Innoprise Citizen Access is our eGovernment enabling application. It is incorporated with all Innoprise Enterprise Resource Planning software and acts as a transparent bridge between the Internet and Innoprise applications. This module enables internal users and citizens to access Innoprise back office applications over the Web or through a self-service kiosks bringing a new level of eGovernment to the public sector.

Innoprise Citizen Access includes three components:
• Kiosk Solutions
• Community Development
• Customer Information Systems (CIS)

Features
• Manage user and CSR privileges and security
• Access utility account information including itemized CIS account balances and usage history
• Offer a variety of payment options including debit and credit card payments online, over the phone, or in person, plus cash and personal checks
• View pertinent customer account information for customers making online payments
• Receive automatic payment receipts after transactions
• Share meeting dates, times, agendas, video clips and public service announcements
• Provide comprehensive customer self-service supporting automatic email generation and self-management of user profiles

We Deliver. You Succeed.

Innoprise Suite: Your ERP & CIS Solution

MS Govern is a best of breed software provider that has helped more than 500 public sector organizations throughout North America succeed for the past 30 years. From Accounting to Zoning, MS Govern has the tools you need to function as a cost-effective, smoothly running government entity. We offer full ERP solutions, customer information systems, and community development software.

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Kiosk Solutions
Innoprise systems can extend enterprise applications to kiosk locations and deliver essential information to the public. All departments benefit by reducing walk-in traffic, freeing staff from repetitive inquiries, and offering self-service venues to improve customer relations. Integrating a kiosk solution with your back office system provides citizens with the flexibility to access information using multiple touch points.

Community Development
Innoprise Citizen Access Community Development enhances productivity by allowing field crews to access information, manage inspections, capture comments and/or attach photos from the field. Other features and benefits include the ability to:
- Research property tax records by account number, owner name, owner address and property address
- Inquire and renew occupational licenses
- Access tax balances, past payment history and make payments
- View status and schedule building inspections
- Find zoning information using address, parcel number, or owner name to determine zoning type
- Check status of plan reviews online
- Review application details, application fees and status

Customer Information Systems (CIS)
Innoprise Citizen Access CIS lets citizens access their utility account information over the Internet, thus providing convenience for customers and reducing walk-in traffic for governments and utilities. Other benefits include:
- Offer flexible payment options
- Pay bills for multiple accounts
- Provide citizens with the flexibility to choose payment application
- Track general payment statistics
- Generate email payment confirmations
- Access account information, including consumption history and payment history
- View and print statements