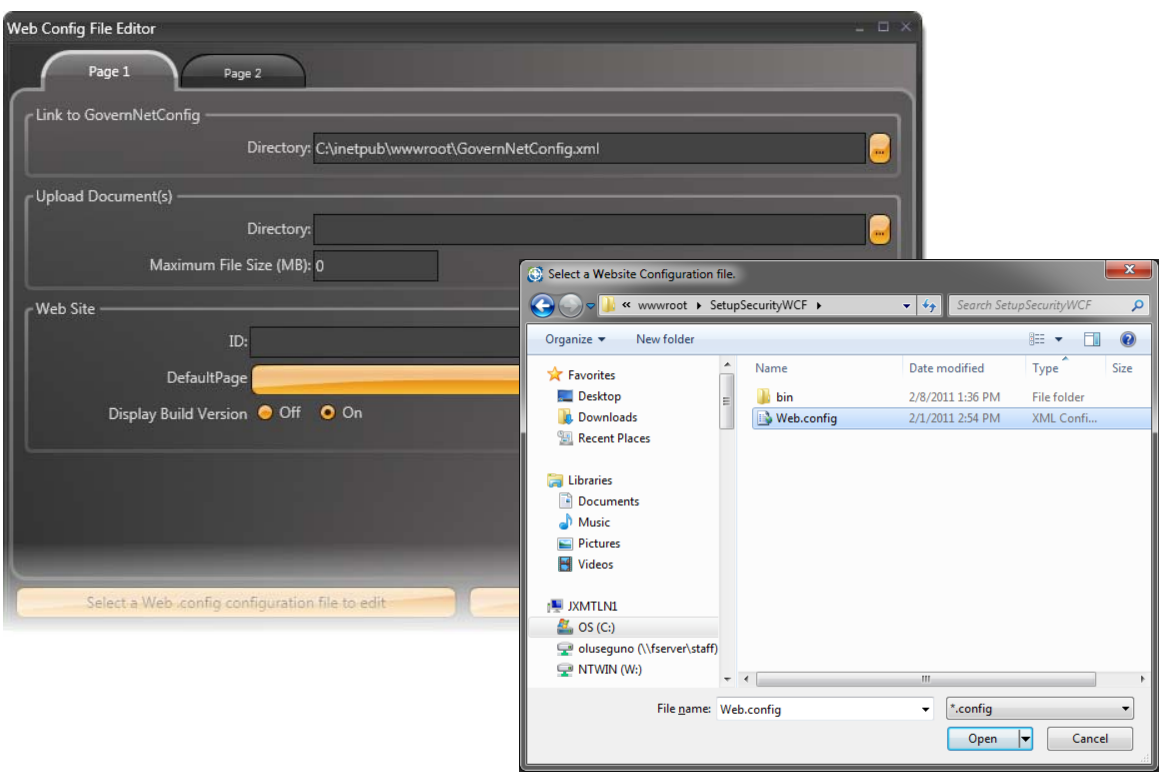
Note: The following requires administrative access to the *Govern New Administration* (**GNA**)

The *Govern Net Admin's* (**GNA**) *Web Config File Editor* is designed to manage *Govern's eComponents*. With the *Web Configuration File Editor*, you are able to define configuration parameters, determine how errors and exceptions are managed by the system, and set auto login parameters.

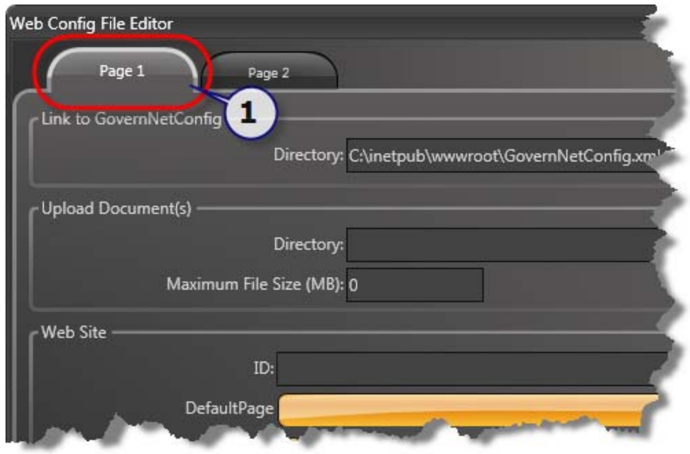
To access the Web *Config File Editor* in *GNA*, select *Setup* > *Web Configuration* > **Web Config File Editor...** You will be presented with a window requesting that you select a **.config** file. This is your Web site configuration file.

To locate and select the web.config file:

1. **Root Directory... \ InetPub \ wwwroot \ WebUserInterface** directory. Select the file called **Web.config**; click **Open**.

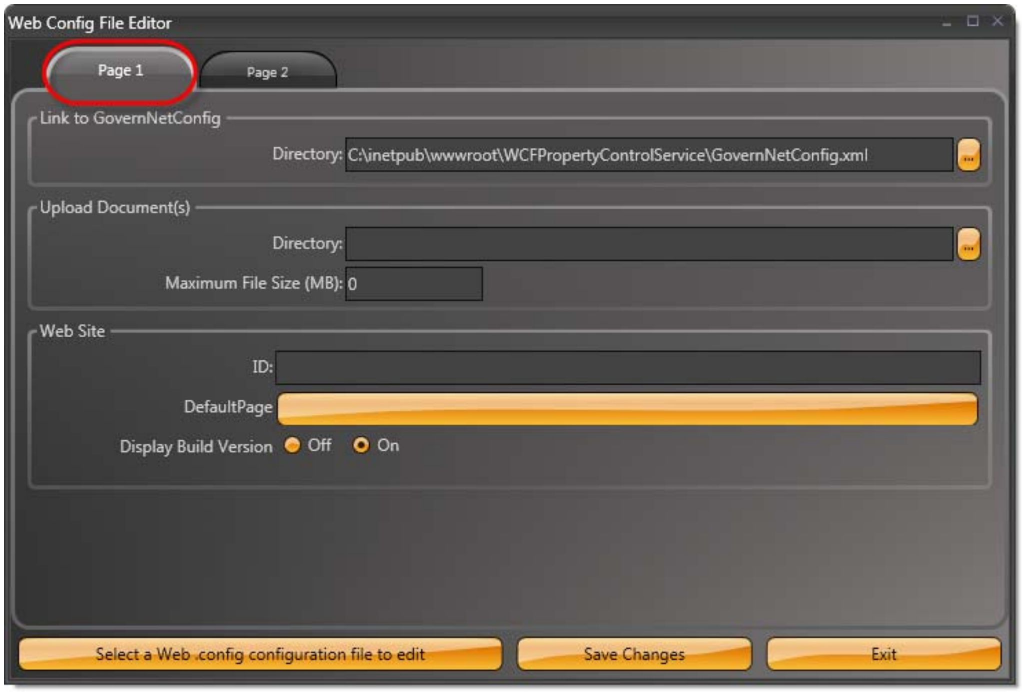


2. In the *Web Config File Editor* form, select the **Page 1** tab (**1**) to define the configuration parameters.



3. Click **Select a Web .config configuration file to edit** to select the configuration file for the Web site you are defining or modifying.

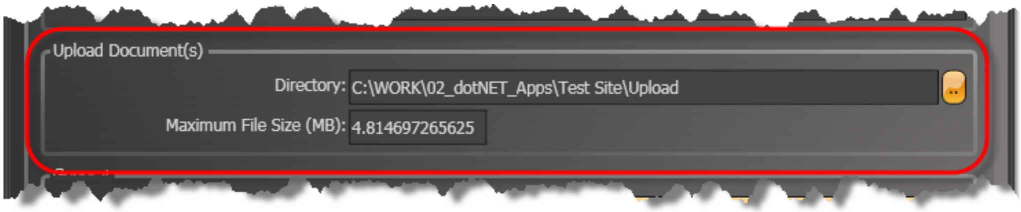
Web Configuration - Page 1 tab



Link to GovernNetConfig group

Directory: Click**...** to select the directory where the GovernNetConfig.xml file is located.

Upload Document(s) group

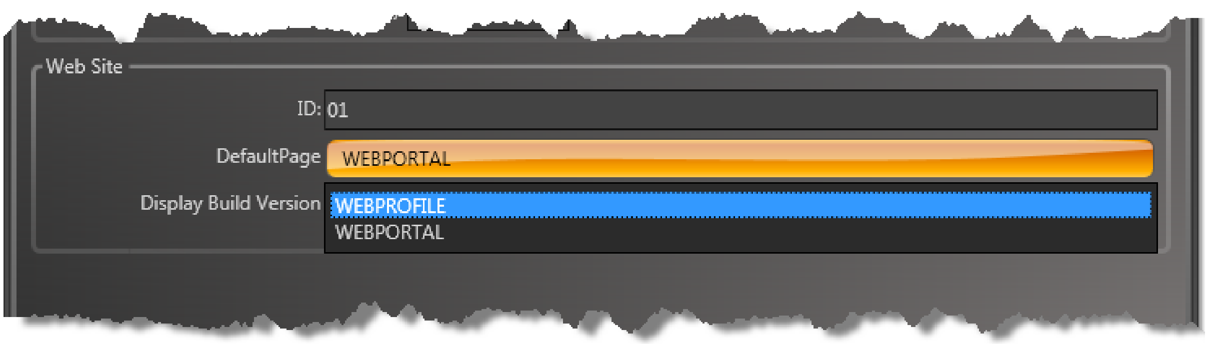


Directory: Click**...** to select the directory you are using for uploading documents from the Web for the ePermit and eComplaint solutions.

Maximum File Size: Enter the maximum permissible file size, in megabytes (MB), for a file that can be uploaded.

Note: A maximum file size setting of 2MB is usually adequate for most .JPG documents.

Web Site group

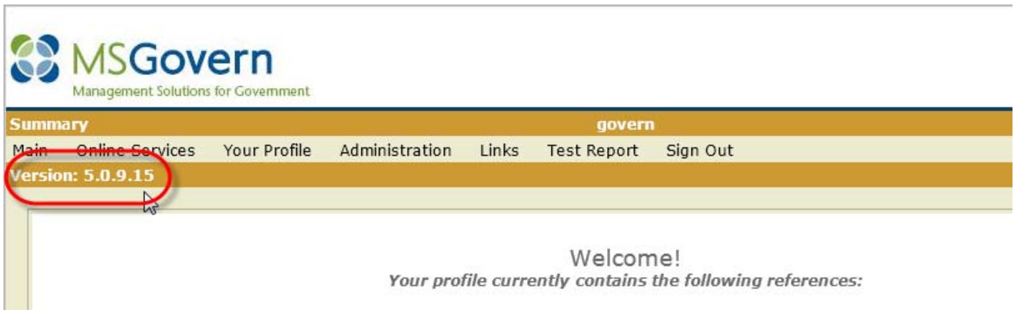


ID: Specify a web ID for the site.

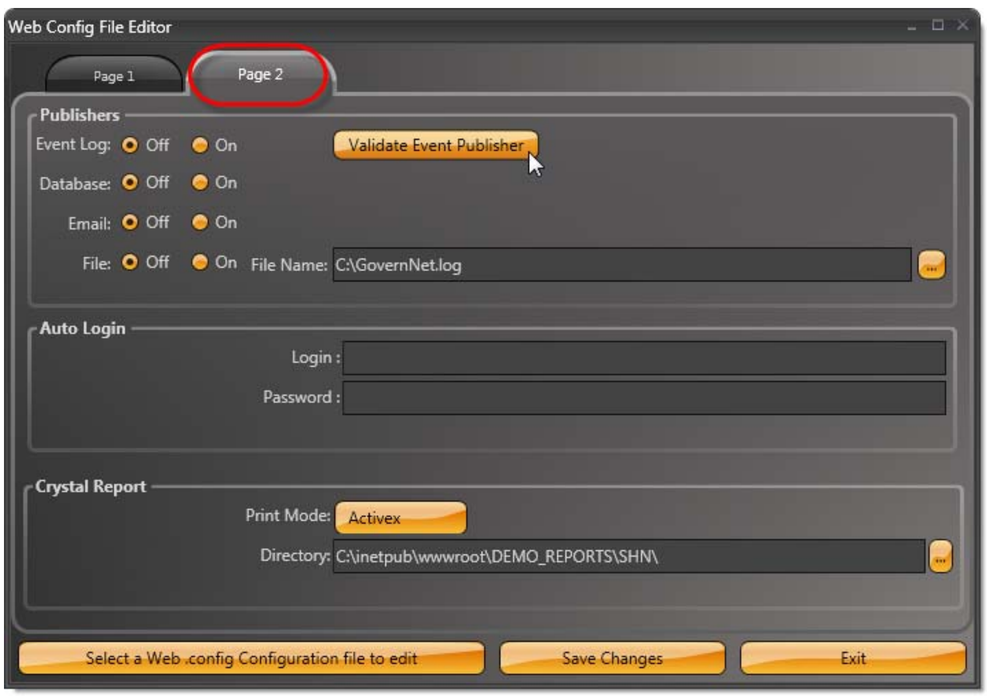
Default Page: Select the Default Page drop down menu to specify which page will be displayed as a default. Options are as follows:

- **WEBPROFILE** - This option is used when users have an existing account. Users will be required to enter a username and password.
- **WEBPORTAL** - Select this option in situations where you would like users to be able to perform actions that do not require an account, i.e. access credentials.

Display Build Version: **NEW!** Click to select the option to display the build version of the site on the web page. Setting this option can assist during troubleshooting.



Web Configuration - Page 2 tab



Publishers group

Parameters in the *Publishers* group define how logged errors and exceptions are to be managed by the system.

Note: The difference between an **exception** and an **error** are, *Exceptions* can be caught and recovered whereas *Errors* are unrecoverable.

Event Log: Select **On** to create an event log. This log that can be viewed through *Windows Event Viewer. By default, the system setting for this option is* **On**.

SMTP Mail Server: Enter the domain name of the SMTP Server; for example, `mail.mycompany.com`

Database: Select **On** to log errors and exceptions in the SY_EXCEPTION_LIST table in your database. *By default, the system setting for this option is* **On**.

Mail Address: Enter an e-mail address for the errors to be sent to; for example `astark@mycompany.com`.

E-mail: Select **On** to send errors and exceptions to an e-mail contact; enter the address in the **Mail Address** parameter..

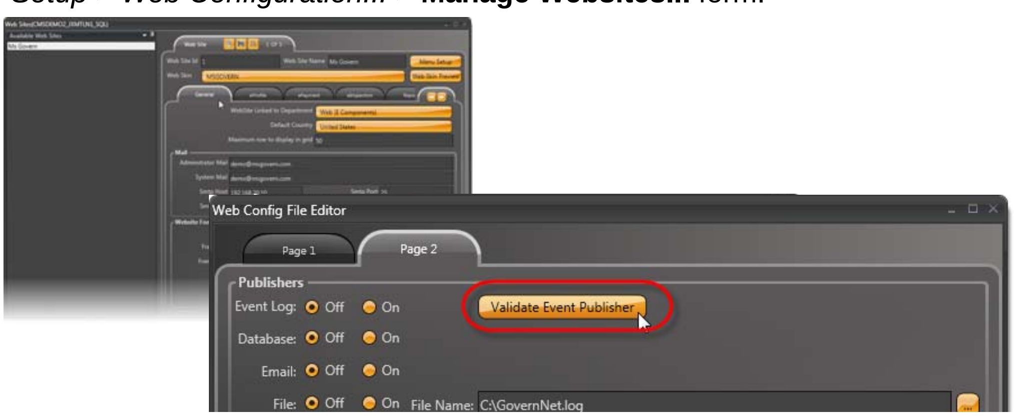
> **Note:** Do not turn on this option if an e-mail address has not been entered. *By default, the system setting for this option is* **Off**.

File: Select **On** to create a log file for any generated errors and exceptions.

> **Note:** Do not turn on this option if a filename for the log file has not been specified. *By default, the system setting for this option is* **Off**.

File Name: Click **...** to specify the location of a resource file.

Validate Event Publisher: After selecting your required publisher options, click **Validate Event Publisher** to perform a test of all settings that were enabled in the *Publishers* group. These are the settings that are set in the *Setup* > *Web Configuration...* > **Manage Websites...** form.



> **Note:** This test will validate that the connections that are based upon user access privileges are successful. This means that if directories are accessed, it will be completed based upon the rights that the user performing the test has. This will in no way be a reflection of the access rights that may be required by a Web server. Users should verify that server access has been verified.

Auto Login group

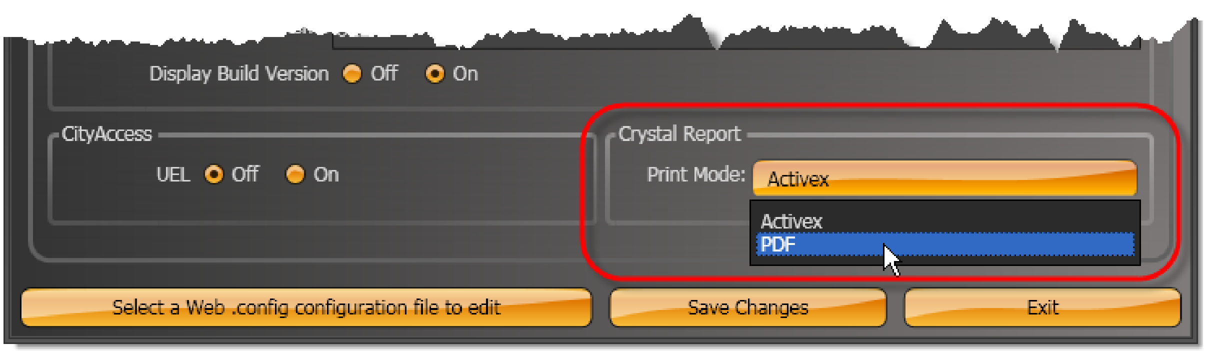
> **Note:** When using the Auto-Login option, ensure that the information being accessed is not of a sensitive nature.

When you enter your *Login* and *Password* information into the **Auto Login** parameters, you will gain access to the *Web site* without having to enter a login ID or password. This option can be used when continuous access is required, e.g. a public kiosk for citizens to access property information. This kiosk site would be configured as a separate *Web site* that is accessed with a customized eProfile. As a separate Web site it will also have its own *web.config* file.

> **Note:** The **Username** and **Password** are encrypted within the **web.config** file and any attempt to modify the information within the file will result in an error.

Crystal Report group

Print Mode: Select whether the user prints using ActiveX or PDF; if ActiveX is not supported, PDF will be the default.



Note: Users of *Crystal Reports* will need to install the *Crystal Reports 2008* runtime on the server hosting the application, and on each client computer. *Refer to the Crystal Report Runtime section of the DeployEZ™ Installer Guide for details.*

Directory: Click**...** to select the path to the report files.

Web Help Development Option

During the development of an online or *Web Help* system for a Web site, updating the *Help* content can assisted by knowing the exact location of said content in the *Govern Resource* file. Developers of Web Help content should note that there is a switch in the Web.config file that, when enabled, will display the path in the Resource file. *See Development Option to Display Path to Help File Content on page 150.*

Installing Web Services over HTTPS

NEW! As the information that will often be displayed on the Website may be personal or sensitive, it may be necessary to install *Govern Web services* using a secure intra/internet protocol like *HyperText Transport Protocol Secure* or (**HTTPS**). Installing Govern Web services over *HTTPS* will require some modifications to the **Web.config** file.

Example Web.config file modified for HTTPS

Note: Prior to making changes to your Web.config file, save a backup copy of the file is case of errors, and a roll back is required.

Below is a sample **Web.config** file that has been commented to indicate the locations where switches and custom setting are required. The file can be edited with a text editor like *NotePad.exe*.

WARNING: Extreme care should be taken when editing the **Web.config** file. Users will notice the syntax for "commenting out" a line. Any text line that appears between the following characters will not be executed;
`<!-- Text that appears between the brackets -->`
...will be taken as a comment.

```
<?xml version="1.0"?>
<configuration>
  <appSettings>
      <add key="MSGovern.GovernNetConfig" value="C:\MSGovern\GovernNetConfig.xml"/>
    <add key="MSGovern.SynchFileAndFolders" value="FALSE"/>
  </appSettings>
  <system.web>
    <compilation debug="true" strict="false" explicit="true" targetFramework="4.0"/>
  </system.web>
  <system.serviceModel>
    <bindings>
   <basicHttpBinding>
     <binding name="soapBinding" maxBufferSize="2147483647" maxBufferPool-
Size="2147483647" maxReceivedMessageSize="2147483647">
          <readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647"
maxArrayLength="2147483647" maxBytesPerRead="2147483647" maxNameTableChar-
Count="2147483647" />
  <security mode="None" /> <!-- When HTTP -->
  <!-- <security mode="Transport" /> -->   <!-- When HTTPS remove brackets and comment out the line
above -->
        </binding>
    </basicHttpBinding>
      <webHttpBinding>
        <binding name="webBinding" maxBufferSize="2147483647" maxBufferPool-
Size="2147483647" maxReceivedMessageSize="2147483647">
          <readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647"
maxArrayLength="2147483647" maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
       <security mode="None" /> <!-- When HTTP -->
      <!--<security mode="Transport" /> -->   <!-- When HTTPS -->
       </binding>
    </webHttpBinding>
    </bindings>
```

```
  <behaviors>
      <serviceBehaviors>
      <behavior name="MyServiceBehavior">
            <!-- To avoid disclosing metadata information, set the value below to false and remove the
metadata endpoint above before deployment -->
            <serviceMetadata httpGetEnabled="true" /> <!-- When HTTP -->
        <!--<serviceMetadata httpsGetEnabled="true" />--> <!-- When HTTPS -->
       <!-- To receive exception details in faults for debugging purposes, set the value below to true.  Set to
false before deployment to avoid disclosing exception information -->
            <serviceDebug includeExceptionDetailInFaults="false"/>
          </behavior>
        </serviceBehaviors>
      </behaviors>
    <services>
        <service behaviorConfiguration="MyServiceBehavior"
name="MSGovern.WCFServices.SV_AccountsReceivableAPI">
          <host>
            <baseAddresses>
              <add baseAddress="http://localhost/Services/SV_AccountsReceivableAPI"/>
            </baseAddresses>
          </host>
          <endpoint address="soap"
                    contract="MSGovern.WCFServices.IAccountsReceivableAPI"
                    binding="basicHttpBinding"
                    bindingConfiguration="soapBinding"
                    name="HttpEndPoint"  />
        </service>
      </services>
      <serviceHostingEnvironment multipleSiteBindingsEnabled="true" />
    </system.serviceModel>

  <!-- Web Server -->
    <system.webServer>
      <modules runAllManagedModulesForAllRequests="true"/>
      <validation validateIntegratedModeConfiguration="false"/>
    </system.webServer>

  </configuration>
```

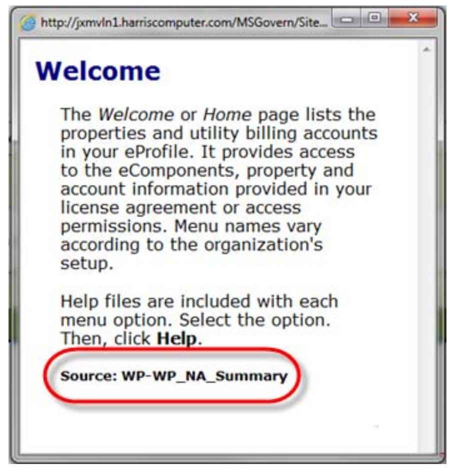
After completing modifications to Web.config file

After completing the required modifications for *HTTPS*, save the changes to the file and close it.

Option to Display Path to Help File Content

Note: Users should refrain from manually editing the Web.config file as errors can be unintentionally introduced that may lead to the website being rendered inoperable. Only knowledgeable users should attempt a manual edit of the **Web.config** file.

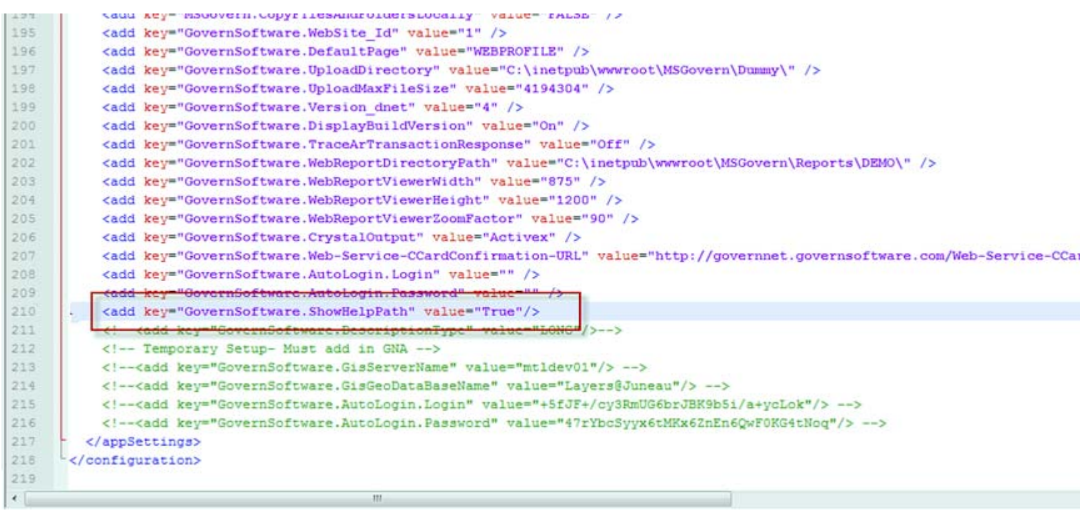
Although not available as a switch in the *Web Configuration File Editor*, users that are developing *Help* content for their *eGovern* sites should note that there is an option to display Resource file keys. The *Resource* file key contains the text for the help file. Once the resource key is obtained, it can be used to locate the text, and edit it using the *Resource File Editor* in *Govern's New Administration* (**GNA**).



Displaying the Help Content Key

As indicated, displaying the Resource key that contains the Help text is done by enabling the GovernSoftware.ShowHelpPath key in the Web.config file.

To enable the key...



```
<add key="GovernSoftware.WebSite_Id" value="1" />
<add key="GovernSoftware.DefaultPage" value="WEBPROFILE" />
<add key="GovernSoftware.UploadDirectory" value="C:\inetpub\wwwroot\MSGovern\Dummy\" />
<add key="GovernSoftware.UploadMaxFileSize" value="4194304" />
<add key="GovernSoftware.Version_dnet" value="4" />
<add key="GovernSoftware.DisplayBuildVersion" value="On" />
<add key="GovernSoftware.TraceArTransactionResponse" value="Off" />
<add key="GovernSoftware.WebReportDirectoryPath" value="C:\inetpub\wwwroot\MSGovern\Reports\DEMO\" />
<add key="GovernSoftware.WebReportViewerWidth" value="875" />
<add key="GovernSoftware.WebReportViewerHeight" value="1200" />
<add key="GovernSoftware.WebReportViewerZoomFactor" value="90" />
<add key="GovernSoftware.CrystalOutput" value="Activex" />
<add key="GovernSoftware.Web-Service-CCardConfirmation-URL" value="http://governnet.governsoftware.com/Web-Service-CCar
<add key="GovernSoftware.AutoLogin.Login" value="" />
<add key="GovernSoftware.AutoLogin.Password" value="" />
<add key="GovernSoftware.ShowHelpPath" value="True"/>
<!-- <add key="GovernSoftware.DescriptionType" value="LONG"/>-->
<!-- Temporary Setup- Must add in GNA -->
<!--<add key="GovernSoftware.GisServerName" value="mtldev01"/> -->
<!--<add key="GovernSoftware.GisGeoDataBaseName" value="Layers@Juneau"/> -->
<!--<add key="GovernSoftware.AutoLogin.Login" value="+5fJF+/cy3RmUG6brJBK9b5i/a+ycLok"/> -->
<!--<add key="GovernSoftware.AutoLogin.Password" value="47rYbcSyyx6tMKx6ZnEn6QwF0KG4tNoq"/> -->
</appSettings>
</configuration>
```


1. Using a text editor, open the Web.config file.
2. Locate the **GovernSoftware.ShowHelpPath** key and set the value to equal True.
3. Save and close the file.

When enabled the key switch is enabled, and the Help is invoked, at the bottom of the text will be the key that the text can be located in.

Note: This feature is intended for developmental purposes only and should be returned to its default state of **False** so as not to be a distraction to users of the Website.

Web Skin Manager

Overview

A “skin” is a term used to refer to the appearance of the user interface (**UI**). Consequently a “WebSkin” refers to the appearance of the *UI* in a web browser. A *WebSkin* will present a Web application with a different look and feel, but the behavior of the *UI* will not change.

With the *WebSkin Manager*, you are able to customize the look and feel of the eProfile and the eComponents. The *WebSkin Manager* contains tools for defining the parts of the layout, e.g. title, head, header, footer, left and right margins and body, of a *Web site*. These parts are defined as a “skin”, assigned a name and ID, and then selected for the eProfile or an eComponent through the *Web Site Manager*.

Typically the *Webskin Manager* can be used to replicate the pages of your Web site that will contain restricted access *eProfiles* and *eComponents*. For example, the pages that are duplicated can contain *eComponents* that allow citizens to access information for outstanding tax balances, make payments online, or apply for permits as contractors.

Using JavaScript

Your non-eComponent pages, i.e your main Website, can contain *JavaScript* code that may be used for linking to other pages or as text fields that are used to enter search phrases. Embedded *JavaScript* code can be executed on a Web page; using them in pages with eComponents may result in unpredictable results.

WARNING: When duplicating your pages, avoid including any *JavaScript* code or components. *JavaScript* components can interact and impact negatively with the *eComponents*. This can lead to non-functional or “broken” web pages.

To access the *WebSkin Manager*:

1. Select *Setup* > *Web Configuration...* > **Manage WebSkin...** (**A**)

HTML and the WebSkin

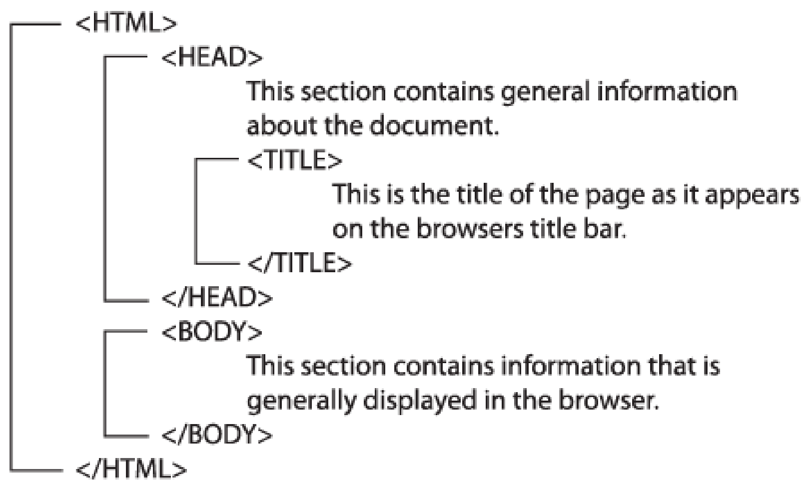
Some of the tabbed sections of the WebSkin manager allow you to include custom *HyperText Markup Language* (**HTML**) code to your *WebSkin*. Customization also allows you to add *JavaScript* code and include or reference *Cascading Style Sheets* (**CSS**).

HTML Primer

In order to add HTML customization to WebSkins, it is good to have an understanding of basic HTML. For in-depth explanations, various text references are available from most stores that sell programming books. In addition, numerous “go to” resources can be found on the Internet.

The structure of a basic HTML document is as follows:

HTML Nested Structure



There are four (4) primary “tags” used in HTML:

- <HTML>
- <HEAD>
- <TITLE>
- <BODY>

There are two (2) principal parts to the HTML document, they are the “HEAD”, and the “BODY.” An HTML document starts with the `<HTML>` tag and ends with the closing `</HTML>` tag, note the “/” that is used for the closing tag.

Applying HTML Tags

In the following example, we want to make text appear as bold. To do this we would surround the block of text with the following:

<B>This text block will appear Bold!</B>

If we want part of the sentence to appear Italicized we can “nest” the tags as follows:

The opening tag “turns on” the bold option and the closing tag turns it off; if the closing tag is not present, all text after the tag will appear as bold until it encounters a closing tag. The Italic tag is “nested” within the bold tag.

This methodology of using opening and closing tags is the general rule for HTML. Exceptions exist where only an opening tag is used.

Paired HTML Tags

Tag Name	Tag Used	Comments
Bold	<B></B>	**Bold**
Italic	<I></I>	*Italic*
Paragraph		Plain
Font	<font face=”Arial” color=”#FFFFFF” size=”5”> *- The font name must appear as it does in your fonts folder* *- Colors are defined using Octal*	Not recommended for use; use CSS instead.

Single Tags

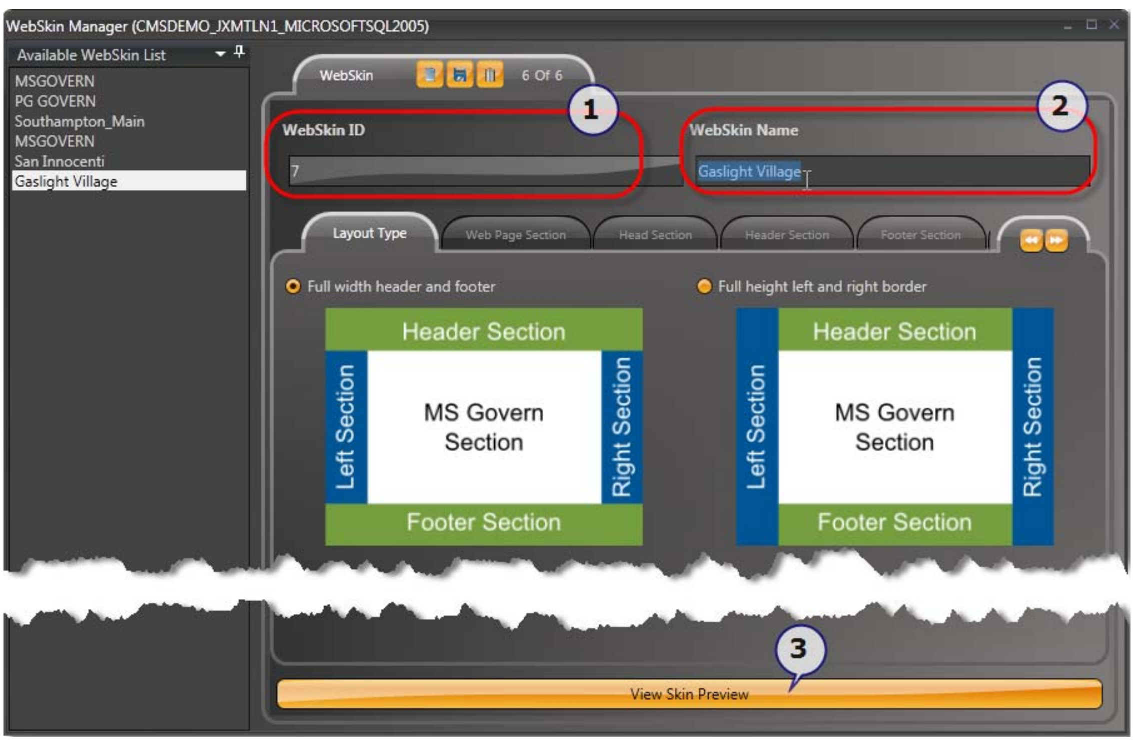
Tag Name	Tag Used
Horizontal Rule	<HR> **OR** <HR WIDTH=”50%”> *The rule is specified as 50% of the page size*
Break	
Non-breaking Space	
Image and Source	<IMG SRC=”URL”> *The path to the image must be specified. Ex.* <IMG SRC=”C:\IMAGES\MyPic.gif”>

See Appendix E: HTML Tags on page 293, for a list of common HTML tags.

Creating a WebSkin

To create a WebSkin:

1. Select *Setup* > *Web Configuration...* > **Manage WebSkin...**
2. Click **New** (**1**) on the *Webskin* tab.



3. A Webskin ID is generated in the **WebSkin ID** (**1**) field; this field cannot be changed.
4. Enter a name in the **Web skin Name** (**2**) field. This is descriptive and is for informational purposes only.
5. Define the WebSkin properties, as described in this section.

6. Display a preview of the WebSkin, by selecting the **View Skin Preview** button (**3**).

Navigating the Webskin Manager tabs

There are a total of eight (8) tabs in the *Webskin Manager* form. Depending on the size of the form, some tabs may become hidden. You can expand the width of the form by placing your cursor at the side, or any one of the corners of the form until a double headed arrow appears, click and drag to expand.

To view hidden tabs...

1. Click the left and reverse buttons (**1**), (**2**) that appear on the last tab (**A**). When there are no hidden tabs, this tab will not be visible.

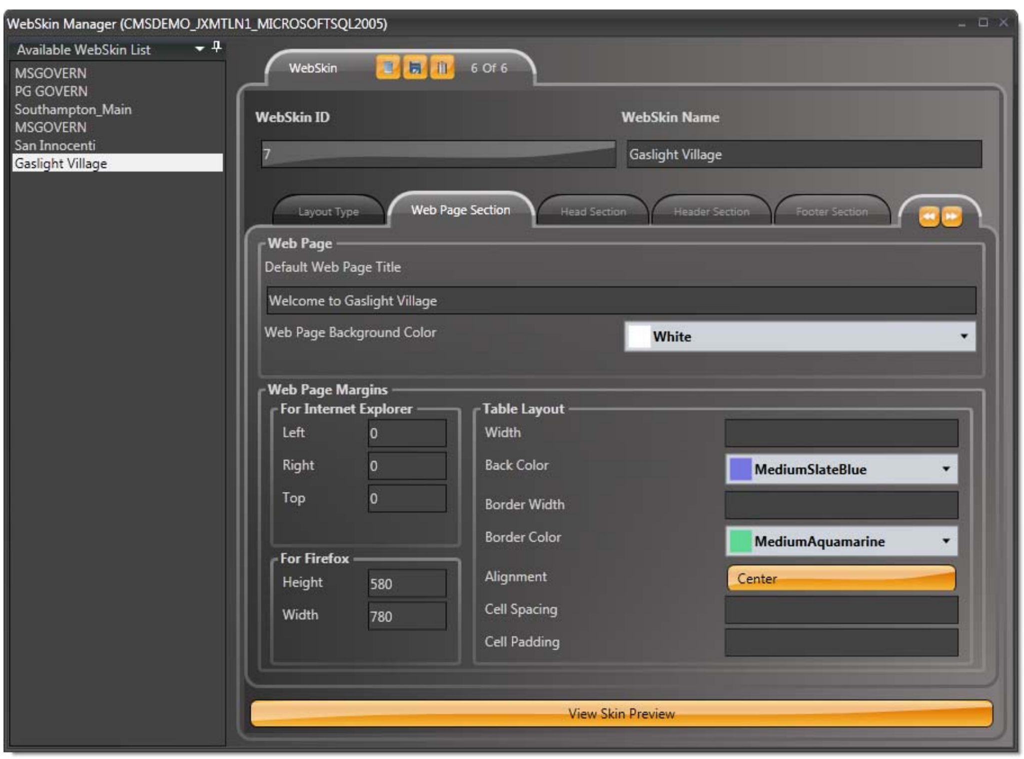
Layout Type tab

The first step is to select a layout type for the Web site; two (2) layouts are available.

- Select **Full width header and footer** to extend the header and footer to the full width of the Web page with the left and right borders extending only between the top and bottom border.
- Select **Full height left and right border** to extend the left and right borders to the full height of the Web page with the header and footer extending only between the left and right border.

Web Page Section tab

Click the **Web Page Section** tab to define general properties for the WebSkin.

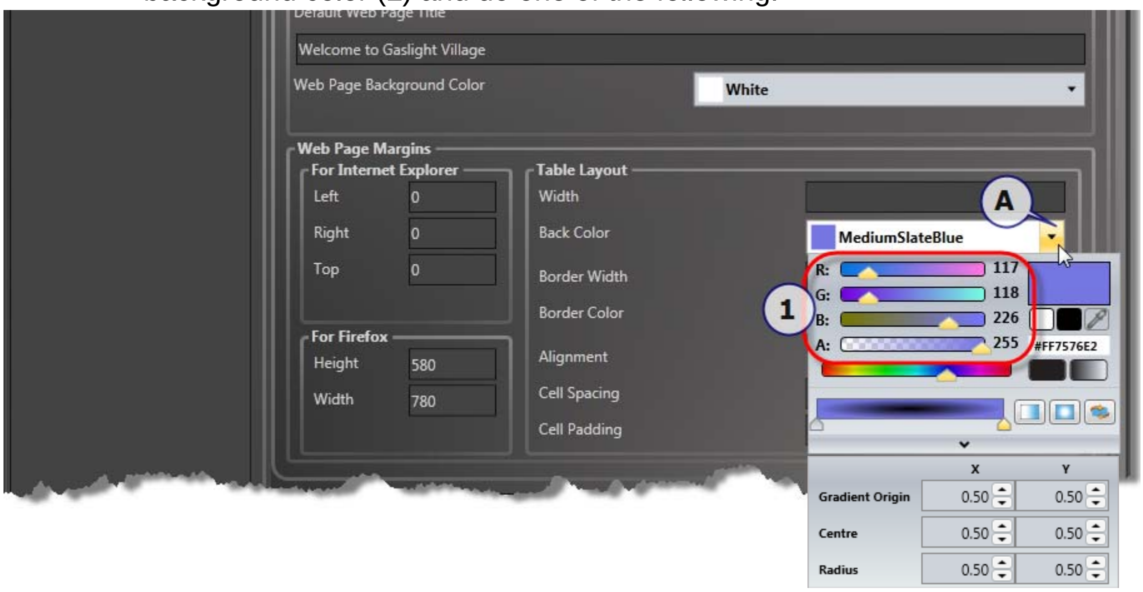


Default Web Page Title: Enter the title for the Web page. This appears in the title bar of the browser. The title is included in the *Head* section as follows:

```
<TITLE>Govern.WEB Demonstration Page</TITLE>
```

Sometimes, the title information is used, by some search engine robots, with the keywords, to create an index for the page. This index information is displayed when users query the search engine.

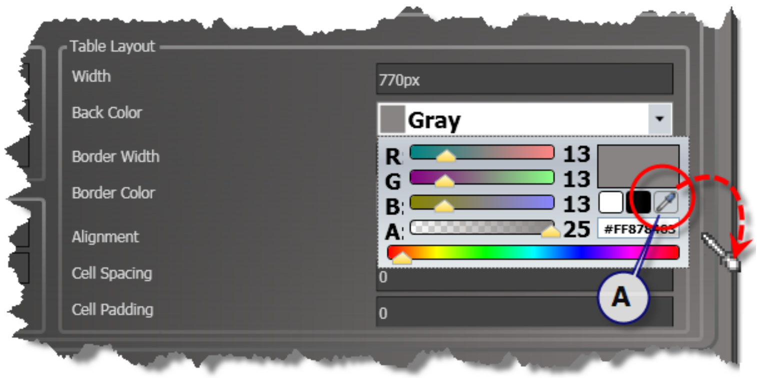
Web Page Background Color: Extend the drop-down list (**A**) to define a background color (**1**) and do one of the following.



- Select a customized color, use a standard Web color, use a standard Windows color, or enter the *Red, Green, Blue* (**RGB**) or *hexadecimal* (**hex**) value.

OR

- Select the color sampler (**Eye Dropper** icon) (**A**), click, hold, and drag the eyedropper over any area on your desktop; this will use the sampled color as a background colour.



Web Page Margins group

For Internet Explorer: For displaying the Web page in Microsoft® Internet Explorer (IE), enter a value for the *Left*, *Right* and *Top Margins*.

For Firefox: For displaying the Web page in Mozilla Firefox®, enter a value for the *Margin Height* and *Margin Width*.

Tip: Enter values for all parameters in order to support both of these popular browsers.

Table Layout group

This section controls the *Layout Table* section of the Web page. This is the area between the header, footer and left / right borders; i.e., the Govern area.

- **Width**: Enter a value for the maximum width of the layout table.
- **Back Color**: Select a color or enter a value for the background color of the table, as described under *Web Page Background Color on page 121*.
- **Border Width**: Enter a value for the width of the borders.
- **Border Color**: Select a color or enter a value for the border.
- **Alignment:** Select the alignment for the elements in the table; options are Center, Left, or Right.
- **Cell Spacing** / **Cell Padding**: Enter values for the spacing and padding of the cells.

Head Section tab

Click **Head Section** to define the information for the Head section of the Web page. The *Head Section* (**1**) of a Web page contains keywords, *meta tags*, *javascripts* and references to *CSS* files. *Meta Tags* may be used by search engines, such as Google, Bing, and Yahoo, to categorize and rank your Web site in a search result.

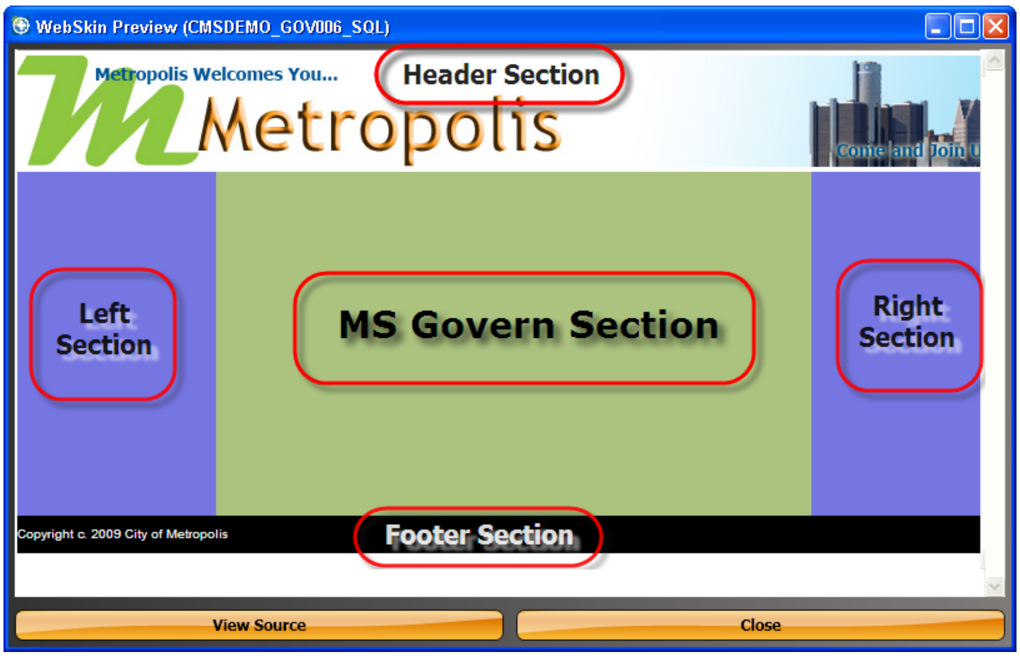
WARNING: When duplicating your pages, avoid including any *JavaScript* code or components. *JavaScript* components can interact negatively with eComponents, resulting in non-functional or “broken” web pages.

You can add other information, such as links to *Cascading Style Sheets* (**CSS**). If there is nothing to be added, the **Head Section** may be left blank.

Note: The CSS file for the eProfile and eComponents is handled separately. However, you can include a link to an external CSS file for controlling other properties on the header, footer, left or right margins.

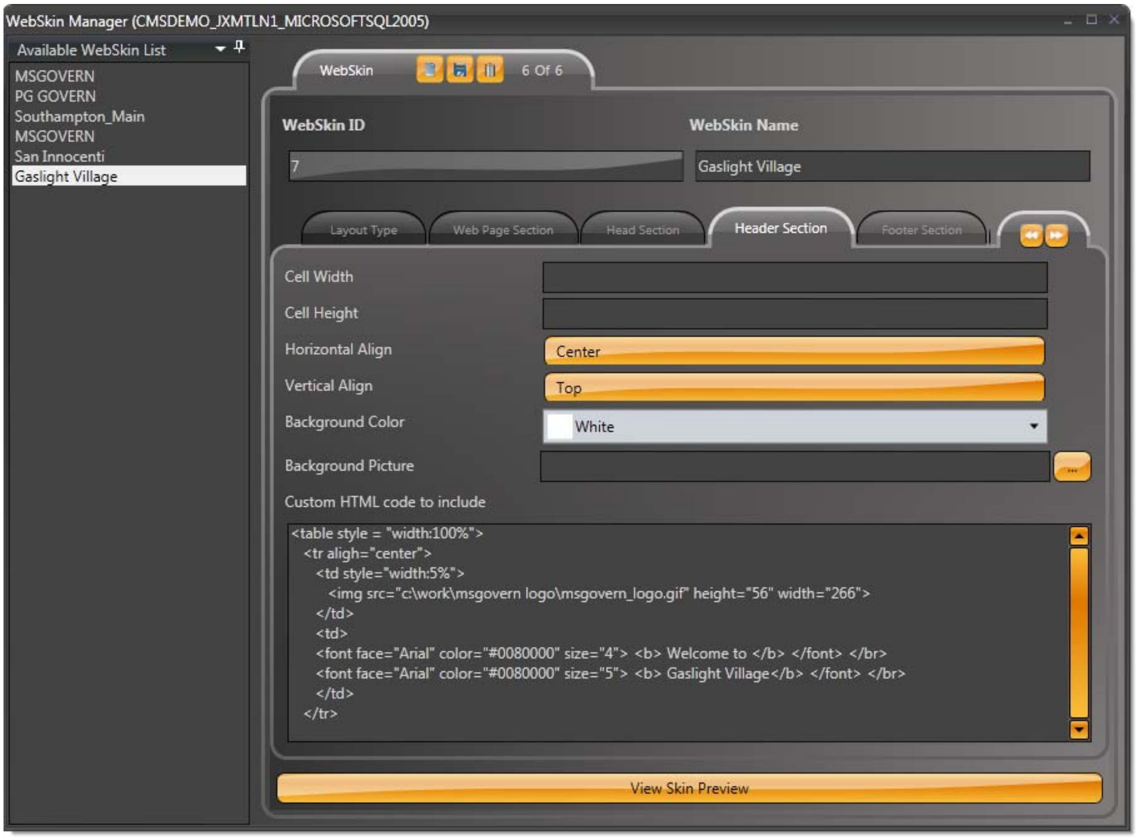
WebSkin Layout

The sections of the layout and the borders are illustrated in the following screen shot:



Header, Left, Right and Footer Sections

Select these sections to define the properties for the borders of your Web pages.



Cell Width / Cell Height: Enter a value for the cell width and the cell height.

Note: You can enter the value in pixels (px) or as a percentage.

If you are using a percentage, you need to specify this, otherwise the browser will interpret the entered value as pixels.

It is highly recommended to use the same type of value for all sections: i.e., the Head, Footer, Left and Right sections

Horizontal / Vertical Align: Use these options to specify positioning within the cell.

Background Color: Select a color or enter a value for the background color of the table, as described under *Web Page Background Color on page 121*.

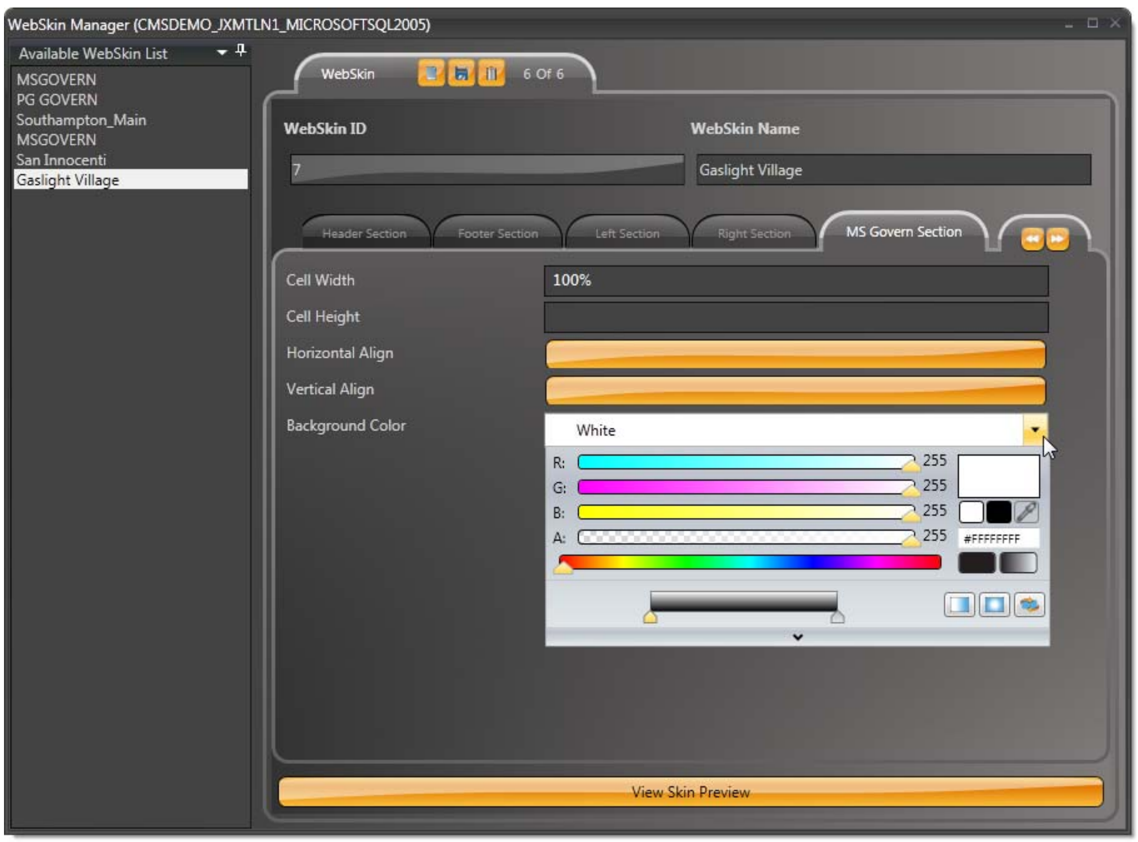
Background picture: Select this option if you are adding a background image to the selected area; i.e., the header, footer, left or right border. Then enter the file name and extension in the text box.

Note: Specify a URL for the image.

Custom HTML code to include: Enter any additional HTML code you want to add to the header, footer, left or right section.

MSGovern Section

Select the **MS Govern Section** to define the properties for the Govern section of your Web pages.



Cell Width: Enter a value for the cell width.

Cell Height: Enter a value for the cell height.

> **Note:** You can enter the value in pixels or as a percentage.
>
> If you are using a percentage, you need to specify this, otherwise the browsers interpret the value in pixels.
>
> It is highly recommended to use the same type of value for all sections: i.e., the Head, Footer, Left and Right sections.

Horizontal Align: Select center, right, left or *none specified* for the horizontal position of the Web site.

Vertical Align: Select top, middle, bottom, baseline or *none specified* for the position of the Web site.

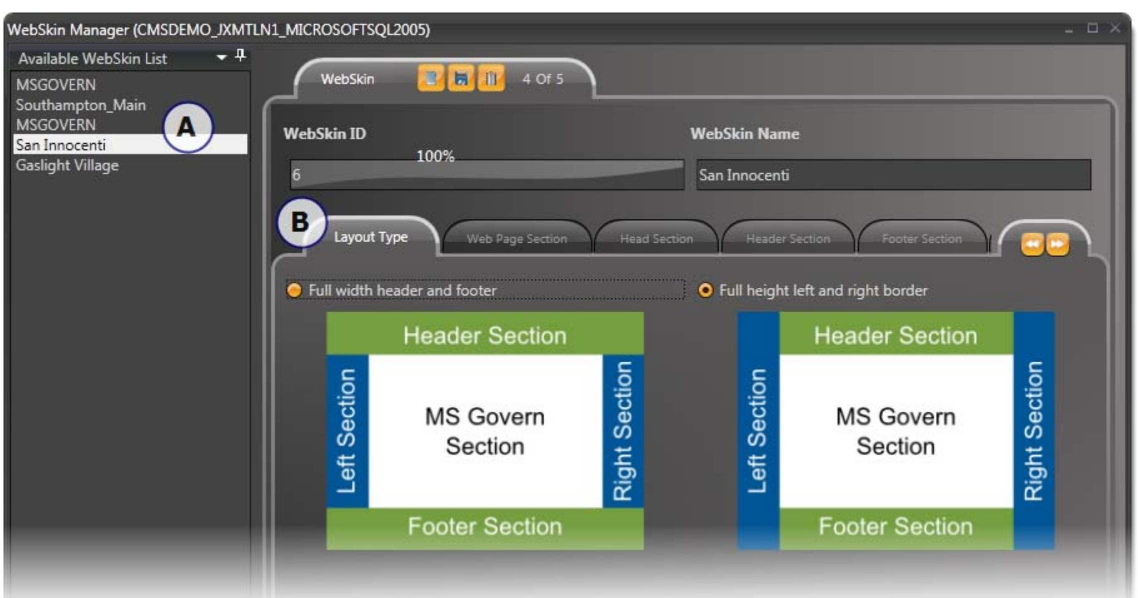
Background Color: Select a color or enter a value for the background color of the table, as described under *Web Page Background Color on page 121*.

Click **Save**; then **Exit** to complete the WebSkin setup.

Editing a WebSkin

To edit an existing *WebSkin*:

1. Select an existing **WebSkin** on the *Web Skin Manager* (**A**).



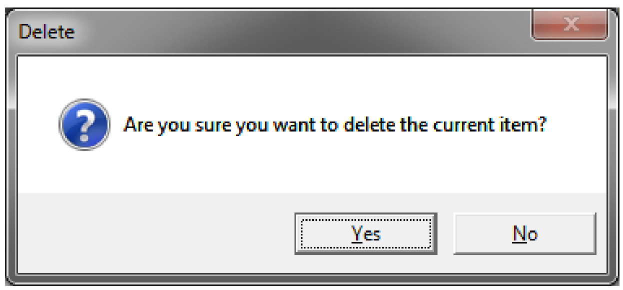
2. Modify any existing parameters under the WebSkin tab (**B**); refer to the setup for the creation of a new *WebSkin* for details. *See “Creating a WebSkin” on page 118.*
3. Display a preview of the WebSkin, by selecting the **View Skin Preview** button.
4. Click **Save** and **Exit**.

Deleting a WebSkin

To delete a WebSkin:

1. Select the WebSkin in the **WebSkin Manager** list box.

1. Click **Delete** on the *WebSkin* tab.



2. Click **Yes** on the confirmation message box to delete the WebSkin.

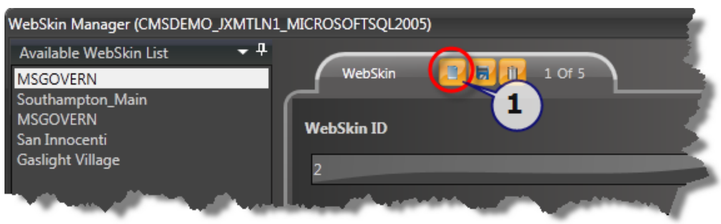
Creating a Web site

Following are the steps used to create a basic eComponent Web site:

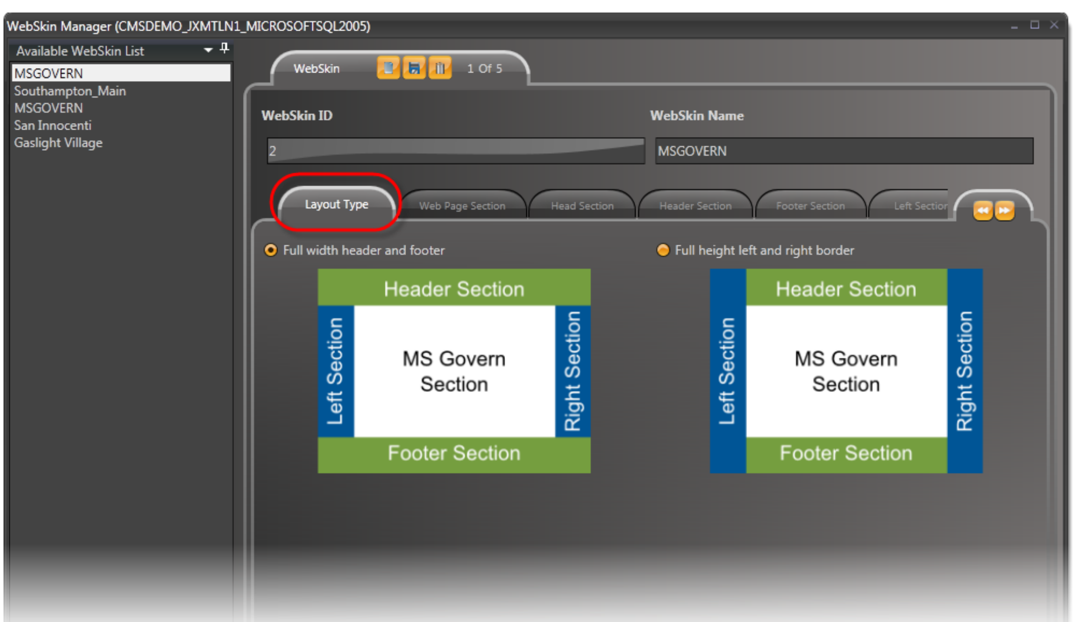
Create a WebSkin

The WebSkin can be described as the theme or look of your *Web site*. Creation of the WebSkin is the recommended first step when building a *Web site*.

1. To create a new WebSkin, select *Setup* > *Web Configuration...* > **Manage WebSkin...**
2. In the *Web Site Manager* click **New.** (**1**)



3. In the *WebSkin Manager* form select the layout style of your *Web site*; complete all additional forms. *See Creating a WebSkin on page 104 for details*.



Create a New Web site

Once you have created any required *WebSkins*, create the Web site and attach the WebSkin to it.

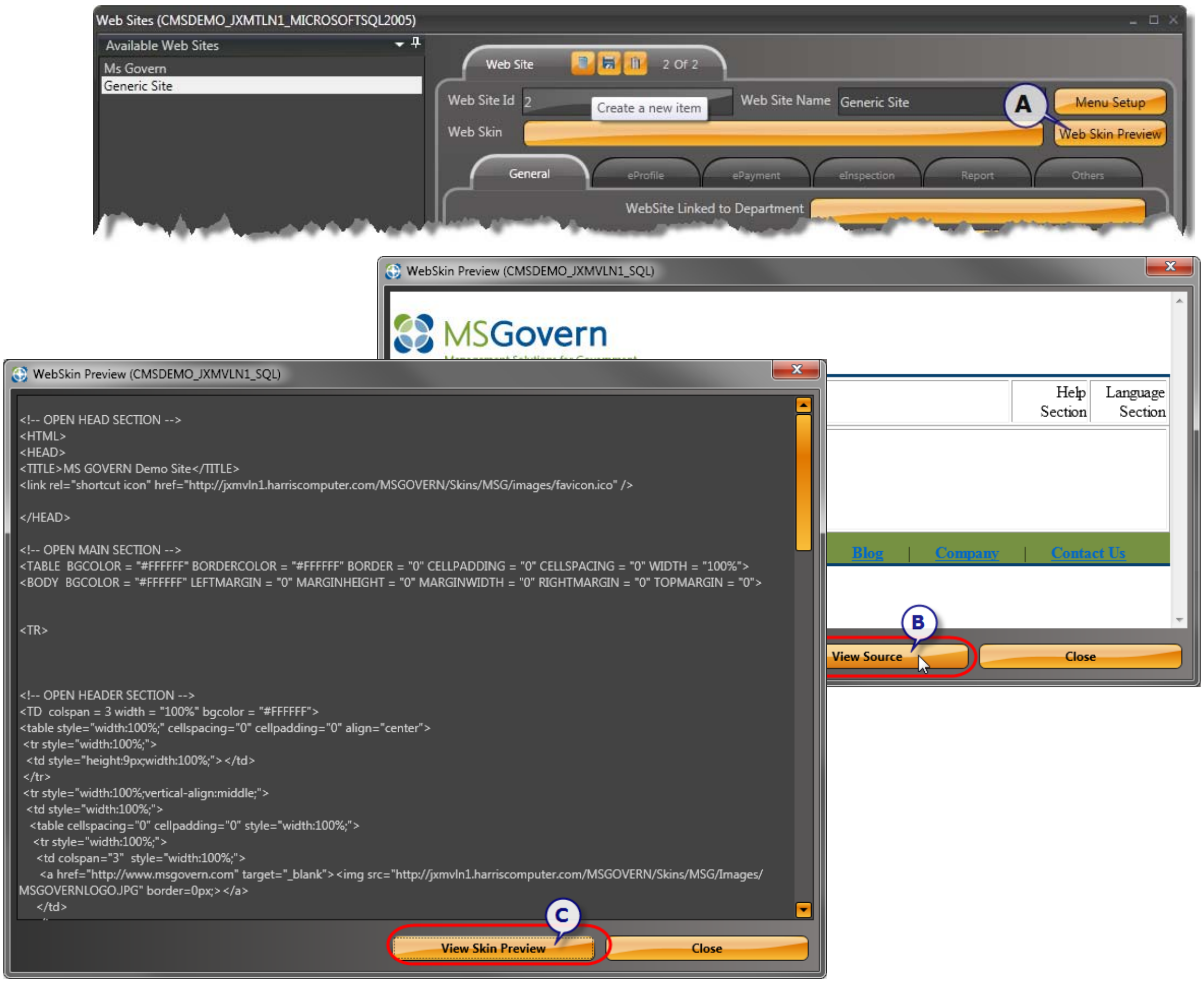
1. Select *Setup* > *Web Configuration...* > **Manage Web Sites...**
2. In the Web Sites form, click **New** (**1**)*;* a number is automatically generated in the *Web Site ID* parameter (**2**).

3. Enter a name that will be used to identify the *Web site* in the **Web Site Name** parameter (**3**).
4. Select a *WebSkin* from the *WebSkin* drop-down menu (**4**).

Previewing a Web site

As you are building your *Web site*, it is recommended that you periodically preview how your *Web site* will look with the *WebSkin*.

1. Click **WebSkin Preview** (**A**) to display your *Web Site* with a selected *WebSkin*.



While previewing your *Web site* (**B**), you are also able to view the source code (**C**) for your page in the same window..

Note: When you click **View Source** in the *WebSkin Preview* window, the *View Source* button will change to **View Preview** when the source code is displayed in the preview window.

Adding Menu items

To add menus to your *Web site*...

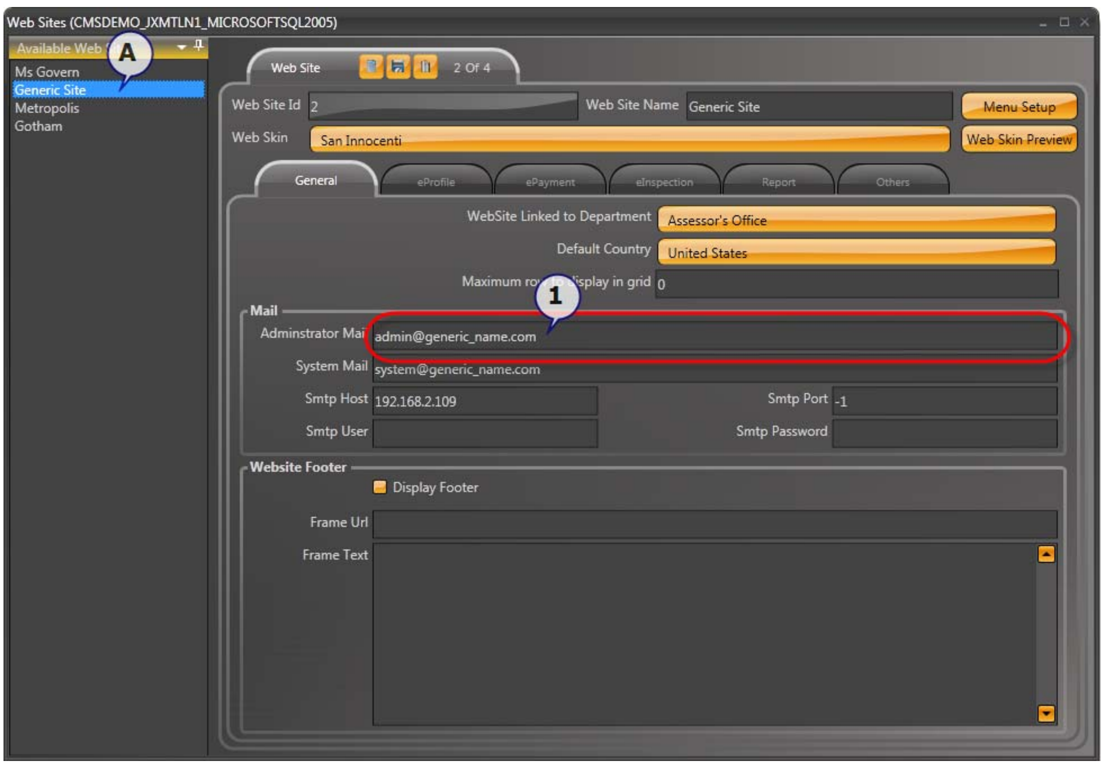
2. Click *Menu Setup* to access the *Web Site Menu* setup form.

3. Click **New** to create a new menu item; enter a description in the *Description* field.
4. Change the Menu Sequence by changing the number that appears in the *Menu Sequence* parameter.

Editing a Web site

To change the parameters of an existing Web site...

1. Select the *Web site* from the *Web Sites* (**A**) list on the left hand-side; when selected, the parameters for the site are displayed on the right hand side (**1**).
2. Make any required changes to the parameters.



3. If necessary, select different skins, from the drop-down lists as required.

Deleting a Web site

To delete a *Web site*:

1. Select the *Web site* from the *Web Sites* list (**1**) of the **Web Sites** manager.

2. Click **Delete** (**2**).

3. Click **Yes** on the confirmation message box.

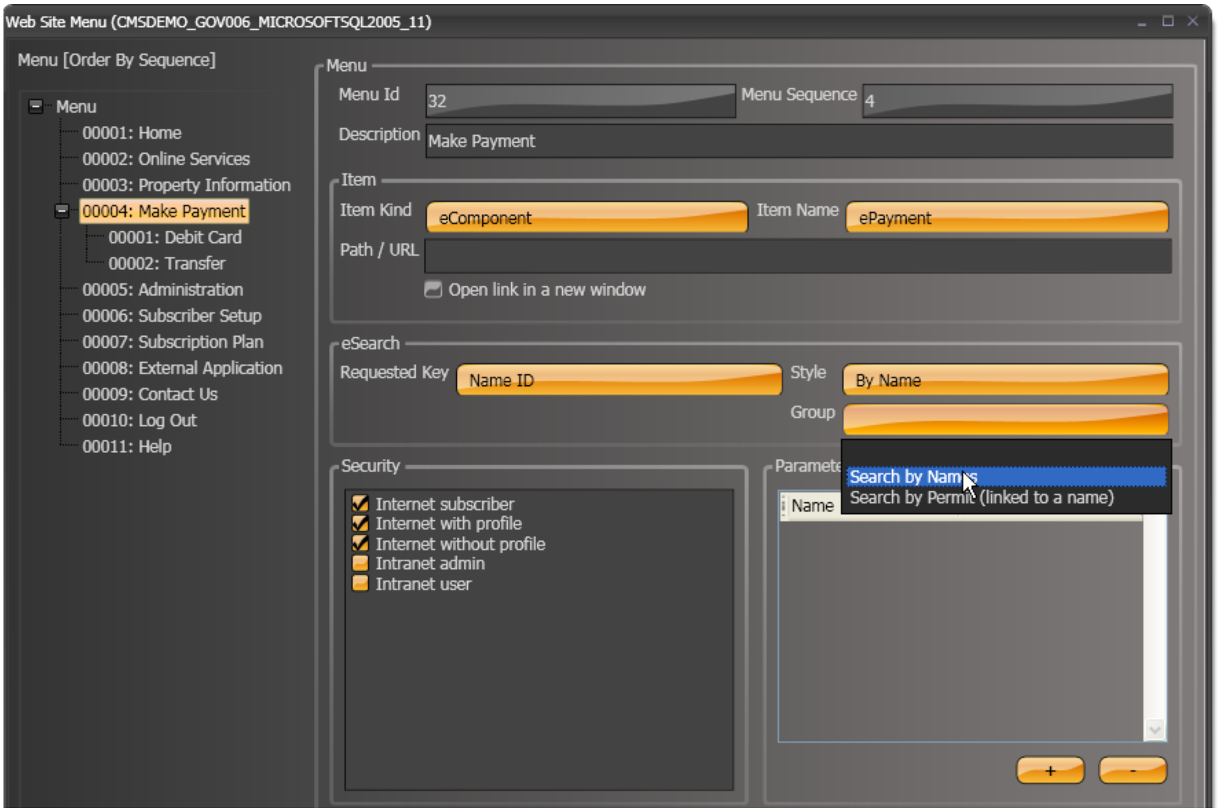
Website Menus

For an understanding of the steps involved in creating menus and related activities, refer to the steps below:

- Creating Menus - *See Creating Menu's on page 50*
- Adding Menu Levels - *See Adding Menu Levels on page 52*
- Modifying Menu Levels - *See Modifying Menu Levels on page 53*
- Copying Menu Levels - *See Copying Menu Levels on page 54*
- Deleting Menu Levels - *See Deleting Menu Levels on page 55*

Configuring Website Menus

The *Web Sites* and *Web Skins* forms are used to create the “shell” that will be your *Web site*; after defining the look and feel, you can then configure the menus. Menu options can be associated with a Web page, a report or with a Search Style. *See Accessing Dynamic Search Configuration Tools on page 261*. The *Web Site Menu* form is used to create and configure your menus.



Tip: Before beginning, plan your menu setup. Create all your top level menus first. You need to refer to them when you create your second level items, then the third, fourth and fifth level items, if applicable. In addition indicate the *Item Types* that will be assigned to each menu item. *See Item Kind on page 47 for details about Item Kinds.*

Web Site Menu Command Buttons and Parameters

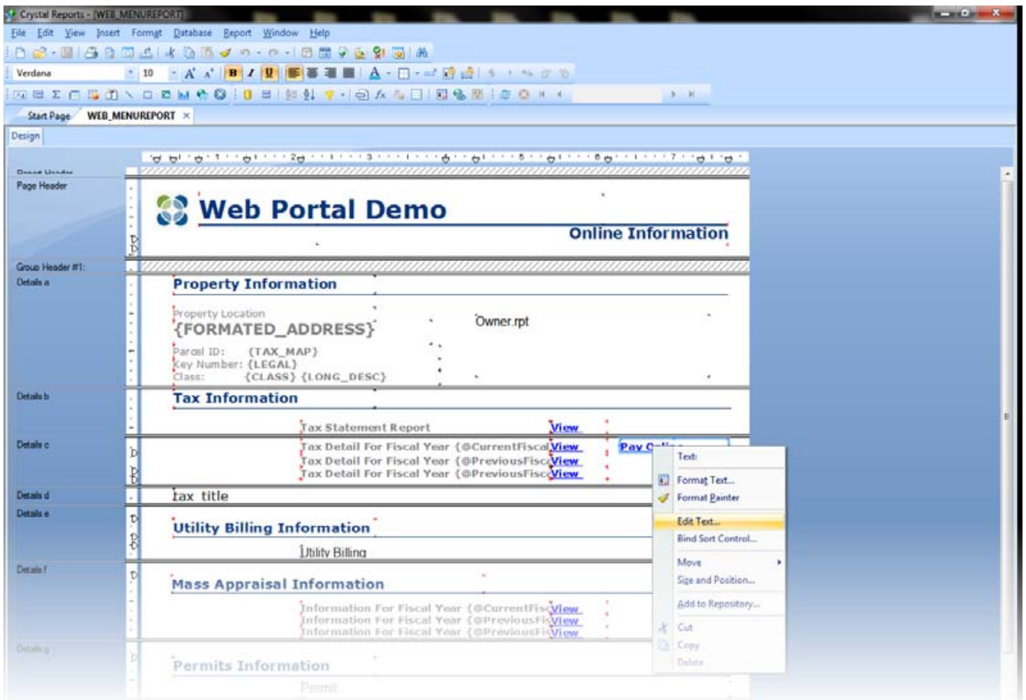
For details about the Web Site menu Command Buttons and Parameters, refer to *Web Site Menu Command Buttons on page 46* and *Web Site Menu Parameters on page 46*.

Strategy for setting up menus

For steps to successfully set up menus, refer to *Strategy for setting up menus on page 57* for details.

Crystal Reports in the eComponents

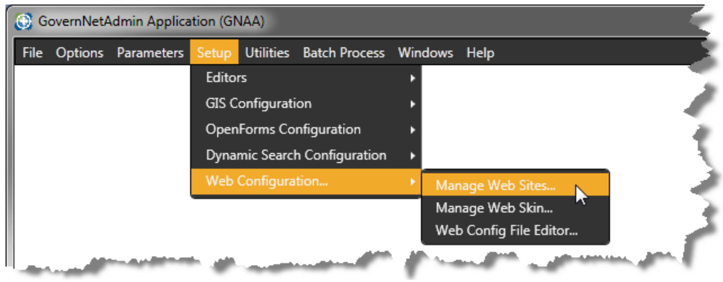
A feature of the standard *Crystal Reports* supplied with the *eComponents* is the ability to customize them. Users are able to take a standard report and customize it with a fully licensed version of *Crystal Reports*. The links that appear within the report can be modified.



To fully understand this concept, let us first look at a a typical report and how to set it up as a menu on the Web site. In the following example, we will create a menu selection called *Property Information*. *Property Information* is a submenu of *Information*.

To setup the menu…

1. In GNA, select *Setup* > *Web Configuration…* > **Manage Web Sites**



2. In the *Web Sites* form, click to select your *Web site* (**A**)
3. Click **Menu Setup** (**1**).

4. In the *Web Site Menu* form click **Menu** under the *Menu [Order by Sequence]* list.
5. Click **New**.
6. In the Description parameter, enter Information; this is the name of the menu.
7. In the *Item* group, select **Menu** for *Item Kind*; this menu item is going to have a sub menu.
8. Click **Save**.

Now that the menu has been created, we can now create the sub menu item that will link to our report.

To create the sub menu item...

9. Click to select the recently created *Information* menu item; click **New**.
10. Enter *Property Information* in the description field.
11. In the *Item* group, select an *Item Kind* of **Report**.
12. in the *Path / URL* parameter, you will need to enter the path to the report on the server. for this example the path is a follows:

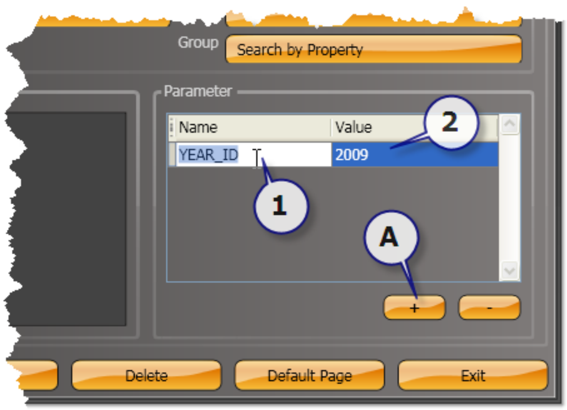
`C:\Inetpub\wwwroot\Demo Reports\DEMO\WEB_MENUREPORT.rpt`

The report used here is a generic report that will be used to retrieve property information. This report is also embedded with links to additional information. To obtain the property information required, a key will have to be supplied, e.g. *AR_ID, NA_ID, P_ID,* etc. For property information, we will use the *Parcel ID*.

13. In the *Dynamic Search* group, select **Parcel ID** for the *Requested Key*.
14. For the *Group* parameter, select **Search by Property**.
15. In the *Security* group, because this menu will be accessed by all users, set all options; i.e. *Internet subscriber*, *Internet with profile*, *Internet without profile*, *Intranet admin*, and *Intranet user.*

This report requires the year that will be queried, i.e. the **YEAR_ID**. For this report it will be for the year **2009**.

16. Click “**+**” (**A**) in the **Parameter** group; enter **YEAR_ID** under the *Name* column (**1**), and **2009** under the *Value* column (**2**).

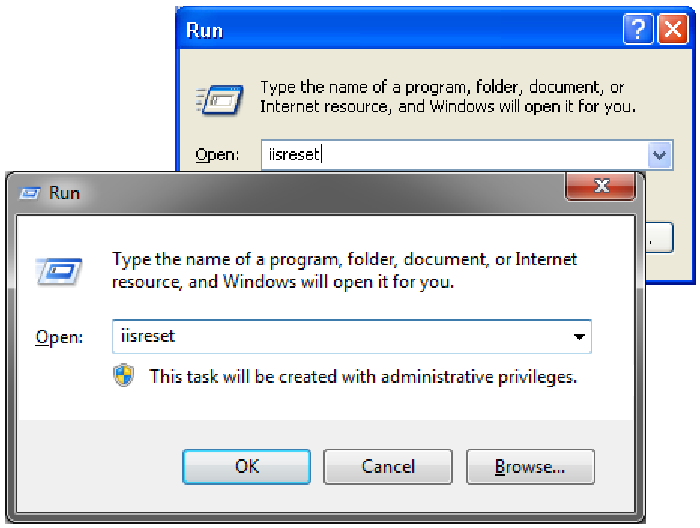


17. Click **Save**.

The menu on the web site will not change immediately. In some instances, it may be necessary to perform a reset of Internet Information Services (IIS).

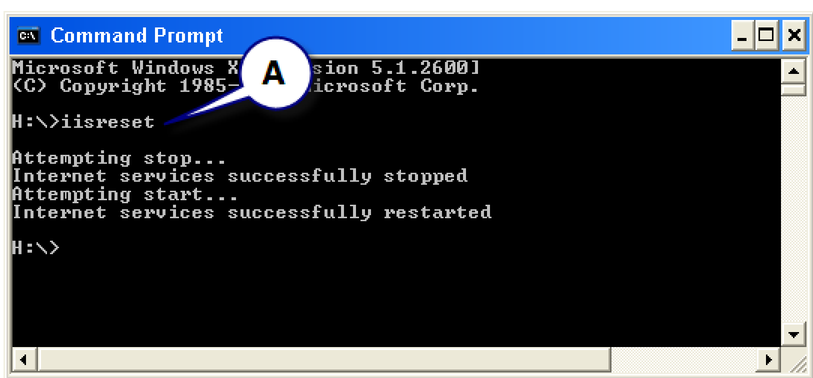
Resetting Internet Information Services (IIS)

To perform a reset of IIS...

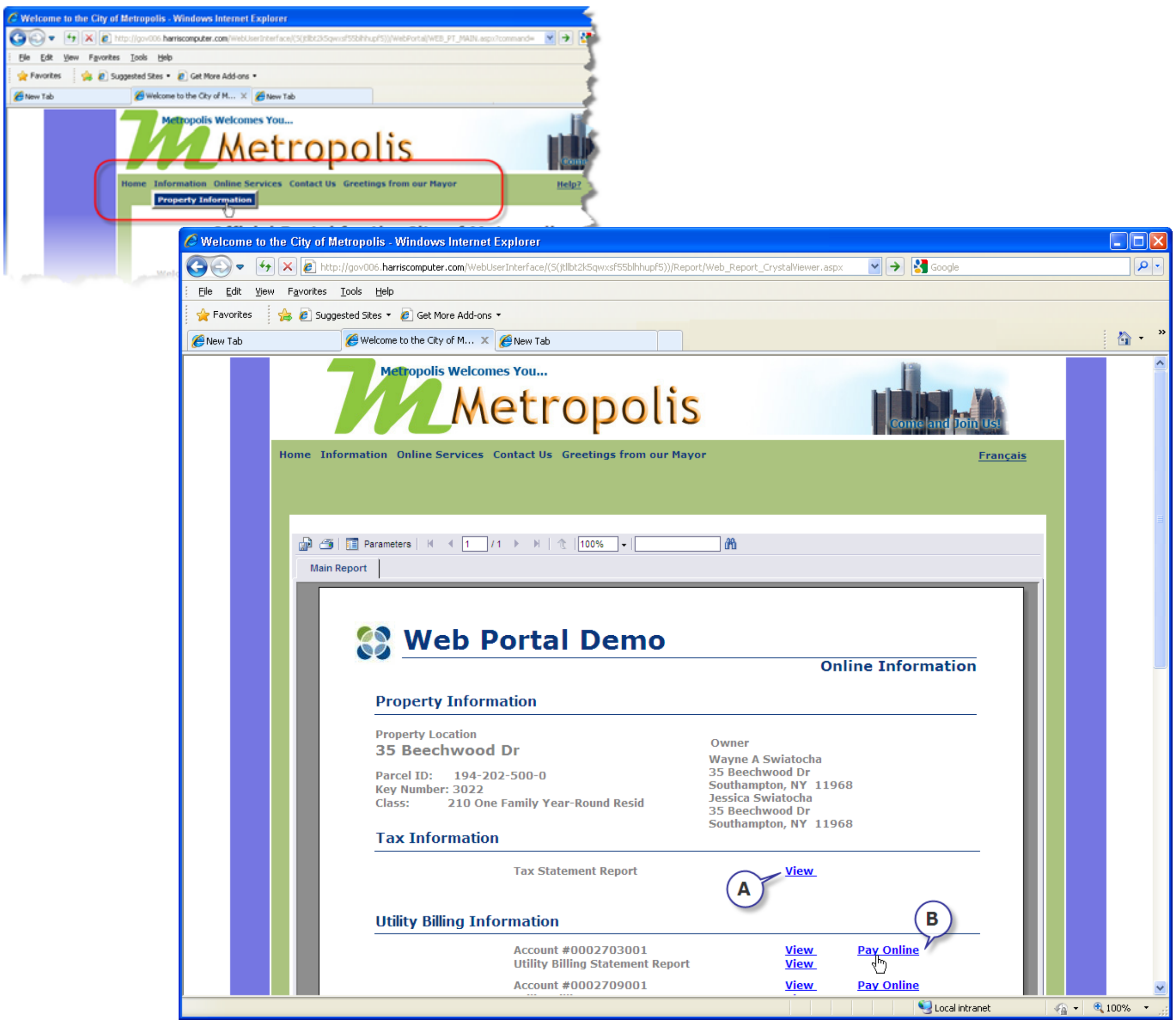


1. On the Windows desktop, select *Start* > **Run...**
2. In the *Run* window, enter **`iisreset`**.

This command may also be entered at a command prompt (**A**) in a console window.



Once saved, the menu will be available to all users accessing the Web site. Through this particular report, users may also link (**A**), (**B**) to other queries like *Utility Billing* information and or the *Online Payment* eComponent.



Adjusting Crystal Report Embedded Viewer Size

NEW! After customizing a Crystal Report, there are options available to control the display size of the report that is embedded within the Web page.

This can be necessary if the requested report has a large margin and more of the information on the reports needs to be displayed.

> **Note:** Setting these parameters will affect the presentation of all embedded reports. As a result they should be altered with the understanding that it will be the standard size for all reports presented within the Web site that is controlled by the Web.config file.

To specify the *Width*, *Height*, and *Zoom factor* of an embedded *Crystal Report*...

1. Use a text editor like notepad.exe to open the Web.config file that is used for the Website.
2. In the file, locate the following three (3) parameters:
   - **`GovernSoftware.WebReportViewerWidth`**
   - **`GovernSoftware.WebReportViewerHeight`**
   - **`GovernSoftware.WebReportViewerZoomFactor`**
3. Enter the values that will correspond to the display area that is required beside the **value=** parameter.
4. Save the changes to the *Web.config* file.

For example, if the following values were entered, it would correspond to a display area of 875 pixels wide, 1200 pixels high, and a zoom factor that is set to 90%.

```
<add key="GovernSoftware.WebReportViewerWidth" value="875" />
<add key="GovernSoftware.WebReportViewerHeight" value="1200" />
<add key="GovernSoftware.WebReportViewerZoomFactor" value="90" />
```

```
<add key="MSGovern.GovernNetConfig" value="C:\inetpub\wwwroot\MSGovern\SiteB\GovernNetConfig.xml" />
<add key="MSGovern.SynchFileAndFolders" value="FALSE" />
<add key="MSGovern.CopyFilesAndFoldersLocally" value="FALSE" />
<add key="GovernSoftware.WebSite_Id" value="1" />
<add key="GovernSoftware.DefaultPage" value="WEBPROFILE" />
<add key="GovernSoftware.UploadDirectory" value="C:\inetpub\wwwroot\MSGovern\Dummy\" />
<add key="GovernSoftware.UploadMaxFileSize" value="4194304" />
<add key="GovernSoftware.Version_dnet" value="4" />
<add key="GovernSoftware.DisplayBuildVersion" value="On" />
<add key="GovernSoftware.TraceArTransactionResponse" value="Off" />
<add key="GovernSoftware.WebReportDirectoryPath" value="C:\inetpub\wwwroot\MSGovern\Reports\DEMO\" />
<add key="GovernSoftware.WebReportViewerWidth" value="875" />
<add key="GovernSoftware.WebReportViewerHeight" value="1200" />
<add key="GovernSoftware.WebReportViewerZoomFactor" value="90" />
<add key="GovernSoftware.CrystalOutput" value="Activex" />
<add key="GovernSoftware.Web-Service-CCardConfirmation-URL" value="http://governnet.governsoftware.com/
<add key="GovernSoftware.AutoLogin.Login" value="" />
```

Web Interface

Overview

Note: In this section are examples of menu structures and site layouts. The examples are in no way indicative of any limitations of the *eGovern – Public Self Service Portal*.

This section describes the *eProfile* Web interface, as viewed by the user over the *Web*. The *eProfile* provides access to *Govern's eGovern – Public Self Service Portal*, *ePayment*, *ePermit*, *eComplaint*, *eGrievance*, *eRequest for Services*, *eRemittance*, *eRenewal*, and to the *ePortal*. The *eProfile* also includes an administrative menu. This menu is visible to *Administrators* and *Super Users* only. It is used for granting personalized rights and for adding and removing access to properties and utility billing accounts, on a user-by-user basis. See *Administration* on page 147.

In order to access the *eProfile* or the *eComponents* all users, including *Administrators* and *Super Users*, need an active account, a valid ID, and a password. This can be provided by an administrator or created by the user online, depending on the organization's setup. *See Update Your Profile* on page 146.

eProfile Menus — An Overview

Depending upon your organizations needs, the Govern's eProfile menu bar can contain the following menus:

- Home
- Online Services
- Your Profile
- Administration
- Links
- Sign Out

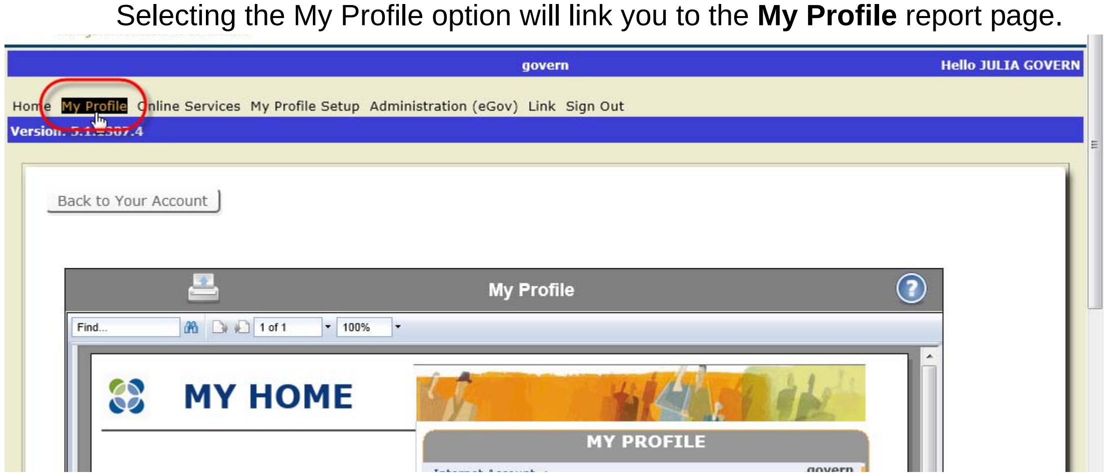
- Help?
- Français

Home

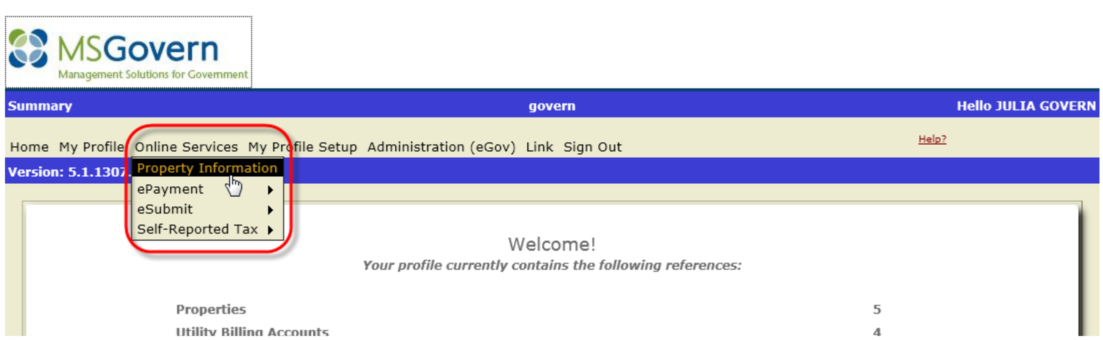
The **Home** menu provides a link to the **Home** or **Welcome** page of the principal site.

My Profile

Selecting the My Profile option will link you to the **My Profile** report page.



Online Services

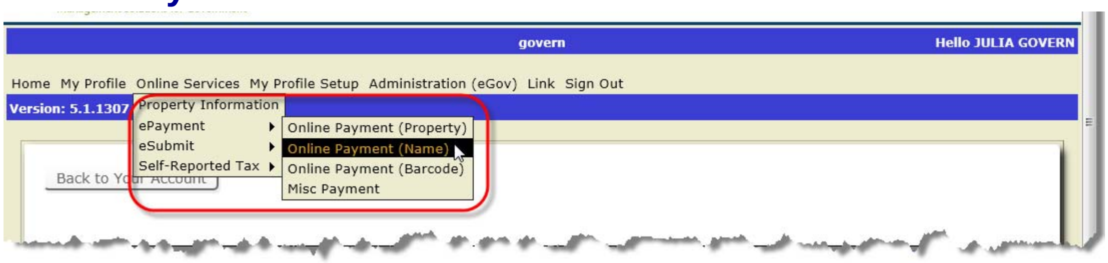


The **Online Services** menu may be configured to displays one of the following, depending on the setup of your organization:

- Default *eComponents*, as selected on the *eProfile* tab in *Govern NetAdmin* (**GNA**)
- Personalized *eComponents*, created for the logged-in user through the *User Account Information* Web page

For details, see Web site Editor - General tab on page 31 and Account Information on page 147.

ePayment



The **ePayment** option provides access to Govern's ePayment solution. *For complete details on making payments online, refer to the ePayment section of this guide*. This menu option may be used for processes reserved for all online payments. These can include:

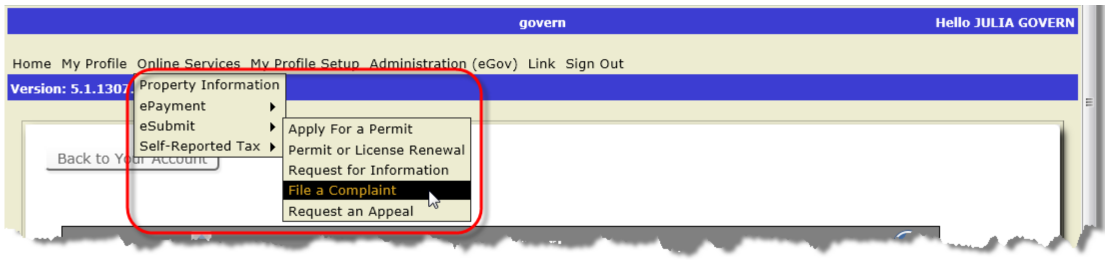
Online Payment (Property): Property/Parcel related payments.

Online Payment (Name): Name related linked modules, i.e. SRT.

Online Payment (Barcode): A/R accounts where Barcodes may have been implemented.

Misc. Payment: Payments that will allow selection of specific A/R classes that have been made available online. For example, a school tuition fee payment.

eSubmit

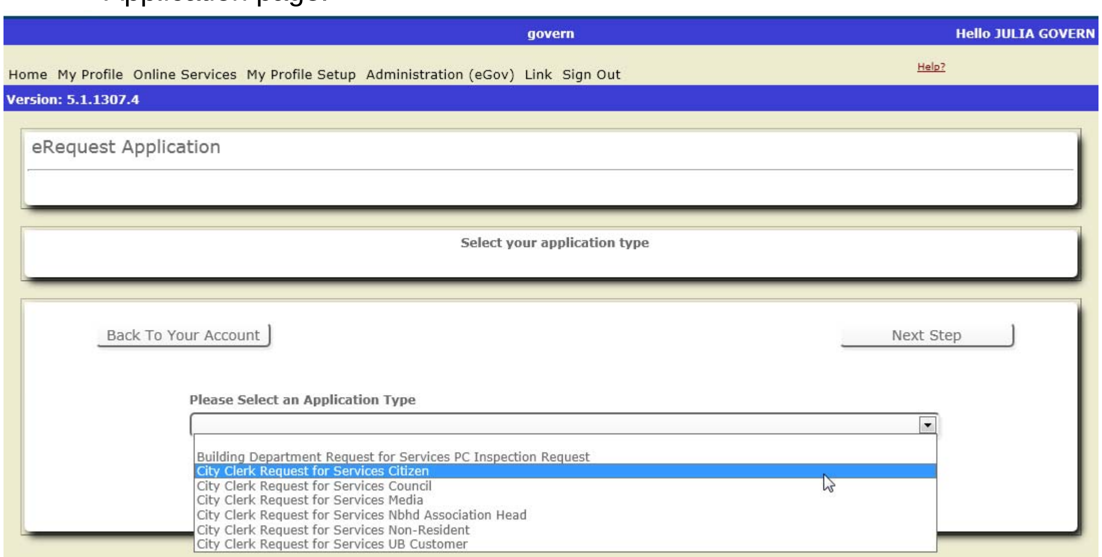


The eSubmit menu option can be configured to contain all submit and request actions. These actions can include the following:

Apply for a Permit : The **Apply for a Permit** option provides access to Govern's ePermit solution. *For complete details on applying for a permit online, refer to ePermit Administration* on page 162.

Permit or License Renewal: The **Permit or License Renewal** process provides access to Govern's eRenewal solution. *For complete details on applying for a permit online, refer to Configuring eRenewal* on page 211.

Request for Services: This menu option will link to the eRequest for Application page.



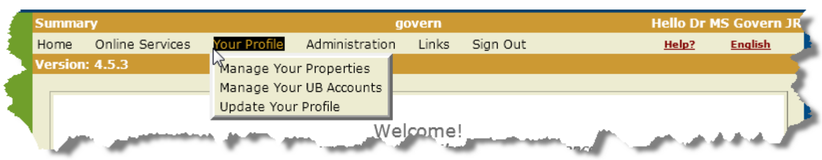
File a Complaint

Request an Appeal

Filing a Complaint or Grievance or Submitting a Request for Services

The **eGrievance**, **eComplaint** and **eRequest for Services** options can be combined and accessed from a single menu option or displayed separately, depending on your setup in *Govern Admin*. *See eProfile tab Parameters* on page 76.

Your Profile



The **Your Profile** menu provides access to your eProfile account information, as well as to the properties and utility billing accounts associated with your eProfile:

Update Your Profile

The **Update Your Profile** option would display a summary of your eProfile account, including your payment options.

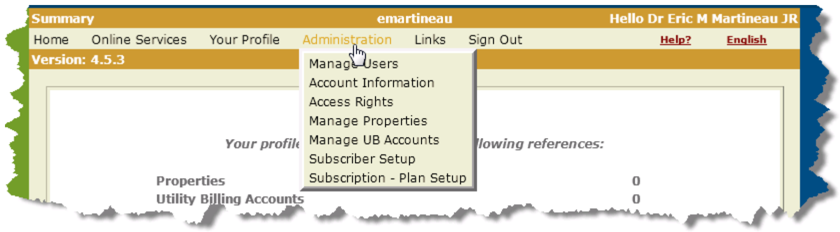
Manage Your Properties

The **Manage Your Properties** option displays the properties in your eProfile account by tax map number and address. You can add and remove properties to and from your eProfile, provided you have the required access rights.

Manage Your Utility Billing Accounts

The **Manage Your Utility Billing Accounts** option displays the utility billing Accounts in your eProfile. You can add and remove accounts, provided you have the required access rights.

Administration



The **Administration** menu provides access to your users *eProfile* account information, properties, utility billing accounts and access permissions.

Note: This menu is available only to users with administrative or *Super User* rights.

Manage Users

The **Manage Users** option displays a search screen to retrieve the user *eProfile* that you want to modify.

Note: You need to select a user in order to enable the other options on the **Administration** menu,

Account Information

Account Information displays the user’s name and address, and *eProfile* account information. You can update the address, the password and the additional name and address information, from this page.

Access Rights

Access Rights displays access rights to the *eProfile* and the *eComponents* for the selected user. You can modify these rights, as required.

Manage Properties

Manage Properties displays the properties in the *eProfile* account of the selected user. You can add or remove properties to and from this list.

Manage Utility Billing Accounts

Manage Utility Billing Accounts displays the utility billing accounts in the *eProfile* account of the selected user. You can add or remove accounts to and from this list.

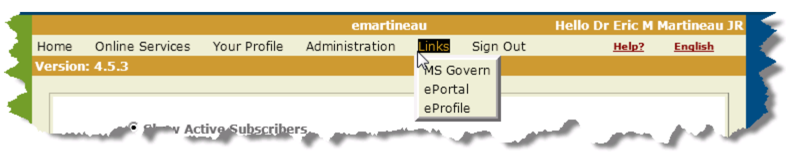
Subscriber Setup

Subscriber Setup will allow you manage the users that are enrolled in a subscription plan.

Subscription - Plan Setup

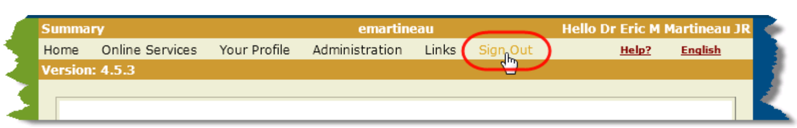
Subscription - Plan Setup is used to create subscription plans that administrators can apply to user accounts.

Links



The Links menu provides access to the city home page, access to the ePortal home page, or *eProfile* log in page.

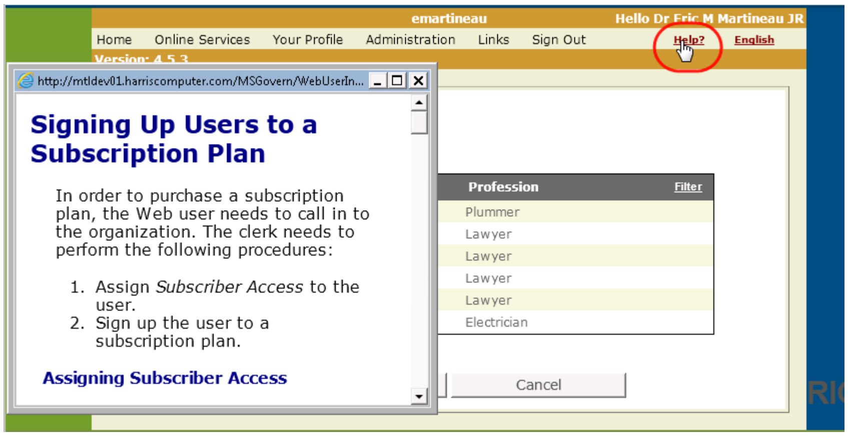
Sign Out



The **Sign Out** menu returns you to the **Login** page.

Help?

The **Help?** link will display *Help* information associated with the page in pop-up windows.



A Note about WebHelp

The text that is used to populate the popup Web Help screens are stored in resource files.

Filename: `GovernNetHelp.en.resources`, and **`GovernNetHelp.fr.resources`**

Users are free to modify these files with the *Resource File Editor* in **GNA**. Whenever these files are modified, they should be backed up and stored in a safe location. A new installation will overwrite these files; they can then be restored from a recent backup. *For an explanation of the methodology employed by Govern in updating resource files, refer to the Management of User Changes in the Resource File Editor section of the Govern New Administration (**GNA**) Release 5.1 user guide.*

Development Option to Display Path to Help File Content

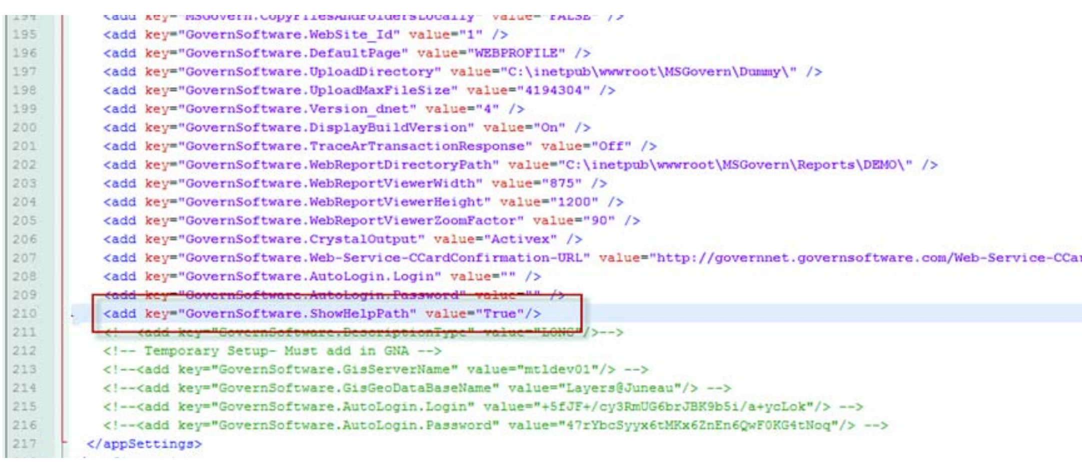
> **Note:** Users should refrain from manually editing the Web.config file as errors can be unintentionally introduced that may lead to the website being rendered inoperable. Only knowledgeable users should attempt a manual edit of the **Web.config** file.

Although not available as a switch in the *Web Configuration File Editor*, users that are developing *Help* content for their *eGovern* sites should note that there is an option to display Resource file keys. The *Resource* file key contains the text for the help file. Once the resource key is obtained, it can be used to locate the text, and edit it using the *Resource File Editor* in *Govern's New Administration* (**GNA**).

Displaying the Help Content Key

As indicated, displaying the Resource key that contains the Help text is done by enabling the GovernSoftware.ShowHelpPath key in the Web.config file.

To enable the key...



```
<add key="GovernSoftware.WebSite_Id" value="1" />
<add key="GovernSoftware.DefaultPage" value="WEBPROFILE" />
<add key="GovernSoftware.UploadDirectory" value="C:\inetpub\wwwroot\MSGovern\Dummy\" />
<add key="GovernSoftware.UploadMaxFileSize" value="4194304" />
<add key="GovernSoftware.Version_dnet" value="4" />
<add key="GovernSoftware.DisplayBuildVersion" value="On" />
<add key="GovernSoftware.TraceArTransactionResponse" value="Off" />
<add key="GovernSoftware.WebReportDirectoryPath" value="C:\inetpub\wwwroot\MSGovern\Reports\DEMO\" />
<add key="GovernSoftware.WebReportViewerWidth" value="875" />
<add key="GovernSoftware.WebReportViewerHeight" value="1200" />
<add key="GovernSoftware.WebReportViewerZoomFactor" value="90" />
<add key="GovernSoftware.CrystalOutput" value="Activex" />
<add key="GovernSoftware.Web-Service-CCardConfirmation-URL" value="http://governnet.governsoftware.com/Web-Service-CCar
<add key="GovernSoftware.AutoLogin.Login" value="" />
<add key="GovernSoftware.AutoLogin.Password" value="" />
<add key="GovernSoftware.ShowHelpPath" value="True"/>
<!-- <add key="GovernSoftware.DescriptionType" value="LONG"/>-->
<!-- Temporary Setup- Must add in GNA -->
<!--<add key="GovernSoftware.GisServerName" value="mtldev01"/> -->
<!--<add key="GovernSoftware.GisGeoDataBaseName" value="Layers@Juneau"/> -->
<!--<add key="GovernSoftware.AutoLogin.Login" value="+5fJF+/cy3RmUG6brJBK9b5i/a+ycLok"/> -->
<!--<add key="GovernSoftware.AutoLogin.Password" value="47rYbcSyyx6tMKx6ZnEn6QwF0KG4tNoq"/> -->
</appSettings>
```

1. Using a text editor, open the Web.config file.
2. Locate the **GovernSoftware.ShowHelpPath** key and set the value to equal True.
3. Save and close the file.

When enabled the key switch is enabled, and the Help is invoked, at the bottom of the text will be the key that the text can be located in.

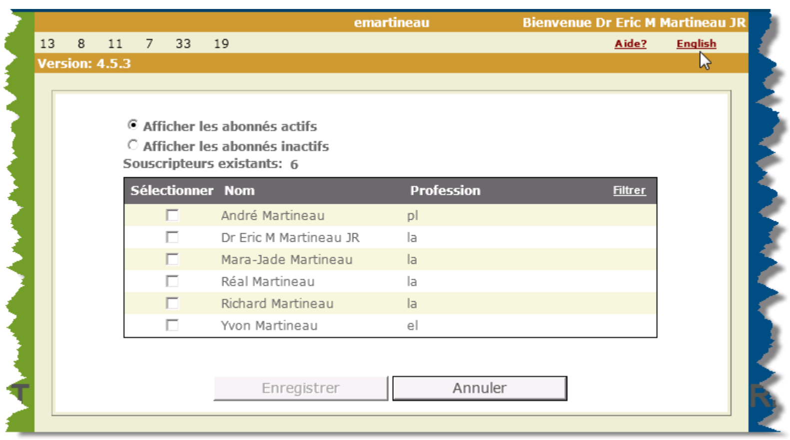
Note: This feature is intended for developmental purposes only and should be returned to its default state of **False** so as not to be a distraction to users of the Website.

Resource File Locking and IIS

Note: Users of Govern's eGov should note that when the *Internet Information Services* (**IIS**) is running, resource files cannot be maintained by the *Resource File Editor*. IIS locks the files making it inaccessible. In order to access the resource file, you must stop the IIS service. This can be performed through the Control Panel; *Control Panel* > *Administrative Tools* > *Services* > **Internet Information Services (IIS) Manager**.

Alternatively, administrators can make a copy of the Resource file, perform any required edits on the copied file, then stop the IIS Service, replace the file with the edited copy and restart the Service.

Français



The **Français** menu displays the Web pages in French. This can be changed to **Español** or another language. Up to four languages can be supported by the eProfile.

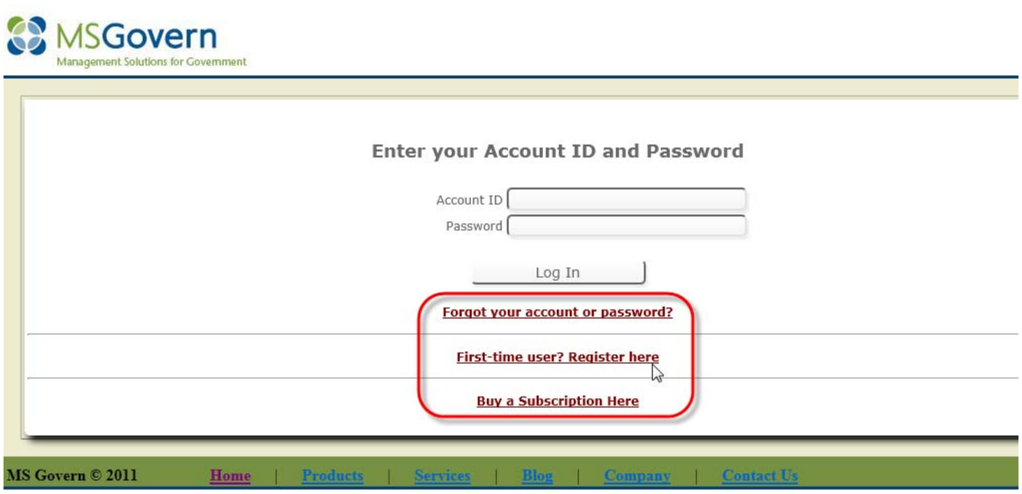
First Time Users Creating Accounts

In the Account Creation process, a workflow has been initiated that reduces the number of steps involved in each of the processes that are opted for. This is done by providing options at the beginning of the process that then simplifies subsequent steps. For example, at the start of the account creation process, the online user is given the option to select how the system will proceed with the account creation process. Users with preexisting profiles in the system, will have the option to add properties or accounts to their profile. Users that are not known to the system will simply go through the registration process; once their account is created, they can then add properties or UB accounts.

NEW! During the account creation process, visual cues are available to indicate the stage of the process that a user is currently at.

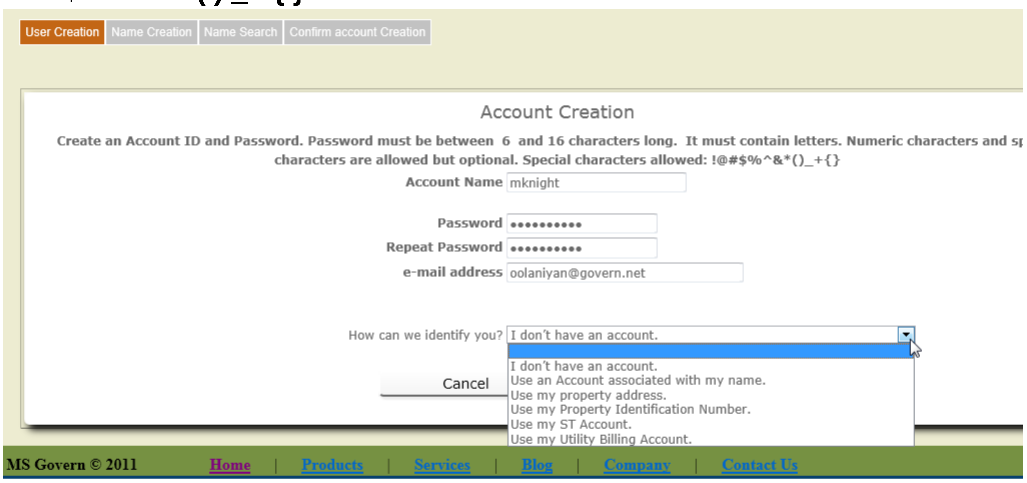
Creating an Account

First time users are presented with the log in screen. To create a new account...



1. At the log in screen, click the “**First-time user? Register here**” option.

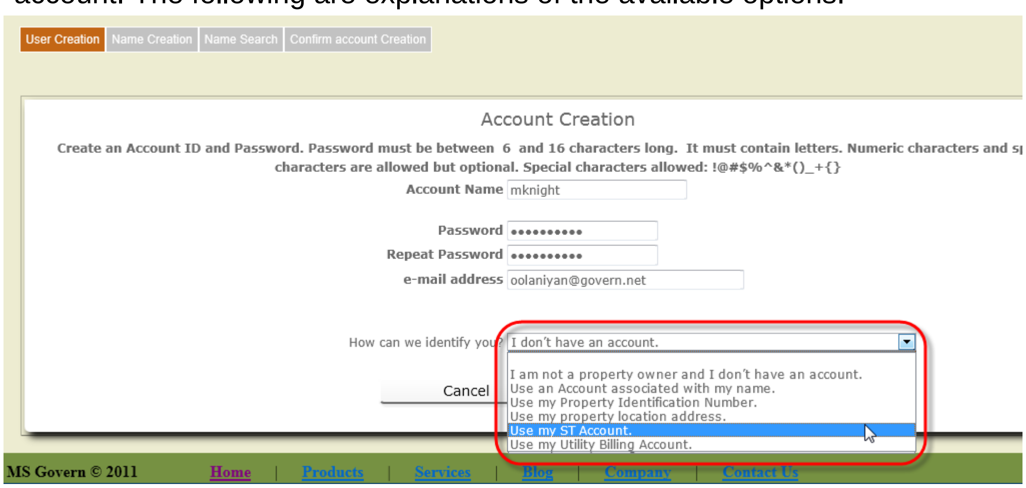
2. In the *Account Creation* screen, enter an **Account Name**; this name, account ID must be between 6 and 30 characters long and can only contain numbers (0-9) and alphabetic characters (a-z).
3. Create a password that conforms to the requirements; between 6 and 16 characters long containing letters. Numeric characters and special characters are allowed but optional. Allowed special characters are **! @ # $ % ^ & * ( ) _+ { }**.



4. Enter an **e-mail address**.
5. The system will need to know how to identify a new user; click the "**How can we identify you?**" drop down menu to display the options.

Note: This setting can be set as a default for new accounts; *see Default Identification* on page 78 *for option.*

There are multiple options available for first time users that are creating an account. The following are explanations of the available options.



Account Creation options

Property Owner without an Account

When the option “**I am not a property owner and I don’t have an account**” is selected, the user will be able to create a new name, with the understanding that they have no information in the system.

Use an Account Associated with an Existing Name

For the “**Use an Account associated with my name**” scenario, the user will be required to enter their account number (this is associated with the na_names.account_no field)

Create Account Using Users Parcel ID (P_ID) Number

The “**Use my Property Identification Number**” method will ask for the following details:

- A partial name (a minimum of three (3) characters is required)
- A Last name (this parameter also requires at least of 3 characters) **OR**
- The company name (this also requires a minimum of 3 characters), if a business and tax map are involved.

The search will validate the name with the Tax Map, if the person is the owner or occupant, and if they are in the *Mailing Index*

Create an Account Using Property Location Address

When “**Use my Property Location address**” is selected, this method will ask for the following:

- A partial first name (a minimum of three (3) characters must be entered)
- Last name (it requires at least of 3 characters) or the company name (it requires at least of 3 characters), if is a business and the address.

The search will validate the name versus the address (in the tables for *Owner*, *Occupant* and *Mailing Index*).

Create an Account using Users ST Account

The "**Use my ST Account**” option requires the user to enter the complete *Account Number* (this is associated with the ST_MASTER.ACCOUNT_NO field)

Use my Utility Billing Account

When the "**Use my Utility Billing Account**" option is selected, the following will be requested:

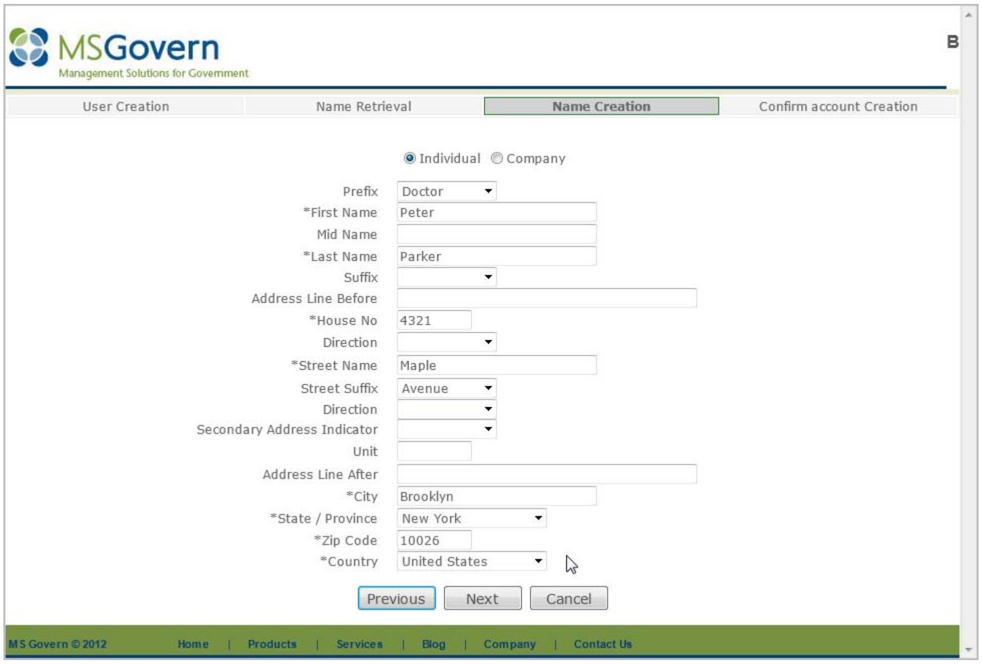
- *First* name of the user (a minimum of three (3) characters is required)
- *Last* name (3 characters minimum required) **OR**...
- Company Name (a minimum of three (3) characters required), in the case of a *Business* and *Utility Account Number.*

The search will validate the *Name* with the *Utility Account Number.*

Example

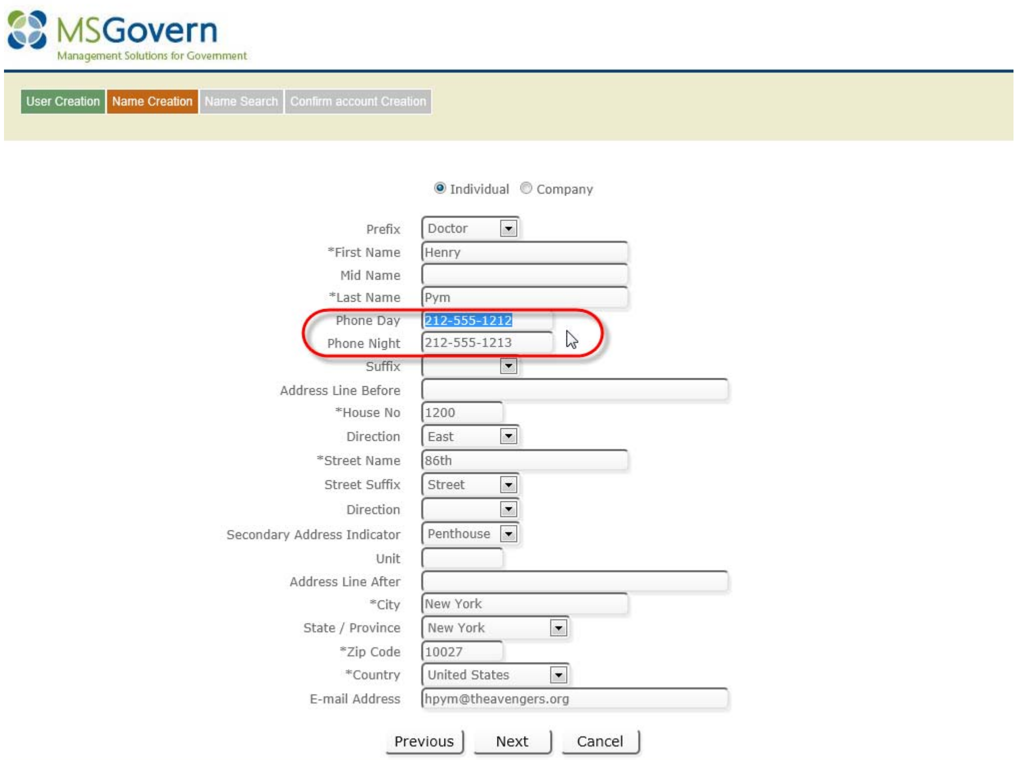
I am not a property owner and I don't have an account

If you select the option for *I am not a property owner and I don't have an account*, you are presented with the Name Creation form. Complete the form and click Next.

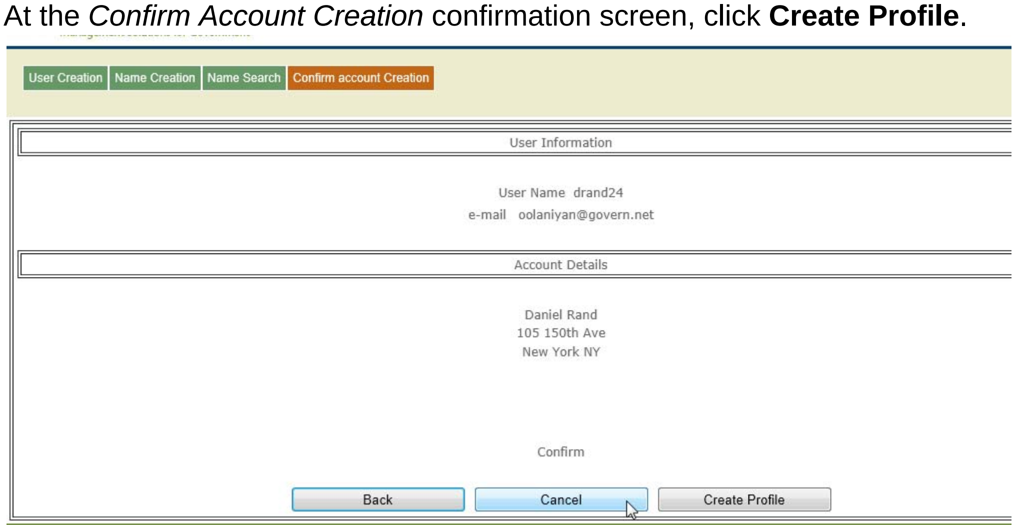


Name Creation Process

NEW! The next step is the Name Creation process. Enter the relevant name related information for the account; this can include information such as the Daytime and Nightime contact telephone numbers.



At the *Confirm Account Creation* confirmation screen, click **Create Profile**.

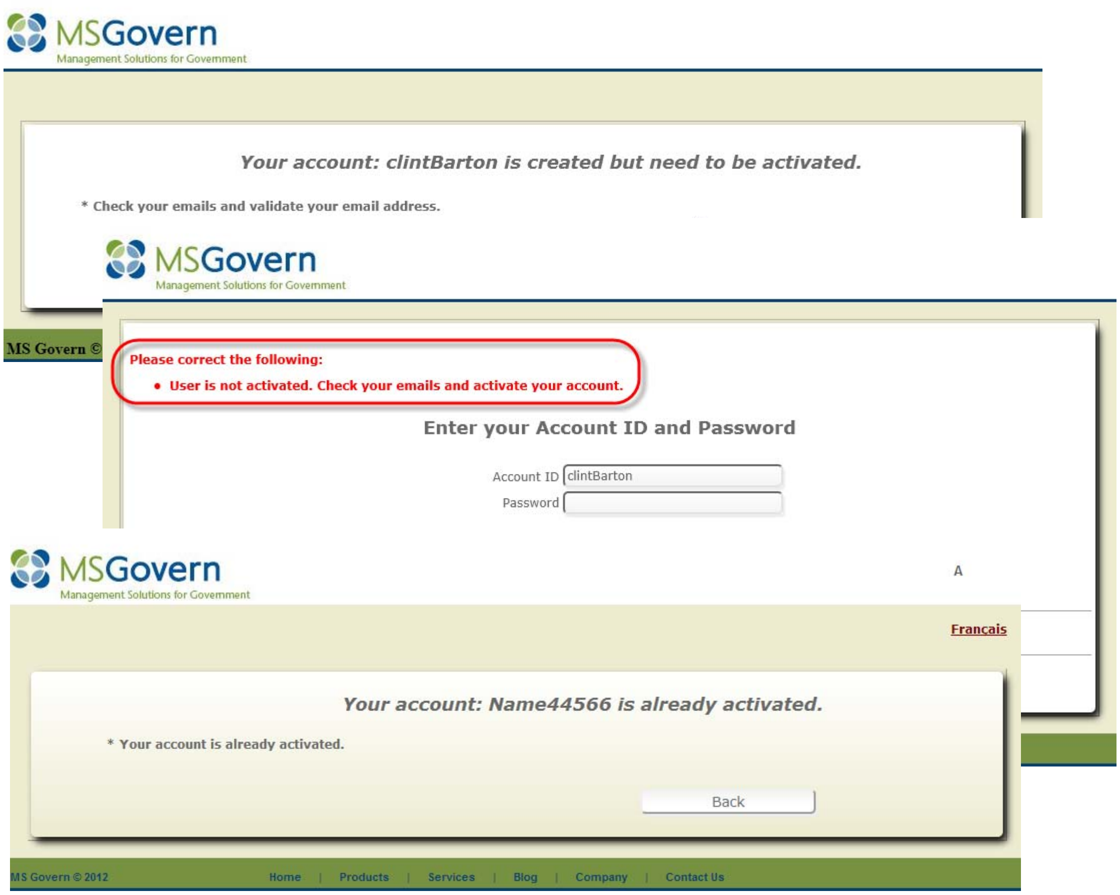


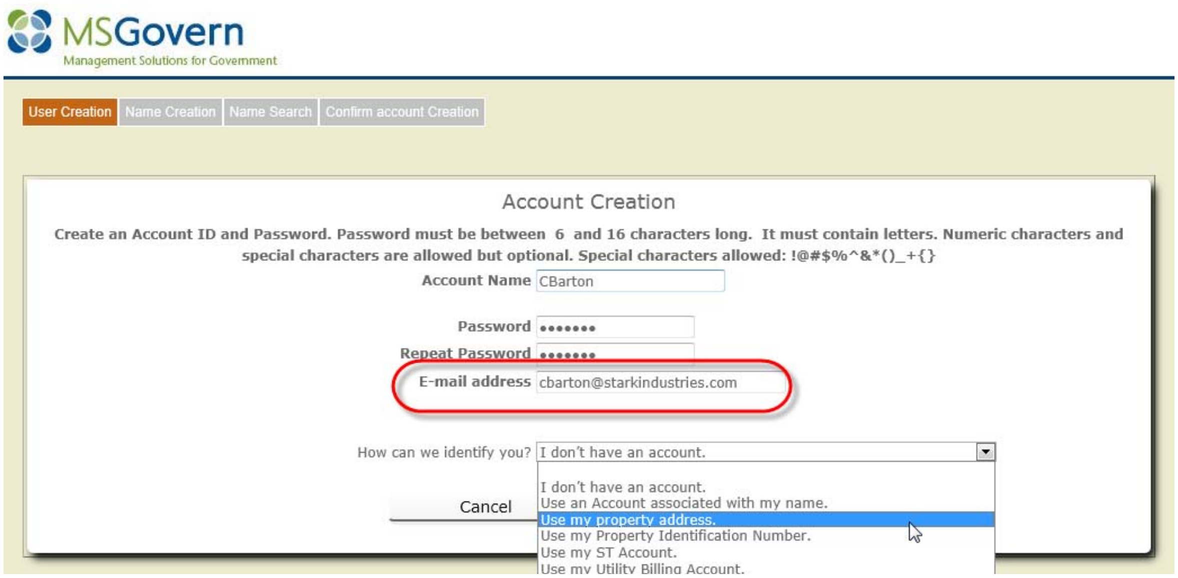
When the Account Creation process is complete, you will be at the main landing page. The next time that you log in with your username and password, this is the page that will be displayed.

Account Creation Email Message Authentication option

NEW! For added security, there is an option for *Email Message Authentication* during the *eProfile Account Creation* process. This means that a user will not gain access to a created account until they have responded to a system generated email message to confirm their identity. , App Config > Web Config > Manage Web Sites: Web Sites form > eProfile tab > Profile group: Confirm Profile Creation by email.

When a user creates an account online, a confirmation message will be sent to the e-mail address that the user specifies during the account creation process. This option is enabled in the





> **Note:** The body of the e-mail message, and the e-mail subject field can be customized using the *Govern New Administration* (**GNA**) **Resource File Editor**. *See below.*

Customizing the Account Creation Notification Message

NEW! As with most modules in Govern, administrative customizing is done by making entries in specific keys in the resource file.

To modify the Account Creation notification message...

1. In the *Govern New Administration* (**GNA**), select *Utilities* > *Editor* > **Resource File Editor...**
2. *Select File* > **Open** (**Ctrl + O**)
3. Navigate to the directory where *GovernNet.en.resources* and *GovernNet.fr.resources* are located. *Refer to the Modifying Text in the Resource File Editor section of the Govern New Administration* (**GNA**) Release 5.1 user guide for details about editing resource files.
4. Select and open one of these files in the Editor.
5. Click *File* > **Find** on the .NET Resource Editor main menu bar or click **Ctrl + F** on your keyboard, to locate the text you want to modify.

Govern Resource files contain specific **Modules**, **Functions**, and **Key names** used to identify and modify content. The specific ones that are used to identify the **Subject** and **Body** of the account creation email are as follows:

Module	Function	Key	Details
WB	WEB_WP_NA_CREATECONFIRM	EMAILSUBJECT	Email subject line.
WB	WEB_WP_NA_CREATECONFIRM	EMAILBODY	Content that will appear in the email body.

Sample Structure of the Message

An example of the default message that is sent is as follows:

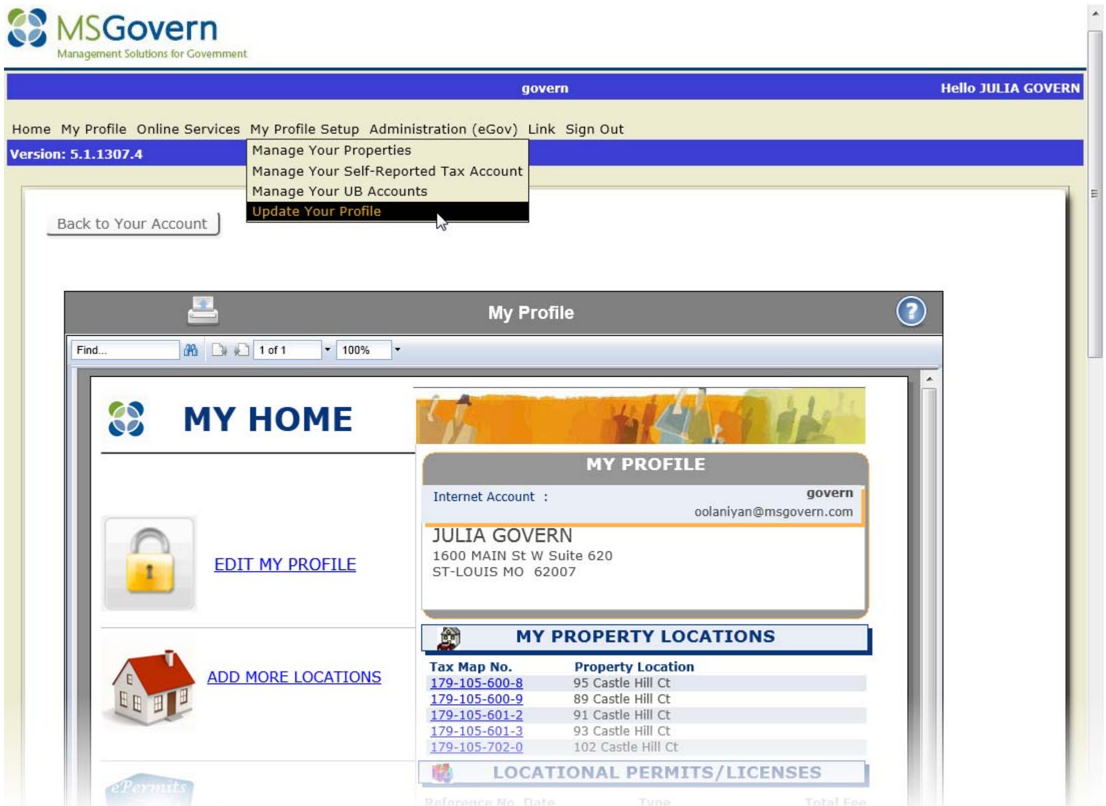
The internet account for **firstName lastName**, has been created; this account is related to **relatedAcctName**.

...where...

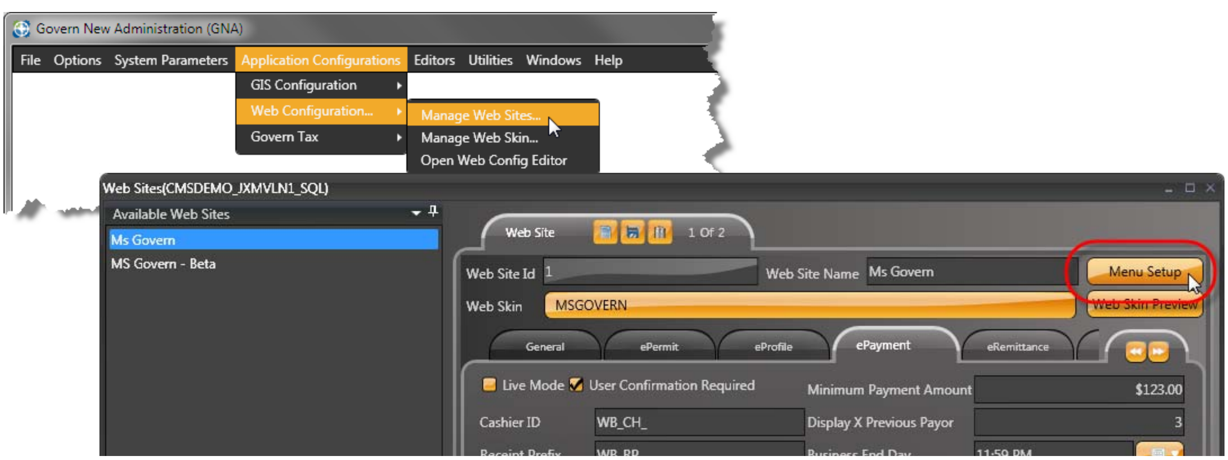
- **firstName** – First name of created user.
- **lastName** – Last name of created user.
- **relatedAcctName** – Name of the account that the internet account is related to; i.e. *emartineau*.

Comprehensive Landing Page Report

NEW! The landing page or Home page is a generated report containing links to the various components that make up the user profile. Components include a link to the users profile, and can include associated properties, when allowed, users can also add additional locations. Associated permits and licenses are listed, with the option to add new ones, or modify the ones that are existing. Also displayed are outstanding account balances, and a link to settle them.



To enable the Web Report Home Page...



1. In the *Govern New Administration* (**GNA**) select *Application Configuration > Web Configuration...* > **Manage Web Sites...**
2. In the *Web Sites* form, click **Menu Setup**.

3. The *Web Site Menu* form is used for configuring the menus to your eGovern portal. In the *Web Site Menu* form, locate the menu item that is used for users with profiles.

Note: See *Defining the Web site Menus* on page 35 for details about designing and configuring menus.

4. In the *Item* group select **Report** as the *Item Kind*.
5. Locate the **Path / URL** parameter; locate and select the **WEB_NA.rpt** standard report.

Note: This standard report can be customized for additional requirements.

6. Make any additional configuration requirements and click **Save** to save the settings.
7. Click **Exit** to close the form.

When configured, and depending on your setup options, users will be presented with the *Report* embedded in the report viewer as their landing page.

ePermit Administration

Planning your ePermit Setup

As with the standard permit setup, several of the ePermit parameters can be defined at more than one level. This section describes how each of these settings is applied, according to the level at which it is set. *See ePermit - Planning Your Setup* on page 163.

Land Management Parameters

This section describes the ePermit parameters set at the organizational level, for all departments, through the *Land Management Parameters* form. *See ePermit - Defining Parameters for the Organization* on page 175.

Permit Parameters

This section describes the ePermit parameters set at the departmental level, through the *Permit Parameters* form. *See ePermit - Defining Parameters for the Department* on page 178.

Permit Type Maintenance

This section describes the ePermit parameters set at the permit type level, through the *Permit Type Maintenance* form. *See ePermit - Defining Permit Type Parameters* on page 180.

Permit Activity Setup

This section describes the *Permit Activity Setup*. The setup is the same as the setup for the standard permit. This section is included for informational purposes. It is important to review the activities initiated through the ePermit application, to ensure that the application can be submitted. *See ePermit - Defining the Activity Setup* on page 200.

ePermit - Planning Your Setup

Overview

eComponents

Within Govern, there are modules that lend themselves to online access and manipulation. *Govern eComponents* are the modules that are configured for online use. The following *eComponents* are set up and maintained through *Govern for Windows GovAdmin* application:

- ePermit
- eLicense
- eComplaint
- eComplaint (Anonymous)
- eGrievance
- eRequest for Services

Refer to eComponent Item Kinds on page 278 *for a description of the eComponents.*

The same *Land Management* forms, used in the standard permit setup, are completed with additional ePermit parameters. This guide describes these additional parameters. *Refer to the Permits & Inspections reference guide for details on the standard permit setup*.

The ePermit parameters are defined at four levels, from general to specific:

- the **System level** through the *System Registry Maintenance* form. *Refer to the eProfile section of this guide for the required setup.*
- the **Organizational level** through the *Land Management Parameters* form. *See ePermit - Defining Parameters for the Organization* on page 175.
- the **Departmental level** through the *Permit Parameters* form. *See ePermit - Defining Parameters for the Department* on page 178.
- the **Permit Type level** through the *Permit Type Maintenance* form. *See ePermit - Defining Permit Type Parameters* on page 180.

As with the standard permit setups, there are three ePermit parameters that can be defined at more than one level. This section describes how each of these settings is applied, according to the level at which it is set.

Note: Ensure that these parameters are properly defined for your configuration.

The ePermit parameters that can be defined at multiple levels are as follows:

- **User ID for Web-generated System Activities**: *See User ID for Web-Generated System Activities* on page 164.
- **Accept Secondary Permit Types**: See *Accept Secondary Permit Types* on page 166.
- **Accept Building / Unit Links**: *See Accept Building / Unit Links* on page 170.

The applicable forms, for setting these parameters, listed from most general to most specific are, as follows:

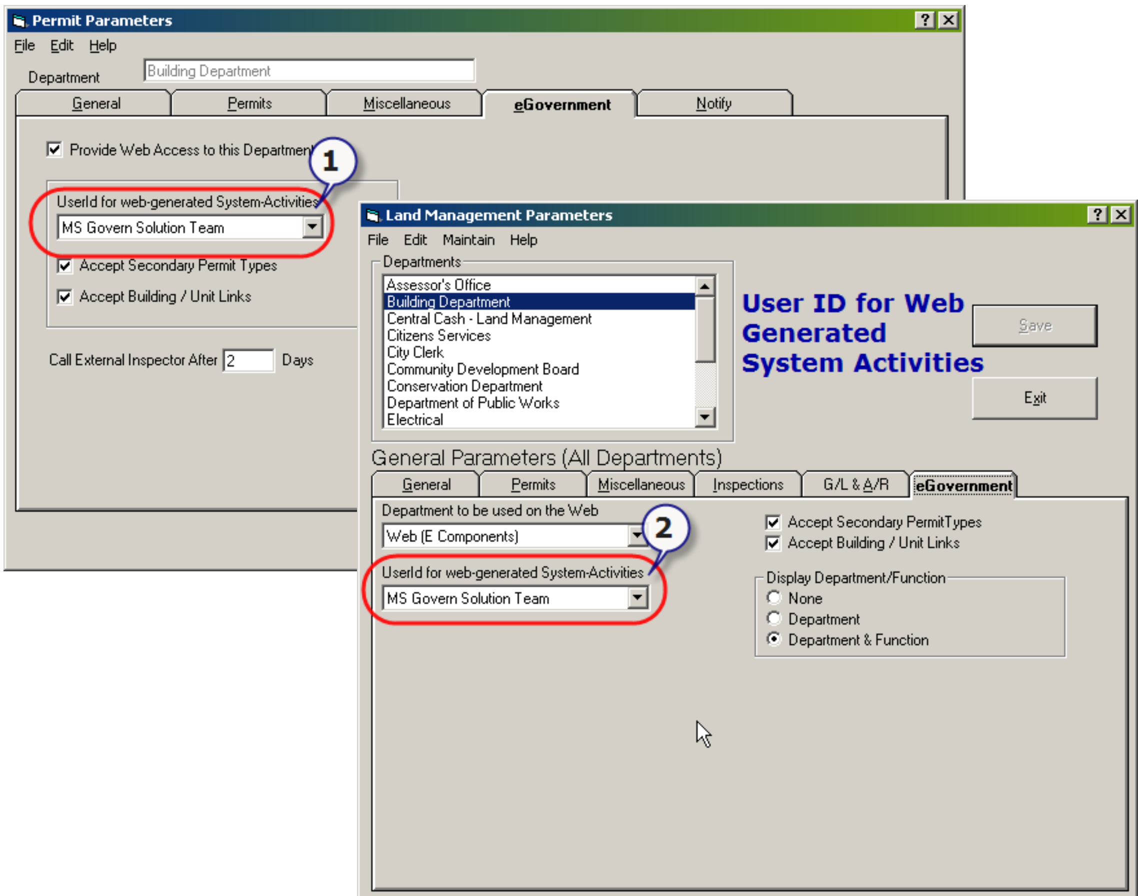
Form	**Level**	**Priority**	
Land Management Parameters	Organization		Most Specific
Permit Parameters	Department		
Permit Type Maintenance	Permit type		Most General

The most specific level, at which the option is **selected** or defined overrides the other settings.

User ID for Web-Generated System Activities

This parameter can be defined at two levels: the organizational level, on the *Land Management Parameters* form (**2**) - *Parameters > Land Management >*

Parameters..., or the departmental level, on the *Permit Parameters* form (**1**) - *Maintain* > **Department**:



Define the **User ID for Web-Generated System Activities** parameter to create a sender for the e-mail and interdepartmental notification messages generated through the *Activities* associated with the ePermit applications. In addition you will need to identify how to *Complete / Initiate* the *Activity*.

Interdepartmental Messages and E-mail messages

Interdepartmental notification messages are sent from the user, associated with this user ID. E-mail messages are sent from the e-mail address defined for this user on the *User Maintenance* form in *Govern Admin*. *Refer to the Super User reference guide for details on the User Maintenance form*.

Define the user as follows:

- Enter the user ID on the *Land Management Parameters* form, to use the same sender for all messages sent from all users, from all departments, within the organization, or as a default address to be used by departments that have not defined another sender.
- Enter the User ID on the *Permit Parameters* form, for the applicable departments, to create a sender for the users within the selected department, only.

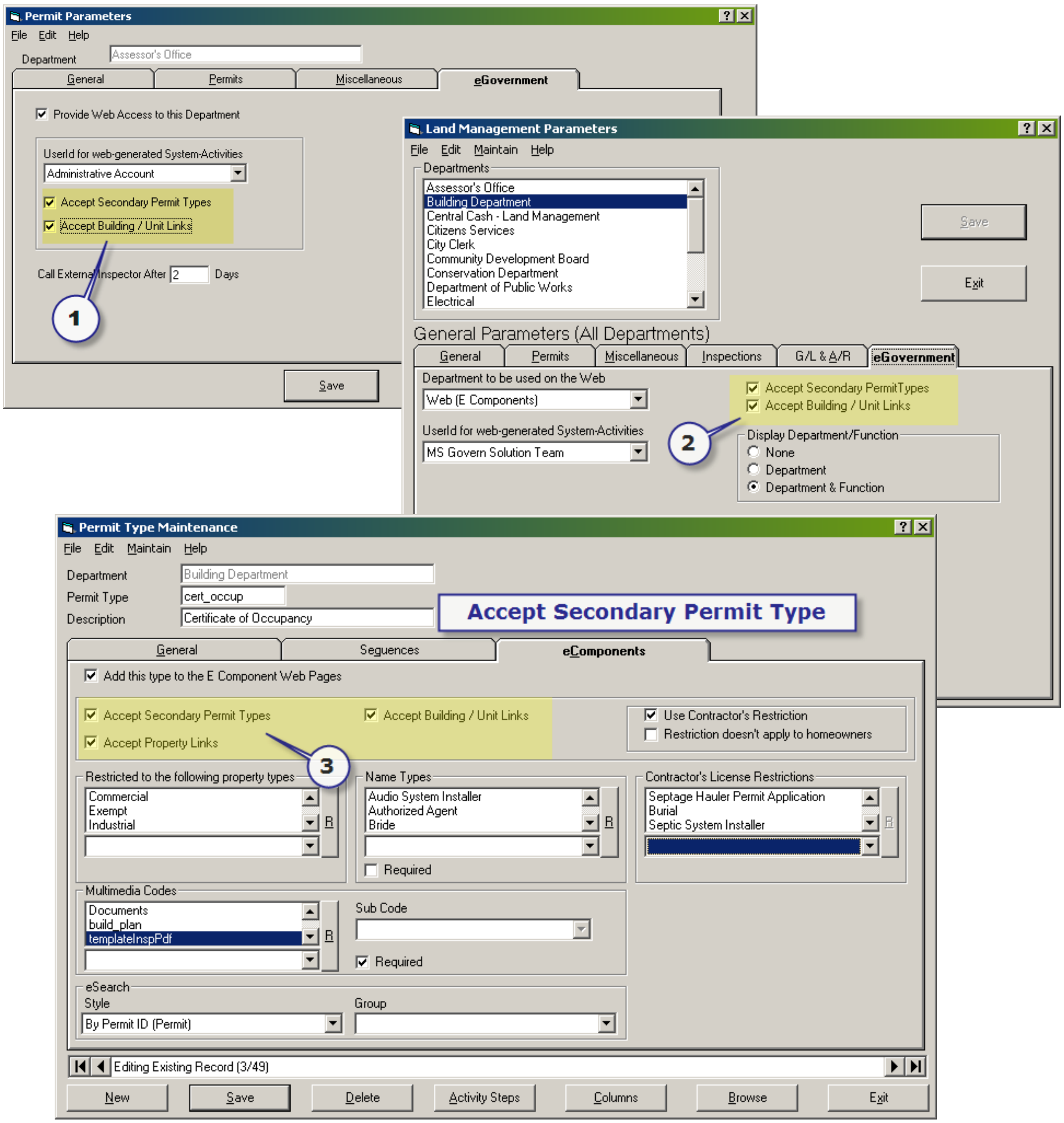
The user ID defined at the most specific level is used; i.e, if this parameter is defined at both levels, the address entered for the department overrides the one entered for the organization.

Note: This parameter must be set at either the organizational or departmental level for all departments maintaining ePermits. Otherwise, the messages defined for the activities and activity steps are not sent.

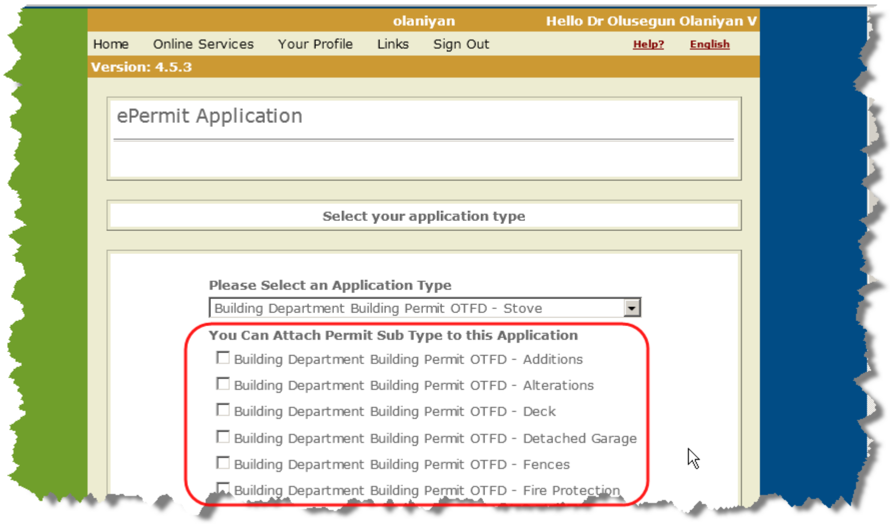
See Interdepartmental User Notification and External Client E-mail messages on page 204 *for details on sending messages from activities generated through the ePermit application*s.

Accept Secondary Permit Types

The **Accept Secondary Permit Types** option can be set at three levels: the organizational level, on the *Land Management Parameters* form (**1**), the departmental level, on the *Permits Parameters* form (**2**) or at the permit type level on the *Permit Type Maintenance* form (**3**):



When this option is selected, *Secondary Permit Types* are displayed on the ePermit Web pages, as in the following screen shot.



The user can then select secondary permit types, as required, for the primary permit type.

See ePermit - Primary and Secondary Permit Types on page 172 *for details on secondary permit types*.

This is equivalent to selecting the primary and secondary permit types in the **Permit Type** list box under the **General** tab of any *Permit* function in *Govern.NET*. The following screen shot displays a building permit with a primary and secondary permit types, in the **Permit Type** list .

Refer to any permit function in the User section of the Permits & Inspections guide for more information.

Linking Secondary Permit Types to an ePermit

To make secondary permit types available for an ePermit application, select the **Accept Secondary Permit Types** option. This option can be selected on the *Land Management Parameters*, *Permit Parameters* or *Permit Type Maintenance* form.

The most specific level, at which the option is **selected** overrides the other settings.

Land Management Parameters: If the option is selected on the *Land Management Parameters* form, secondary permit types are available for all permit types, regardless of whether or not it is selected on the *Permit Parameters* and *Permit Type Maintenance* forms.

Permit Parameters: If the option is selected on the *Permit Parameters* form secondary permit types are available for the permit type, even if it is deselected on the *Permit Type Maintenance* form.

Permit Type Maintenance: If the **Accept Secondary Permit Types** option is selected on the *Permit Type Maintenance* form, secondary permit types are available for the permit type, regardless of whether or not the option is selected on the *Permit Parameters* and *Land Management Parameters* forms.

Setup Procedure

Set this option as follows, depending on how you want use secondary permit types:

1. To use *Primary Permit Types* only, deselect this option on all forms.
2. To accept *Secondary Permit Types* for some departments but not all, maintain this option from the *Permit Parameters* form:
   - Deselect this option on the *Land Management Parameters* form.
   - Select this option for the applicable departments on the *Permit Parameters* form.
   - Deselect this option for the other departments.
   - Deselect this option for the permit types on the Permit Type *Maintenance* form.
3. To accept Secondary Permit Types for some permit types but not all, maintain this option from the *Permit Type Maintenance* form:
   - Deselect this option on the *Land Management Parameters* form.
   - Deselect this option on the *Permit Parameters* form.
   - Select this option for the applicable permit types on the *Permit Type Maintenance* form.

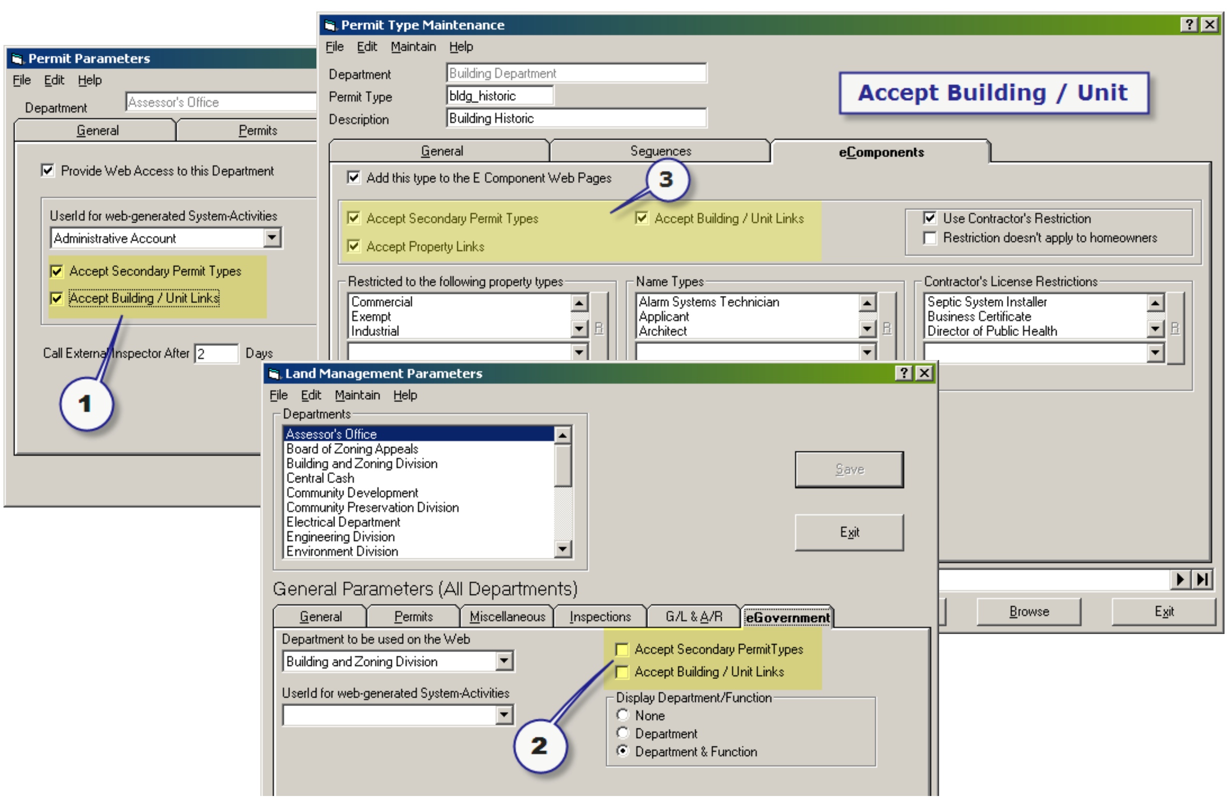
- Deselect this option for all other the permit types on the *Permit Type Maintenance* form.

4. To make *Secondary Permit Types* available for all permit types, maintain this option on the *Land Management Parameters* form:
   - Select this option on the *Land Management Parameters* form.
   - Deselect it on the other forms.

Tip: If you want to accept *Secondary Permit Types* for some permit types but not all, maintain this setting from the *Permit Type Maintenance* form and leave the option deselected on the other forms.

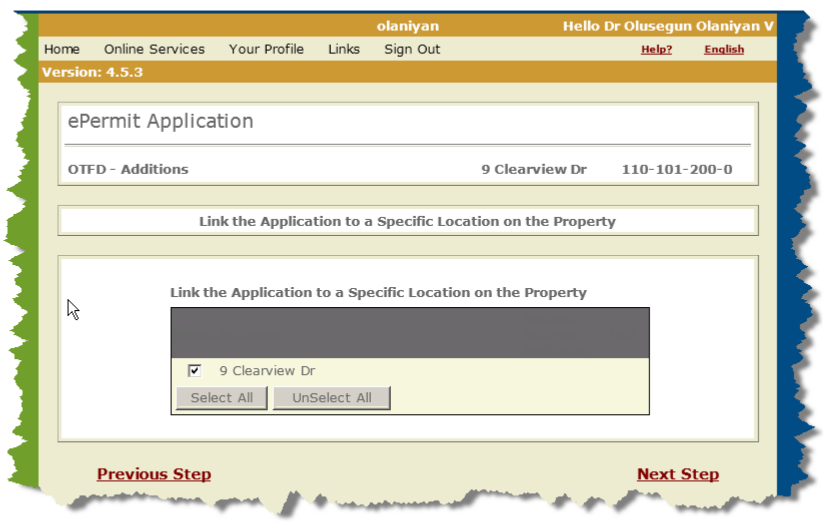
Accept Building / Unit Links

Like the **Accept Secondary Permit Types** option, this parameter can be defined at the organizational level, on the *Land Management Parameters* form (**1**), the departmental level, on the *Permits Parameters* form (**2**) or at the permit type level on the *Permit Type Maintenance* form (**3**):



This option is used to link specific buildings or building units to a permit. It performs the same function as linking buildings or units from the **Links** tab on a *Permit* function in Govern.

Select this option if you want to grant the applicant the right to link buildings or units to a permit type on the ePermit Web page, as in the following screen shot:



Note: The same setup applies to the *Building / Unit Links* as to the *Secondary Permit Types* option.

Refer to any of the permit functions in the User section of the Permits & Inspections reference guide for further information.

ePermit - Primary and Secondary Permit Types

Overview

Every permit must include a *Primary Permit Type* and may include one or several *Secondary Permit Types*.

Secondary permit types are linked to the primary permit type, when both types apply to the same property and share other information and requirements. For example, a property owner applies for a permit to build a swimming pool with a storage shed and surrounding fence. You can create a single permit application, with the swimming pool defined as the *Primary Permit Type* and the fence and storage shed defined as *Secondary Permit Types*, rather than creating three separate applications.

The use of secondary permit types is not applicable to every project. For example, if both a swimming pool and stable are to be built, it is better to create two separate permits. Although the property and the property owner may be the same, the building requirements, inspections, licenses, and time to completion are completely different.

Linking Primary Permit Types to an ePermit

The *Primary Permit Type* is used as a reference for the permit. The following rules apply:

1. **Activity Steps**: Only the *Activity Steps* associated with the primary permit type are executed. *See ePermit - Defining the Activity Setup* on page 200.
2. **Sequence Numbers**: If sequence numbers are defined by permit type on the *Permit Type Maintenance* form, those that are defined for the primary permit type are used.

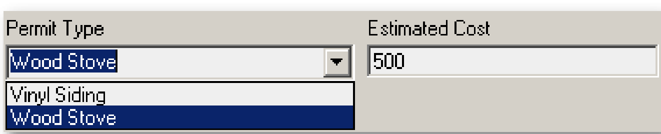
   Alternatively, sequence numbers can be defined at the organizational or departmental levels, through the *Land Management Parameters* or *Permit Parameters* forms.

Permit Kind	Next Application Seq		Next Permit Seq		Next Certificate Seq	
Animal License	AM	10007001	AM	10007002	AM	10007003
Approval	AP	10007001	AP	10007002	AP	10007003
Bonds	BM	10007001	BN	10007002	BN	10007003
Building Permit	BL	10007001	BL	10007002	BL	10007003
Business License	BS	10007001	BS	10007002	BS	10007003
Decision	DC	10007001	DC	10007002	DC	10007003
Electrical Permit	EL	10007001	EL	10007002	EL	10007003
General Permit	GN	10007001	GN	10007002	GN	10007003

Refer to the Permits & Inspections guide for details.

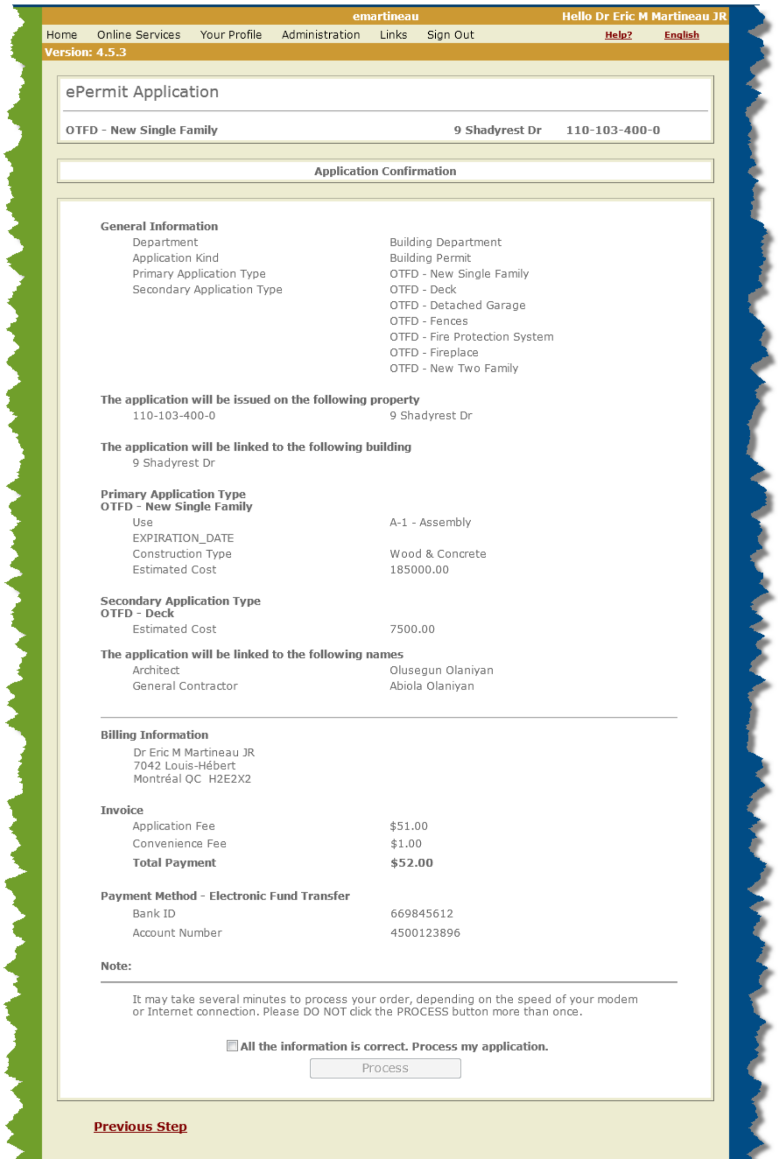
3. **User-Added Columns**: Added columns are included for both the primary and secondary permit types.

   In Govern, if the same field is used for both, a drop-down list appears on the **Forms** tab of the *Permit* function. To view the value entered for each permit type, the user needs to select the type from the drop-down list:



   On the Web, the values of the user-added fields are displayed separately on the *Summary* page of the ePermit application, under the headings *Primary Type Information* and *Secondary Type Information. For details on creating user-added columns for the ePermits, see User Added Columns for the ePermit Types* on page 196.

4. **Names**: Name types are included for both the primary and secondary permit types. The Name Types are selected on the *Permit Type Maintenance* form. *For details, see Name Types* on page 188.



5. **Fees**: *See ePermit - Defining Fees for the Application* on page 206, *for complete details*.

ePermit - Defining Parameters for the Organization

Overview

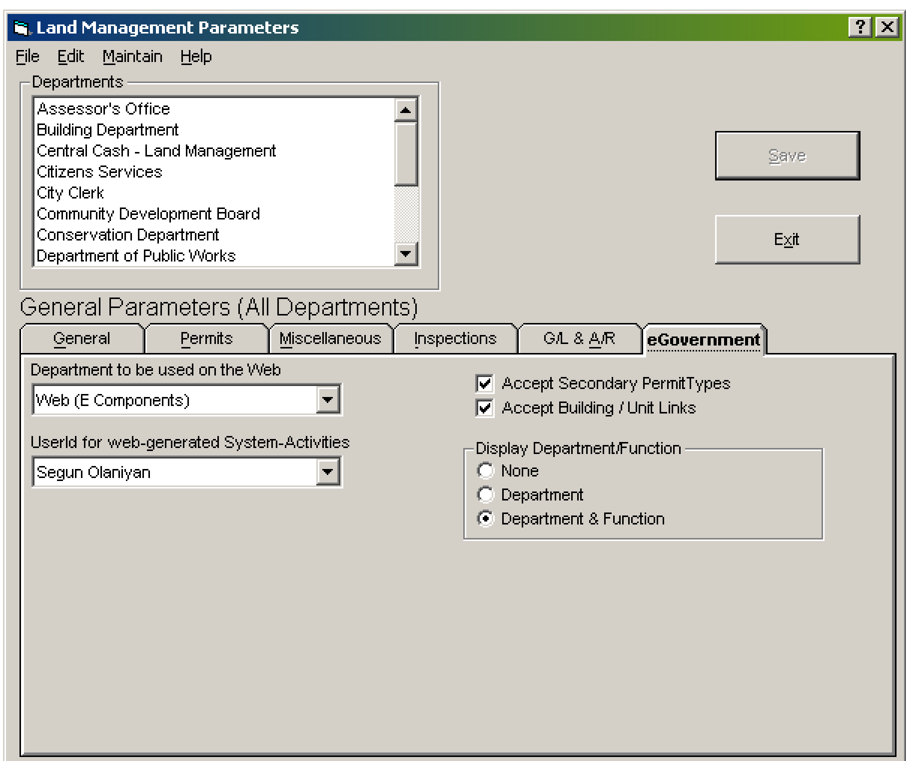
ePermit parameters for the organization are defined on the *Land Management Parameters* form.

To access the *Land Management Parameters* form, from Govern's main screen, select *Tools* > **System Administration (Govadm32.exe)**

OR

Click **Application** in the *Side Navigation Bar* to display the application, click **System Administration**

In **System Administration** select *Parameters* > *Land Management* > **Parameters**. Then select the **eGovernment** tab to access the parameters for the *ePermit* pages.



Department to be used on the Web: This parameter is reserved for future use.

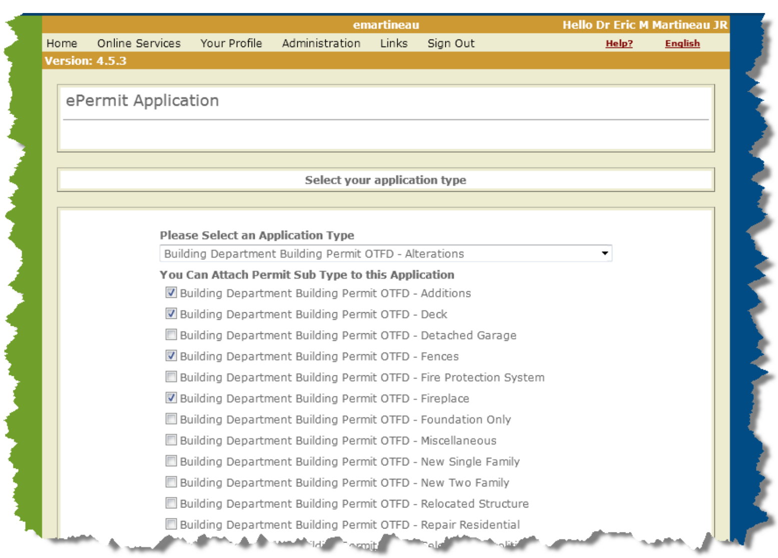
UserID for Web-generated System Activities: Make a selection from the drop down menu to indicate the User ID that will be used when Web based System Activities are initiated or completed. *See User ID for Web-Generated System Activities* on page 164 *for details.*

Accept Secondary Permit Types: When this option is selected, *Secondary Permit Types* are displayed on the ePermit Web pages. S*ee Accept Secondary Permit Types* on page 166 *for additional details*.

Accept Building / Unit Links: This option is used to link specific buildings or building units to a permit. It performs the same function as linking buildings or units from the Links tab on a Permit function in Govern. Select this option to grant the applicant the right to link buildings or units to a permit type on the ePermit Web page.

Display Department / Function: These options control how the permit types, both primary and secondary, are displayed on the Web.

- Select **None** to display the permit types, by name only, without the department or function, as in the following screen shot.
- Select **Department** to display the department, where the permit types are maintained with the name.
- Select **Department / Function** to display the department and function with the name of the permit type.



Note: The function is equivalent to the Permit Kind; i.e., Building Permit, Electrical Permit, General Permit, Plumbing Permit, Permit to Name, Animal License, Business License, License to Name, Approval, Bond, Decision, Prosecution or Appeal (Table: VT_SY_ PMKIND1) and to the Workflow Kind; i.e., complaint, Grievance, Request for Services or Workflow (Table: VT_SY_ PMKIND2)

Note: The **Display Department / Function** is selected only at the organizational level, on the *Land Management Parameters*

.Click **Save** to save your *ePermit* settings. *Refer to the Permits & Inspections guide for full details on the Land Management Parameters form*.

ePermit - Defining Parameters for the Department

Overview

ePermit parameters for the department are defined on the *Permit Parameters* form.

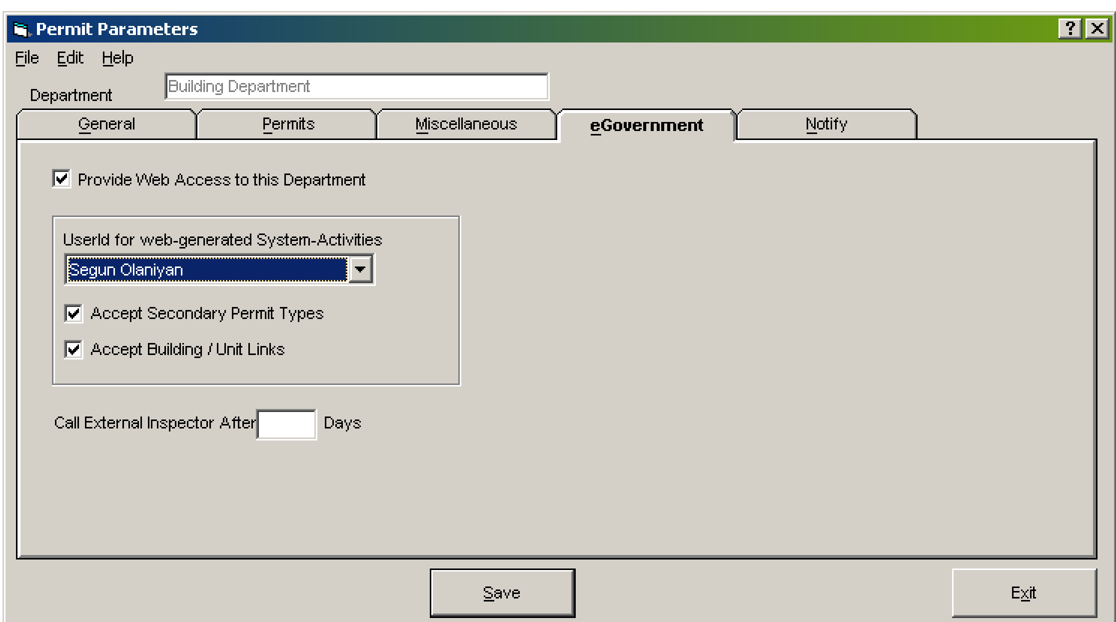
To access the *Permit Parameters* form, from Govern's main screen, select *Tools* > **System Administration (Govadm32.exe)**

OR

Click *Applications* in the *Side Navigation Bar* to display the application, click **System Administration**

In *System Administration...*

1. Select *Parameters* > *Land Management* > **Parameters**.
2. Click to select a department from the *List of Departments* column; select *Maintain* > **Department**.
3. Select the **eGovernment** tab to define the *ePermit* parameters.



Provide Web Access to this Department: Select this option to provide Web access to the permit types, defined by the current department. Once selected, all other options are enabled.

Note: The current department is displayed in the Department text box at the top of the form.

User ID for Web-generated System Activities: For a definition of this option, see *User ID for Web-Generated System Activities* on page 164.

Accept Secondary Permit Types: For a definition of this option, see *Accept Secondary Permit Types* on page 166.

Accept Building / Unit Links: For a definition of this option, see *Accept Building / Unit Links* on page 170.

Permit Parameters Command Buttons

Select **Save** to save your ePermit settings. *Refer to the Permits & Inspections guide for full details on the Permit Parameters form*.

ePermit - Defining Permit Type Parameters

Overview

In addition to the standard permit type parameters, you need to define the following information, on the *Permit Type Maintenance* form, for each permit type that you are making available over the Web. This includes the secondary permit types, as well as the primary permit types:

- Name Types
- Property Types
- Multimedia Codes and Sub-codes
- User Added Columns

If the following options are not defined at the organizational or departmental level, they need to be defined for the permit type. This is in reference to the *Govern* hierarchy of *Organization* > *Department* > *Permit*, wherein at this level the options can be overridden at the *Department*, or *Organization* level.

See ePermit - Planning Your Setup on page 163 *for more information on these options*.

- Accept Secondary Permit Types
- Accept Building / Unit Links

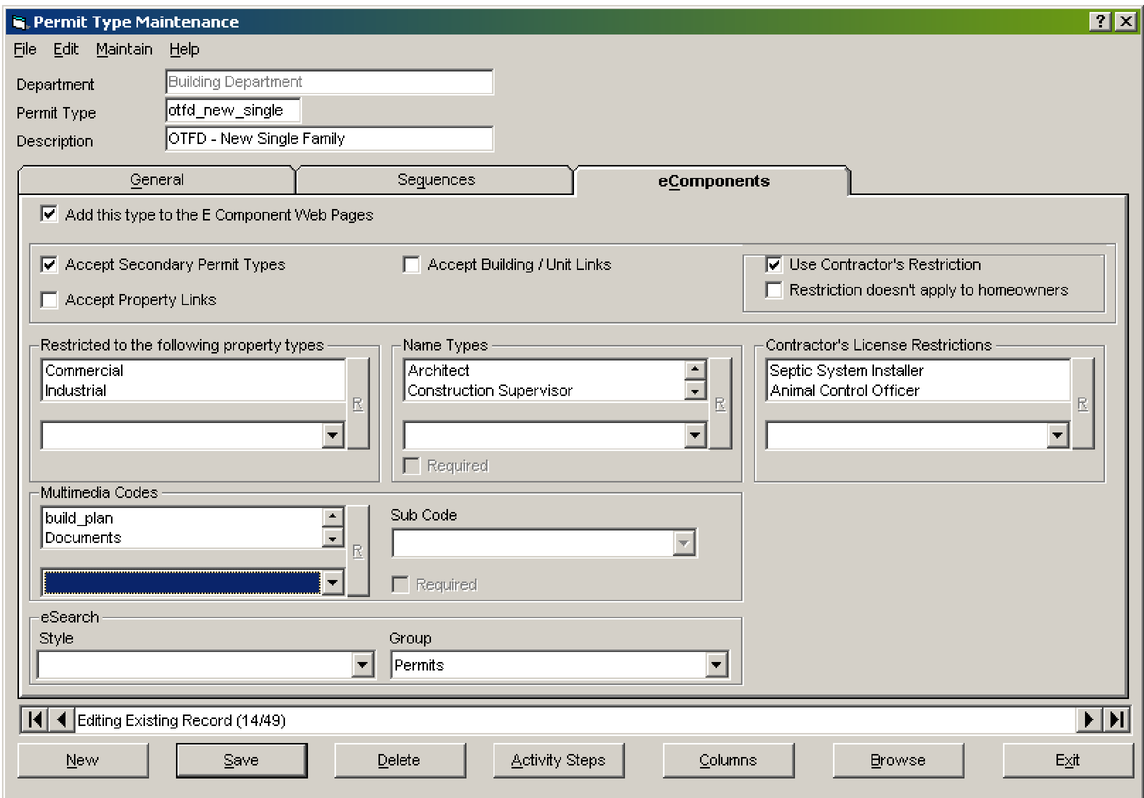
The Property Link option is defined by permit type only.

- Accept Property Links

To access the *Permit Type Maintenance* form:

1. In *Govern Admin*, select *Parameters* > *Land Management* > **Parameters**.
2. Highlight the applicable department in the **Departments** list box.
3. Select *Maintain* > *Definition of Type* > **Permits**.
4. Select the **eComponents** tab.
5. Navigate to the first permit type to which you are providing Web access.

To create a new permit type, for the Web, follow the procedures described in the *Permit Type Maintenance* section of the *Permits & Inspections* guide. Then, define the ePermit parameters, as described in this guide.



There are four types of ePermit parameters that need to be defined on the **eComponents** tab.

- General eComponent Permit Type Parameters
- Property Types
- Name Types
- Contractor’s License Restrictions
- Multimedia Codes and Sub-codes
- eSearch

In addition, you need to open the **General** tab and select the *Permit Kinds*. *See Permit Kinds* on page 195.

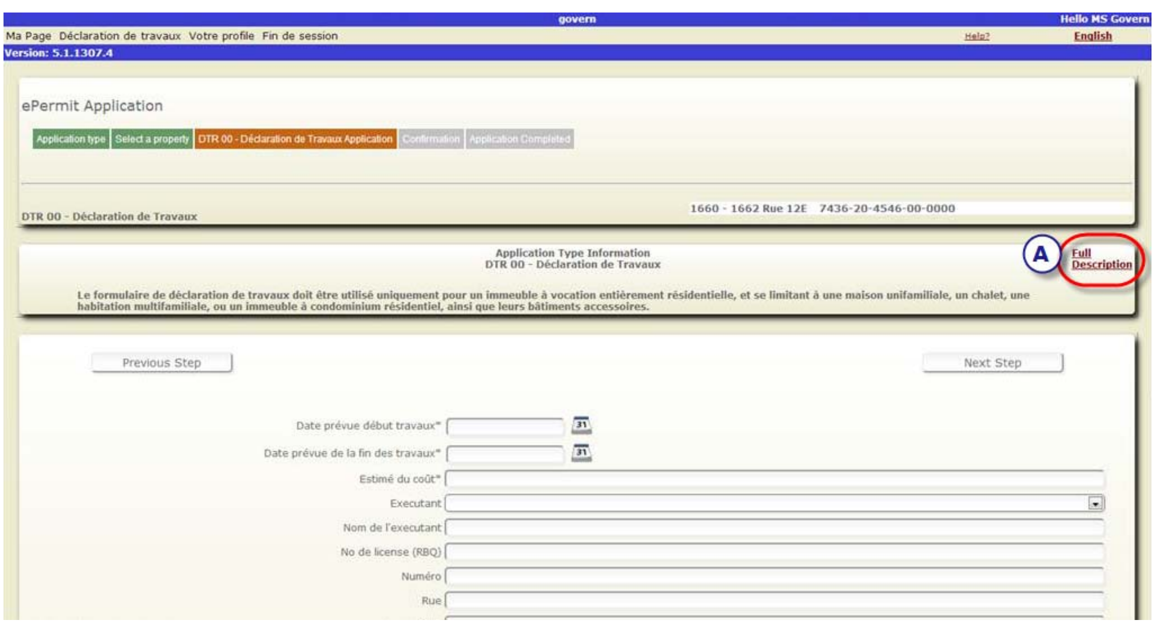
> **Note:** The parameters selected on the eComponents tab affect the ePermit types on the Web only. If the same permit types are used in the standard Govern applications, they are unaffected by the selections made on this tab.

You can add a full description to the VT_USR_PMTYP table, where the permit types are saved. Add the description through the *Validation Table Header Setup* form in Govern Admin. *Refer to the Super User guide for details on creating validation tables and codes*.

Link to Full Description of Permit Type

NEW! On the eComponent Web pages. The full description appears as a link beside the *Primary Application Type*. The user selects the link (**A**) to display a description of the permit type.

> **Note:** The **Full Description** link appears only if a full description exists for the permit type.



General eComponent Permit Type Parameters

Add this Type to the eComponents Web Pages: Select this option to provide Web access to the current permit type and to enable the other ePermit parameters. The permit type will be added to both the **Permit Type** and **Secondary Permit Type** drop-down lists, on the *General Information* page of the ePermit application.

Accept Secondary Permit Types: For a definition of this option, see *Accept Secondary Permit Types* on page 166.

Accept Building / Units Links: For a definition of this option, see *Accept Building / Unit Links* on page 170.

Accept Property LInks: Select the **Property Links** option for the permit types that are applicable to more than one property; for example, a fence that is shared by two or more properties or a road that is shared by several properties. Otherwise, deselect this option.

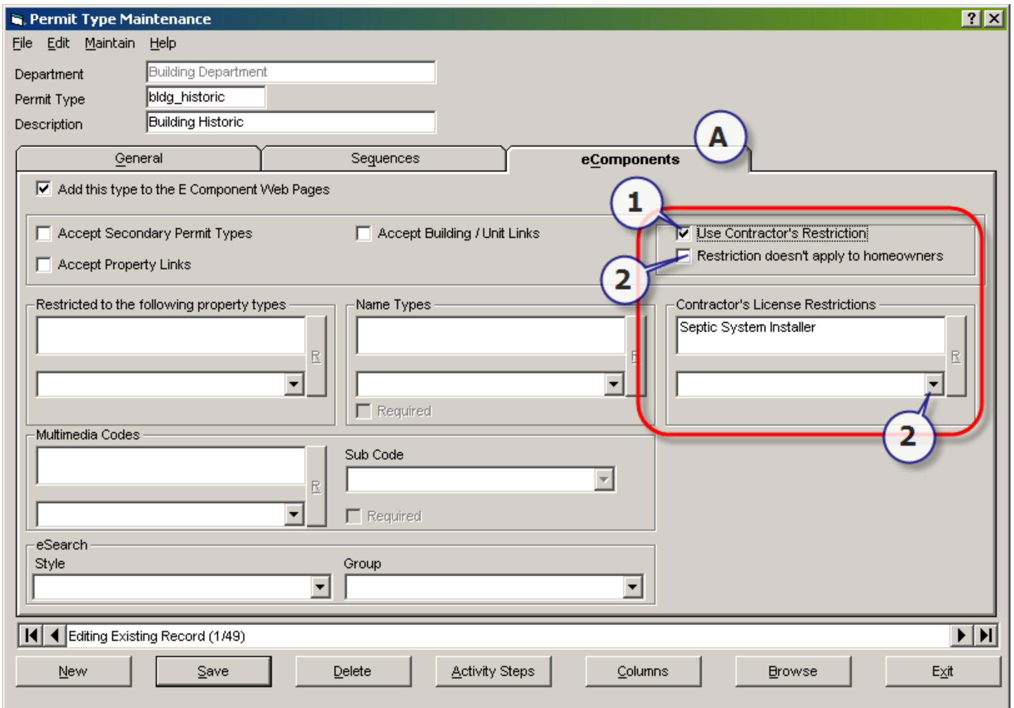
Note: The **Accept Property Links** option is available only by permit type, on the Permit Type Maintenance form.

Restrict Permit Types to Contractors and Homeowners

The convenience of applying for a license online is not without its drawbacks. There will be occasions when it will be necessary to ensure that individuals that are applying for permits are indeed qualified to request the permit type.

There is an option that allows the *eProfile* name to be used to determine if the person applying for a permit is the owner, or a licensed contractor. Govern is able to do this because each eProfile name is linked to the NA_NAMES table, and therefore can determine if it is linked to a *License to an Individual*, *Permit to an Individual*, or the *Owner* of the property. If the name is linked to a *License to an Individual*, the system will check the type of individual license, and whether the license has expired. If the license type matches the permit type, and has not expired, then the user can proceed with the application process for the Permit. If the users license type does not match the permit, they would not be allowed to apply for the permit.

In certain circumstances, homeowners can also apply for the same type of permits as a contractor, e.g. Plumbing permit. An option also exists for these type of permits. The eProfile is checked to see if the user is also the homeowner, if that is the case, they are also allowed to apply.

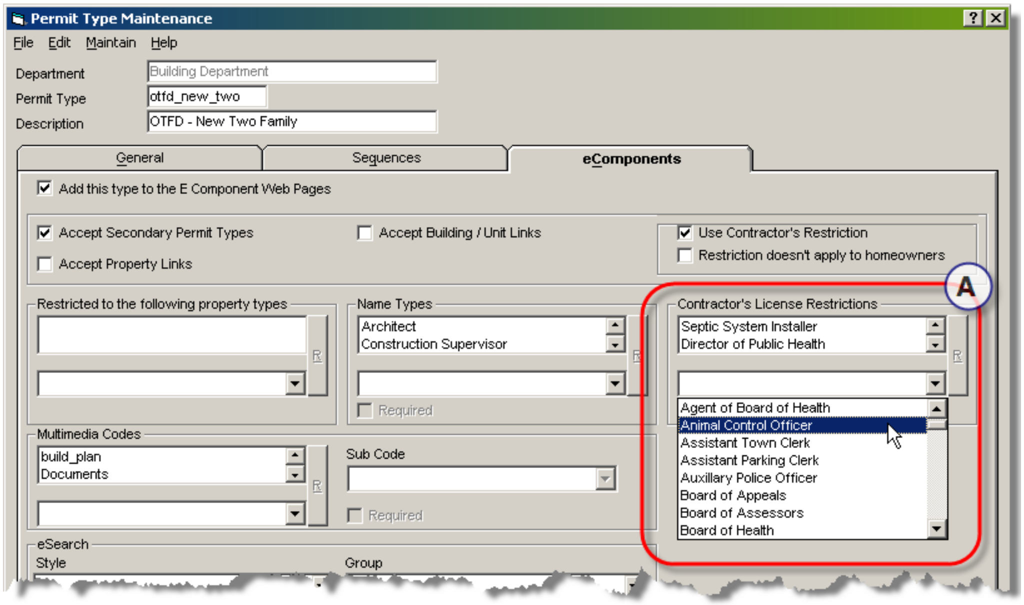


Configuration options to restrict permit types to contractors and homeowners on the *eComponents* tab (**A**) of the *Permit Type Maintenance* screen in *Govern Admin*.

Use Contractor's Restriction: When the *Use Contractor's Restrictions* (**1**) option is selected, selected permit types are restricted to contractors.

Restriction Doesn't Apply to Homeowners: When the *Restriction doesn't apply to Homeowner* option (**2**) is checked then certain selected permit types that are restricted to contractors will be available to homeowners. In addition, restrictions won't apply if the current *eProfile* is the owner of the property.

Contractors License Restrictions



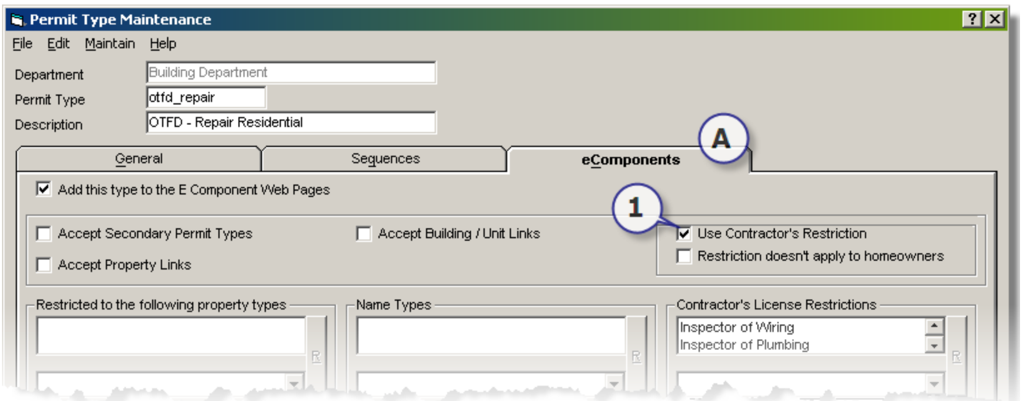
The *Contractor's License Restriction* (**A**) drop down menu will become active only when the *Use Contractor's Restrictions* option is selected. When active, the drop down menu will contain a list of all permit types having the type *License to Name* or *Permit to Name*.

Note: The system does not filter by department because contractor licenses can be issued by different departments.

To configure the option in *Govern Admin*...

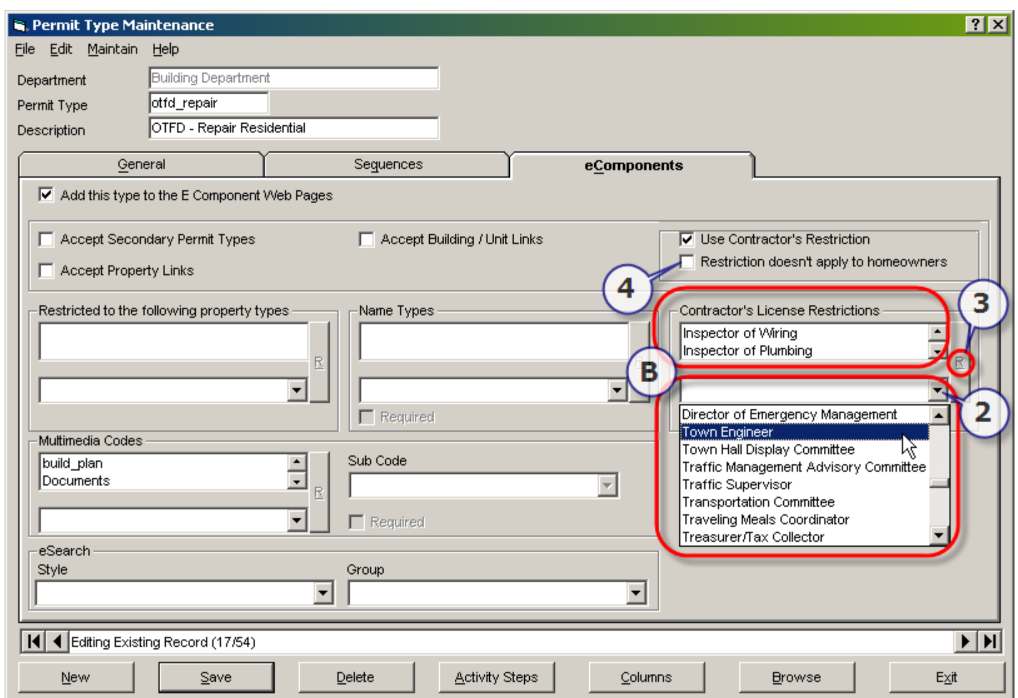
1. Select *Parameters* > *Land Management* > **Parameters...**
2. Click to select a department from the *Department List*, e.g. *Building Department*.
3. Under the menu, select *Maintain* > *Definition of Type* > **Permits...**
4. In the *Permit Type maintenance* for, click to select the *eComponents* tab.

5. Click **Browse** to select the permit type that an application can be made for; click to select the *eComponents* tab (**A**).



6. Enable the contractors restriction option by selecting the **Use Contractor's Restriction** option (**1**).

7. In the **Contractor's License Restrictions** group (**B**), click to select the licenses that are to be restricted to contractors; multiple selections (**2**) can be added to the list, or, select a license and click **R** (**3**) to remove it from the list.



Note: When a selection is added to the list, it will no longer be available in the drop down menu, until it has been removed.

8. If a homeowner can also apply for this permit, select the **Restriction doesn't apply to homeowners** option (**4**); this will allow a homeowner to also apply for the permit type.
9. Click **Save** to save the options.

Property Types

If the ePermit type is applicable to certain property types, only, select those property types, from the **Restricted to the following property types** drop-down list. For example, the permit type may be applicable to commercial and industrial properties but not residential.

Note: If the ePermit type is applicable to all property types, you can leave this list box blank.

R: To remove a property type, highlight it in the list box and click **R**.

Property Types are used for classifying properties, according to use; for example, residential, commercial or mixed use. They can be used as a basis in creating models for property assessments and appraisals.

Govern provides the following property types in the validation user table, VT_ USR _PROPTYPE:

Code	Description
0	Mixed Use
1	Residential
2	Open Space
3	Commercial
4	Industrial
9	Exempt

The codes for these property types are reserved. You can add other property types using other codes but it is important not to change the codes provided by Govern, since they are used internally.

Tip: To create other codes of the same type, name the code with the same initial digit; for example, different **Residential** types can be assigned the codes 10, 11, 12, 13, 14, etc.; where in the case of 10, *Residential* is the principal type and *Mixed Use*, is the secondary type.

Name Types

Names Types: Select all the name types that can be applied to the current permit type, from the **Name Types** drop-down list.

Note: For the ePermit permit types, you need to define both the optional and required name types.

Required: If a name type is required for the permit type, highlight it in the list and click **Required**. In order for the ePermit application to be completed, all required name types must be entered. If the user does not enter a required name type, a message appears:

Other name types may be added but are not mandatory for the permit application.

R: To remove a name type from the ePermit permit type, highlight it in the list box and click **R**.

Name Types are used for classifying individuals and companies, according to their role in the permit process, for example, permit applicant or property inspector.

Govern provides the following name types in the validation user table, VT_ USR _ PMNAME:

Code	Description
appl	Applicant

Code	Description
contact	Primary Contact
insp	Primary Inspector
owner	Owner

Like the property types, the codes for the name types are reserved. You can add other name types but it is important to keep the codes provided by Govern.

Defining Name Types

In Govern, when a user creates a standard permit, the following name types are automatically added if the corresponding options are selected on the *Permit Parameters* form, in Govern Admin.

- The property owner is automatically listed as an *Owner* if **Automatically Assign Owner** is selected.
- The property owner is also automatically listed as the *Applicant* if **Automatically Assign Applicant** is selected.
- The inspector is assigned, according to availability and *Inspection Territory* if **Automatically Assign Inspector** is selected (Tables: PC_AREA and PM_INSPECTORS)

> However, for the ePermit application, these options are not applicable. The *Name Types* need to be defined for each ePermit permit type.

On the Web, the applicant is automatically created from the user profile of the person completing the ePermit application.

Select the *Applicant* name type so that the user can select a different applicant from the Web page, when completing the application. Otherwise, you do not need to select this option.

Multimedia Codes: Select the **Multimedia Codes** that apply to the permit type, from the drop-down list (Table: VT_USR_ DEPINF).

R: To remove a multimedia code, highlight it in the list box and click **R**.

Required: If a multimedia code is required for the permit type, highlight it in the list and click **Required**.

Sub-code: Select the **Multimedia Sub-codes** that apply to the multimedia code (Table: VT_USR_<*table name*>, where *table name* is the name of the multimedia sub-code table, as entered on the *Multimedia Code Maintenance* form in Govern Admin).

Note: To select a multimedia sub-code, you need to highlight the applicable multimedia code. This enables the **Sub-code** drop-down list.

Search Styles and Groups

Note: It is necessary to specify Search **Styles** and or **Groups**.

Select either a *Search Style* or *Style Group* from one of the drop-down lists:

Style: Select a *Search Style* from the drop-down list. The search styles are user-defined and are created through the *Web Search Configuration Toolkit*. A Search Style launches an SQL query. It is linked to all the *Objects* that appear on the *Search* page, including the search criteria and labels, of the ePermit application.

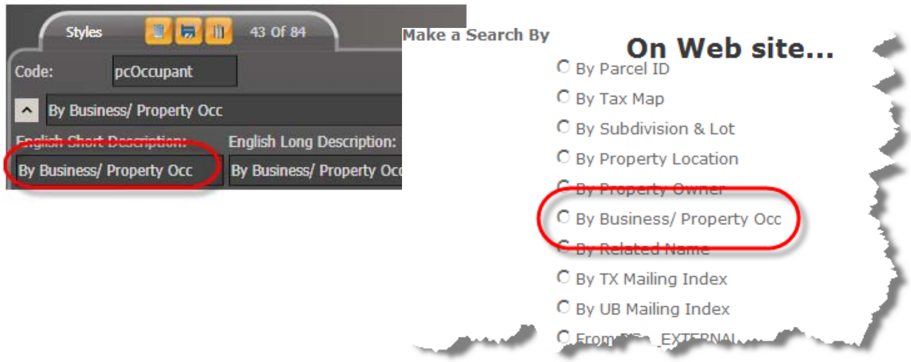
Group: Select a *Group* from the drop-down list. Like the search styles, the groups are user-defined and are created through the *Web Search Configuration Toolkit*. A group launches a series of search styles.

Note: You can assign either a Search Style or Search Group to a menu item, not both.

For details about Search Styles and groups, refer to the Dynamic Search Style Management section of the Govern New Administration (**GNA**) *release 5.1 guide.*

Search Style Long Descriptions displayed on Web

In releases prior to 4.5.3 of the *eGovern - Public Self Service Portal* and release 4.5.3.1 of the *Web User Interface*, the Web site would only display the value entered in the **Short Description** field of the *Dynamic Search Style* form. Users of release 4.7 and greater will note that the value entered in the *English Long Description* field is now used.



Users of release 4.5.3 of the *eGovern - Public Self Service Portal* and 4.5.3.31 of the *Web User Interface* can update their functionality to display the name entered in the *English Long Description* field by performing the following procedure...

Note: The following steps are intended for users with release 4.5.3 of the *eGovern - Public Self Service Portal* , and release 4.5.3.31 of the Web User Interface. Verify your installed release version before updating.

To perform the update...

WARNING: Prior to performing the following, make a back up copy of your **WebUserInterface** folder, specifically the following two (2) files **Web.config** and **Styles.css**. These two files will be overwritten and will need to be replaced with your original copies.

1. Download WebUserInterface 4.5.3.31from the MS Govern FTP site.
2. Replace the existing **WebUserInterface** folders and files with the new version.
3. From your backup location of your WebUserInterface folder, locate the web.config, and the styles.css files and copy them to the overwritten folder.
4. Open your **web.config** file using a text editor like *Notepad* or *Notepad++*.

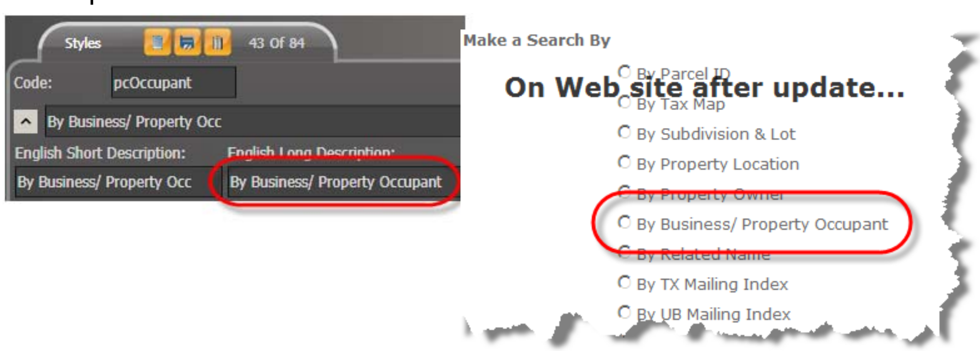
5. In **<appsettings>** section, paste the following line...
   `<add key="GovernSoftware.DescriptionType" value="Long"/>`

```
<appSettings>
    <!-- MSGovern configuration file-->
    <add key="MSGovern.GovernNetConfig" value="C:\MSGovern\Deployments\CMSTest\GovernNetConfig.xml"/>
    <add key="GovernSoftware.WebSite_Id" value="1"/>
    <add key="GovernSoftware.DefaultPage" value="WEBPROFILE"/>
    <add key="GovernSoftware.UploadDirectory" value="C:\Dummy\"/>
    <add key="GovernSoftware.UploadMaxFileSize" value="5048576"/>
    <add key="GovernSoftware.Version_dnet" value="3"/>
    <add key="GovernSoftware.DisplayBuildVersion" value="Off"/>
    <add key="GovernSoftware.TraceArTransactionResponse" value="Off"/>
    <add key="GovernSoftware.WebReportDirectoryPath" value="C:\MSGovern\Deployments\CMS_Demo\Reports\"/>
    <add key="GovernSoftware.DescriptionType" value="Long"/>
    <!-- Temporary Setup - Must add in GNA -->
    <!--<add key="GovernSoftware.GisServerName" value="mtldev01"/> -->
    <!--<add key="GovernSoftware.GisGeoDataBaseName" value="Layers@Juneau"/> -->
    <!--<add key="GovernSoftware.AutoLogin.Login" value="+5fJF+/cy3RmUG6brJBK9b5i/a+ycLok"/> -->
    <!--<add key="GovernSoftware.AutoLogin.Password" value="47rYbcSyyx6tMKx6ZnEn6QwF0KG4tNoq"/> -->
</appSettings>
```

6. Save the change.

> **Note:** After performing the above modification, there is no need to perform an IIS reset.

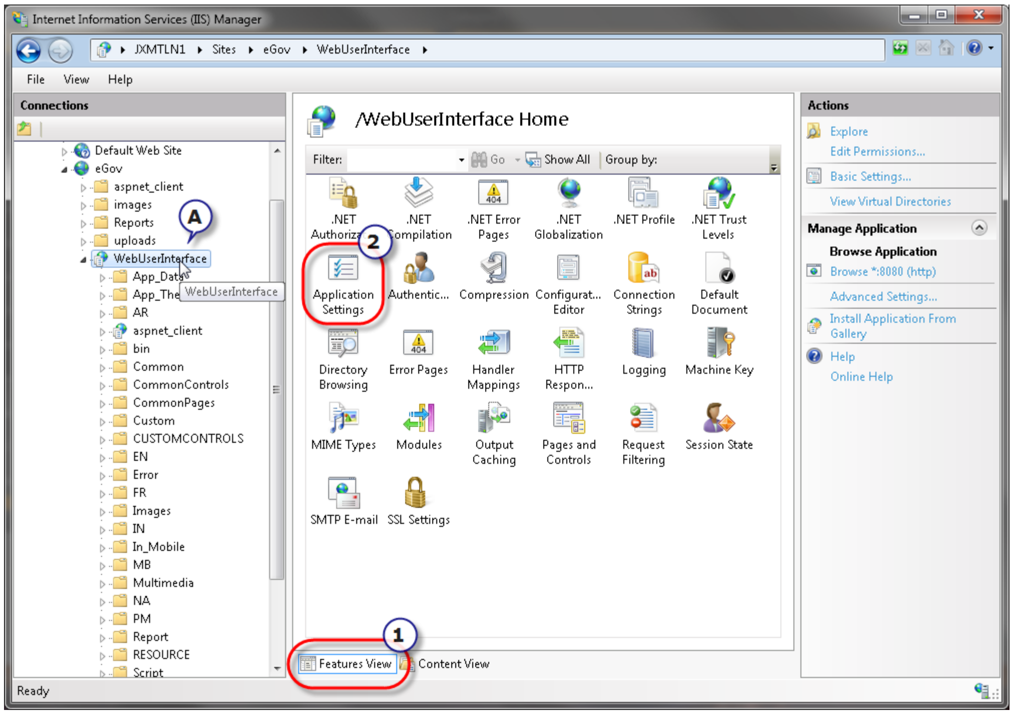
After the update, users will note that the name entered in the Long Description field of the Dynamic Search Styles form is now displayed on the Web site description.



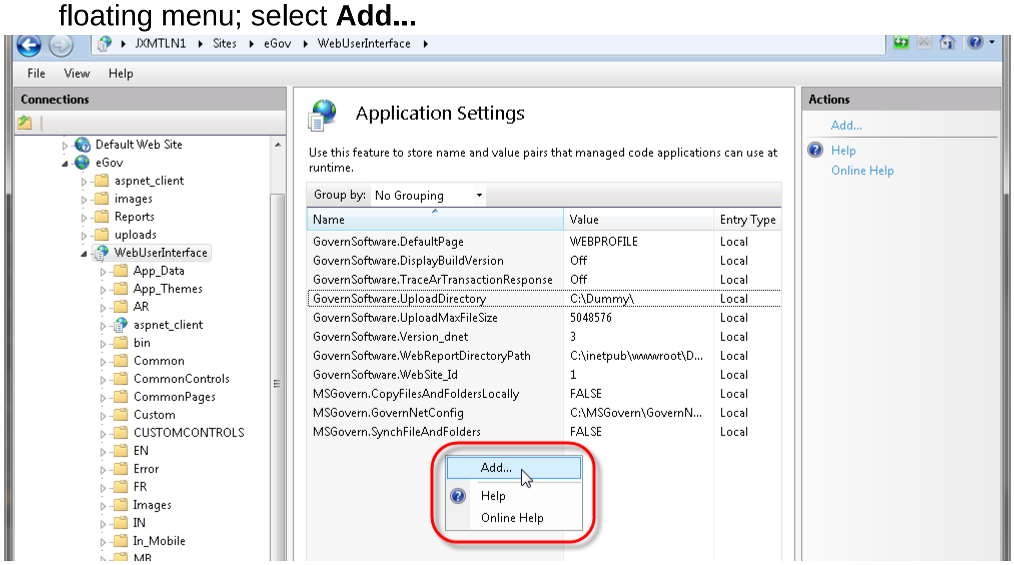
TIP: Modifying AppSetting section of Web.config file

When editing is required in the **<appSettings>** section of the Web.config file, features of the IIS Manager allow you to make modifications to the file with minimum interaction with other parameters. Insertion of new parameters and modifications to existing parameters can be made with relative ease. For example, to make the modification described in step 5 above:

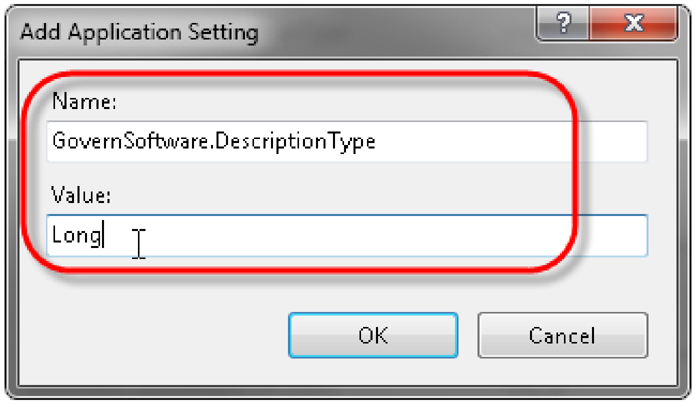
1. In the Internet Information Services (IIS) Manager, locate the Website that is to be modified (**A**).



2. Locate the **Features View** tab in the center pane and ensure that it is selected (**1**).
3. In the center pane, double click on the **Application Settings** icon (**2**).
4. Place your pointer in the middle of the pane and right click to display a floating menu; select **Add...**



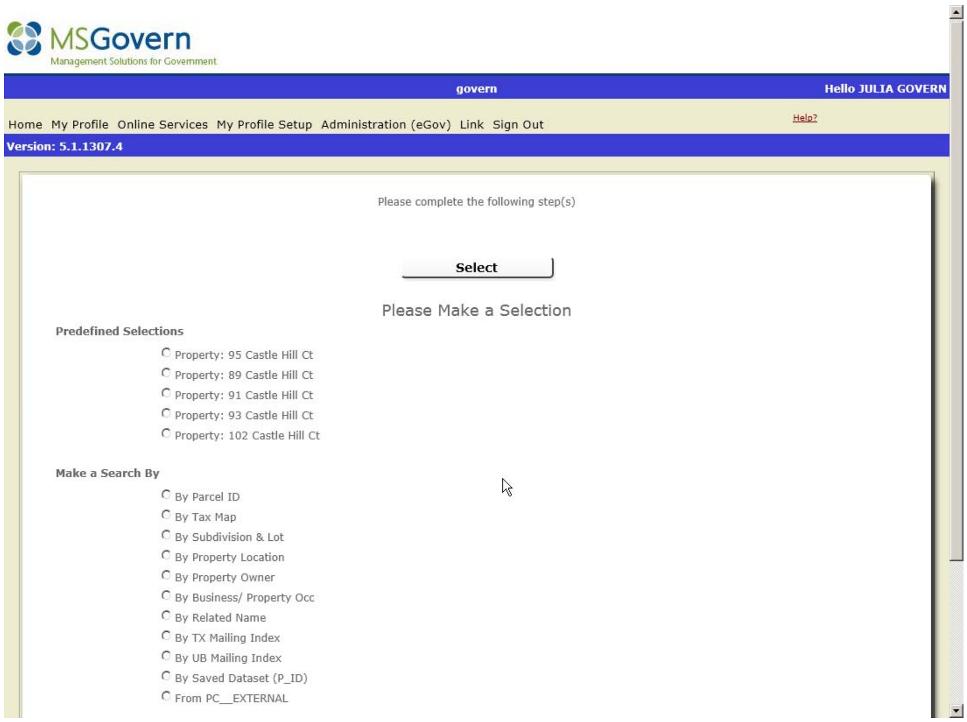
5. In the Add Application Setting form, enter the following into the *Name:* parameter, **GovernSoftware.DescriptionType**, and **Long** in the *Value:* parameter.



6. Click **OK** to enter the new parameters.

Note: When entering parameter values, ensure that no additional spaces or characters are added. The new entries can be viewed by loading the Web.config file into a text editor.

Dynamic Search Screen Interface



In the display, when a user is logged in under an *eProfile*, when a *Dynamic Search* is used to retrieve a *Name ID* (**NA_ID**), the *eProfile Name ID* (**NA_ID**) is displayed. Previously when a *Dynamic Search* is used to retrieve a *Parcel ID* (**P_ID**), the system would also show a list of parcels that are attached to the current *eProfile* account.

Permit Kinds

The *Permit Kinds* are defined by Govern and are used to classify permits, according to general purpose, such as building or electrical permit. The Permit Types are more specific categories and are user-defined. In Govern, they are selected for the permit kind. However, a permit type can be applicable to more than one permit kind. For example, a commercial additional can be applicable to a building permit, general permit, electrical or plumbing permit. *Permit Kinds* are not specific to the *eGov*. *Refer to the Permits & Inspections guide for full details on the Permit Type Maintenance form*.

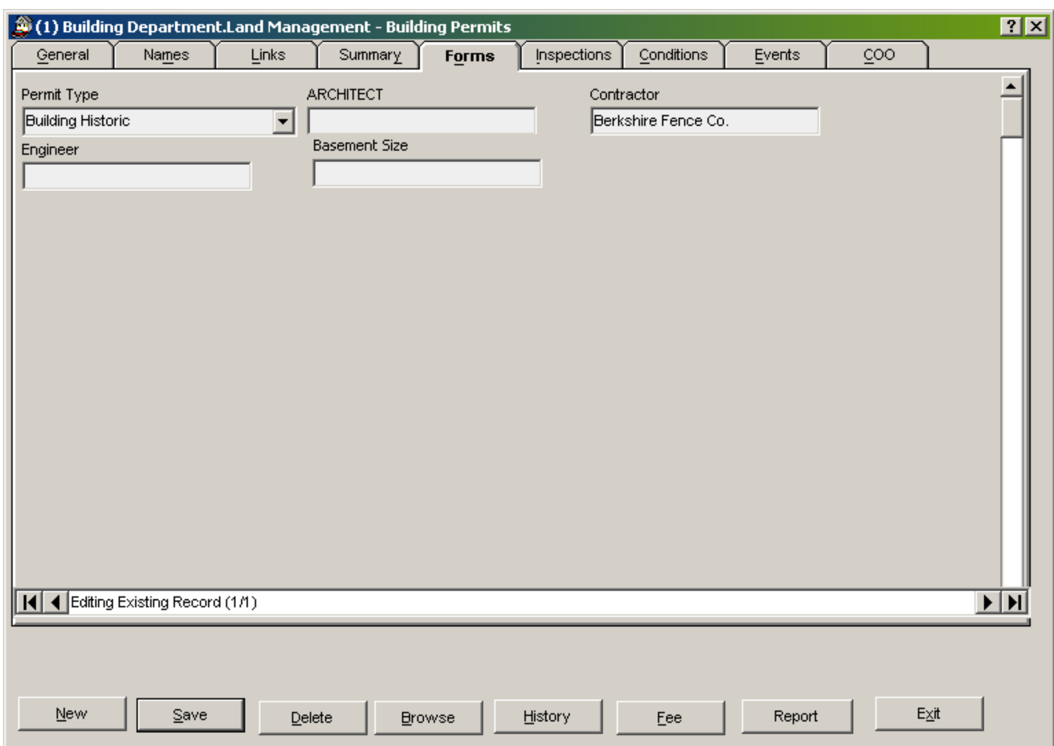
User Added Columns for the ePermit Types

Click **Columns** to add fields or columns to the eComponent Web pages. This is equivalent to adding columns to the **Dimensions** or **Forms** tab in Govern.

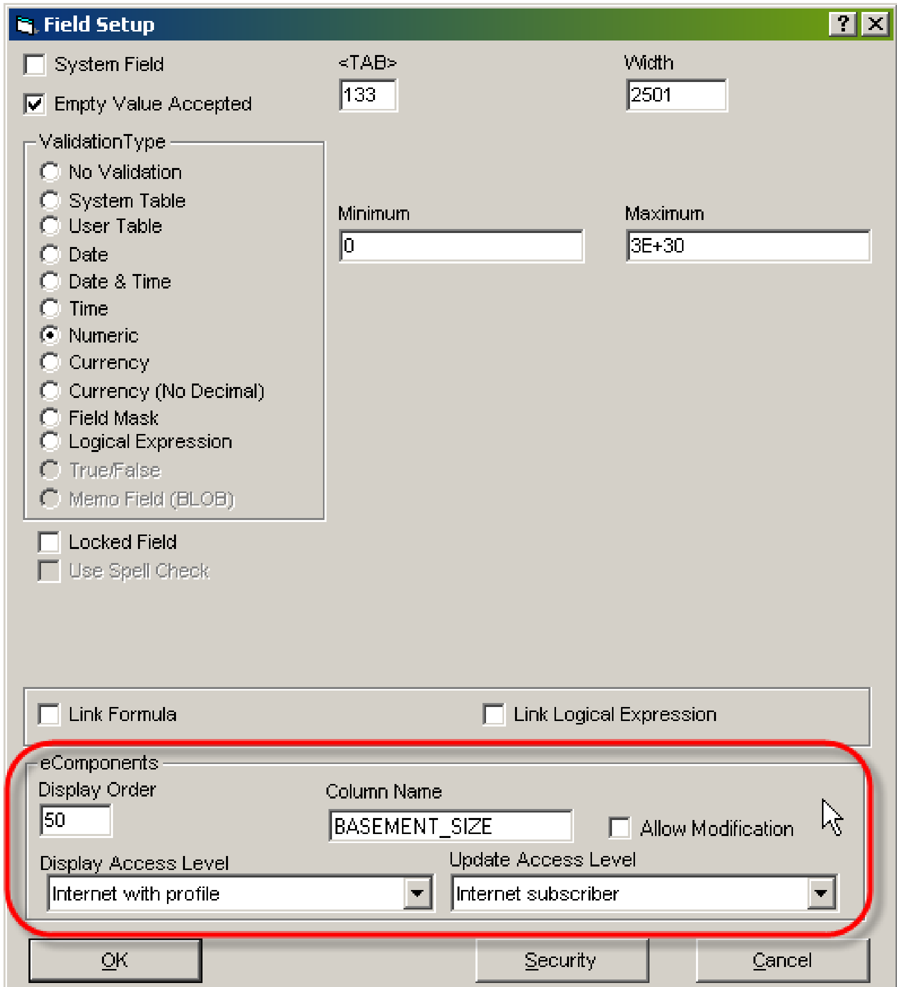
Note: The added columns are applicable to the selected permit type only. They are the same for both the standard permit and the ePermit

You need to define the display order and access right properties for the added columns, using field setup mode in Govern, as follows:

1. Launch Govern for Windows.
2. Open the applicable function for the permit type.
3. Select the permit type on the **General** tab.
4. Open the **Dimensions** or **Forms** tab.



5. Select *Setup* > **Field Setup Mode**.
6. Double-click in an added field.



The **Tab**, **Width**, **Minimum** and **Maximum** fields apply to the Govern application only, the Validation table, applies to both Govern and the Web. *Refer to the Permits and Inspections guide for full details*.

The **Column Name** field displays the column corresponding to the selected column.

Note: The **Allow Modification**, and **Update Access Level** parameters will need to be selected to establish online user access, and modification permissions.

7. Enter the **Display Order** under eComponents. This is the order that the field is displayed on the Web page. This applies to the customized fields only. All the standard fields are displayed first, on the page.

8. Select the lowest access level, at which you want to display the field, from the **Display Access Level** list: *Refer to Priority of Access Level below for details about priority.*
    - Intranet Admin
    - Intranet User
    - Internet Subscriber
    - Internet with Profile
    - Internet without Profile
9. Select the lowest access level at which users can update the selected column.
10. Click **OK** on the *Field Setup* form.
11. Repeat steps 6 to 10 for each added field.
12. Save the function in *Govern*.

Priority of Access Level

Higher access levels have automatic access. For example, if you select **Internet with Profile**, the **Internet Subscriber** is also able to see the field. However, the field is not displayed to a user with **Internet without Profile** access rights.

Below is a list of the Internet/Intranet access level.

Priority Level	Binary Reference for Crystal Reports	Details
1 (Highest)	16	**Intranet Admin** - Set this security level to make this menu accessible to Administrators within the organization.
2	8	**Intranet User** - This is the Security level for a user within the organization.
3	4	**Internet Subscriber** - When selected, the security level is set to that of a subscriber.

Priority Level	Binary Reference for Crystal Reports	Details
4	2	**Internet with Profile** - This menu selection will be accessible by internet users with a saved profile, i.e. only internet users with a profile will be able to see this menu.
5 (Lowest)	1	**Internet without Profile** - This menu selection will be accessible by internet users with no saved profile, i.e. all internet users will be able to see this menu.

ePermit - Defining the Activity Setup

Overview

For each permit type, you need to create *Activity Steps* and then link the steps together to create an *Activities Setup*. An *Activity Step* represents a stage in the permit process; for example, application, review, inspection or certification. The *Activities Setup* represents the process. Each *Activity Step* can include one or several *System Activities*. For example, for the review step, you can include the plan, zoning, building and site reviews. Each system activity can generate a number of actions, including inspections, business rules, e-mails and interdepartmental notifications. Each activity step can also generate e-mails, interdepartmental notifications, the next activity step and a fee.

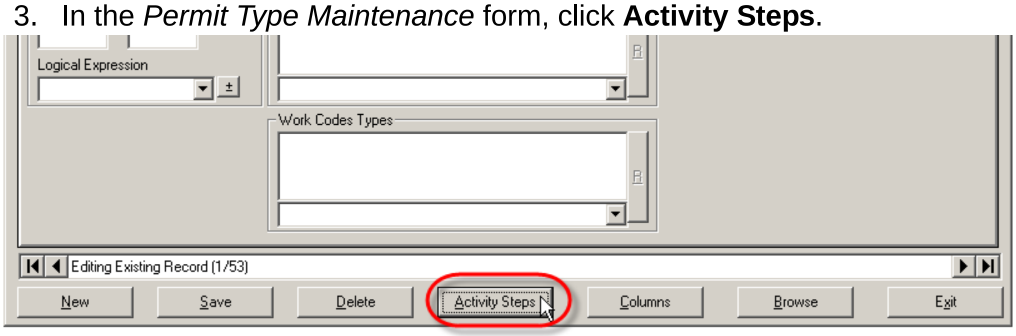
To open the *Activities Setup* form, from *Govern's* main screen, select **Tools** > **System Administration (Govadm32.exe)**

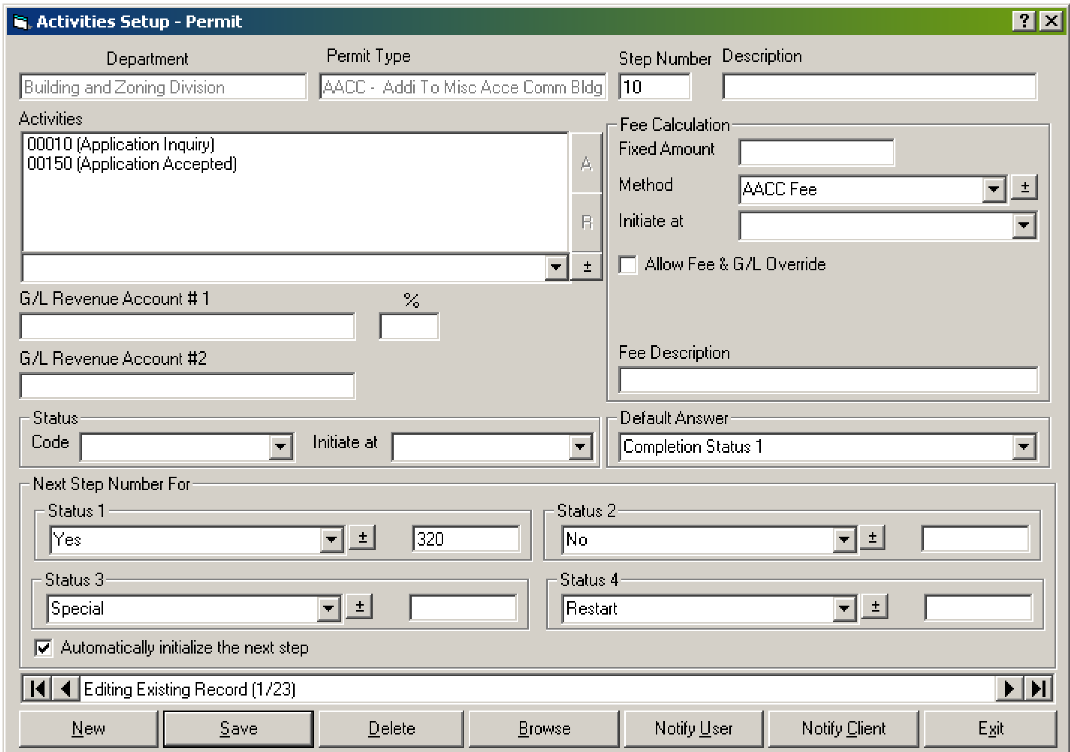
OR

Click **Applications** in the *Side Navigation Bar* to display the application, click **System Administration**.

In the *System Administration*:

1. Select *Parameters* > *Land Management* > **Parameters**.
2. Next, highlight the *Department* and select *Maintain* > *Definition of Type* > *Permits.*
3. In the *Permit Type Maintenance* form, click **Activity Steps**.





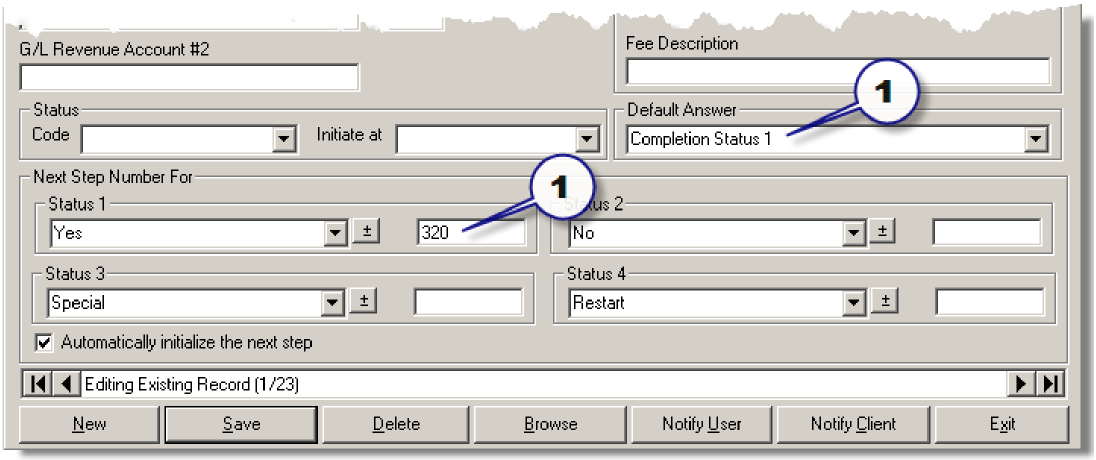
There are no additional *ePermit* parameters for the *Activities Setup.* This setup is the same as for the standard permit. There are, however, some differences in how the *Activities Setup*, *System Activities*, *Fees*, *E-mails* and *User Notification* messages are handled internally.

It is recommended to review the *Activities Setup* for all the permit types to which you are providing Web access.

Activities Setup

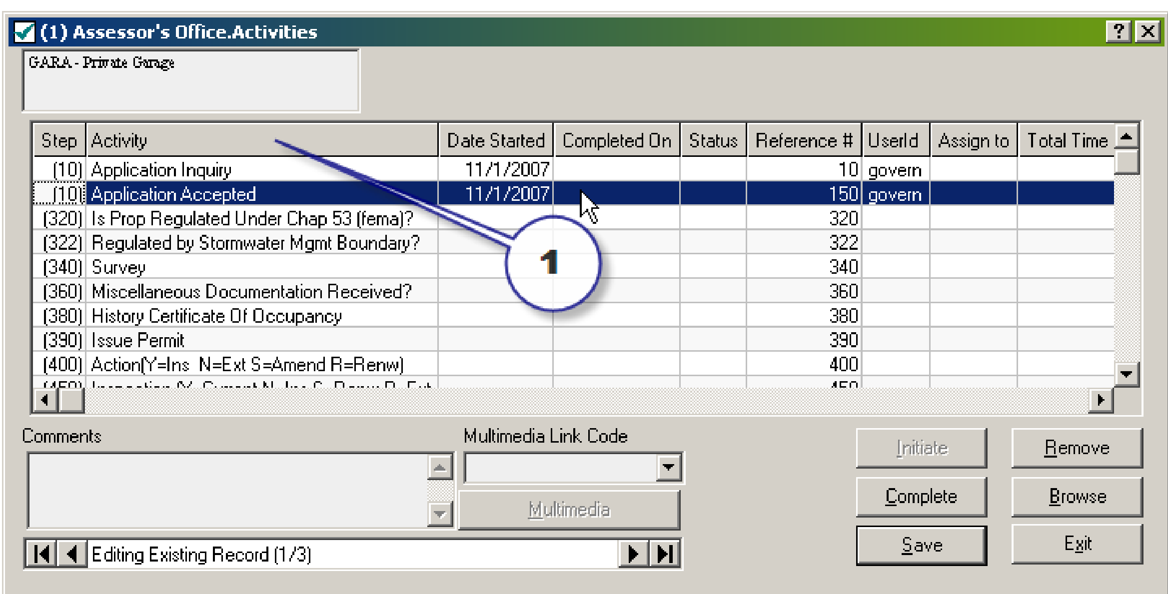
Note: In this section of the guide, the screen shots and descriptions refer to the *Activities Setup* for the Permit Types. The *Activity Setup* forms for the Offense and Workflow Types are the same, except that the **Fee Method** and **Status** fields are not included. *Refer to the Permits & Inspections guide for further information*.

For an ePermit application, a validation is performed on the *Activities Setup*, by following the default order of activity steps. The default order is defined according to the **Default Answer** defined for the **Next Step Number For** field:



If, by following the default order, an *endless loop* is created; for example, if from **Step 100**, the default for the next step is **200**, then **300**, then **400**, then back to **100**, there can be no end to the activities. In this case, the ePermit application terminates, a message is displayed to the Web applicant and an email message is sent to the Webmaster.

In *Govern for Windows*, the default order is displayed on the *Activities* function. No validation is made. If there is an endless loop, the activity steps continue to be added until the user closes the function.



The *Activities Setup* is otherwise executed for an ePermit application, exactly as it is for a standard permit application.

System Activities

Each activity step includes one or several *System Activities*. With the following exceptions and notes, the activities are executed for the ePermit application exactly as they are for a standard permit application.

Multimedia Codes

If a multimedia code is required for an *Activity* that is initiated by the *ePermit* application, an empty record is created for that code. This entry needs to be completed in *Govern*, once the application is submitted.

New Permit, Offense or Workflow Generation

If a new permit, offense or workflow process is generated through an activity, associated with the ePermit application, the first activity step for the new process is not automatically initialized. It needs to be started manually. This rule also applies to the new permit, offense or workflow processes, generated through an activity associated with a standard permit.

Business Rules

If a business rule, associated with an activity initiated through the ePermit application, is not valid, the application cannot be submitted.

Similarly, in Govern, if a business rule associated with an activity is not valid, the permit cannot be saved.

Note: Only the business rules defined for the *Activities* that are linked to the *Primary Permit Type*, through the *Activity Setup* form, are executed.

Fees

For details on how fees are applied to the ePermit application, see ePermit - Defining Fees for the Application on page 206.

Interdepartmental User Notification and External Client E-mail messages

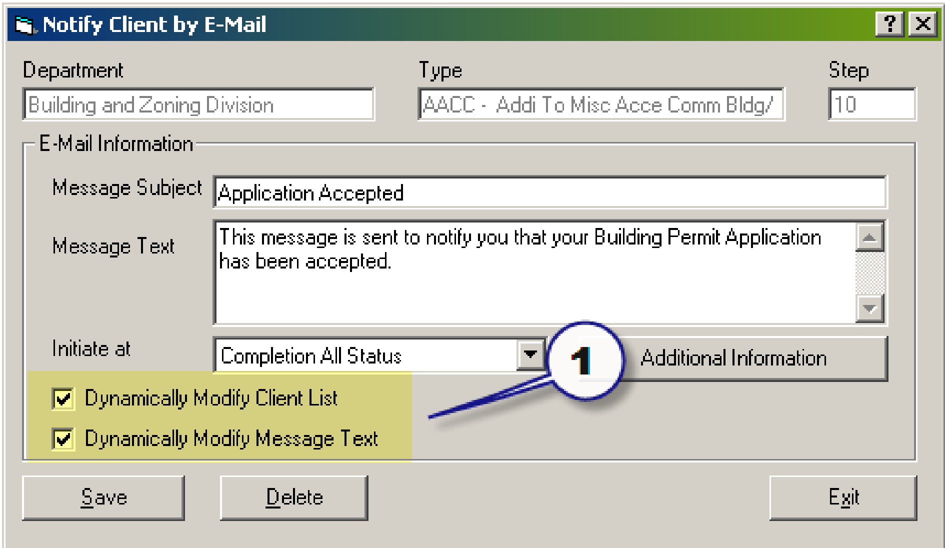
If an interdepartmental message or external e-mail is associated with an activity or activity step, generated by the ePermit application, it is sent from the user defined in the **User ID for Web-generated System Activities** field on either the *Land Management* or *Permit Parameters* form. *See User ID for Web-Generated System Activities* on page 164 *for details*.

E-mail messages can be created and associated with an *Activity* or *Activity Step* through the *Notify Client by E-mail* form, in Govern Admin. These are sent through the server using the **SMTP Parameters** defined on the *System Registry Maintenance* form. For example, you can set up an e-mail to be automatically generated and sent to the contractor and building owner on completion of an activity called, *Application Accepted*. If the activity or activity step is initiated through the ePermit application, the e-mail is sent from the user defined by this parameter, using the e-mail address defined for the user on the *User Maintenance* form.

Similarly, user notification messages can be created and associated with an *Activity* or *Activity Step* through the *Notify User* form, in Govern Admin. If the activity or activity step is initiated through the ePermit application, the message is sent from the user defined by this parameter. The default department of the user is also included if one has been defined on the *User Maintenance* form. For example, you can send a message to notify the users, in a department, that a permit application has been accepted and to provide them with the information they need to complete the next activity step.

The message is sent to all the individuals and companies linked to the ePermit application. However, if the following fields are defined for the message, through Govern Admin, they are ignored if the activity is generated through the ePermit:

- Dynamically Modify User List
- Dynamically Modify Message



Otherwise, the System Activities are generated for an ePermit exactly as they are for a standard permit application. This includes the generation of:

- Automatically scheduled inspections or hearings
- Unscheduled inspections
- Time cost codes
- Report generation
- Permit starting and expiration dates
- External client e-mails

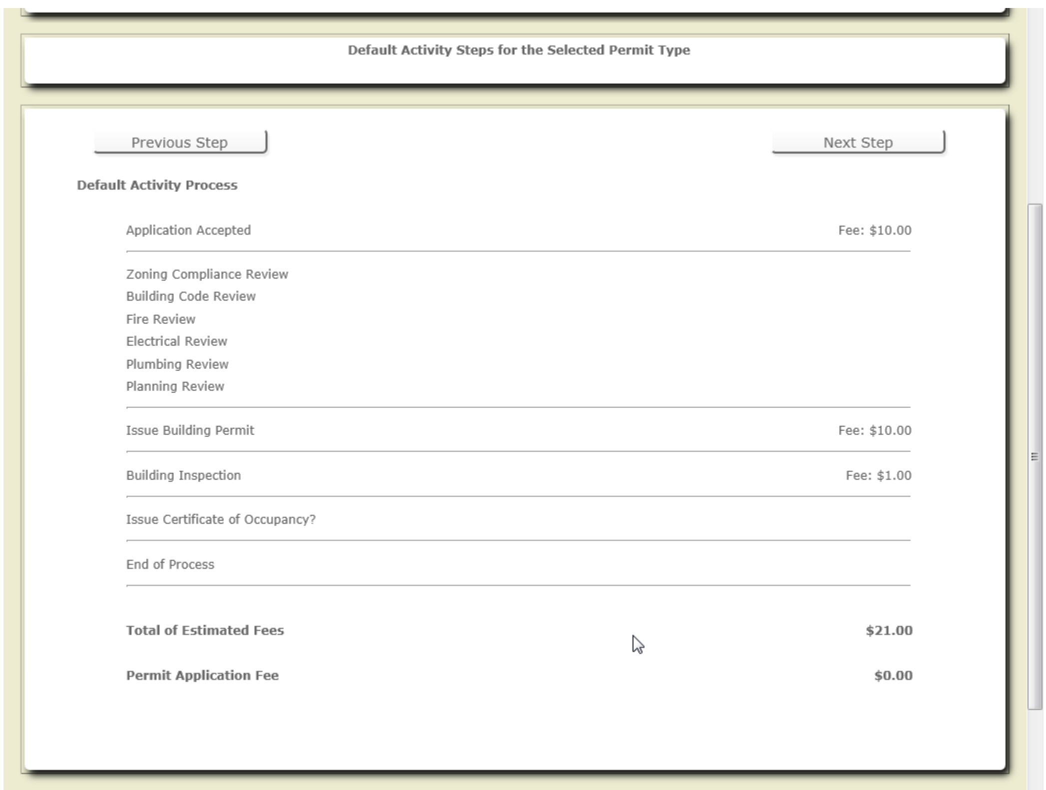
Refer to the Permits & Inspections guide for further details on e-mail and user notification messages.

ePermit - Defining Fees for the Application

Overview

Fees are defined on the *Activities Setup* form, in Govern Admin, and are applied to the ePermit, when the activity step is executed, in Govern or from the Web.

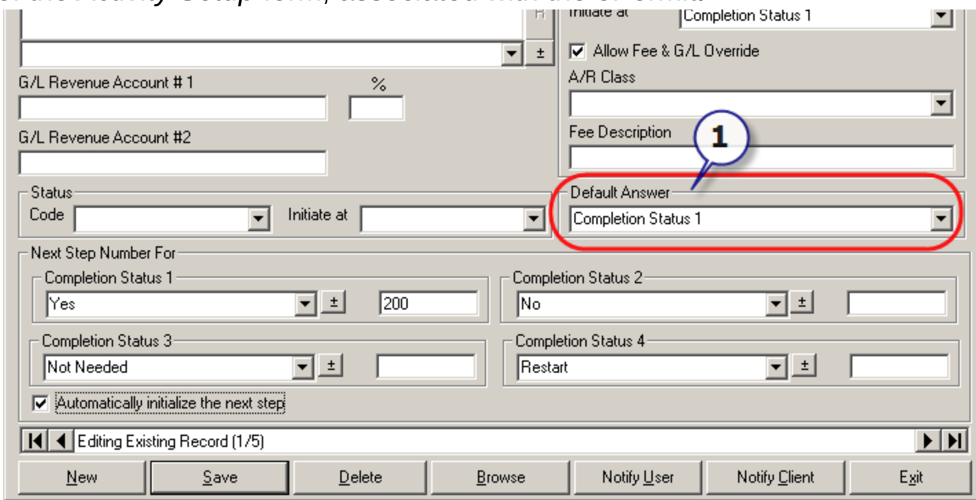
These fees are calculated and displayed on the *Final Summary* page of the ePermit application, beside the heading **Total Estimated Fees**:



This calculation is made by calculating the fees associated with the *Default Activity Steps* for the ePermit, according to the rules described in this section.

Note: Fee Displayed = **Fee of Default Workflow** + **Fee of first activity only** (*if fee is configured*)

A *Default Activity Step is a* step entered in the **Default Answer For** parameter of the *Activity Setup* form, associated with the ePermit.

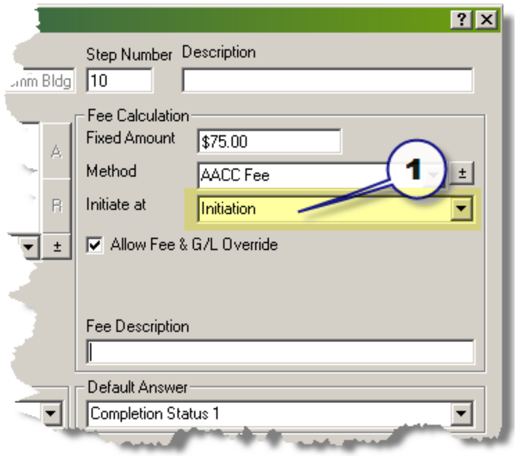


Applying an Application Fee to an ePermit

You can link a fee to the ePermit, to be paid when the application is made.

To set up this type of fee:

1. Launch the *Activities Setup — Permit* form, in Govern Admin.
2. Scroll to or create an activity for the acceptance of the application.
3. Enter the fee in the **Fee Amount** text box or select a *Fee Method*, from the *Method* drop-down list.
4. Select *Initiation*, from the **Initiate at** drop-down list.



The amount is displayed on the *Final Summary* page beside the title **Fee Charged at Application Creation**. This fee needs to be paid immediately. Otherwise, the application cannot be submitted.

Note: This rule is applicable only if the fee is to be charged at the *Initiation* of the activity.

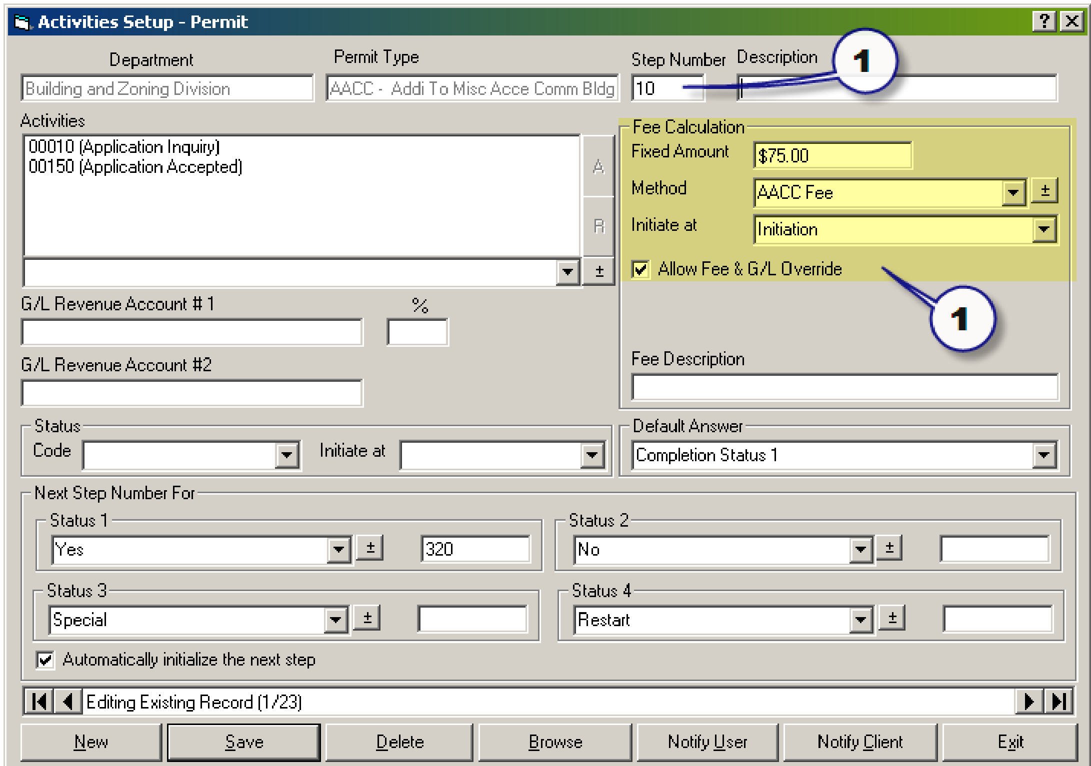
Rules for Applying Fees to an ePermit

All fees associated with the *Primary Permit Type* are charged. *See Rules for Applying Fees According to Fee Type* on page 210. The fees associated with the *Secondary Permit Type* are charged, according to the *Activity Step Number* and the *Type of Fee*:

Rules for Applying Fees According to Step Number

A fee linked to a *Secondary Permit Type* is charged only if the *Activity Step* that it is linked to is assigned the same **Step Number** as an activity step associated with the primary permit type. Otherwise, the fees associated with a secondary permit type are not charged.

Note: The Activity Steps do not need to be the same, they just need to be assigned the same *Step Number.*



For example, if a fee is associated with **Step Number 100** in the *Activity Setup* of the *Secondary Permit Type* and the *Activity Setup* of the *Primary Permit Type* also includes an activity step with a *Step Number 100*, the fee for the *Secondary Permit Type* is charged, even if the Activity Steps are different.

Condition	Primary Permit Type	Secondary Permit Type A	Secondary Permit Type B	Total Fee for Activity Step
Activity Step Number	100	100	200	
Fee	$40.00	$25.00	$30.00	
Fee Charged	$40.00	$25.00	Not charged	**$65.00**

Rules for Applying Fees According to Fee Type

Two types of fees can be defined on the *Activity Setup — Permit* form and linked to a permit type, *Fixed Amount* and *Fee Methods*. Critical to the *eGov* user are any fees that are set at the initialization of the first activity.

Refer to the Fee Computation Setup section of the Permits & Inspections guide for further details on Fee Methods.

ePermit - eRenewal process

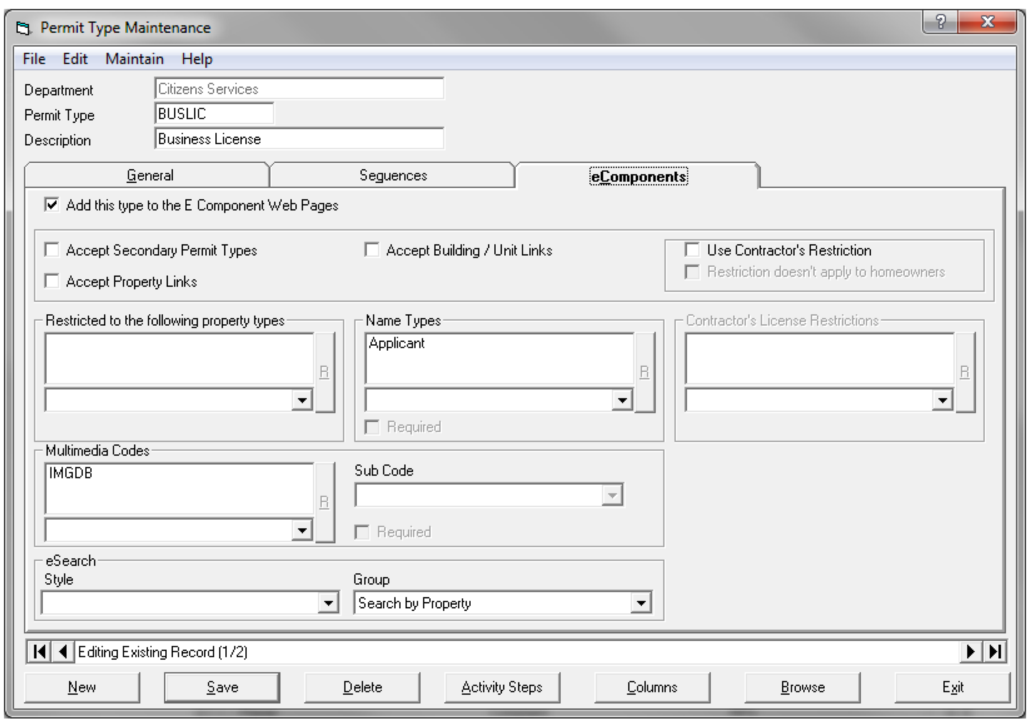
One of the features of the *eGovern – Public Self Service Portal* is *eRenewal*. With *eRenewal*, Municipalities can offer the option for users to renew specified permit types through an online process. eRenewal can be configured for any Govern activity step that allows renewal.

Configuring eRenewal

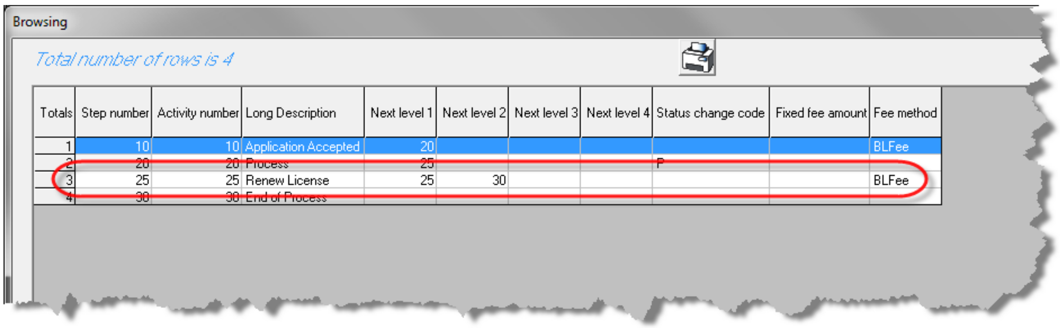
The following example is based upon a preexisting Workflow that generates a *Business License*.

STEP 1 - Select a Renewal Process

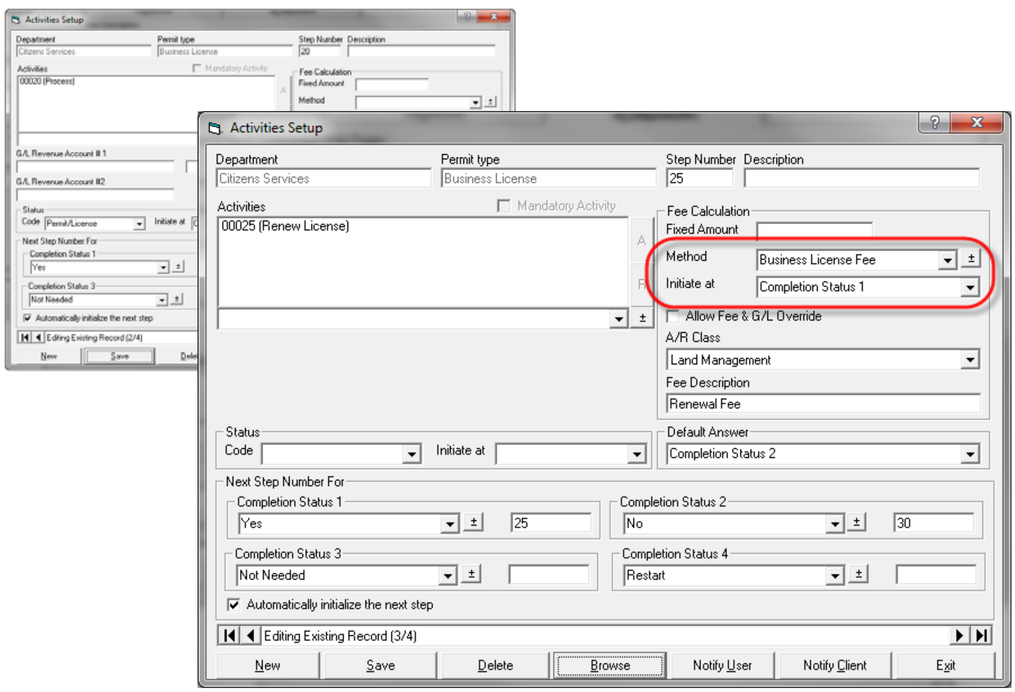
To configure eRenewal, we will use a renewal process for a Business License.



When we *Browse* the activity steps, we see a renewal step (25) with an associated fee method, i.e. a *Business License* fee (**BLFee**).

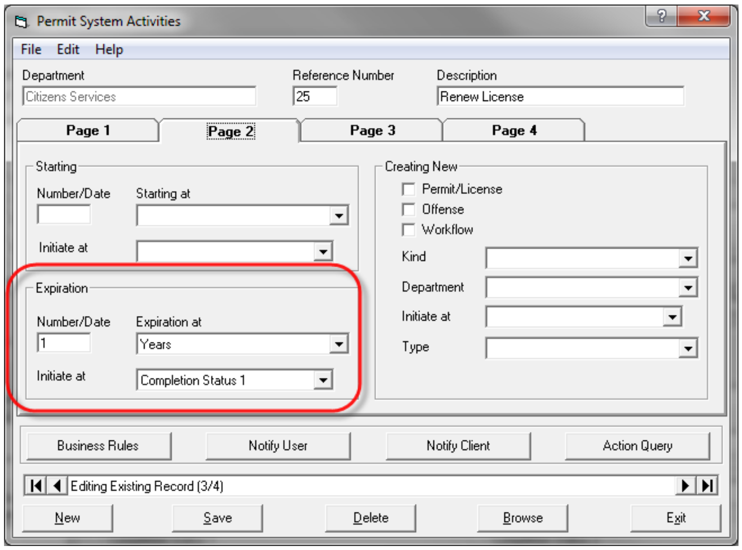


At activity Step 25, the license renewal step, the *Method* is set to *Business License Fee*, and the Initiate at field is set to *Completion Status 1*.



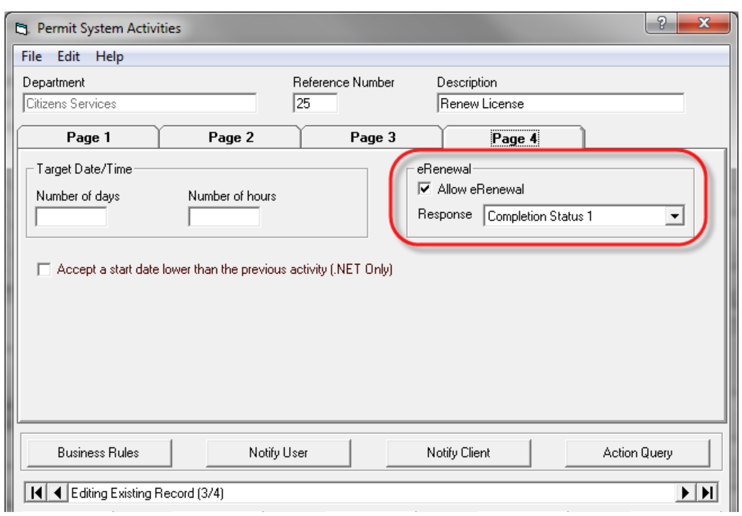
STEP 2 - Set the Renewal Period

In the *Permit Systems Activities* screen, under the Page 2 tab, the *Expiration* group is configured. The License is set to expire in 1 year, and the *Initiate at* parameter is set to *Completion Status 1.*



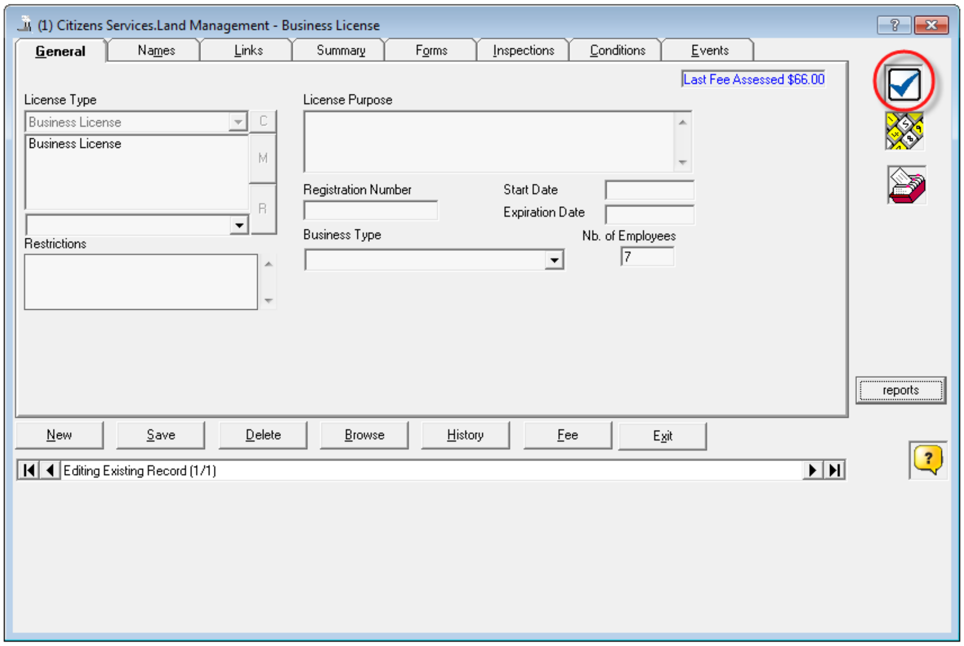
STEP 3 - Set the Response

Next click the Page 4 tab; in the eRenewal group, select the Allow eRenewal option. At this point you will also need to specify the response that is sent to the activity so that the process will continue. In this case it will be the *Completion of Status 1*. Set the *Response* parameter to **Completion Status1**.

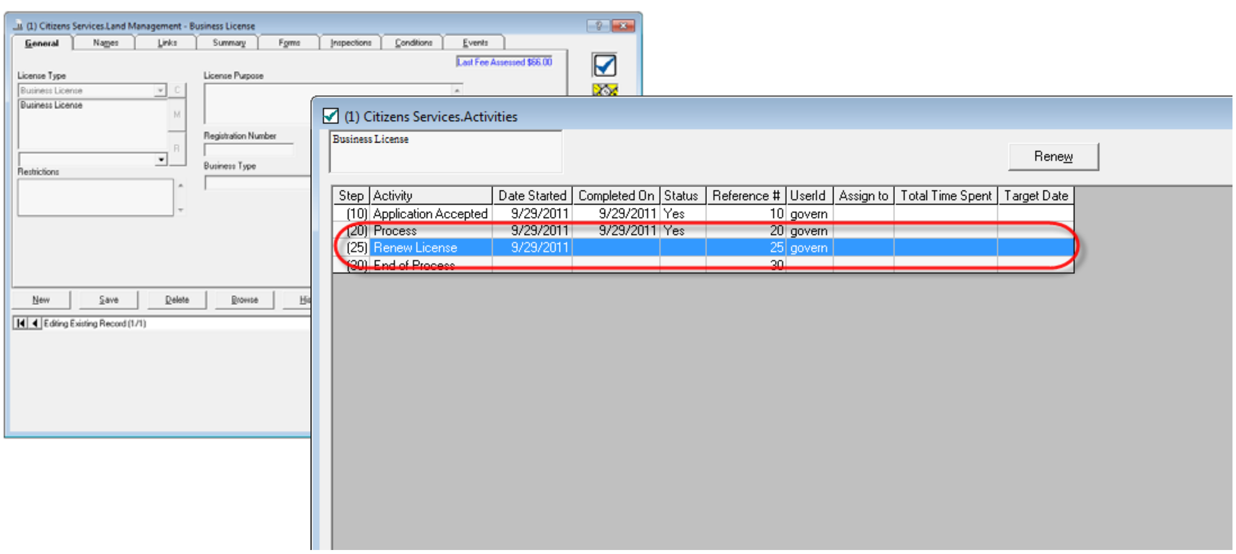


STEP 4 - Verification in Activities Function

In Govern for Windows, the Business License is ready for renewal. We can launch the Activities function for verfication

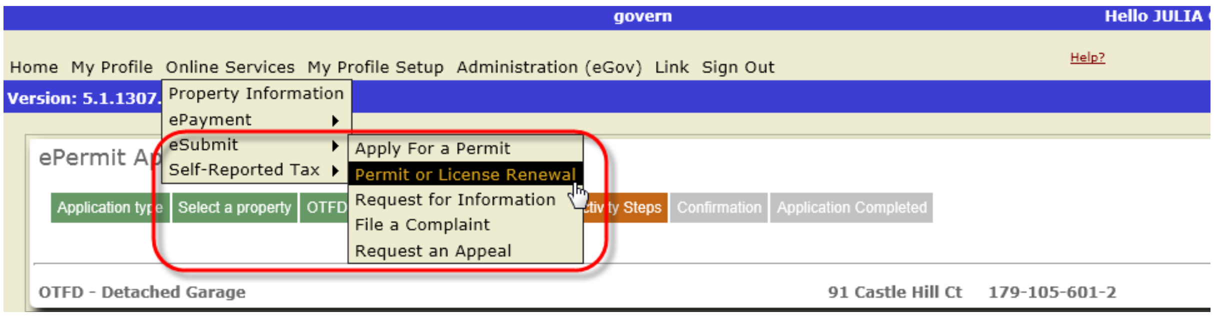


Looking at the *Activities* function, we see that we are at step 25, *Renew License*.

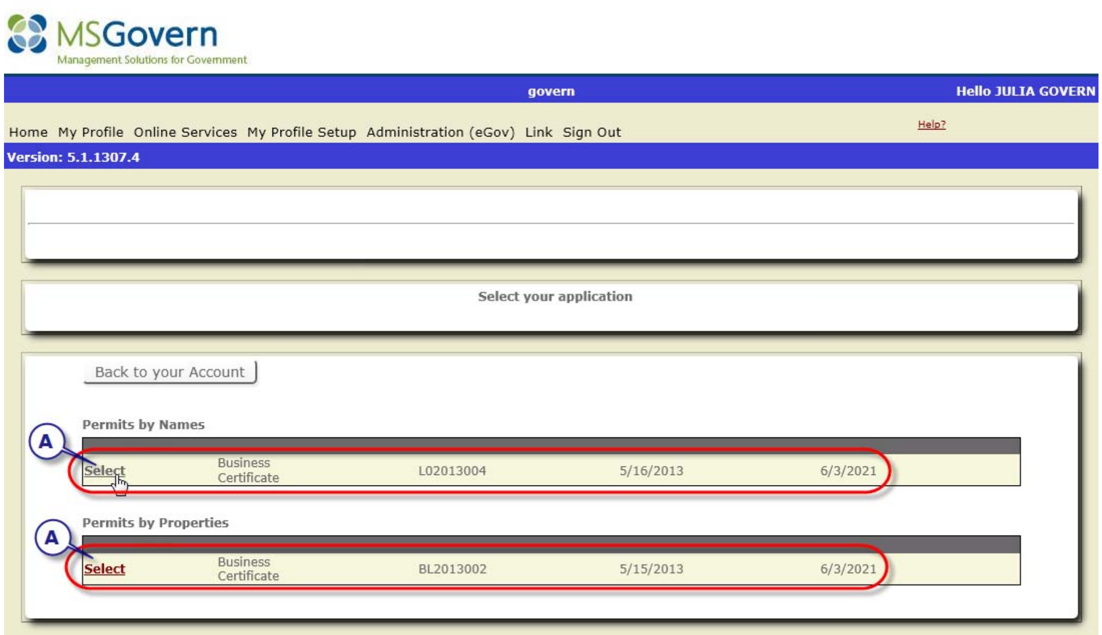


Initiating the eRenewal

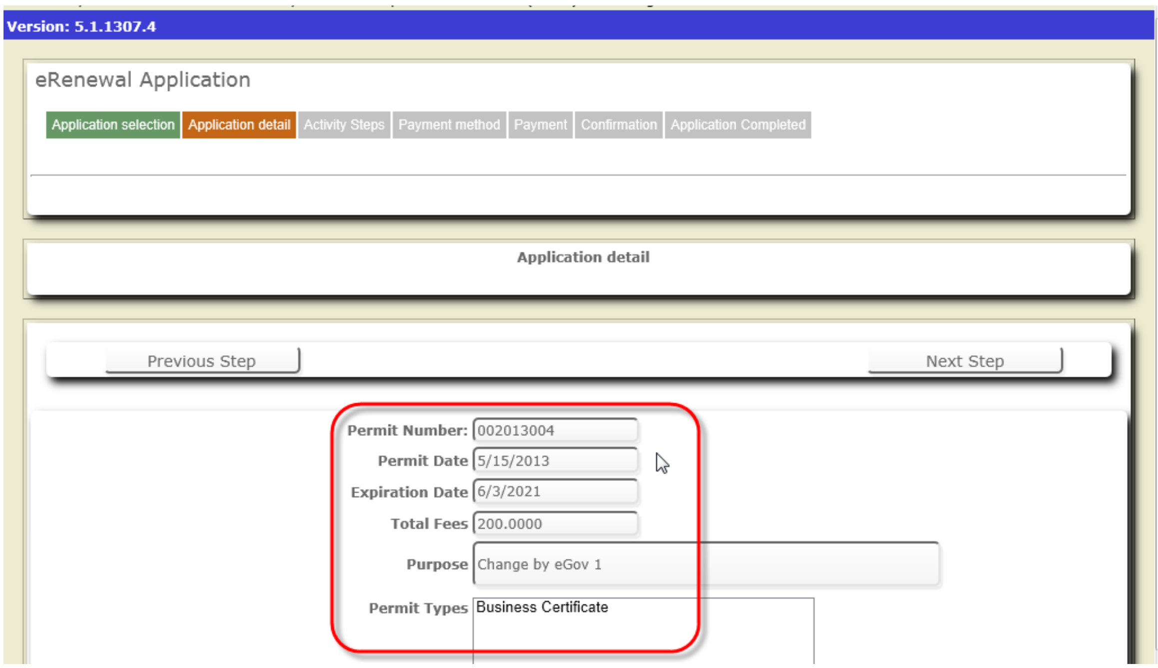
When the activity step is ready for Renewal the eComponent is ready for input. The logged in user can select *Online Services* > *eSubmit* > **Permit or License Renewal**.



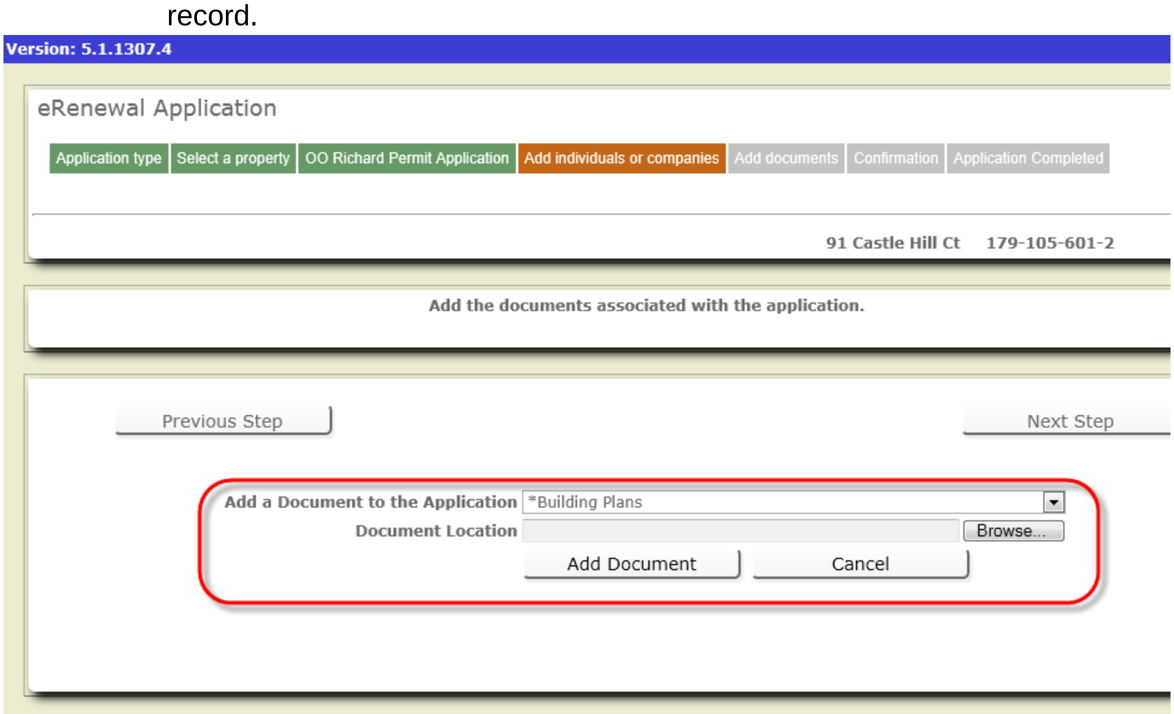
The *eRenewal Application* form is presented and we see the *Business License* renewal; the entry is selected (**A**)..



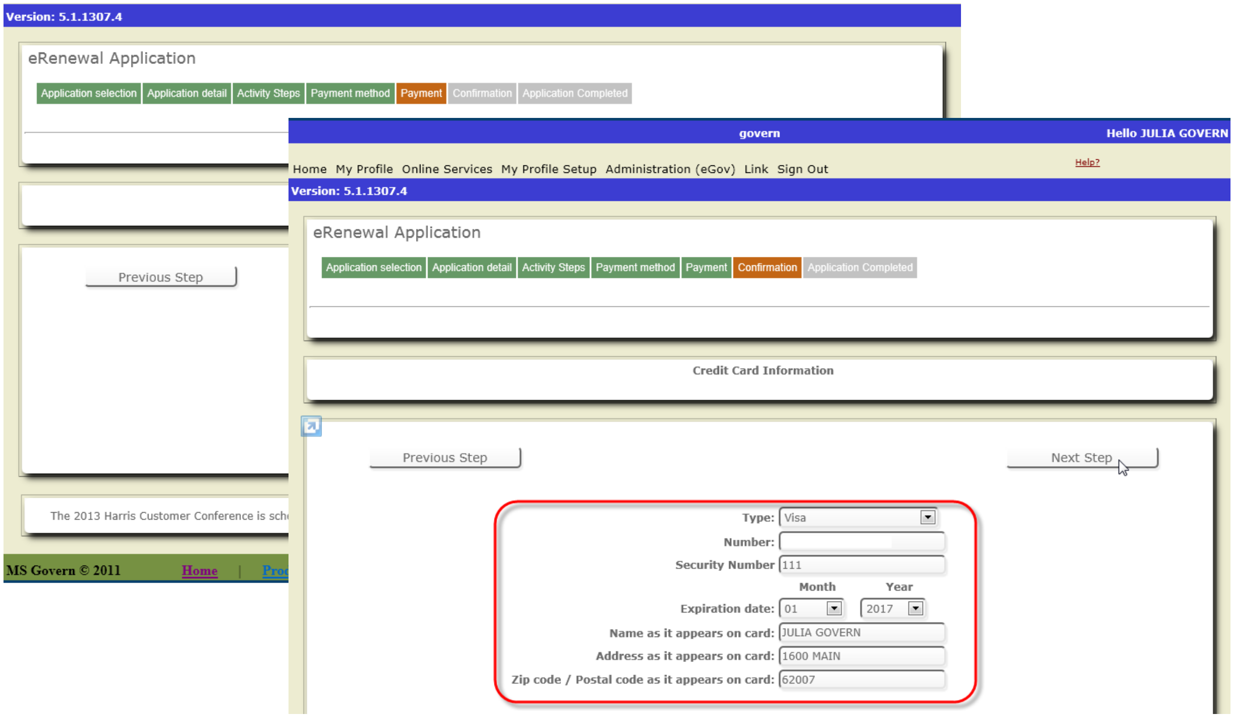
When the item is selected, the renewal form is to be completed; the associated fees are indicated. The progress of the process can be monitored through the application process indicator displayed along the top of the screen.



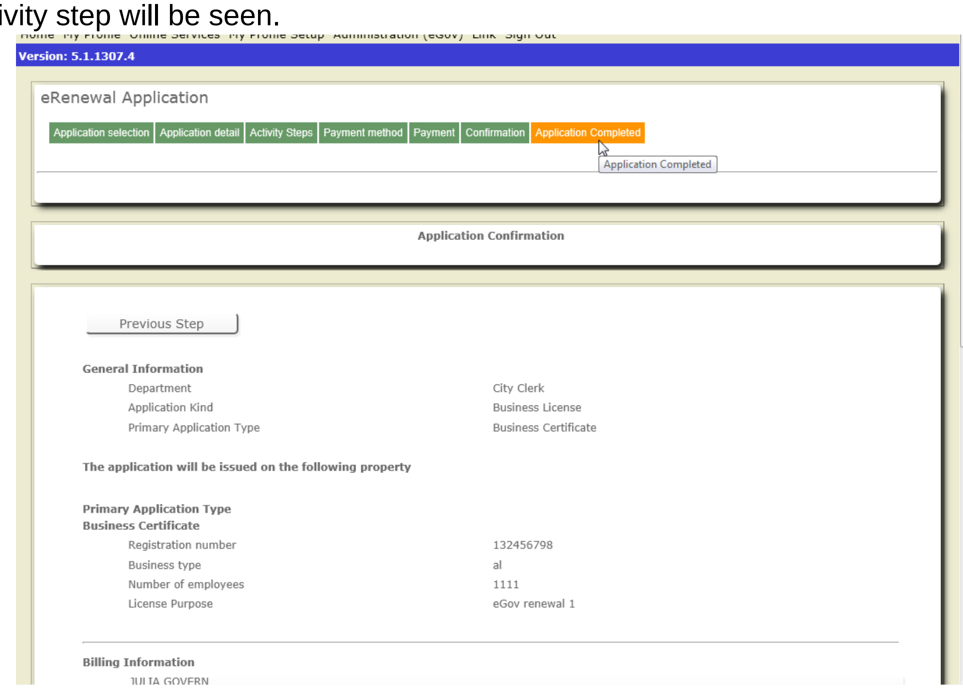
At the next step, relevant multimedia documents can be attached to the record.



In the final step the *eRenewal* process is summarized and ready for settlement. Payment can be effected through ePayment.

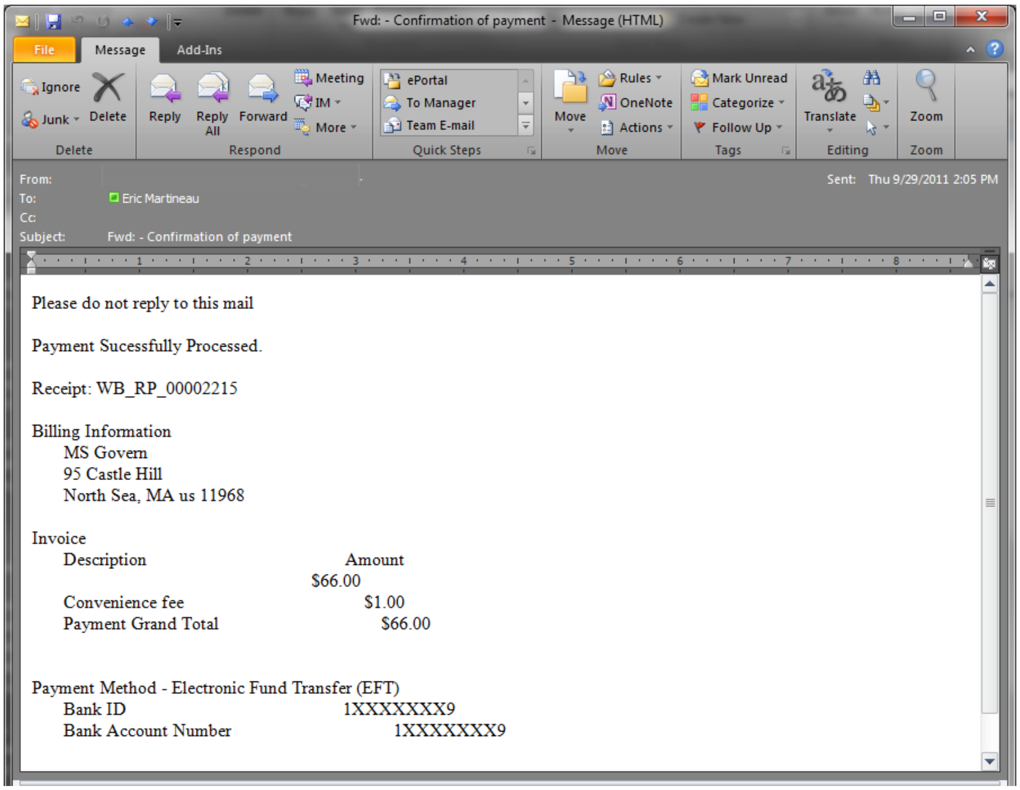


After settlement, looking at the *Activities* function in Govern, the completed activity step will be seen.



eRenewal Confirmation

An additional notification of completion is sent to the user in the form of an email confirmation message.



Fwd: - Confirmation of payment - Message (HTML)

From:
Sent: Thu 9/29/2011 2:05 PM
To: Eric Martineau
Cc:
Subject: Fwd: - Confirmation of payment

Please do not reply to this mail

Payment Sucessfully Processed.

Receipt: WB_RP_00002215

Billing Information
MS Govern
95 Castle Hill
North Sea, MA us 11968

Invoice

Description	Amount
	$66.00
Convenience fee	$1.00
Payment Grand Total	$66.00

Payment Method - Electronic Fund Transfer (EFT)

Bank ID	1XXXXXXXX9
Bank Account Number	1XXXXXXX9

ePayment - Setting the Web Parameters

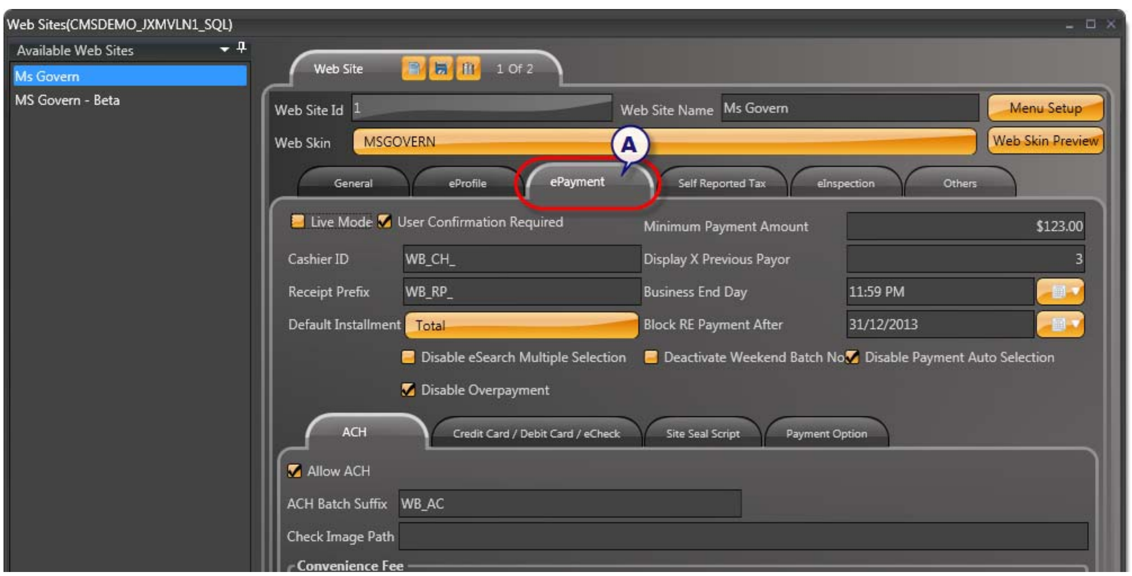
Overview

The *ePayment* tab is used for configuring and maintaining the default parameters for the *ePayment* data.

Note: Web ePayments parameters are in the *Govern NetAdmin* (**GNA**). *See Web Site Manager* on page 64 *for details of related parameters.*

To access the form in *GNA*...

1. Select *Setup* > *Web Configuration* > **Manage Web Sites...**
2. In *Web Sites* form, click to select the **ePayment** tab (**A**)



Web Sites Manager Command Buttons

Menu Setup: Click Menu Setup to open the Web Site Menu editor and create and edit your site menus. See *Defining the Web site Menus* on page 35 for details.

Web Skin Preview: Click WebSkin Preview to display a preview of your web skin in a window.

New: Click New to create a new Web site.

Note: When you click on New, the button changes to Cancel; this will allow you to cancel the creation of the current record. The Cancel button is present until the new record is saved.

Save: Click Save to save your new Web site, or any changes that have been made to an existing site.

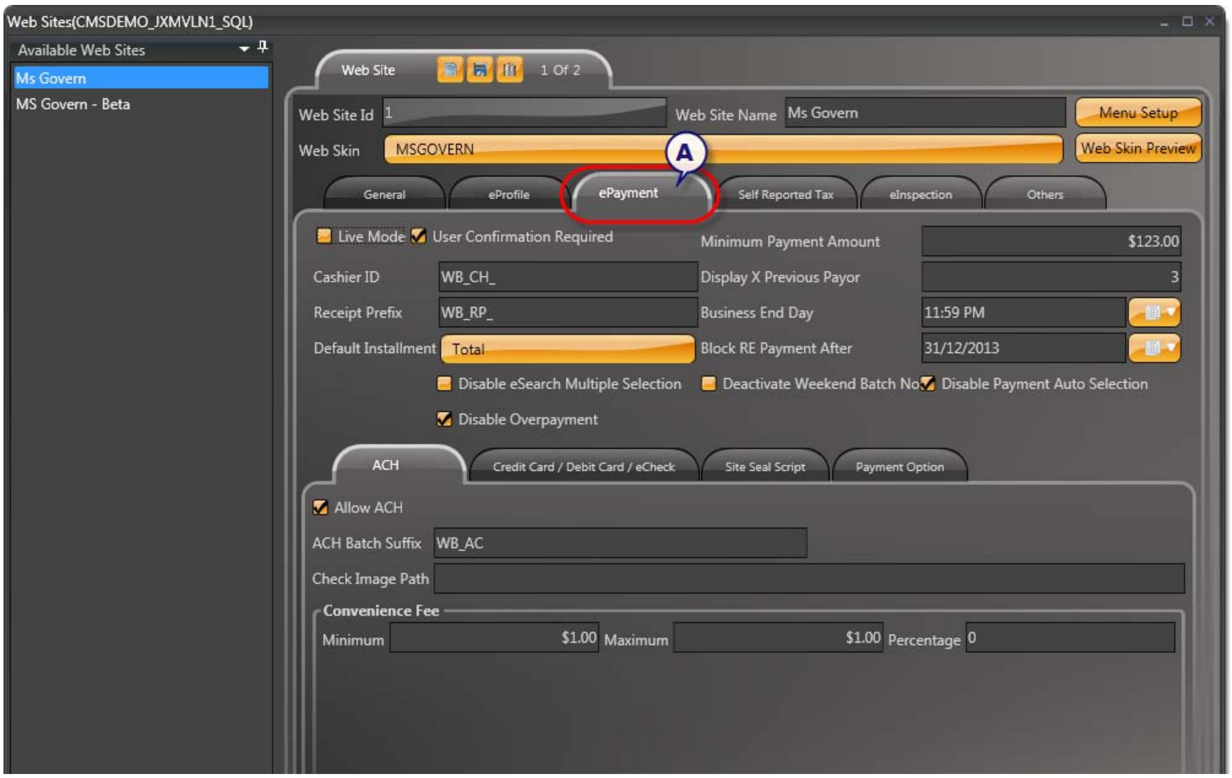
Delete: Select an existing Web site from the Web Sites list on the left hand side, click Delete to delete the site.

Closing the Editor

To close the editor, click the *Close Window* button in the upper right hand corner of the form.

Web Sites Manager ePayment tab

The Web ePayment Parameters form is used for setting and maintaining the default parameters for the ePayment data.



Web Site Manager - ePayment tab Parameters

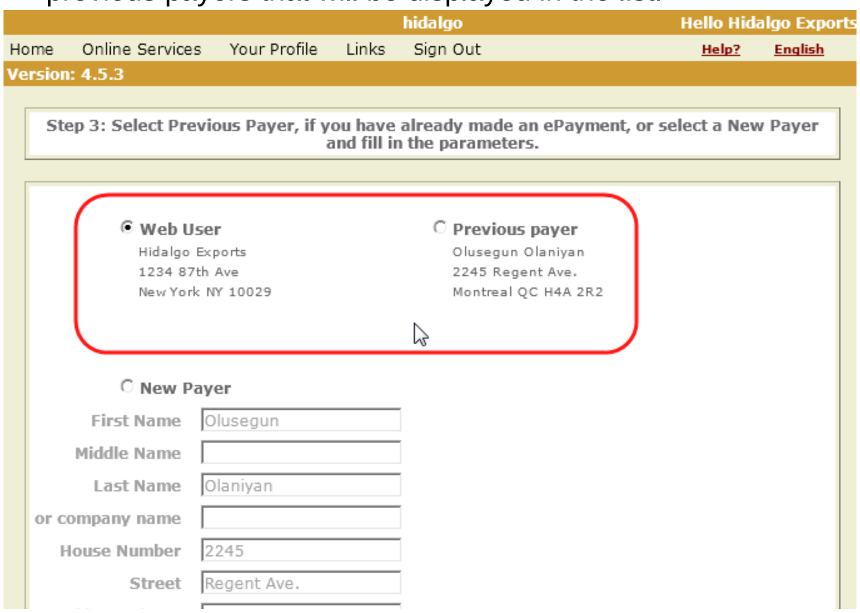
Live Mode: The *MS Govern ePayment* (**A**) sub-system can be used in two modes: *Live Mode*, and *Test Mode* (default mode). Test Mode allows you to perform simulations on the system with credit card providers in “test mode”. When the Live Mode option is selected, the sites are to be live on the internet. Select this option to run the *Web site* in a live environment.

User Confirmation Required: Select this option to display a *confirmation of transaction* prompt when an online transaction is initiated by a user. When not selected, transactions will be completed without a confirmation.

Minimum Payment Amount: Enter the minimum amount that can be accepted for an ePayment, in dollars and cents. If the user enters an amount that is less than the minimum payment value specified in this field, an error message is displayed. The user will need to correct this amount in order to complete the *ePayment* transaction.

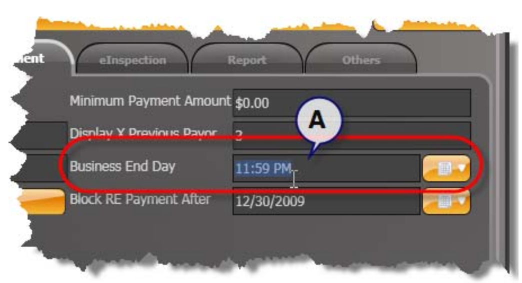
Cashier ID: Enter a prefix for the cashier ID; this ID is comprised of this prefix followed by the effective date.

Display X Previous Payor: In this parameter “X” represents the number of previous payers that will be displayed in the list.



Receipt Prefix: Enter the sequence that will be used as a receipt prefix. It consists of a maximum of three characters and is used as a prefix for receipt numbers (Table: USR_KEY_ RECEIPT)

Business End Day: Enter the end of the business day, in hours and minutes. This parameter is used for calculating interest and penalty charges. Charges on payments accepted after this time will be calculated as of the next business day. As an example, if you enter 4:00 P.M., depending on the



Interest Method selected, interest on payments received at 5:00 P.M. may be calculated as of the next business day. Interest on a payment received Friday evening is calculated from Monday morning or the next business day if the

Monday falls on a holiday. Otherwise, payments are processed and accounts are updated in real time.

Note: It is important that this parameter is set because this value, when applicable, can affect the result of interest calculations; verify the *Interest Method* that you are using.

Modifying the "Business End Day" Parameter

The *Business End Day* parameter (**A**) can be modified as follows:

1. Click in the parameter to highlight the current value.

The numbers must correspond to the hours, minutes, and time of day, i.e. AM or PM. The format is as follows: **HH:MM AB**

...where **HH** is the hour of the day, **MM** is the minutes, and **AB** is the time of day, i.e. *AM* or *PM*

Default Installment: Select the A/R installment for which payment is currently due: first, second, third, fourth or total (Table: VT_ SY_INSTALL). By default, the installment due is selected on the Web page, as in the following screen shot.

Note: Leave this field blank if you do not want the default installment to be selected on the Web page.

This field is required for **Real Property Tax** payments only.

Block RE Payment After: Specify the date after which all *Real Estate* (**RE**) payments will be blocked. This option might be used when you want to enforce the requirement that payments must be made by the end of a closing fiscal year.

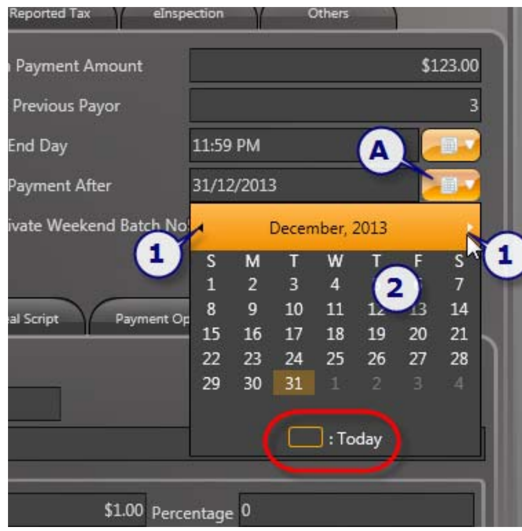
Modifying the "Block RE payment After" Parameter

The *Block RE payment After* parameter (**A**) can be modified as follows:

1. Click in the parameter to highlight the *date/month/year*.
2. Type the *DD/MM/YYYY* required.

OR

1. Click the *Calendar* (**A**) button to display a calendar; select a date.



There are Left and Right Arrows on either side of the month that will allow you to scroll through the months of the year (**1**). To scroll through the years, place your cursor on the right side of the Month. Up and Down arrows will appear; click the arrows to increase or decrease the year (**2**).

Note: On the calendar, click **Today** to set the calendar to the current date.

Disable Dynamic Search Multiple Selection: Select this option to disable the multiple selection feature.

Friday Batch Number used for Week Processes

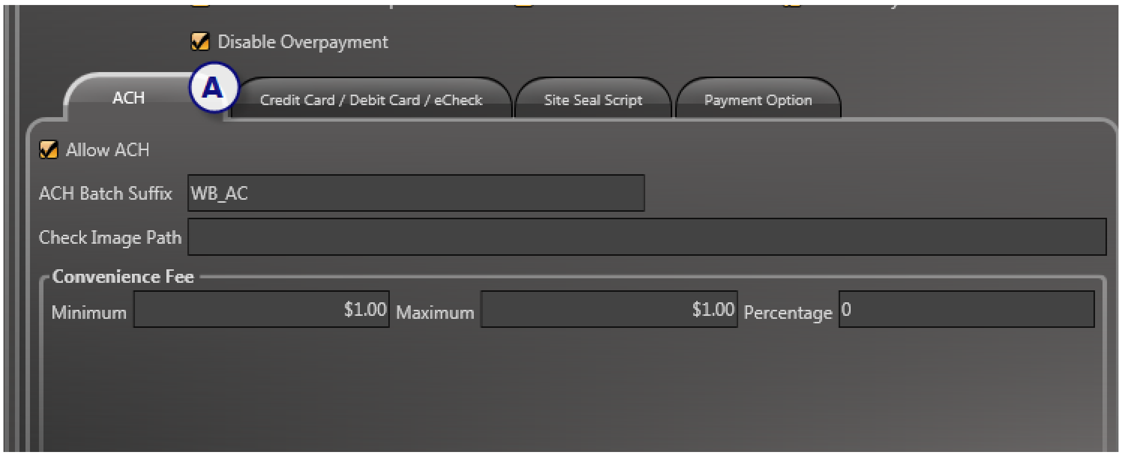
Deactivate Weekend Batch No. NEW! For Batch Processes, each Week day a batch number is generated. This would also apply for weekend days, i.e. Saturday and Sunday. When selected, this option will not generate a new batch number for Saturday or Sunday, the batch number for Friday will be used for both weekend days.

Note: By default, the system will generate a batch number for Saturday and for Sunday.

Payment Auto Selection

Disable Payment Auto Selection: **NEW!** During the ePayment process, multiple accounts are by default selected. The **Disable Payment Auto Selection** option will change the default behavior; as there will be no auto-selection of payments, the user will select which payments are desired.

ACH tab



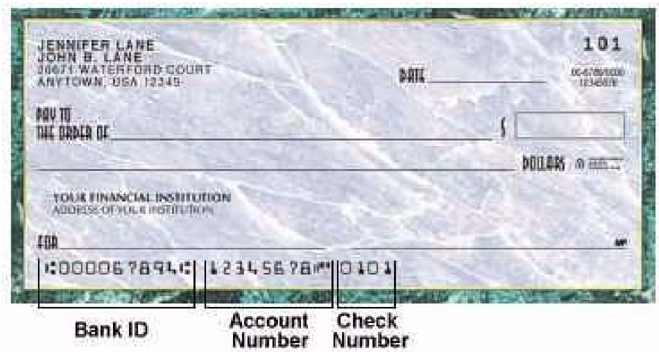
Automated Clearing House (ACH) is a secure payment transfer system that provides a centralized clearing facility for Electronic Fund Transfer (EFT) payments, occurring within the U.S. and Canada. You can use *ACH* for all your electronic payments; for example, to validate authorized debits from your clients' accounts for recurring payments. Click the ACH tab (**A**), to set required parameters.

ACH tab Parameters

Allow ACH: Select this option to enable ACH transactions.

ACH Batch Suffix: Enter a suffix for the deposit number for ACH payments. This is appended to the *Effective Date* of the ePayment.

Check Image Path: Enter the path to the directory where the example ACH check image is stored.



This is the default image displayed during the ePayment process when the user enters the Bank ID and Account Number. You can replace this default with another image. The above is an example of a standard image.

Convenience Fee group (ACH tab)

A convenience fee is charged for each credit card transaction made through the ePayment component, to cover the associated costs, such as, the 2.5% charged by the credit card company.

> **Note:** The *Convenience Fee* charge is a fee that is imposed by the city or municipality. Some external processors, e.g. *Nelnet*, will charge a convenience fee, but this charge is administered within *Nelnet's* transactional domain and is outside of the *Govern* system.

To set up a convenience fee, you will need to set the following parameters.

Minimum: Specify a minimum convenience fee.

Maximum: Enter a maximum convenience fee.

Percentage: Enter the percentage of the payment to be charged for the *Convenience Fee*. A confirmation screen showing the calculated amount based on this percentage, is displayed to the payer before the transaction is completed.

Credit Card / Debit Card / eCheck tab

This tab (**A**) contains the parameters that are required for configuring credit cards, debit cards, and eChecks.

Credit Card / Debit Card / eCheck tab Parameters

Govern is able to support a selection of *Electronic Fund Transfer* (**EFT**) providers / interfaces. Currently, the providers / interfaces available are the following:

- HPG
- iCart
- ICVerify

Note: The *ICVerify EFT* is only valid for Govern for Windows, and should not be used in the *eGov*.

- Pay Connexion
- Moneris
- Nelnet (QuikPAY)
- Paymentus
- PayPal
- Point and Pay
- UNIPAY
- US Moneris
- Your Pay
- Paymentus

Note: To configure your *Electronic Fund Transfer* (**EFT**) vendor account, *see the Manage parameter below.*

Note: *Refer to Appendix E - Electronic Fund Transfer* (**EFT**) section of the *Govern New Administration* (**GNA**) guide *for additional details about supported providers.*

Vendor Account: Click on the parameter (**A**) to display the list of vendor accounts that are available.

Manage: Click **Manage** (**B**) to display and manage the selected vendor accounts in the *Vendor Account Management* form. Depending on the vendor that is selected, the *Account Management* form (**B**) will display any required parameters.

Note: To configure your *Electronic Fund Transfer* (**EFT**) vendor account, you will need to contact the vendor and obtain the information that will be entered in the *Vendor Account Management* form (**C**).

Electronic Funds Transfer Process

The *Electronic Funds Transfer* (**EFT**) process is similar for each of the providers / interfaces. For example, *PayPal* offers the *Payflow Pro* product for processing *Credit Card* and *Debit Card* payments. *Payflow Pro* is a secure online gateway for sending billing information to banks. Banks, authorize, process, and manage payments that come from online requests. These online requests containing billing information for orders, are transmitted through the certified, secure connection that is provided by the *Payflow Pro* payment gateway.

The *Govern* system supports *PayPal's Payflow Pro* and other EFT provider transactions by providing forms that contain parameters that are supplied to the user by the *EFT* provider.

Steps for Setting up an EFT Provider

User requirements for *EFT* provider transactions are as follows:

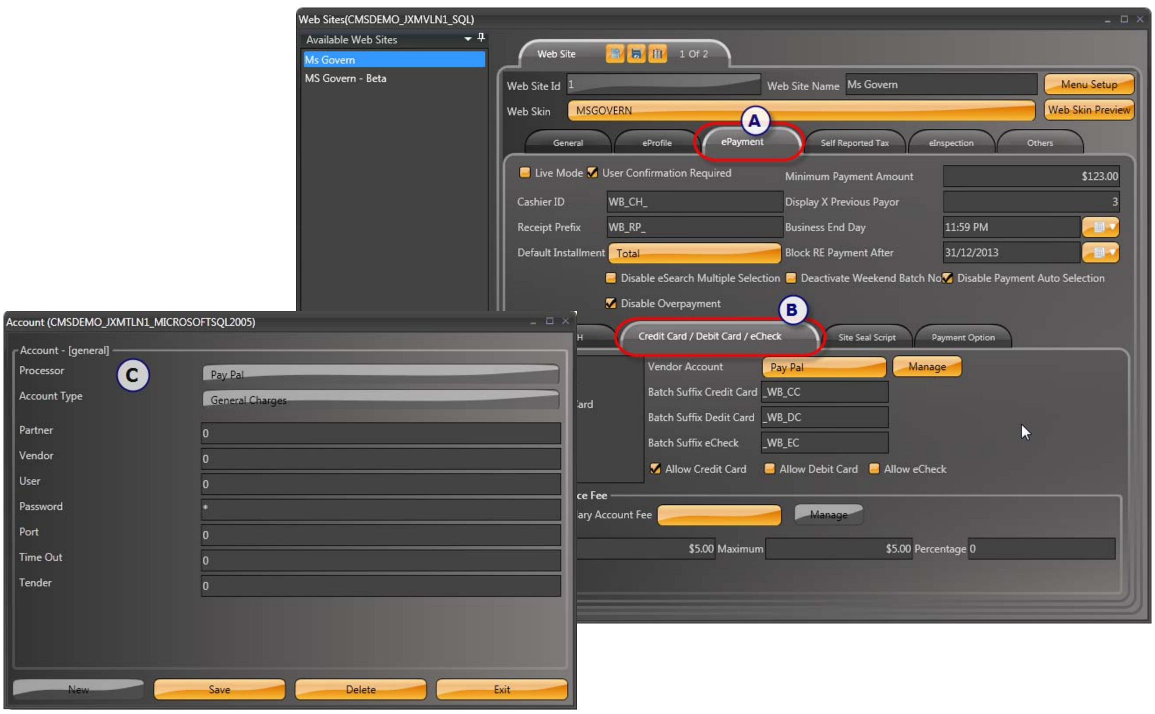
1. A credit card account from the city or organizations business bank to be supplied to the *EFT* provider.

2. An account created by the *EFT* provider.

Note: This account is not to be confused with a standard web account like a *PayPal* account that is typically created online.

3. If *Governs' eComponent* is to be hosted on the city's IIS server, a certificate from *VeriSign*, *DigiCert*, or any other *Certificate Authority* (**CA**) is required. If not, the city must be able to 'sign' the site for security and correctly use the HTTPS protocol.

All *Govern* required configuration parameters should be requested from the *EFT* provider when an account is opened.



The configuration parameters provided by the EFT Provider, e.g. *PayPal*, are to be entered in the *Account* form (**C**).

When configuring the *EFT* interface, use the *Credit Card/Debit Card/eCheck* tab (**B**) under the *ePayment* tab (**A**) of the *Website Manager*.

Note: No additional information is required, i.e. file layout information, header file specifications, etc.

Specify a Batch Suffix for Credit Card/Debit Card/eCheck

Usually there are multiple transactions that occur on a daily basis. When these transactions are processed it is often necessary to determine the origin of the transactions. This suffix is for the deposit number and is appended to the *Effective Date* of the ePayment. By specifying a *Batch Suffix* you are able to quickly determine, the *Electronic Funds Transaction* (**EFT**) transaction, and its origin. For instance a batch suffix can be used for quick identification of Web transactions.

Batch Suffix Credit Card / Debit Card / eCheck: Enter a batch suffix for any of the required parameters, i.e. *Credit Card*, *Debit Card,* and / or *eCheck*.

Note: Not all providers support Debit Cards and eChecks. Verify with your preferred supplier..

Allow Credit Card: Select this option to allow credit card transactions.

Allow Debit Card: Click on this option to allow debit card type transactions.

Allow eCheck: Select this option to allow *eCheck* type transactions.

Convenience Fee

The convenience fee is used for specifying a supplementary charge for a transaction. This feature will allow you to specify a threshold amount, and or a percentage value of the full payment. In addition, if required, you are able to specify an alternate *Automated Clearing House* (**ACH**) account to divert the convenience fee charges to.

Convenience Fee group

Use Secondary Account Fee: Use the *Use Secondary Account Fee* option to specify a secondary ACH for handling convenience fee charges.

Minimum: Specify a minimum amount to charge for the convenience fee.

Maximum: Enter a maximum amount that will be charged for the convenience fee when entered this amount will override any percentage amount that exceeds the entered value.

Percentage: Enter the percentage value that will be applied to the payment amount for the convenience fee when the minimum value is exceeded.

Note: A value must be entered in this parameter; if the option is not required, then a value of zero (0) must be enterd in the parameter.

Specifying a Flat Rate for the Convenience Fee

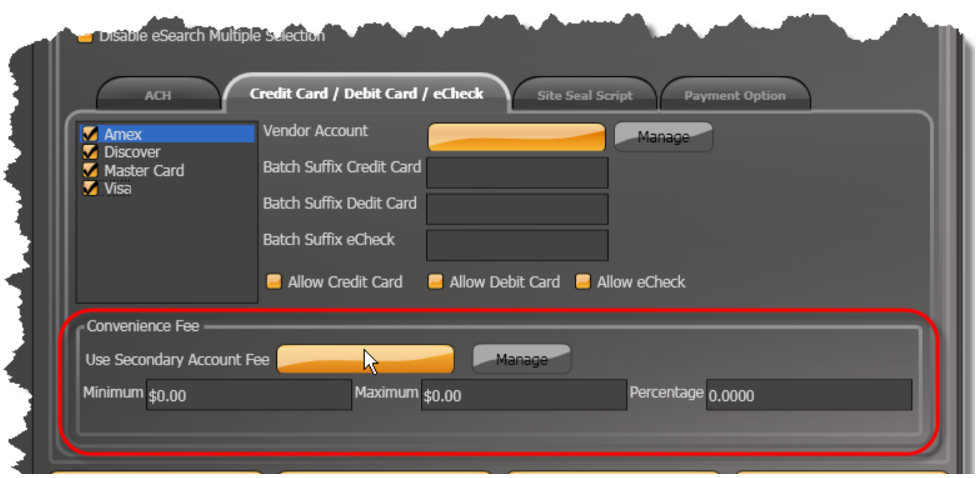
When a *Percentage* value is not specified, i.e. set to zero (0), and a value is entered in the *Minimum* parameter, a flat rate will be charged for the convenience fee.

To specify a flat rate for the Convenience Fee...

1. Enter the amount that is to be your flat rate in the **Minimum** parameter.
2. Set the Maximum and the Percentage parameters to zero (0).

Tip: A quick way to ensure that a flat rate is specified is to enter the same value in the **Minimum** and **Maximum** parameters.

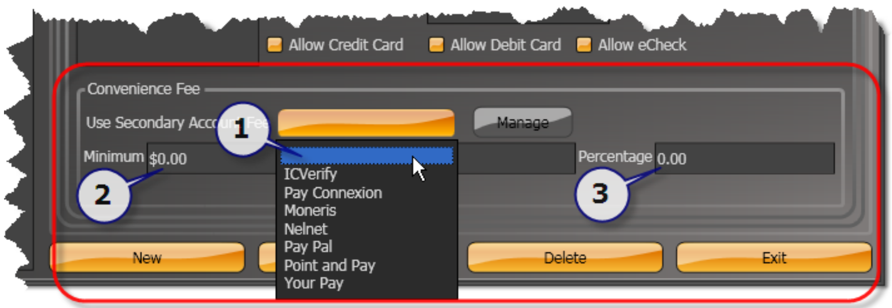
Disabling the Convenience Fee option



Complete the following steps to ensure that the convenience fee option has been disabled.

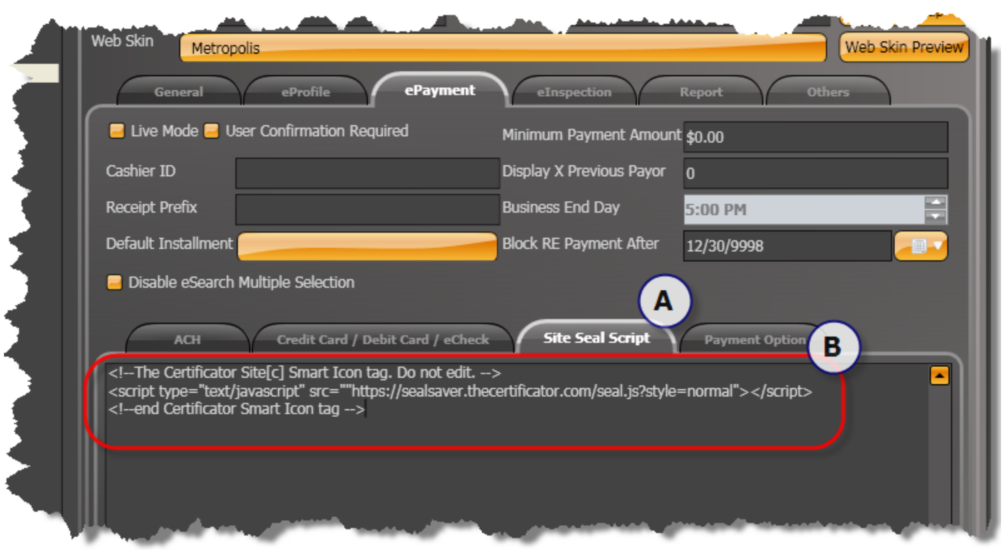
To disable the *Convenience Fee* option...

1. In the *Convenience Fee* group, click to select the *Use Secondary Account Fee* drop-down menu (**1**) and select the blank option from the drop down menu.



2. Set all parameters to zero (0), i.e. *Minimum*, *Maximum*, and *Percentage*.
3. Click **Save**.

Site Seal Script tab



The function of the *Site Seal* under the Site Seal script tab (**A**), is to inform visitors that your *Web site* is secure. In order for a site seal to work, you should have purchased a secure certificate from a provider like Verisign. A script (**B**) that is similar to the following may be provided:

Example:

<!-The Certificator Site[c] Smart Icon tag. Do not edit. -->

<script type="text/javascript" src="https://sealserver.thecertificator.com/seal.js?style=normal"></script>

<!-end Certificator Smart Icon tag -->

The provided script should then be copied and pasted into the text parameter under the **Site Seal Script** tab. This script is included in the page when it is generated.

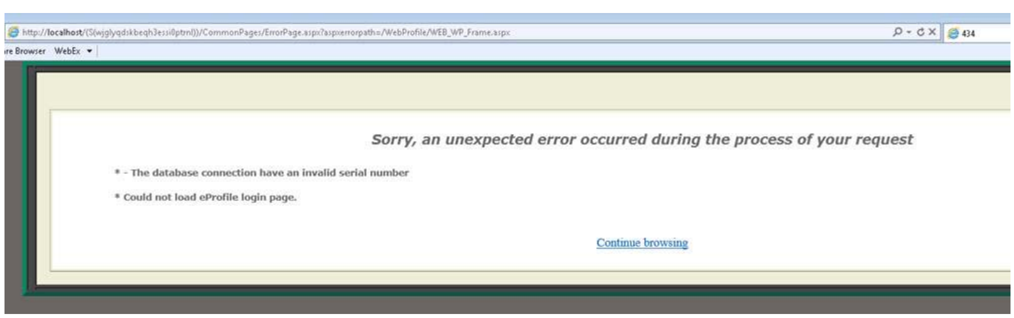
Note: Depending on your certificate provider, you will need to contact them for full configuration instructions.

Payment Option tab

Use the *Payment Option* tab (**A**) to enforce which subsystems (**B**) require that a full payment be made when users are using the Web.

Custom Error Messages

In the event of errors occuring during transactions or processing, a custom default error page is displayed by default. This setting is located in the Web.config file.



View the setting of this parameter...

1. With a text editor, locate and open the web.config file.

2. Locate the **customErrors** parameter; ensure that the switch is set to “On”.

```
<customErrors mode="On" defaultRedirect="~/CommonPages/ErrorPage.aspx"/>
```

To have error messages display ASP.NET exception stack traces, set the parameter to “Off”.

3. Locate the **customErrors** parameter; change the switch to “Off”

```
<customErrors mode="Off" defaultRedirect="~/CommonPages/ErrorPage.aspx"/>
```

Note: Set customErrors mode="On" or " " to enable custom error messages, "Off" to disable.
Add <error> tags for each of the errors you want to handle.
"On" Always display custom (friendly) messages.
"Off" Always display detailed ASP.NET error information.
"RemoteOnly" Display custom (friendly) messages only to users not running on the local Web server. This setting is recommended for security purposes, so that you do not display application detail information to remote clients.

Web Site Manager - eInspection tab

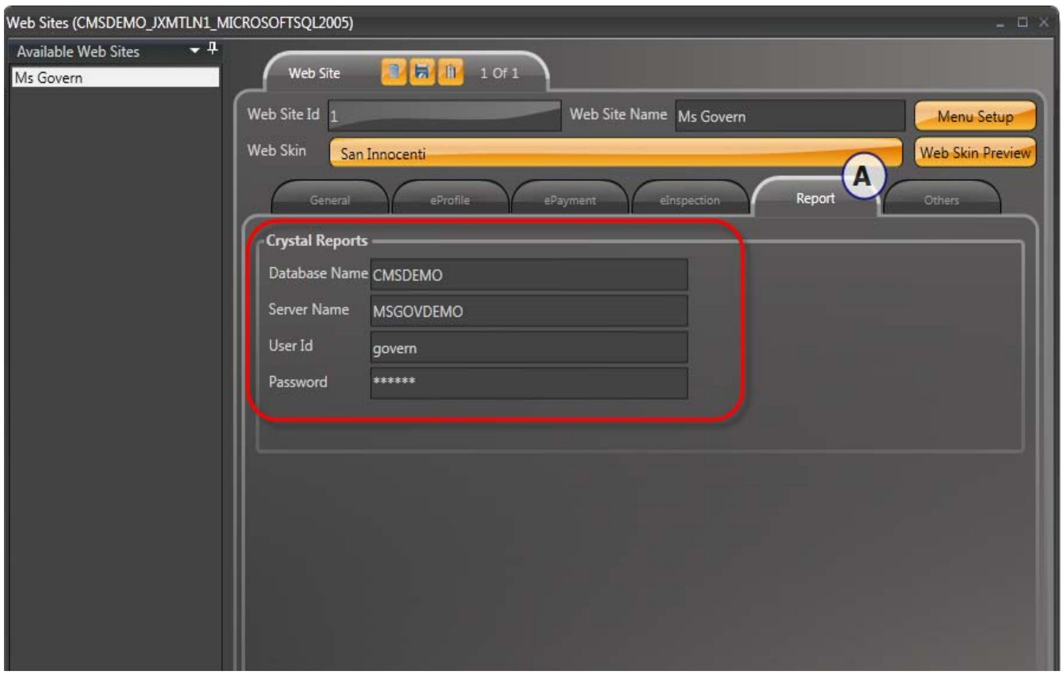
Select the *eInspection* tab to configure options for the Mobile inspection module.

Web Site Manager - eInspection tab Parameters

Allow Change Department: Select this option (**1**) to allow inspectors to be able to work outside of their department. When this option is not selected, inspectors can only work within their assigned departments.

Web Site Manager - Report Tab

The parameters under the *Report tab* (**A**) are used to specify *Crystal Reports* that are used by the *eGovern – Public Self Service Portal*.



Web Site Manager - Report tab Parameters

Crystal Reports group (Settings for SQL Databases)

Database Name: Specify the name of the Web Information database.

Server Name: Enter the name of the Web Information Database.

User ID: Enter the user ID that is used to access the database.

Password: This parameter should contain the password that is used to access the database.

Crystal Reports group (Settings for Oracle Databases)

Database Name: Leave this field empty.

Server Name: Enter the name of the Oracle Database instance.

User ID: Enter the user ID that is used to access the database.

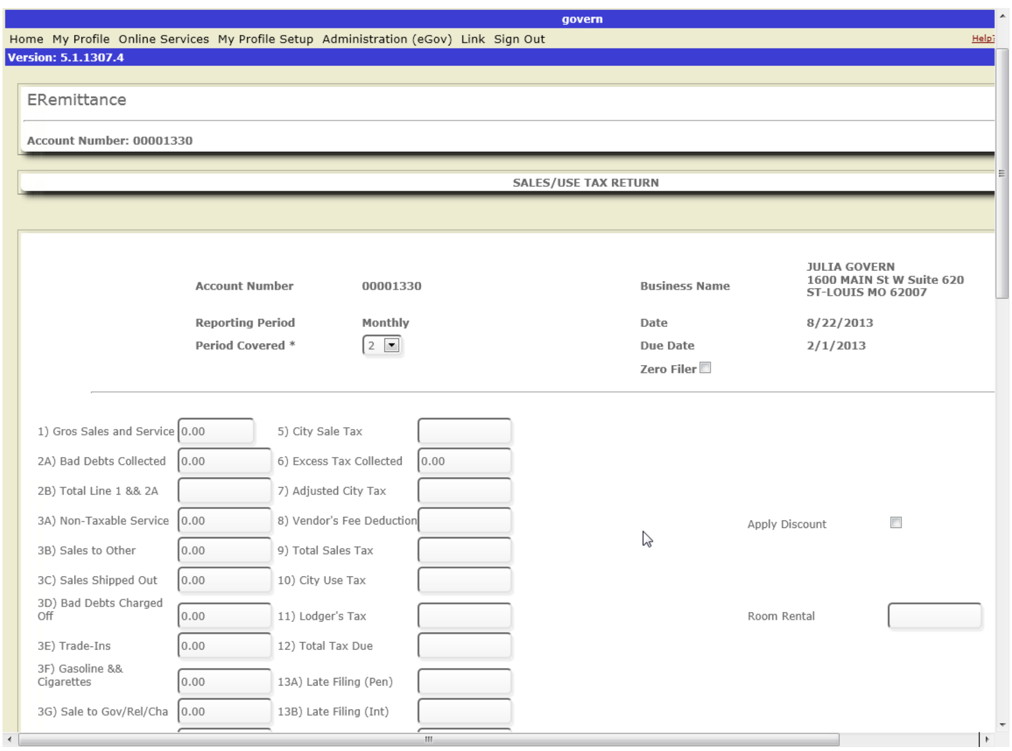
Password: This parameter should contain the password that is used to access the database.

eRemittance

The *Self-Reported Tax* subsystem is designed to enable organizations to report the sales tax from local businesses that are classified as self reported tax. In keeping in line with this aforementioned Govern functionality, the eRemittance form offers user the convenience of making *Self-Reported Tax* (**SRT**) submissions online.

When accessing the eRemittance, users will note that it is launched without a search screen. This is because only the accounts linked to the eProfile are listed.

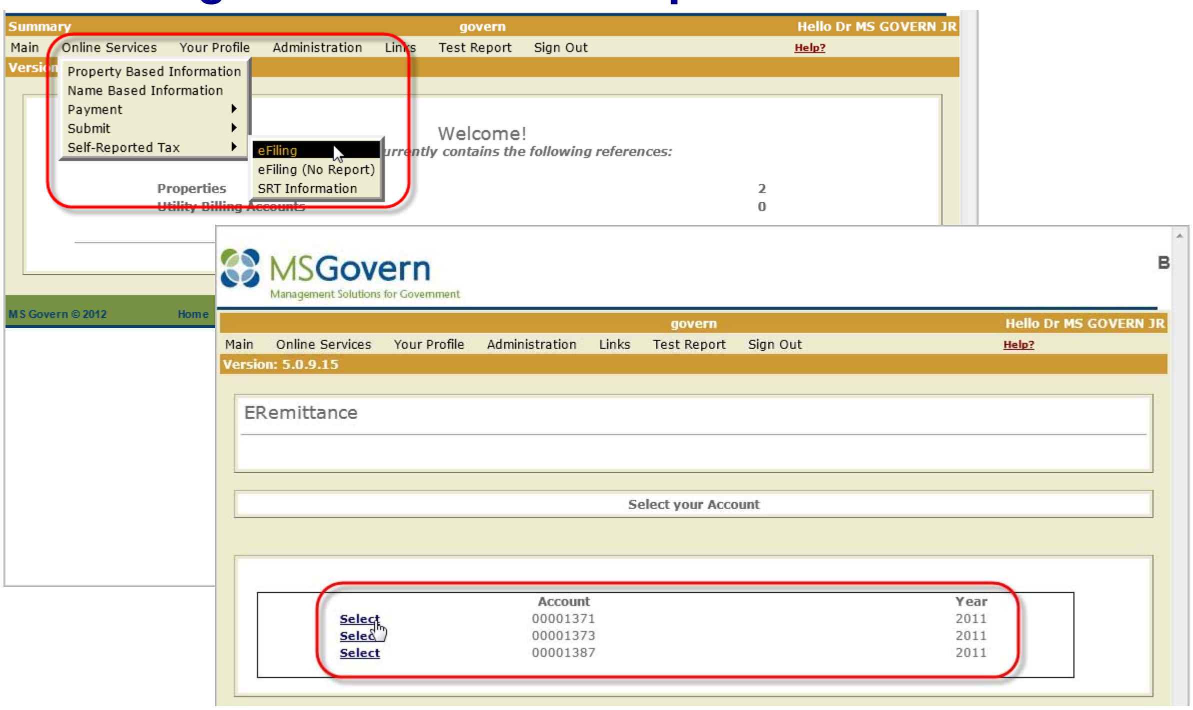
Note: The Self-Reported Tax forms that are created in *Govern for Windows* are not compatible with the *eComponent* Web pages, therefore those forms must be reproduced using the *Self Reported Tax editor.*



Creating an eRemittance form

eRemittance forms are created with the *Self Reported Tax* editor in *Govern New Administrator* (**GNA**). *See Self Reported Tax Editor* on page 246 *for details*.

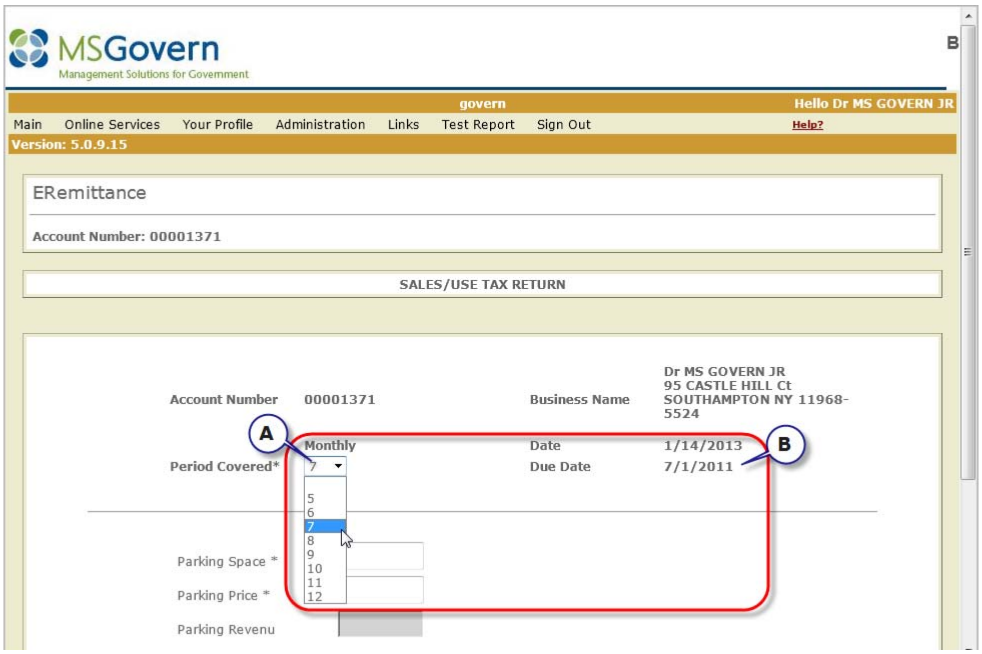
Filing an eRemittance Report



Depending on your menu structure, and how your eRemittance filer page is launched, after selecting the account, you can select the period to be filed.

Period Number Displayed with Date

NEW! On the *eRemittance* form, now the **Date**, **Due Date** (**B**), and the corresponding **Period** (**A**) covered are displayed in the form. Previously, only the *Date* and *Due Date* were displayed.



1. Click *Select* to select the account and display the **eRemittance** form.
2. In the *eRemittance* form, complete the required parameters; click **Continue**.
3. If a calculation is required for the form it will be performed.

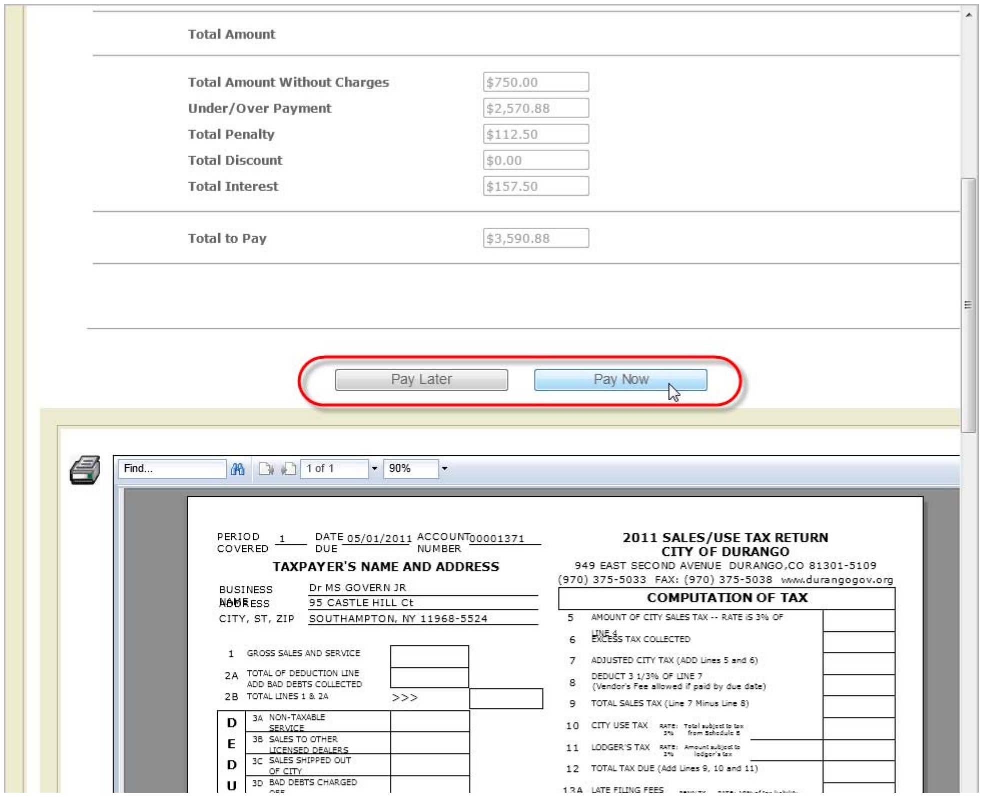
Note: For the example used here a calculation is performed and prior to submission, a mandatory declaration under penalty of perjury must be selected

4. After accepting the mandatory declaration, the **Process** button becomes active; click *Process* to submit the form.

eRemittance Workflow - Payment option

NEW! The *eRemittance* workflow has been modified to give users, after the submission phase, the option to settle any amounts owing. Option are to pay immediately, i.e. **Pay Now**, or pay at a later period, i.e **Pay Later**.

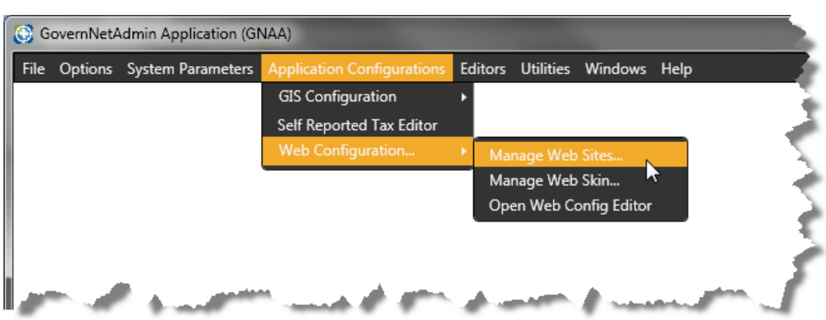
After a submission, a summary screen is displayed. The payment option buttons are displayed.



If not required, this option can be disabled by an administrator through the *Govern New Administration* (**GNA**) release 5.1.

To enable or disable the *Pay Now* or *Pay Later* option in the eRemittance workflow in the *GNA*...

1. Select *Application Configurations* > *Web Configuration...* > **Manage Web Sites...**



2. In the Web Sites form, click to select the **Self Reported Tax** (**A**) tab
3. Click to select **Show Pay Later** to enable the option; deselect the option to disable it.

iCart eRemittance Interface

NEW! The eGovern - Public Self Service Portal is able to send users to iCart, where they can perform an inquiry through the CMS Interface.

The following are the required parameters:

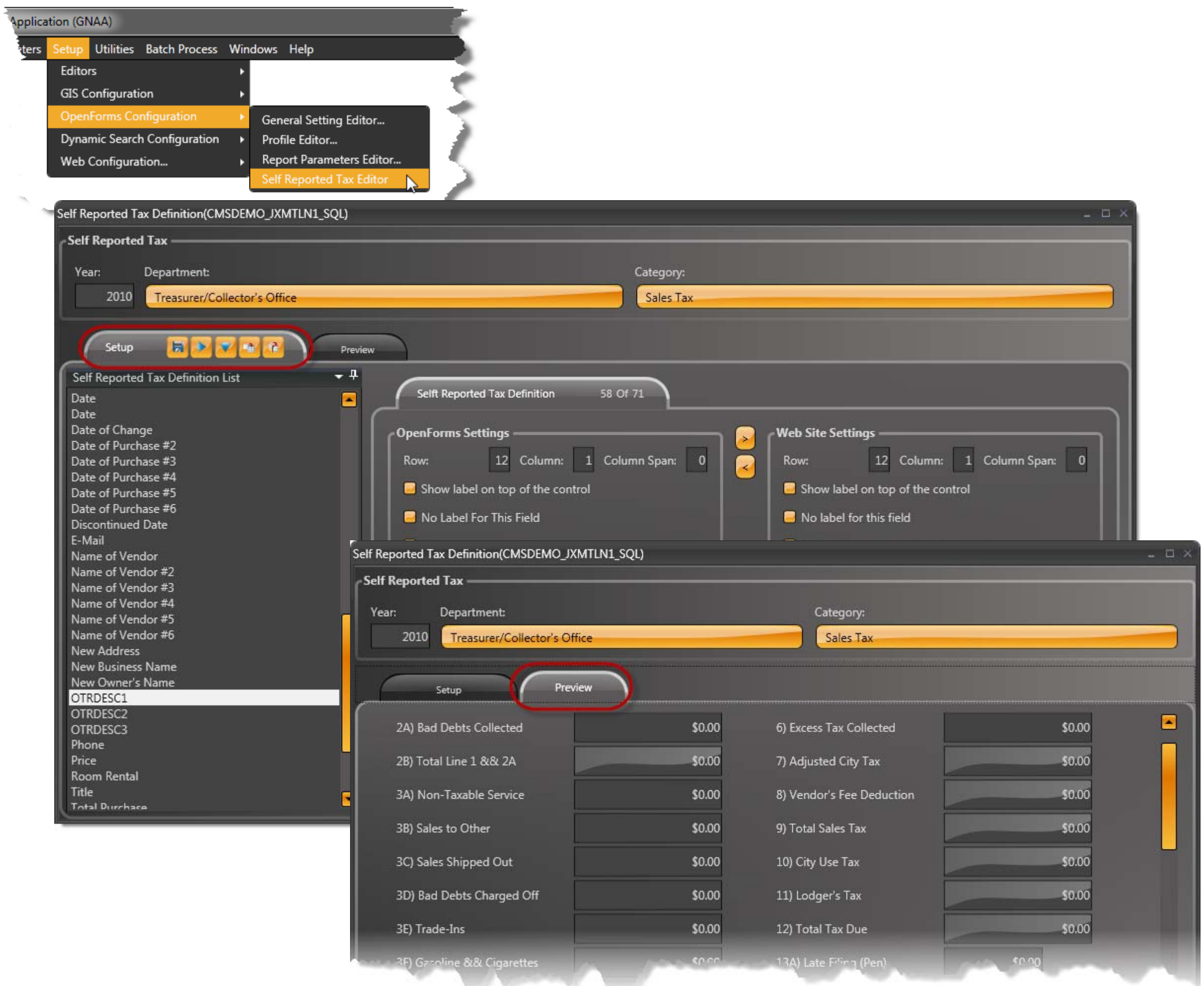
- Field
- Data
- Description

After completing the appropriate fields, iCart will them handle all of other processes.

Self Reported Tax Editor

Overview

The *Self Reported Tax* form is used to design the layout of *Self Reported Tax* entry forms in the *Self Reported Tax OpenForm*. To assist in the design process, after each field has been positioned, a preview of the layout can be seen under the *Preview* tab.   .



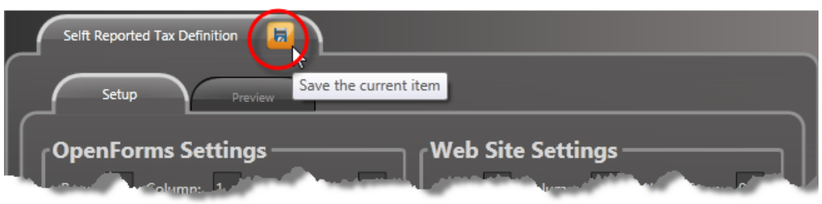
Note: The preview is an approximation of the layout and not a true *What You See Is What You Get* (WYSIWYG) representation of the designed layout.

To display the *Self Reported Tax Editor*...

1. In GNA select *Setup* > *OpenForms Configuration* > **Self Reported Tax Editor...**
2. Enter a year in the parameter on the left hand side.
3. Select a Department from the Department drop-down menu.
4. Under the Category drop-down menu, select a category.
5. A list of all the fields that are in the form for that year are displayed as a list under the *Self Reported Tax Definition List* on the left hand side (LHS).
6. Click on a parameter on the LHS to see the settings for it under the *Setup* tab.
7. Click on the Preview tab to see a preview of the layout.

Self Reported Tax Editor Command Buttons

Save: Click **Save** to save any changes made to the form.



Self Reported Tax Editor Parameters

OpenForms Settings group

The following parameters are used to control the positioning of the parameters that are filled out on an SRT form.

Row / Column: The *Row* and *Column* parameters are used to specify the horizontal / vertical positions of the field.

WARNING: Always assign a **Row** and **Column** position value otherwise the values in these fields will not be computed. This can lead to errors in calculated values. This rule is regardless of whether the field is hidden or not.

Column Span: Column Span allows you to specify the number of columns that the field will spread over.

Show label on top of the control: When this option is selected, the text label of the field will be presented on top of the field.

No label for this field: Select this option to display the field without any text label.

Is Hidden: Select the Is Hidden option to hide the row; *see Adding Blank Spaces and Columns in a Layout* on page 252.

Tab Sequence: Enter a tab sequence number to control the order that the fields are cycled through when the user presses the Tab key. *See Changing a Form Tab Sequence* on page 253.

Note: The default for the appearance of labels is on the left hand side of the parameter.

Web Site Settings group

Users of the eComponents that provide *Self Reporting Tax*, (i.e. eRemittance), reporting functionality to their clients can also control the presentation of these forms. These parameters will help to specify how the forms will appear through a web browser. Refer to the *eRemittance* section of the *Govern* *eGovern - Public Self Service Portal release 5.1* user guide for additional details.

Row / Column: The *Row* and *Column* parameters are used to specify the horizontal / vertical positions of the field.

WARNING: Always assign a **Row** and **Column** position value otherwise the values in these fields will not be computed. This can lead to errors in calculated values. This rule is regardless of whether the field is hidden or not.

Column Span: Column Span allows you to specify the number of columns that the field will spread over.

Note: Column widths when specifying spans values are determined by the width of the largest object in each of the columns.

Show label on top of the control: When this option is selected, the text label of the field will be presented on top of the field.

No label for this field: Select this option to display the field without any text label.

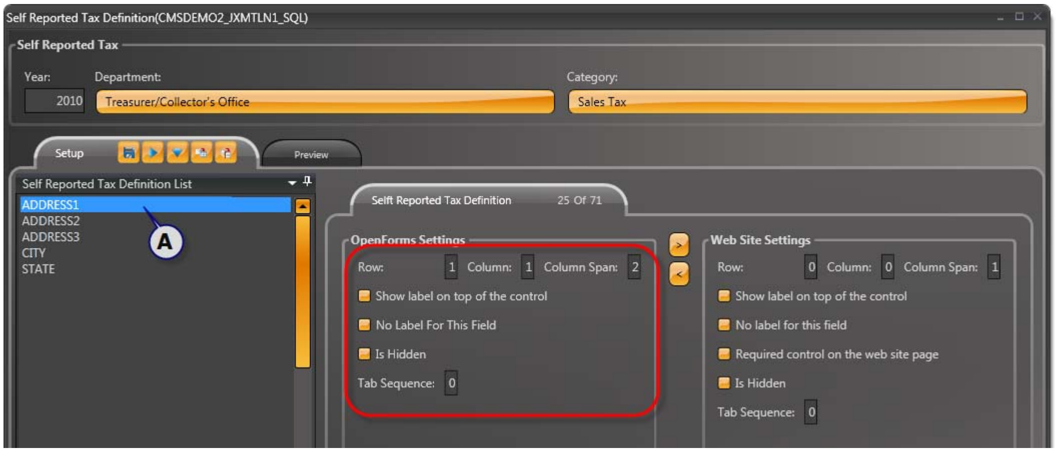
Required control on the web site page: There are instances when a field may be required to be completed prior to proceeding to the next page or section. This could be a **Completed By** field that acts as a signature, or a mandatory date.

Customizing Address fields with the SRT Editor

For an SRT report, part of the report will require the entry of the users address. An address can usually require a *Street* address, a secondary *Apartment* or *Suite* number and possibly a third field. Additional fields would be needed for the City, State, and Zip Code. These fields can be lined up in the same column, The street address parameter will have the label displayed on top of the field and the secondary apartment number or suite parameter can be displayed without a label. The Layout would look approximately like the following, note that the address fields span over 2 columns:

Note: To reproduce the following example, you will need to have created an SRT category with the required address fields.

To have your fields reproduce the above...

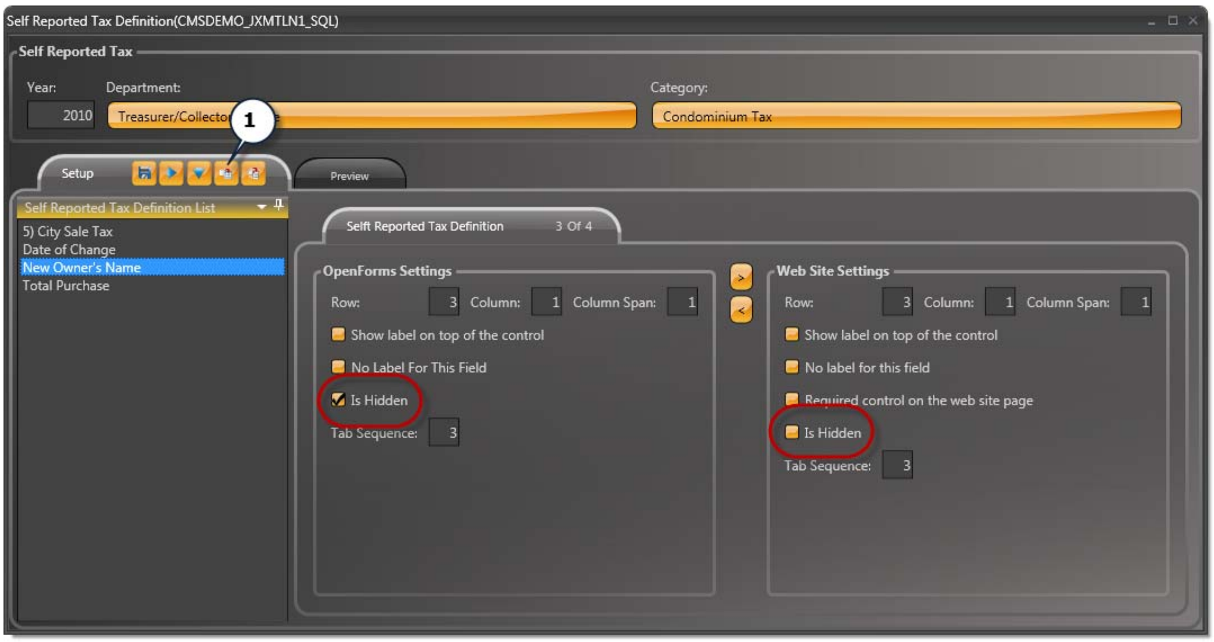


1. In the GNA select *Setup* > *OpenForms Configuration* > **Self Reported Tax Editor**.
2. In the editor, enter the year and select the Department and Category that contains the field that will be in the SRT form.
3. Click and select *ADDRESS1* under the **Self Reported Tax Definition List** column.
4. For ADDRESS1 enter 1 and 1 in the Row and Column parameters; the column **Column Span** should be set to 2 (columns).
5. Configure ADDRESS2 as 2 and 1 for the Row and Column parameters, but select the **No label for this field** option; again set the **Column Span** to 2.
6. Repeat the last step for ADDRESS3, noting that the Row and Column values are 3 and 1; be sure to select the **No label for this field** option.
7. You can click the **Preview** tab to preview the layout.
8. Repeat the previous steps for the City and State fields, remembering to increment the numbers entered for the Row.

This *Self Reported Tax* (**SRT**) editor should be used by all administrators that prepare SRT forms required for filing periodic reports.

Adding Blank Spaces and Columns in a Layout

The *Self Reported Tax Editor* allows the insertion of blank lines and columns as a means of creating visual breaks to enhance a form layout.



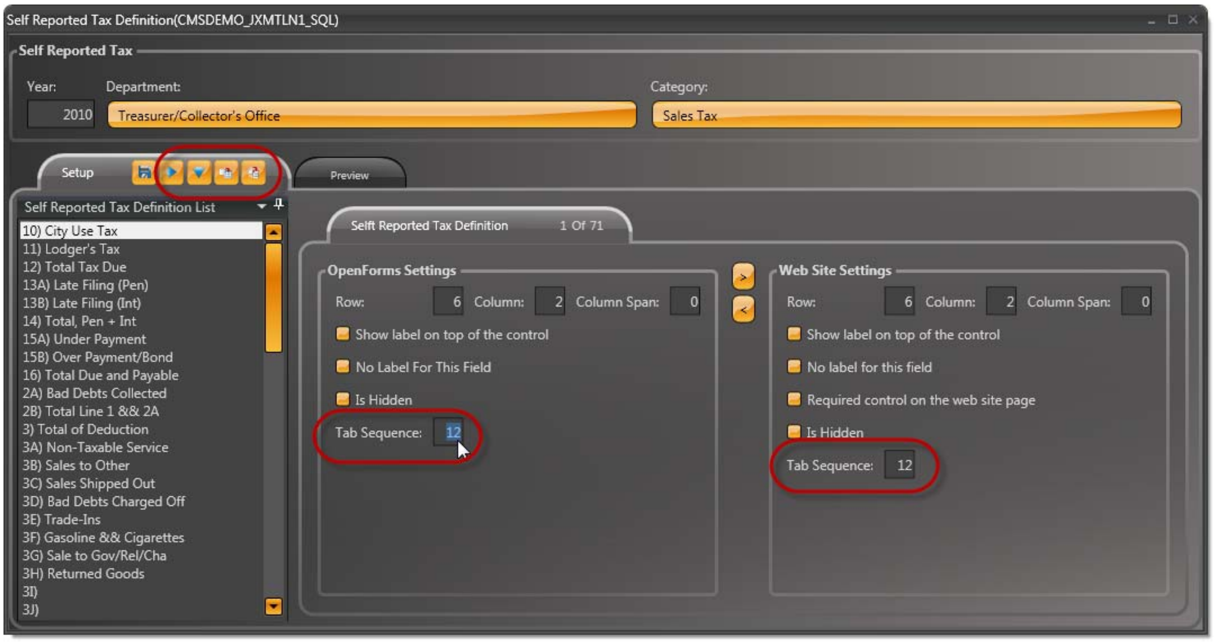
To create a a blank line...

1. Open the Self Reported Tax editor.
2. In the *OpenForms Settings group*, specify a new row or column.
3. Click to select the **Is Hidden** option.
4. Click **Copy all OF settings to Web** (**1**), to ensure that the sequence is repeated in the eComponent Web form.

TIP: When modifying the layout, use the *Preview* tab to verify your layout.

Changing a Form Tab Sequence

Using the tab key the user is able to sequentially jump from field to field, depending upon the sequence that was set by the form designer.



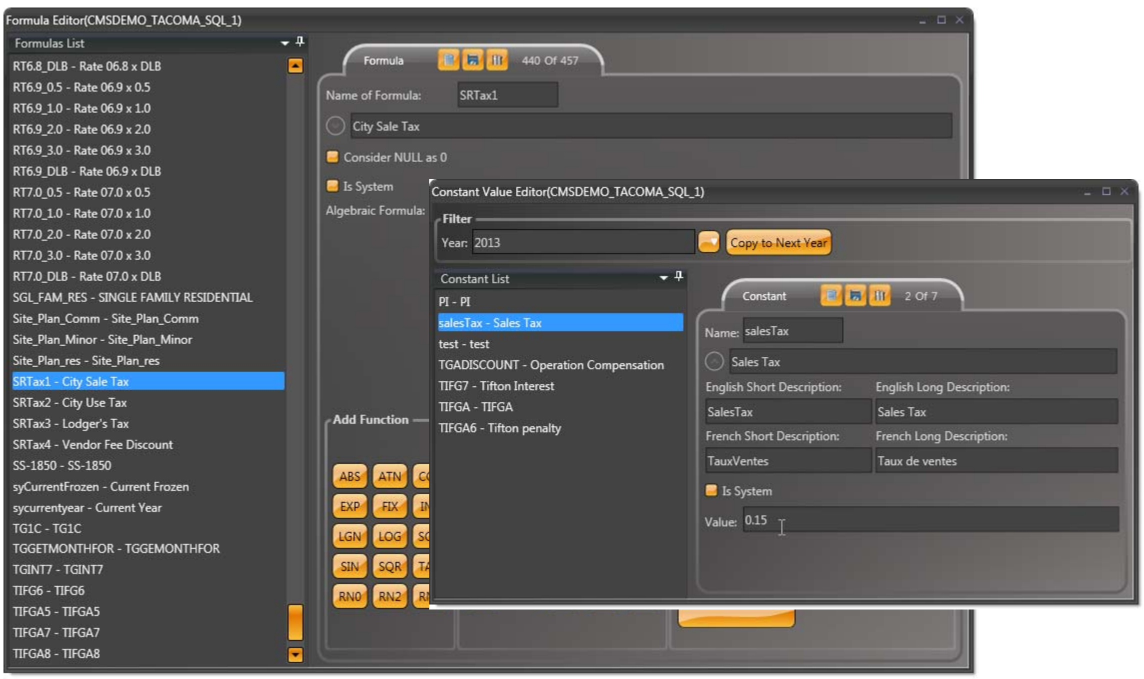
To change the tab sequence of a field...

1. In *GNA* open the *Self Reported Tax editor*.
2. In the *OpenForms Settings group*, enter the new sequence number in the **Tab Sequence:** field.
3. Click **Copy all OF settings to Web**, to ensure that the sequence is repeated in the eComponent Web form.

TIP: When changing the tab order, review the previously existing tab order. When completed, use the preview

Troubleshooting Self Reported Tax Formulas

When creating formulas that are to be configured for use in the SRT module, issues may arise with formulas that explicitly use **floating point** numbers, i.e. numbers with decimal points. For example the number "0.07", as a result of the presence of the decimal point has been known to cause issues in **SRT** calculations.



Workaround for Decimal Point error in SRT Formula

For a situation where a floating point number must be used in an SRT formula, a practical workaround is to define the number as a fraction. For example, the number (0.07) can be represented fractionally as (7/100).

i.e. (7/100) = 0.07

The formula to calculate the value of the item after Sales Tax can be written as follows...

totItemVal = [**itemVal** + (**itemVal** * (**0.15**))]

where...

Sales Tax = 15%   Value of Item = itemVal   Total Value of Item = totItemVal

This formula, when rewritten in the prescribed workaround format, would appear as follows:

totItemVal = [itemVal + (itemVal * (15/100))]   ***Note:*** *15/100 = 0.15*

Alternate Method using Constants

The above example of defining constants as a fixed number is often referred as "hard-coding". Instead of "hard-coding" a constant it is recommended that the constant be expressed with a name; in the above example the name **salesTax** would be used. If a value is to be reused in numerous locations, it is preferable to define it as a constant.

The formula would then be written as follows:

totItemVal = [itemVal + (itemVal * **salesTax**)]

Now **salesTax** is defined in the system with a value. Constants are defined in *Govern* with the *Constant Value Editor* that is found in Govern New Administrator (**GNA**).

The **salesTax** constant would be defined in the *Constant Value Editor* as having a value of "0.15".

Note: Fractional values are not accepted by the **Value** field in the *Constant Value Editor.*

The end result of using constants is that the formula will be easier to “read”. In addition, when a change to the **salesTax** value is required, the change to the value is made in one location in the *Constant Value Editor*; all locations that use the constant will be automatically adjusted. *Refer to the section for the Constant Value Editor* on page 119 *of the Govern New Administration* (**GNA**) release 5.1 *user guide.*

Batch ePayment Processing

Overview

To process Web *ePayments*, complete the following steps:

1. Post the Web *ePayments* to *A/R*, for credit card and *ACH* payments.
2. Generate an ACH file for the bank, in Govern Batch Processing, for ACH payments only.

Posting Web ePayments to A/R

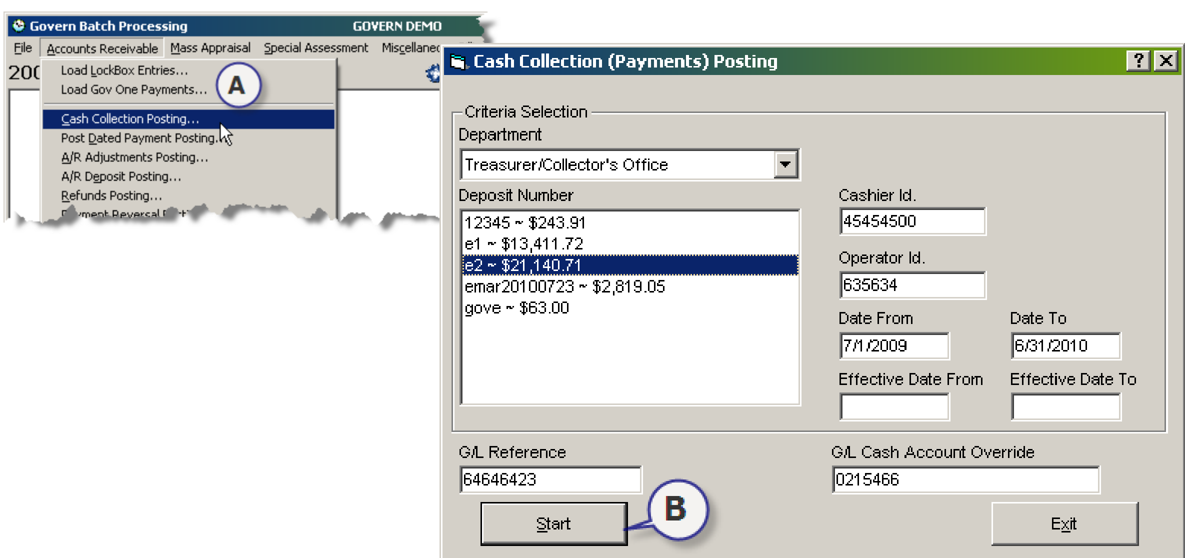
To transfer your payment records from cash collection to the payment summary in A/R, run the *Cash Collection (Payments) Posting* process.

Note: Once records are posted, they cannot be modified or deleted.

To access this process, from Govern's main screen, select *Tools* > **Batch Processing (Govbat32.exe)**

OR

Click then select *Account Receivable* > **Cash Collection Posting...** (**A**)



Complete the following parameters and click **Start** (**B**) to launch the process.

Department: Select the department where the Web payments are saved.

Deposit Number: Select the deposit number or numbers for the process. This deposit number is comprised of the effective date the payment is processed, followed by the suffix, entered on the *ePayments tab* form in *Govern NetAdmin* (**GNA**). *See Specify a Batch Suffix for Credit Card/Debit Card/eCheck on page 91*.

Cashier ID: Enter the Cashier ID for the payment. This is comprised of the effective date the payment is processed preceded by the prefix entered on the *Web EPayments Parameters* form in Govern Admin.

Date From / Date To: Enter the range of dates to use when selecting the payments to post.

Note: If this field is left blank, all non-posted payments will be processed.

Effective Date From / Effective Date To: Enter the dates in which the payments will be effective *From* and *To*.

G/L Reference: Enter the G/L reference to be stored in the G/L accounting file.

G/L Cash Account Override: Enter the G/L Cash Account number for the override.

Note: You can leave all fields on this form blank in order to post all payments.

Refer to the Batch Processing chapter of the Accounts / Receivable guide for details.

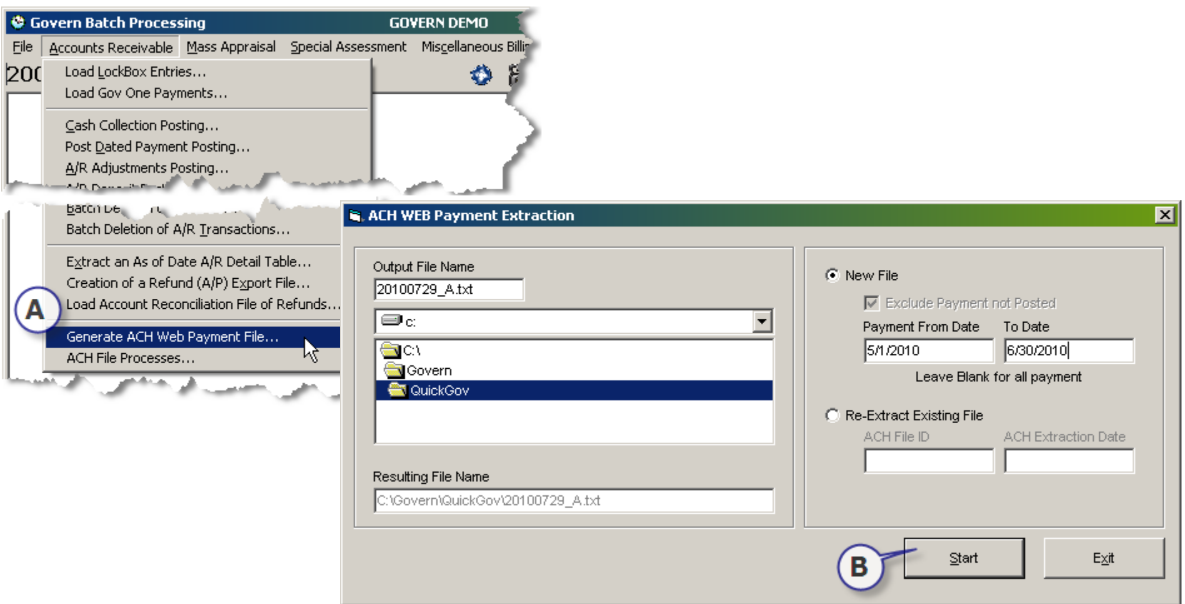
Generating an ACH File

Run the *ACH Web Payment Extraction* process to generate an ACH file containing your posted ACH payments, for the bank. You can also re-extract a previously-generated file.

To access this process, from Govern's main screen, select *Tools* > **Batch Processing (Govbat32.exe)**

OR

Click then select *Account Receivable* > **Generate ACH Web Payment File...** (**A**)



Complete the following parameters and click **Start** (**B**) to launch the process. A file containing the ePayments that have been posted but not previously extracted is generated. An *ACH File ID* is automatically assigned when you open the process. This is preceded by the current date.

The *ACH File ID* is an alphabetic character. A is assigned to the first extraction file generated for the day, B to the second and so on to Z; then, a numeric character is assigned: 0 to 9. A total of 36 files can be generated per day.

Output File Name: Enter a name for the generated file. By default, the file name is the current date followed by the ACH File ID.

Drive Path: Select the drive and directories where the file is to be saved.

Resulting File Name: The full path and file name of the output file are displayed in this field.

New File: Select this option to generate an original file.

Exclude Payments Not Posted: This option is always selected, since the process extracts posted payments only. The option is displayed for informational purposes only.

Payment From / To Dates: Double-click in the date fields and select dates from the pop-up calendar to refine the file extraction. You can leave one field blank to include only the payments from or up to a specific date or leave both fields blank to include all payments.

Re-extract Existing File: Select this option to generate a copy of a previously-extracted ACH file.

ACH File ID: Enter the ACH File ID assigned to the original file. This parameter is defined above.

ACH Extraction Date: Enter the ACH Extraction Date assigned to the original file. The ACH Extraction Date refers the date that was current at the time the file was extracted.

When the process is complete, the ACH file will be generated at the location that was specified.

Troubleshooting

"Sys is undefined" Error Page

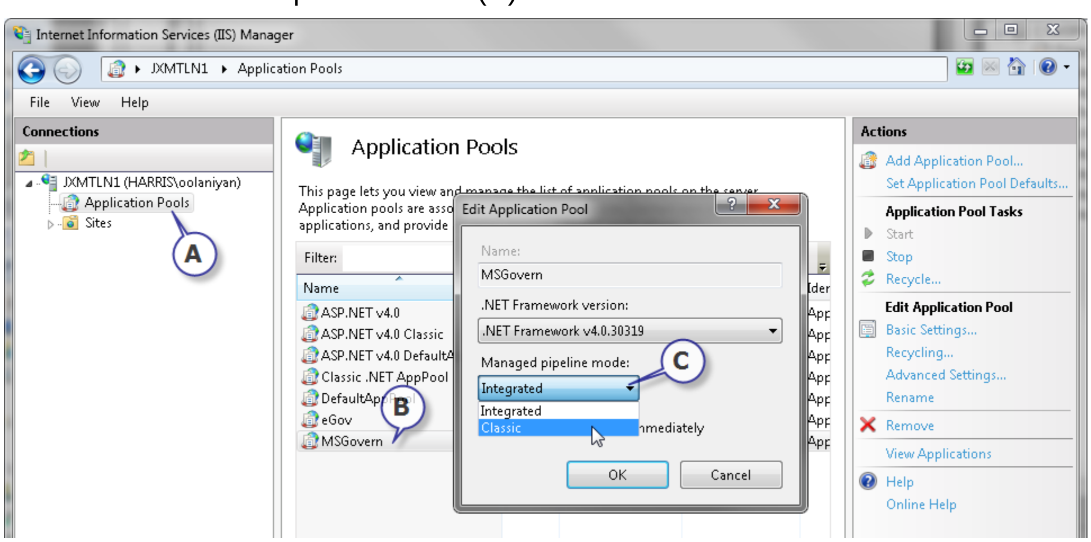
Symptom: When trying to access the Website page, a **Sys is undefined** error page is displayed.

Solution: One possible solution for the *Sys is not defined* error page is to set the *AppPool Managed Pipeline* mode to **Classic**.

Open the IIS Manager

In Windows...

1. Click to select *Start* > **Control Panel**.
2. In the *Control Panel*, select **Administrative Tools**.
3. In the Administrative Tools start the IIS manager by selecting *Internet* **Information Services (IIS) Manager**.
4. In the Internet Information Services (IIS) Manager, locate the Application Pools (**A**).
5. Double-click on the application pool (**B**) to display the Edit Application Pool form.
6. Under the Managed pipeline mode parameter, select the Classic option from the drop down menu (**C**).



7. Click **OK**.
8. Right click on the Application Pool and select **Recycle**.

Error running Reports on eGovern Web sites under 64-bit Windows

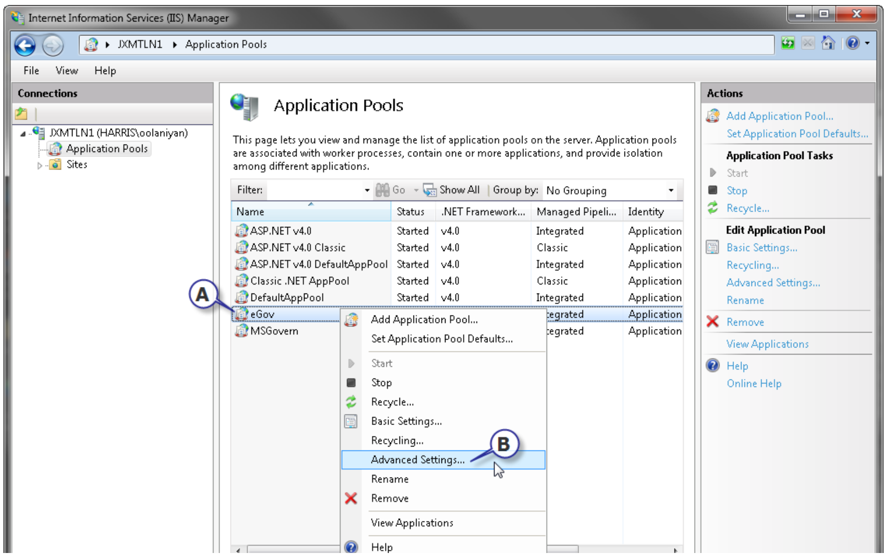
Symptom: The. DLL's for eGovern – Public Self Service Portal that are used by the reports are written in 32 bit. When the eGovern – Public Self Service Portal is installed on a 64-bit platform, although the Web site will run, the reports will not function.

Solution: It is necessary to enable the 32-Bit Applications flag for the Application Pool in IIS.

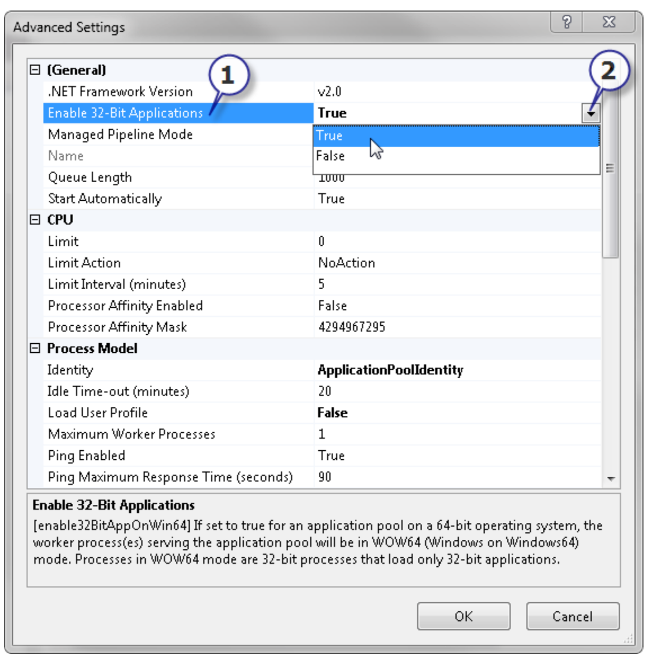
In Windows...

1. Click to select *Start* > **Control Panel**.
2. In the *Control Panel*, select **Administrative Tools**.
3. In the Administrative Tools start the IIS manager by selecting *Internet* **Information Services (IIS) Manager**.
4. In the Internet Information Services (IIS) Manager, locate the Application Pools.
5. Double-click on the application pool to display existing Application Pools.

6. Right-click on the *Application Pool* for the eGov Web site and select **Advanced Settings** from the menu (**B**).



7. In the Advanced Settings form, locate the **Enable 32-Bit Applications** flag (**1**) and click to set it to **True** (**2**).



8. Click **OK** to accept the change.

9. Right click on the Application Pool and select **Recycle**.

Crystal Report Not Working

Symptom: Reports are not appearing or generating after search is requested.

Solution: When the Crystal Reports that are used for displaying search results as reports generate an error message, one possible solution is to perform a required preinstallation step. *Refer to the Step 3 - Installation of Crystal Report Runtime on page 10 for details of actions to take.*

License Not Valid Error when opening eProfile.error saved in Event Log

Symptom: After installing eGov and attempting to access the eProfile system, an error is thrown. The following errors can be seen in the error log file.

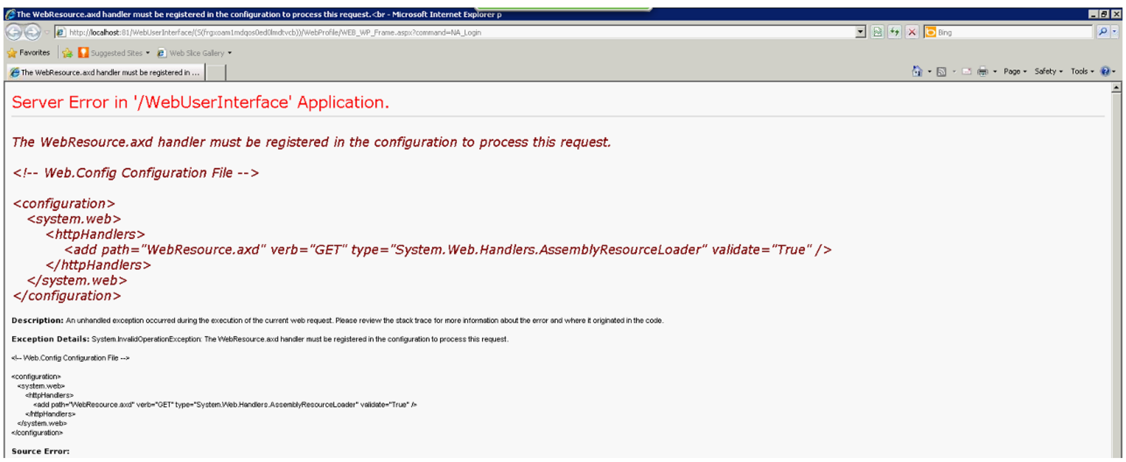
```
------- Exception Log Entry -------

General information

Additional information:

ExceptionManager.MachineName: WEBSERVER

ExceptionManager.Site Identification Key:

ExceptionManager.Database Connection Key: GOVERN_PROD_CH-FIN-UB_SQL

ExceptionManager.Timestamp: 11/22/2011 11:13:14 AM

ExceptionManager.FullName: ToolsFramework, Version=4.0.0.0, Culture=neutral,
PublicKeyToken=null

ExceptionManager.ApplicationDomainName: /LM/W3SVC/11/ROOT/WebUserInterface-1-
129664555935303906

ExceptionManager.Thread Identity:

1) Exception Information:

*********************************************

Exception Type: GovernSoftware.ToolsFramework.Exceptions.GovernException
```

```
Messages:

  1- You are not allowed to use the eProfile system. Please check with the city.

  2- Could not load eProfile login page.

MessageCount: 2

Message: Govern Exception

Data: System.Collections.ListDictionaryInternal

TargetSite: Void Page_Load(System.Object, System.EventArgs)

HelpLink: NULL

Source: App_Web_qm02nhia

Stack Trace information

*********************************************

   at GovernSoftware.WebUserInterface.WebProfile.WEB_WP_NA_Login.Page_Load(Object
sender, EventArgs e)

   at System.Web.UI.Control.OnLoad(EventArgs e)

   at System.Web.UI.Control.LoadRecursive()

   at System.Web.UI.Control.LoadRecursive()

   at System.Web.UI.Control.LoadRecursive()

   at System.Web.UI.Control.LoadRecursive()

   at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint,
Boolean includeStagesAfterAsyncPoint)

*********************************************

END OF EXCEPTION

*********************************************
```

Solution: Contact MS Govern Technical support to obtain a valid license to access the eProfile.

Note: After obtaining the appropriate licensing information, it will be necessary to create a new deployment with the *MS Govern DeployEZ* application. *Refer to the DeployEZ user guide for details.* In addition, the *Internet Information Service* (**IIS**) will need to be restarted after installing the deployment applications.

Server Error in '/WebUserInterface' Application

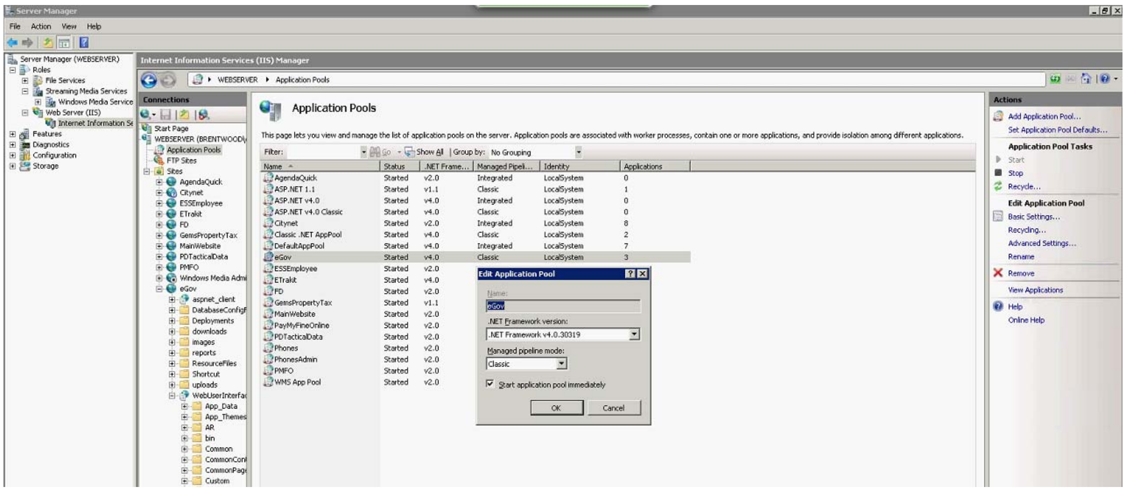


Symptom: When trying to access the Website page, a **Server Error in '/WebUserInterface' Application** error page is displayed.

Solution: One possible solution for the above error page is to set the *AppPool Managed Pipeline* mode for the **eGov** to **Classic**.

1. Click to select *Start* > **Control Panel**.
2. In the *Control Panel*, select **Administrative Tools**.
3. In the Administrative Tools start the IIS manager by selecting *Internet* **Information Services (IIS) Manager**.
4. In the Internet Information Services (IIS) Manager, locate the Application Pools.
5. Double-click on the application pool (**B**) to display the Edit Application Pool form.

6. Under the Managed pipeline mode parameter, select the Classic option from the drop down menu (**C**).



7. Click **OK**.
8. Right click on the Application Pool and select **Recycle**.

Crystal Reports Processing Jobs Limit issues

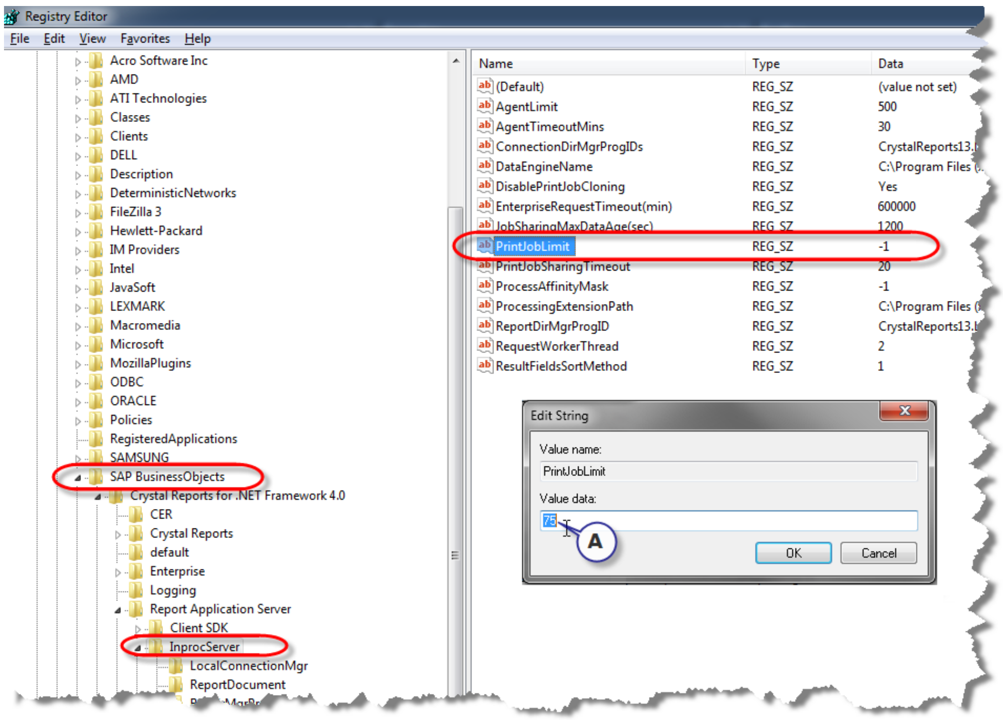
WARNING: Making modifications to the Windows registry should only be carried out by experienced users with system administrator level a. Extreme caution should be used when proceeding as errors can render your system inoperable.

System performance issues arising from multiple users requesting Crystal Reports may be caused by a Crystal Reports error related to Print Job limitations on a Web server. The **PrintJobLimit** key is by default set to a value of 75; the recommended number of requests for optimum performance. When eGovern Crystal Reports are requested by multiple users, reports may stop working. Changing the value in the registry key to -1 (maximum number of requests = unlimited), can avoid this problem but may affect system performance.

To modify the registry key...

1. In the *Windows Start* button, search for the *Registry Editor* utility (**regedit.exe**).

2. Look for *HKEY_LOCAL_MACHINE* > *SOFTWARE* > *Business Objects* > *[Crystal Reports Version]* > *Report Application Server* > *InProcServer* > **PrintJobLimit**.
3. Double click on the *PrintJobLimit* key to display the edit string.
4. Change the value of the string (**A**) to -1.



Note: The above is a non-exhaustive resolution to the issue. Additional details and recommendations for designing reports may be found on the SAP website

Issues Contacting Server by Server Name

Symptom: When a server is located in the “Network DMZ”, *Govern* may not be able to contact the server by the *Server Name* used in generating the connection key.

Solution: When this server cannot be contacted by its name, i.e. resolved, the *IP address* of the server should be substituted for the *Database Server Name*.

For Example:

When attempting to connect to the following…

Database Server Name: KENOBI (IP address = 192.168.50.100)

Database Name: LANDTITLES

Database Type: SQL (SQL 2005)

Following Govern.NET standards of <DatabaseName>_<DatabaseServer-Name>_<DatabaseType>, the *Connection Key* would be:

LANDTITLES_KENOBI_SQL

Note: The parameter names are separated with the underscore character "_"

After attempting to connect using the above connection key, replace the **DatabaseServerName** with the *IP address* of the server. The resulting *Connection Key* would be...

LANDTITLES_192.168.50.100_SQL

If the issue is related to the resolution of the of the server name, a substitution with the IP address should resolve the connection issue.

Note: Should the IP Address of the Database Server change, it will need to be modified in the *Connection Key*.

APPENDIX A: Glossary

Term	Definition
Access Level	A level of security. Within the eProfile, there are five levels of security for five types of users: Internet Without Profile: Users without an eProfile account; Internet With Profile: Users with an eProfile account; Internet Subscriber: Users with an up-to-date subscription plan; Intranet User and Intranet Administrators.
Anonymous User	An unauthenticated user. Anonymous User or **User Without Profile** status can be assigned to some menu options and items in the eProfile. Certain restrictions apply.
Appeal	A request to reexamine the result, final judgment or ruling of a lower court. You can create your own *Appeal Types* and activities and assign all the attributes available to the *Permit Type*.
Application Type	See *Permit Type*.
Approval	An authorization of the amount to be borrowed in order to pay for a property, following a financial assessment of the borrower. An approval type and process can be defined in Govern.
Automated Clearing House (ACH)	A system that provides electronic funds transfer (EFT) between banks, included with Govern's ePayment solution, for paying bills and permit fees, over the Internet, directly and securely from a bank account.
Bond	A written certificate, issued by a business or government organization defining a debt, the terms of payment and any other obligations. In Govern, bond types and activities; such as dates for payment and interest accumulation, can be created and maintained. You can create your own bond types and activities and assign all the attributes available to the *Permit Type*.
Complaint	A formal statement filed against another person or entity, expressing dissatisfaction or a violation of rights. In Govern, complaint types and activities, such as a request to file a response or to appear in court, can be created and maintained. You can create your own appeal types and activities. and assign all the attributes available to the *Workflow Type*.
Decision	A conclusion reached by a court of law or tribunal to resolve a dispute or argument. A decision process can be initiated through a *System Activity.* You can create your own decision types and activities and assign all the attributes available to the permit type.

Term	Definition
eComplaint	An electronic complaint submitted over the Internet. Govern's eComplaints solution is similar to the ePermits solution. It provides online access to citizens and tracking and maintenance features for Govern users.
eComplaint (Anonymous)	Functionally the eComplaint Anonymous is the same as the eComplaint, with exception that no profile is required for submitting.
eComponents	An electronic component. Govern's eGovern – Public Self Service Portal package includes the eProfile, ePayment and ePermit solutions.
eGovernment	Government information and services made available over the Internet.
E-mail	An e-mail message can be associated with an activity or activity step and automatically generated at a specified point, such as the initiation or completion of the activity.
ePayments	An electronic transaction made over the Internet. Govern's ePayments solution includes ACH and credit card payment management.
ePermits	An electronic permit initiated over the Internet. Govern's ePermits solution provides online access for submitting both simple and complex permit applications that can include multiple permit types, multiple name types and multiple additional documents.
eProfile	A set of data portraying a citizen or user. At this time, the eProfile includes name and address information, properties, UB accounts, ePermits, ePayments.
eProfile Account ID	A unique combination of six to 30 characters that identifies a user. Only alphanumeric characters are accepted.
eProfile Password	A unique combination of up to 16 characters that identifies a user. The password is encrypted in the database and kept secret by the user. The minimum length, type of characters and security level are determined by the organization.
eRemittance	An online variation on the Self Reported Tax submittal form. The online version of the form must be created with the Self Reported Tax Editor in Govern NetAdmin release 4.7 and greater.
eRenewal	Activity steps that allow renewal can be configured to allow the user to perform this renewal action online. Settlement of any associated fees is carried out through the ePayment process.
Grievance	A Complaint filed against a government organization; for example, to dispute a decision or ruling. Using the same forms as for a complaint, a grievance type and process can be created and maintained.

Term	Definition
Hit	A request logged by a Web server. Each time a user selects a property, in the eProfile, to make an inquiry, make a payment or access an eComponent, it is considered a hit. The user can make as many inquiries or access as many eComponents as required in the same hit, for the selected property. For example, a user can select a property, view the tax billing information, make a payment and apply for a permit in a single hit. However, if the user selects a different property to view the tax information on that property that is considered a second hit.
Key Type	A classification for *Land Management* data. In Govern, there are three *key types*: *Permit*, *Offense* and *Workflow*. For the Web, the *Permit Kind* comprises Building, Electrical, General, Plumbing Permits, Approvals, Bonds, Decisions, Prosecutions and Appeals and the *Workflow Kind* comprises Complaint, Grievance and Request for Services and Workflow.
Menu Level	A reference to the menu or submenu at which a menu option appears. The eProfile can include up to five menu levels, as defined by the organization. All options on the main menu bar are considered Top Level; options accessed from the Top Level options are second level options; options access from the second level are third level options and so on. For example in **Web Portal** > **Tax Information** > **Payment History**; Web Portal is a top level option, Tax Information a second and Payment History a third level option.
Mobile Inspector	An application designed for the inspector who needs up-to-the-minute information, while working in the field, Govern's Mobile Inspector solution provides online real-time wireless access to the Land Management subsystem.
Multimedia Codes and sub codes	A classification and subclassification providing options for linking various document types to a permit.
Offense	An infraction of a law, rule or code. In Govern, you can create an *Offense* process, following a setup similar to the one defined for the permit type. You can create *Offense* types and assign activities to define and track the process. You can then associate name types, fees, inspection scheduling, multimedia codes, a new offense, permit or workflow process and link multiple properties as for a permit. In short, you can assign all the characteristics available to the permit type with the exception of fee methods. An offense can be initiated through an activity associated with the ePermit application.

Term	Definition
Permit Type	A user-defined classification under *Permit Kind*. For example, under the *Building Permit Kind*, you could have renovation, new construction, commercial or residential permit types. Additional columns and activity steps can be defined for the permit type.
Primary Permit Type	The main permit type associated with the permit. All permit applications must include a *Primary Permit Type*. The activity steps and sequence numbers associated with the primary permit type are followed. All fees associated with the primary type are charged.
Prosecution	The process of pursuing formal charges against an offender, in a court of law. In Govern, prosecution types and activities, such as the initial complaint and court dates, can be created and maintained. The prosecution type uses the same forms as the permit type. In Govern, *Prosecutions* fall under the *Permit Type* category. You can create your own prosecution types and activities and assign all the attributes available to the permit type.
Request for Services	A formal statement and process to ask for services from an organization. Using the same forms as the Workflow type, request for services types and activities can be created and maintained.
Search Group	A combination of two or more *Search Styles* that are launched, as a unit, in the order specified in the search sequence.
Search Object	An item appearing on a *Search* page, such as a search criterion or label. To display search objects on a *Search* page, you need to link them to a *Search Style*.
Search Style	A Search Style launches an SQL query and displays the *Objects* that appear on the Search page, including the search criteria and labels.
Secondary Permit Type	A permit type that can be linked to the primary permit type on the permit application, since the property, requirements and other information are the same for both types. The activity steps and sequence numbers associated with the secondary permit type are not used. Fees are charged only if they are linked to an activity step that has the same number as an activity step in the primary type setup.
Subscription Plan	An arrangement for providing access to the eProfile. Subscribers can be charged by hit, by subscription period or by profession. The organization can create four different types of subscription plans and an unlimited number of plans of each type.
Subscription Period	A period of time during which a subscription is active. A variety of subscription periods can be selected, from one day to one year.

Term	Definition
Universal Naming Convention (UNC)	A standard for specifying the directories where servers, files and other resources are located on a network. The UNC standard uses a double backslash to identify the computer and single backslash for the directory; for example, `\\GovernServer\Govern\DotNet\version3.1\` The drive letters; such as `c:` and `d:` are not entered.
Workflow	A series of activities that define a business process within an organization. Workflow activities can include tasks, procedures, the request for and input of documents and required tools as well as other processes. Created on *Land Management* forms, similar to those used for permits, you can associate name types, fees, inspection scheduling, multimedia codes, a new workflow, permit or offense process and link multiple properties as for a permit. A workflow can be initiated through an activity associated with the ePermit application. In Govern, the *Workflow Type* comprises *Complaint*, *Grievance* and R*equest for Services* as well as *Workflow*.

APPENDIX B:eComponent Item Kinds

When the option for eComponent is selected in the *Item Kind* parameter, the following options are available for selection under the *Item Name* parameter*:*

Note: eComponents that are described as “**<CUSTOM>**” are components that have been customized for specific clients.

eComponent Item Name	Description
Access Rights	This is an administrative screen used to set up user rights, or to reset them to default; this link will be reserved for those with Administrator credentials.
Account Information	This option to link to the user modification component. The user will be able to change their account details such as password, name and address, etc., if permitted.
Account Information (*Admin*)	Select this option to access the administrator version of the *Account Information*. An administrator will be able to search for names and change account details.
eComplaint	Use this option to configure the eComplaints component.
eComplaint (*Anonymous*)	This option will configure the eComplaints (Anonymous) component. *Refer to Anonymous eComplaints on page 39*
eGrievance	When selected, this option will connect your menu to the eGrievance component.
ePayment	Selecting this option will allow you to attach the online payment component.
ePermit	This option is will set your menu to link to the ePermit component. *See ePermit - Planning Your Setup in the*
eProperty Information	**<CUSTOM>** For linking your menu to the custom property information component, select this option.

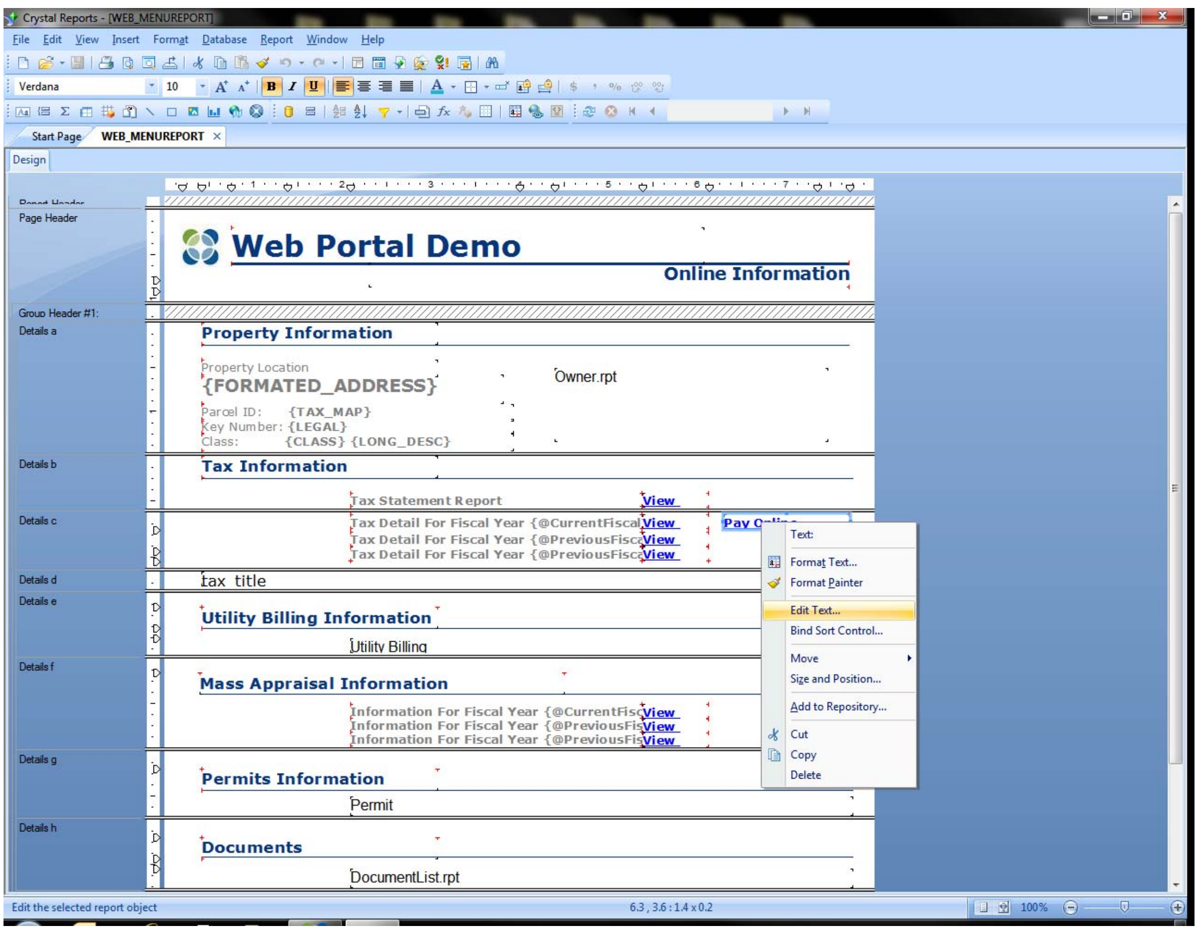
eComponent Item Name	Description
eRemittance	Use this option to link your menu to the eRemittance component for Self-Reported Tax submissions. *Refer to eRemittance on page 241.*
eRenewal	This option will link your menu to the eRenewal component that allows online renewal of certain permit types. *Refer to ePermit - eRenewal process on page 211.*
eRequest for Service	This is the option that is used for the *Request For Service* (**RFS**) component.
GIS	**<CUSTOM>** Select this option to use the GIS custom component.
Home	Select this option to have the menu link to the designated home page.
JP Morgan Payment Inquiry	**<CUSTOM>** Select this custom component when using the JP Morgan Payment Inquiry system.
MB Payment	Select this custom component to use the Misc. Billing ad hoc payment component.
Modify User	Select this **admin** option to link to the User Modification component. This allows you to be able to search for other user profiles. *Not to be confused with Dynamic Searches.*
Multimedia Documents	When selected, this option allows the viewing of Multimedia documents in the database through the *Reports*.
Properties	This links to the component that will add or removes properties to accounts.
Properties (*Admin*)	This is the Administrative version of the Properties components. This allows administrators to display current users and their linked properties.
Sign Out	Use this option to link to the “log off” component.
Subscriber Definition	Select this option to link to the administrative tool that is used to maintain subscribers. You are able to display subscribers, see associated plans, and whether they are active.

eComponent Item Name	Description
Subscriber Plan Definition	When selected, this component will link the menu item to the subscriber plan definition module. This component is used to design the subscriber plans.
Subscription Balance	This option will link to the component that is used to renew subscription plans.
Subscription Approval	**<CUSTOM>** Select this option to have your menu link to the subscription approval component. This custom component will hold newly created accounts and display them on a list that the administrator can then *Approve* or *Reject* the user.
UB Accounts	This option will link the component to accessing *UB Accounts*.
UB Accounts (*Admin*)	This links to the Administrative properties components for UB Accounts.

APPENDIX C:Interactive Crystal Reports

The following lists the basics on how to integrate interactive *Crystal Reports* in the *ePortal* and the *eProfile* websites.

> **Note:** To perform the following examples, a fully licensed version of Crystal Reports 2008 is required.



> **Note:** Client computers that intend to run *Crystal Reports* will need to install the *Crystal Reports 2008* runtime on each client computer. *Refer to the Crystal Report Runtime section of the DeployEZ™ Installer Guide for installation details.*

Parameter Fields

If you integrate these parameter fields to your report, the *Govern NET* solution will automatically fill them with values before opening the report. These parameters have been color coded to better illustrate them within examples below.

"SESSIONID[required]: Before opening the report, the report manager will fill this parameter with the current session id, this will be used to redirect to another report or web page and will prevent loosing all current session information.

"WEBSITEADDRESS [required]: Before opening the report, the report manager will fill this parameter with the current web site address, this will be used to redirect to another report or web page.

"WEBREPORTDIRECTORYPATH [required]: Before opening the report, the report manager will fill this parameter with the value in the web.config entry "GovernSoftware.WebReportDirectoryPath". This value will be used to locate the report directory root.

"LANGUAGE [optional]: If this parameter is included, we will fill it with the current culture language used by the user. You will then be able to use this value to display the label in the proper language.

"ACCESS_RIGHT [optional]: If this parameter is included, it will be filled with the access level code of the current user, i.e. internet user without login, internet user with login, intranet admin, etc. This could be useful to show/hide different sections of a report based upon user security level.

Formula

Formulas should be added to the report, they are not required, but they will simplify the implementation and the maintenance of the report.

"WebSessionID [fixed]: This formula always contains the same value. It's used to detect if the reports know the session id.

Definition:

```
if Length ({?SessionID}) > 0 then

    '/(S(' + {?SessionID} + '))' else
```

FINAL DRAFT

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"WebSiteAddress [fixed]: This formula always contains the same value. It is used to build the current web site address with the session id.

Definition:

```
{?WEBSITEADDRESS} + {@WebSessionID}
```

"WebPaymentURL [fixed]: This formula always contains the same value, the URL of the ePayment page.

Definition:

```
{@WebSiteAddress} + '/ar/
web_ar_payment.aspx?target=ar_info_basic&DirectCall-
ToAr=1'
```

"WebReportViewer[fixed]: This formula always contains the same value, the URL of the report viewer page.

Definition:

```
{@WebSiteAddress} + '/Report/Web_Report_CrystalViewer.aspx'
```

"WebMultimediaViewer: [fixed]: This formula always contains the same value, the URL of the multimedia viewer page.

Definition:

```
{@WebSiteAddress} + '/Multimedia/Web_Multimedia_Viewer.aspx '
```

NA_IDbyAR_ID: This parameter will read an NA_ID and obtain all AR_ID's associated with it. The results will be displayed in the *AR Basic Selection* screen.

Definition:

The URL, i.e. link from the report should appear as follows:

```
/AR/WEB_AR_PAYMENT.ASPX?target=ar_info_basic&na_idbyar_id=NA_ID
```

Links

Currently, there are three (3) types of links that are supported in Crystal Reports, they are as follows:

- Links to other Crystal Reports
- Links to the ePayment page
- Links to the Multimedia page

Linking to another Crystal Reports

There are two values that need to be set, the *Report Name* and the *Reports Parameters*. The report name is marked in yellow. You can append as many parameters as your reports needs but the first one must be entered like the green entry, and the others like the red entry.

Example:

```
{@WebReportViewer}

+ '?REPORTNAME=' + {?WebReportDirectoryPath} +
'GOV_WEB_TX.rpt'

+ '&ReportParameter=YEAR_ID='+{?YEAR_ID}

+ ';ACCESS_RIGHT=' + {?ACCESS_RIGHT}

+ ';LANGUAGE=' + {?LANGUAGE}

+ ';P_ID=' + {?P_ID}

+ ';CURRENT_YEAR_ID='+{?YEAR_ID}
```

"ePayment: You have to set two values, the key value and the previous page. The Key value support P_ID, AR_ID and UB_ID, it should be entered like the yellow entry. The previous page is a link to the current report and is defined like a link to another *Crystal Report*, with the only difference marked in green. The %26 is the URL code for the special character "&" that is used to separate parameter in the URL.

Example:

```
{@WebPaymentURL}
```

```
+ '&p_id=' + totext({?P_ID})

+ '&PreviousPage='

+ {@WebReportViewer}

+ '?REPORTNAME=' + {?WebReportDirectoryPath} +
'GOV_WEB_MENUREPORT.rpt'

+ '%26ReportParameter=ACCESS_RIGHT=' + {?ACCESS_RIGHT}

+ ';LANGUAGE=' + {?LANGUAGE}

+ ';P_ID=' + {?P_ID}

+ ';YEAR_ID=' + {?YEAR_ID}
```

"MultimediaViewer: You have to set two values, the Info ID value and the previous page. The info_id value is the unique identifier of the multimedia document, it should be entered like the yellow entry. The previous page is a link to the current report and is defined like a link to another *Crystal Report*, with the only difference marked in green. The %26 is the URL code for the special character "&" that is used to separate parameter in the URL.

Example:

```
{@WebMultimediaViewer}

+ '?info_id=' + totext({PC_DEPT_INFO.INFO_ID})

+ '&PreviousPage='

+ {@WebReportViewer}

+ '?REPORTNAME=' + {?WebReportDirectoryPath} +
'GOV_WEB_MENUREPORT.rpt'

+ '%26ReportParameter=ACCESS_RIGHT=' + {?ACCESS_RIGHT}

+ ';LANGUAGE=' + {?LANGUAGE}

+ ';P_ID=' + {?P_ID}

+ ';YEAR_ID=' + {?YEAR_ID}
```

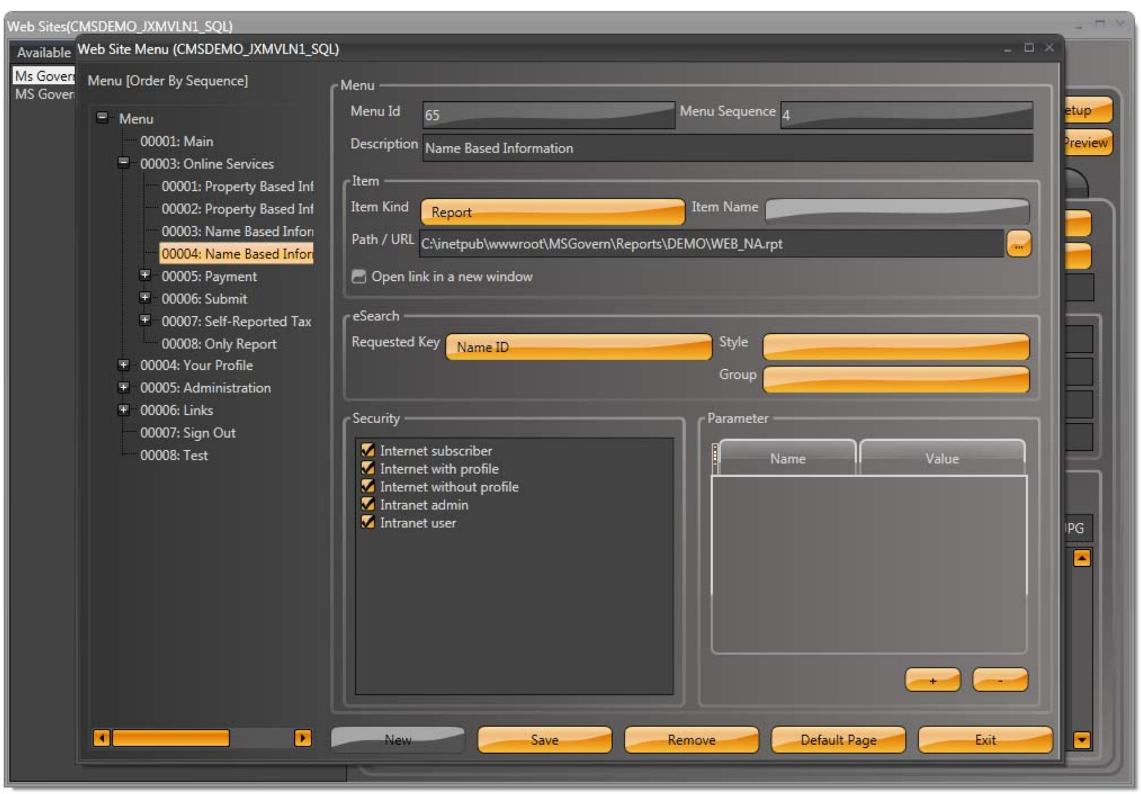
Transfer of variable to Crystal Reports

Users should note that the **`WebProfileCurrentNa_Id`** variable is transferred to *Crystal Reports* when a user is logged on with an *eProfile*. This variable is the *Name ID* (**NA_ID**) of the current user that is logged on.

Auto Launching a Report

In the Govern New Administration (**GNA**) *release 5.1*, when configuring a menu to display a report, the report can be automatically launched. This feature is achieved by only specifying the *Requested Key* parameter in the *Dynamic Search* group.

Note: This feature is only valid when a user is logged in with an eProfile.



To create a menu to Auto Launch a report...

1. In *GNA rel. 5.1* click *Setup* > *Web Configuration...* > **Manage Web Sites...**
2. In the *Web Sites* editor, click **Menu Setup**.
3. Under the *Menu* list, create a new menu, or select a pre-existing menu.
4. In the *Item* group specify *Report* as the *Item Kind*; specify a path to the report.
5. Specify the *Requested Key* for the search in the *eSearch* group; do not specify a *Dynamic Search Style* or *Group*.
6. Configure any additional parameters.
7. Click Save to save the menu.

In *eGov*, when the menu is selected, the *ePortal* will launch the report directly using the Name ID (**NA_ID**) of the eProfile.

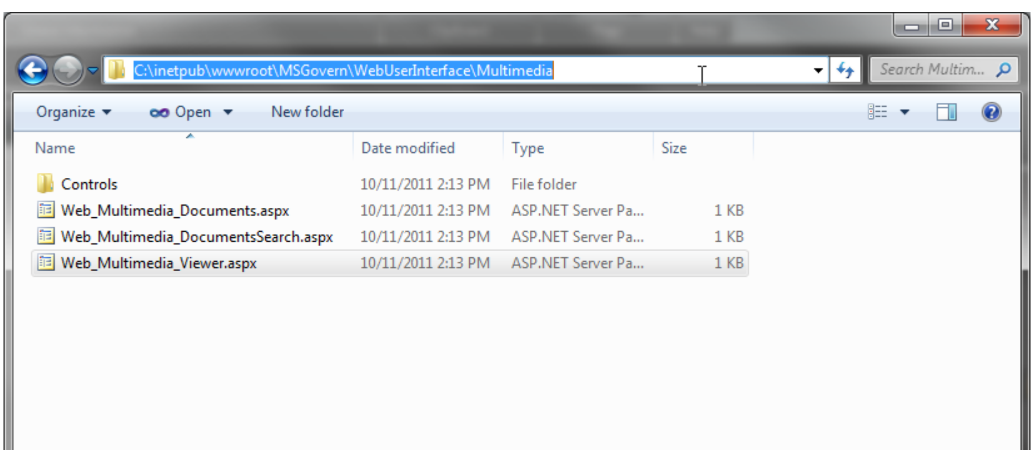
APPENDIX D:Creating a Secure Access Page

Note: The following section contains information that requires the creation and modification of system registry keys. Ensure that a full back up of the registry is made prior to making any modifications. The following steps should only be made by a System Administrator or users with Administrator level access and indepth knowledge of the functioning of the system registry.

When hosting a Web site, it may be necessary to provide secure access to certain pages within your site. The eGov offers pages that can be accessed without the security of an eProfile, as well as pages that users require a username and password to access, i.e. a profile to access. The Application Pool that the eGov is running within, has security settings that will be applied to all Web pages within the eGov. This means that all users will have the same level of access to all pages. This may not be desirable, as there may be pages that will required controlled access. As an example, the pages that display multimedia documents may require additional security due to the sensitivity of documents that they may contain. A method is therefore required to secure certain pages.

The following will describe steps to create access for specific pages. For our example we want to create secure access to the Multimedia pages due to the fact that sensitive documents are kept there. The Multimedia page that will be targeted is located in the following directory:

`\\Myserver\inetpub\wwwroot\MSGovern\WebUserInterface\Multimedia\`



The name of the page is: **Web_Multimedia_Viewer.aspx**

Note: The following procedures should only be performed by a user with Administrator level access priveleges.

STEP 1 - Modify the Web.config file

The first thing needed is to locate the web.config file, and using a text editor locate the **<configuration>** section within the file.

Original web.config:

```
<configuration>

  <location path="PageToImpersonate.aspx">

    <system.web>

      <identity impersonate="true"

                userName="MyUser"

                password="MyPassword"/>

    </system.web>

  </location>

</configuration>
```

Modification to web.config:

Below are the modifications that will need to be made in the section.

```
<configuration>

  <location path="Web_Multimedia_Viewer.aspx">

    <system.web>

      <identity impersonate="true"
```

```
userName="registry:HKLM\SOFTWARE\MSGOVERN\WebUserInterface\Multime-diaIdentity\identity\ASPNET_SETREG,userName"

password="registry:HKLM\SOFTWARE\MSGOVERN\WebUserInterface\Multime-diaIdentity\identity\ASPNET_SETREG,password"/>

    </system.web>

  </location>

</configuration>
```

STEP 2 - Use the ASPNET_setreg.exe utility

Although by design, ASP.NET will reject any HTTP request to resources with the **.config** extension, e.g. web.config, sensitive configuration information is being saved in the web.config. It is best practices to ensure that the sensitive sections of the *web.config* file is encrypted for security reasons. Once encrypted, the settings are safe. In addition, when the settings are being accessed, ASP.NET will automatically decrypt the sections required.

ASPNET_Setreg.exe is a command-line program that is used to encrypt sections of your **web.config** file. The installation package can be obtain from the Microsoft Website at http://support.microsoft.com/kb/329290.

To encrypt your username and password in the **<configuration>** section...

1. Install aspnet_setreg.exe under c:\Tools or similar directory
2. Type the following command:

```
Run CMD c:\Tools>aspnet_setreg.exe -k:SOFTWARE\MSGOVERN\WebUser-Interface\MultimediaIdentity\identity -u:"yourdomainname\username" -p:"password"
```

STEP 3 - Update the Permissions in the Registry

To ensure that the Windows Registry gives permission to the registry keys for the ASP.NET Account, it will be necessaqry to use the **regedit.exe** registry editor.

From the desktop...

1. Click *Start* > **Run**
2. In the *Run* dialog box, type **regedt32**; click **OK**.
3. From the top of the registry tree, “drill down” as follows:

HKEY_LOCAL_MACHINE > SOFTWARE > MSGOVERN > WebUserInterface > subkey.

4. Right click on the subkey and select **Permissions**.
5. In the *Permissions* form, give access rights to ASP.NET users and the NetworkService (IIS 6.0); replace permissions for all children.
6. Click **OK** to save.
7. Select *File* > **Exit**.
8. Perform an **IISReset**.

APPENDIX E:Default Firewall Port Settings

By default, *Microsoft Windows* enables the *Windows Firewall*, which closes port 1433. This will prevent Internet users from connecting to a default instance of SQL Server. Internet users, i.e. TCP/IP users, will not be able to connect to the default port until it has been reopened. The following are the recommended default *Windows* firewall port settings for users of the *eGovern - Public Self Service Portal*:

Recommended Access for:	**Port Number(s)**
SQL Database	1433
Oracle Database	1521
File sharing (e.g. for Multimedia Documents)	135 to 139, 445

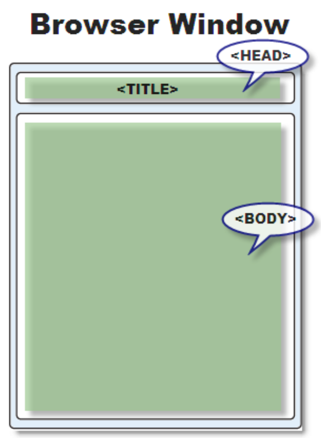
Note: Users that configure port numbers that differ from the above defaults will need to make note of them. Refer to *Microsoft Technical Support* for instructions on how to configure the Windows firewall for database, and file sharing access.

APPENDIX F: HTML Tags

The following are lists of common HTML tags that can be used in the WebSkin Editor

HTML Document Structure

A standard HTML document will have the following structure.




```
<HTML>
   <HEAD>
      <TITLE>
      This Title Appears in
      the Browser Title Bar
      </TITLE>
   </HEAD>
   <BODY>
      Information for the body section.
This  information
      is usually seen in the browser window.
   </BODY>
</HTML>
```

<HEAD> Section

The <HEAD> section is the recommended location for *JavaScript*, and *Cascading Styles Sheets* (**CSS**). Elements that are often contained in the <HEAD> section are:

- **Title** - The title that appears in the title bar of the browser is set between the `<TITLE></TITLE>` tags.
- **Link** - The link element is used to define an external resource such as the external CSS file containing formatting styles. The following is a sample using the *Link* element to link to an external CSS file.
  ```
  <link rel="stylesheet" type="text/css"
  href="CSS_Filename.css" />
  ```

- **Meta** - The meta element is used to define document author, purpose, keywords, etc.
  ```
  <meta name="keywords" content="HTML, web design" />
  ```

The “Head” section of the document is where you place the title of the page. The title that appears in the title bar of the web browser is placed between the “<TITLE></TITLE>” tags.

<BODY> Section

The <BODY> section of your document is used for all content that is to be displayed in the browser. Following are some tags that are used in the <BODY> sections

Formatting Tags

Tag Name	Tag Used
Heading1	<H1></H1>
Heading2	<H2></H2>
Heading3	<H3></H3>
Heading4	<H4></H4>
Heading5	<H5></H5>
Heading6	<H6></H6>
Bold	<B></B>
Italic	<I></I>
Paragraph	
Font	<font face=”Arial” color=”#FFFFFF” size=”5”> *- The font name must appear as it does in your fonts folder* *- Colors are defined using Octal*

Creating Hyperlinks, Anchors, and Links

The HTML Anchor link <a> is used to define links within your document.

```
<a href="URL to file">Text to be linked</a>
```

HREF defines the link address, so for example a line of text that would link to the MS Govern Web site would look like the following:

Click here to go to our site.... When the above hyperlink is defined, Click here to go to our site will appear underlined and will be a link to www.msgovern.com

Creating an E-mail Link

The e-mail link is a standard hyperlink using the anchor link with a slightly different syntax. For example:

This is a mail link...

```
<a href="mailto:someone@company.com?subject=Per-
mit%20Request">Contact Us</a>
```

the above e-mail link, will display Contact Us as a hyperlink that when selected, will launch the installed e-mail client with a new message window. The message will be addressed to "someone@company.com", and "Permit request" will appear in the *Subject* field.

Note: When you want to enter text in the *Subject* field, spaces between words should be entered as "%20" which is the URL encoding for a space character.

Relative Links

When creating hyperlinks, depending on the length of the domain name, and the number of subdirectories that the file being referenced is located in, the URL's can become very long. In such situations, users that are familiar with the use of Relative Links will use them as a means of shortening the URL.

For example, a file called *web_image01.jpg* is being referred to from a page with a URL of :

http://www.metrocity.com/webpages/html/services.html

The URL for the image is:

http://www.metrocity.com/webpages/html/images/ web_images01.jpg

To shorten the URL, a relative URL can be use to replace the longer path:

```
images/web_images01.jpg
```

Using Relative Links with the ePortal Application

The use of relative links, although supported, is not recommended. The Web Portal Application uses Active Server Pages (ASP), information to generate the page may be obtained from varoius locations. These locations can change, and as a result the links can be broken. It is therefore recommended that you use absolute URL's, i.e. the full path for hyperlinks and references.

Tables in HTML

HTML tables allow you to arrange text, images, links, etc. into rows and columns of cells that are in a table. The principal tags that are used are the following:

Tags

Tag Name	Tag Used	Explanation
Main Table Structure	<TABLE></TABLE>	Creates table; properties are defined within.
Table Row	<TR></TR>	Defines each row
Table Data	<TD></TD>	Defines each cell of the table.
Table Header	<TH></TH>	Used to specify table headers; can be used for Rows, Columns, or both.

Elements

Table elements are used to define other elements that specify content, and formatting

Tag Name	Name & Attribute	Explanation
Border	BORDER ex. <TABLE BORDER=2>	Specifies thickness of cell border
Cell spacing	CELLSPACING ex. <TABLE CELLSPACING=4>	Sets space between table cells
Cell padding	CELLPADDING ex. <TABLE CELLPADDING=4>	Defines the space between content of the cell and the cell wall.
Column Span	COLSPAN ex. <TR><TH COLSPAN=2>Test Text</TH> **OR** <TR><TD COLSPAN=3>Test Text</TD>	Lets the cell span over multiple columns
Row Span	ROWSPAN ex. <TR><TH ROWSPAN=2>Test Text</TH> **OR** <TR><TD COLSPAN=3>Test Text</TD>	Lets the cell span over multiple rows

Tag Name	Name & Attribute	Explanation
Background Color	BGCOLOR ex. <TABLE BGCOLOR=”Pink”></TABLE> ex. <TR BGCOLOR=”Yel-low”></TABLE> ex. <TD BGCOLOR=#AAF-FAA></TABLE>	Sets the background color of a single cell, row, or table. **NOTE:** Colors can be specified by name within quotes, e.g. “Red”, or in hexadecimal format, e.g. #FF0000. When usng hexadecimal format, no quotation marks are required.

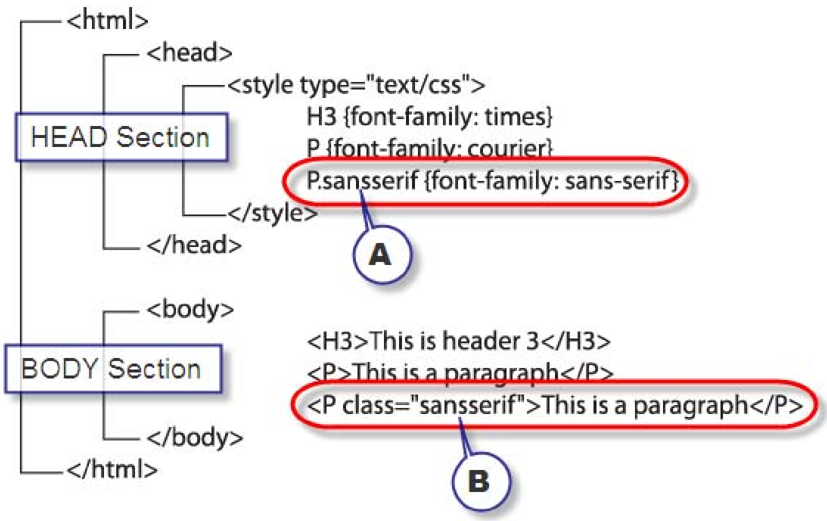
Cascading Style Sheets (CSS)

The topic of Cascading Style Sheets (**CSS**) is one that is complex and its full exploration is beyond the scope of this document. What is presented here is an overview containing examples that can be used as a starting point.

Style sheets are used to define how HTML elements are displayed in a browser. Using a *Cascading Style Sheet* (**CSS**) allows you to create a single file that will contain the formatting information for your pages. When changes need to be made to the appearance, they are made in the *CSS* document; any documents that reference the *CSS* document are automatically updated.

A CSS can be defined in a single external document or on a page by page basis when embedded in the <HEAD> section of the document.

EXAMPLE:



The above style sheet is placed in the <HEAD> section of the document. The <STYLE> tag is used to define the CSS. Styles have been specified for the <H3>, and <P> tags. The default <P> tag can be overriden when you specify a CSS CLASS.

The CSS class can be used as in the above example, when you want all text with the <P> tag to appear as courier, but sometimes you would like them to appear as sans-serif. This is done by adding an “extension” to the standard CSS code, “P**.sansserif**”, and specify the extension as a class in HTML in the <BODY> section of the document, “<P class=”sansserif”> </P”. When you want the default paragraph with courier, you use <P> *Text Example* </P> and whenyou want the sans-serif font, use <P class=”sansserif”> *Text Example* </ P>.”

Note: CSS Code in classes will override default CSS code, e.g. **P.sansserif** will override **P**

Note: Key to success with CSS is paying close attention to spelling. In addition, like HTML, CSS are not case sensitive, but font families, URLs to images, and other direct references may be.

A source of information is the *World Wide Web Consortium* home page at **http://www.w3.org/**. This is an excellent resource for topics related to *HTML*, *CSS*, and *JavaScript*.

Index