



Citizen Engagement Portal User Guide

Version 2.2

March 2019

DISCLAIMERS

KPMG

KPMG LLP (“**KPMG**”), an Audit, Tax and Advisory firm (kpmg.ca) and a Canadian limited liability partnership established under the laws of Ontario, is the Canadian member firm affiliated with KPMG International Cooperative (“KPMG International”).

KPMG member firms around the world have more than 200,000 professionals, in 154 countries and territories.

The independent member firms of the KPMG network are affiliated with KPMG International, a Swiss entity. Each KPMG firm is a legally distinct and separate entity, and describes itself as such.

Informational Purposes

The information contained herein is of a general nature pertaining to the specific product or products described herein and is not intended to address the circumstances of any particular individual or entity. Such information is provided for general informational purposes only, and KPMG neither warrants nor represents that the information contained herein is accurate, complete or appropriate for any specific purpose. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

Copyright

Laws in Canada and other countries preserve for KPMG and its applicable affiliates, subsidiaries, related parties and licensors exclusive rights for copyrighted computer programs, including the exclusive right to copy or reproduce in any form the copyrighted computer program. Accordingly, this documentation, and any copyrighted KPMG computer programs contained in the KPMG products described in this documentation, including without limitation VeloCITY 365 (collectively, the “**KPMG Programs**” and, collectively with the documentation, the “**KPMG Material**”) may not be copied or reproduced in any manner without the prior express written permission of KPMG.

Restrictions

The KPMG Material is the property of KPMG. It is furnished under a license, services and/or engagement agreement with you and may be used and/or disclosed only in accordance with the terms of such agreement(s). The KPMG Material consists of copyrighted materials. Making unauthorized copies is prohibited by law. No part of the KPMG Material may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of KPMG.

Accuracy

While reasonable efforts have been made to assure the accuracy of this documentation, KPMG assumes no liability resulting from any inaccuracies or omissions in this documentation, or from the use of any information obtained herein. KPMG reserves the right to make changes to the KPMG Material or any part thereof to improve reliability, function, or design, and reserves the right to revise this documentation and to make changes from time to time in content hereof with no obligation to notify any person of revisions or changes. KPMG does not assume any liability arising out of the application or use of any product described herein; neither does it convey license under its patent rights of others.

Trademarks

The KPMG name and logo are registered trademarks or trademarks of KPMG International Cooperative (“KPMG International”), and are used under license by KPMG. Microsoft, Windows, Microsoft Dynamics 365 are registered trademarks of their respective owners. All other product or service names are the property of their respective owners. Nothing herein or in the KPMG Material grants to you any rights in or to any trademark whatsoever, whether owned by KPMG International or any third party.

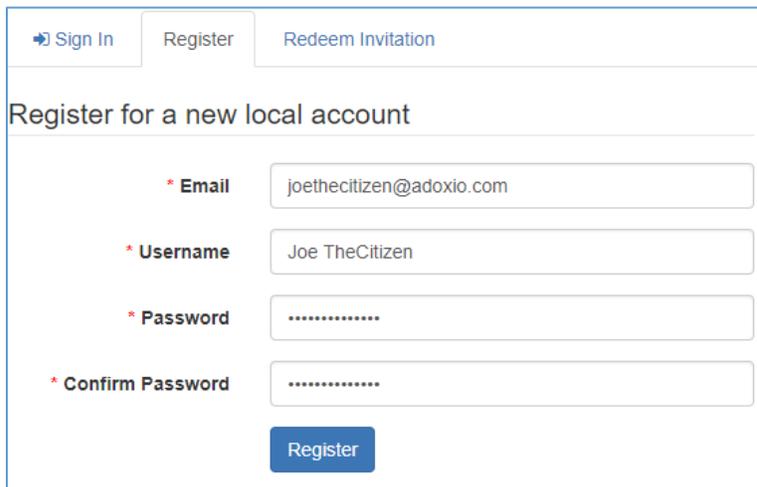
Table of Contents

Register as a Portal User.....	4
Register using a Local Account.....	4
Register using an External Account.....	4
Forgotten Password.....	6
Profile.....	6
Updating Your Profile.....	6
Managing Communication Preferences.....	7
My Service Requests.....	8
My Subscriptions.....	9
Knowledge Base.....	10
Searching using a Keyword.....	10
Searching using a 311 Tag.....	11
Alerts.....	12
Submitting a New Service Request.....	13
Identify location using a Point on the Map.....	13
Identify Location by Entering the Address.....	14
Identify Location by selecting an Intersection on the Map.....	14
Duplicate service requests.....	17
Updating a Service Request.....	18
Find Existing Service Requests.....	18
Review Details of Existing Service Requests.....	19

Register as a Portal User

Register using a Local Account

1. Navigate to the portal and select **Sign In**.
2. Choose the **Register** tab, enter the required information, and click **Register**.

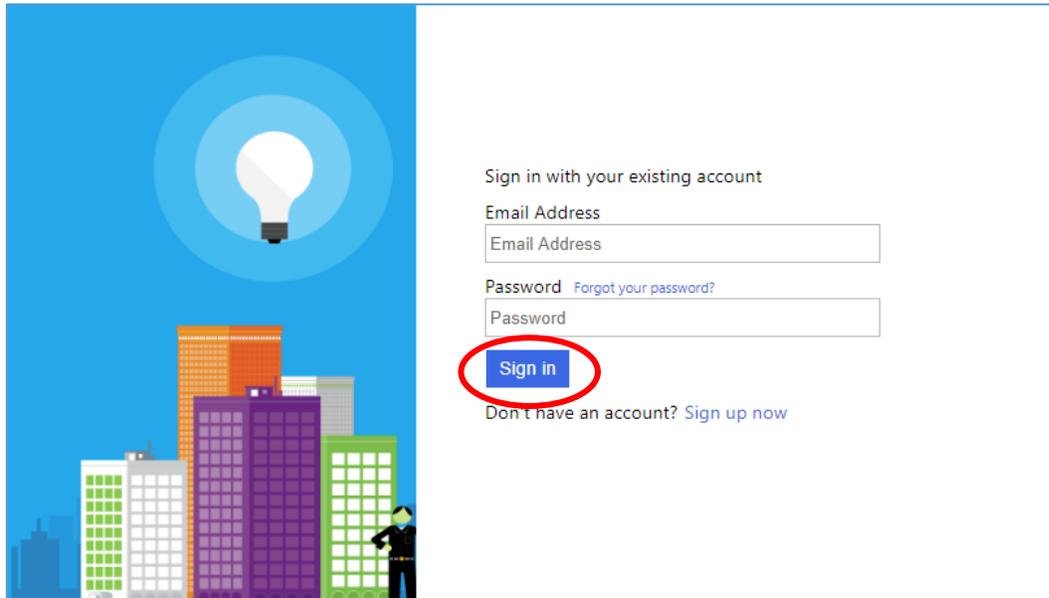


The screenshot shows a web interface with three tabs: "Sign In", "Register", and "Redeem Invitation". The "Register" tab is active. Below the tabs, the heading "Register for a new local account" is displayed. The form contains four input fields, each with a red asterisk indicating a required field: "Email" (containing "joethecitizen@adoxio.com"), "Username" (containing "Joe TheCitizen"), "Password" (containing "*****"), and "Confirm Password" (containing "*****"). A blue "Register" button is located at the bottom of the form.

Register using an External Account

1. Navigate to the portal and select **Sign In**.
2. Choose the **Register** tab and click on the appropriate button under **Register using an external account**.

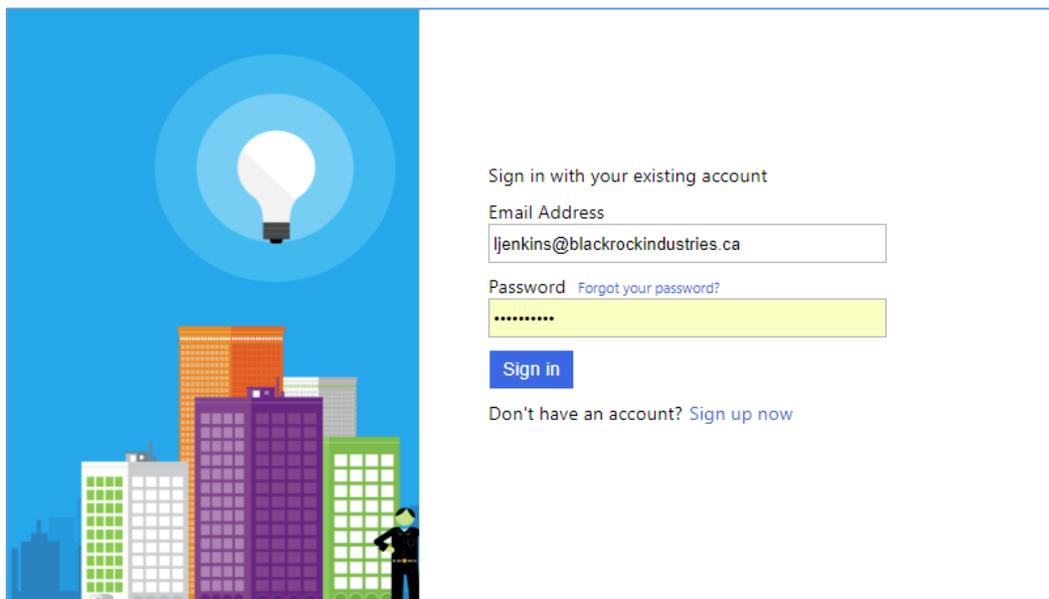
3. You will automatically be taken to the appropriate sign in service (e.g. Facebook, Google, Azure AD) where you can choose to use your existing credentials or create new ones.



The image shows a sign-in form on a blue background with a lightbulb icon and a city skyline. The form includes the following elements:

- Text: "Sign in with your existing account"
- Form field: "Email Address" (empty)
- Form field: "Password" (empty)
- Text: "Forgot your password?" (link)
- Text: "Don't have an account? [Sign up now](#)"
- Button: "Sign in" (circled in red)

4. And then you can proceed to log in.



The image shows the same sign-in form as above, but with the following changes:

- Form field: "Email Address" (filled with "ljenkins@blackrockindustries.ca")
- Form field: "Password" (filled with "*****")
- Button: "Sign in" (no longer circled)

Forgotten Password

1. If you have forgotten your password, you can click **Forgot Password** on the **Sign In** page.

Forgot your password?

* Email

Enter your email address to request a password reset.

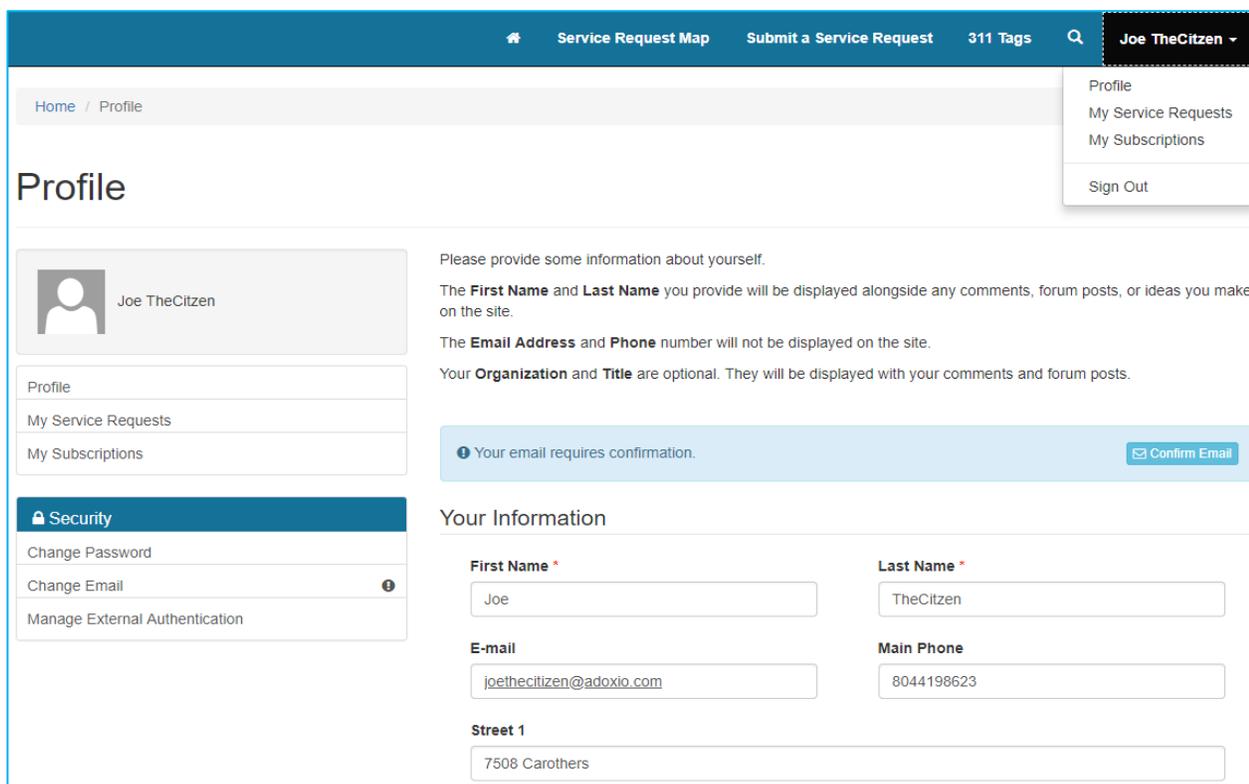
2. An email will be sent to the email address entered with further instructions on how to reset your password.

Profile

Updating Your Profile

If you need to update your address or contact details, you can edit your contact information on the profile page provided in the portal.

1. Once you are logged into the portal, select Profile from the dropdown list next to your name in the upper right of the home screen.



The screenshot shows the user profile page for 'Joe TheCitizen'. At the top, there is a navigation bar with links for 'Service Request Map', 'Submit a Service Request', '311 Tags', and a search icon. The user's name 'Joe TheCitizen' is displayed in the top right corner with a dropdown menu containing 'Profile', 'My Service Requests', 'My Subscriptions', and 'Sign Out'. The main content area is titled 'Profile' and includes a user profile card with a placeholder image and the name 'Joe TheCitizen'. Below this, there are links for 'Profile', 'My Service Requests', and 'My Subscriptions'. A 'Security' section is also visible, containing links for 'Change Password', 'Change Email', and 'Manage External Authentication'. The 'Your Information' section contains a form with the following fields: 'First Name' (Joe), 'Last Name' (TheCitizen), 'E-mail' (joethecitizen@adoxio.com), 'Main Phone' (8044198623), and 'Street 1' (7508 Carothers). A notification banner at the top of the form states 'Your email requires confirmation' with a 'Confirm Email' button.

2. In the Profile, you can choose to update a variety of information including personal details and your Subscription preferences. Your subscription preferences are used to identify the preferred method the municipality will use to contact you.
3. Modify the appropriate fields and click **Update**.

Your Information

First Name * <input type="text" value="Joe"/>	Last Name * <input type="text" value="TheCitizen"/>
E-mail <input type="text" value="joethecitizen@adoxio.com"/>	Main Phone <input type="text" value="8044198623"/>
Street 1 <input type="text" value="7508 Carothers"/>	
Street 2 <input type="text"/>	
City <input type="text" value="Houston"/>	Province <input type="text" value="Texas"/>
Postal Code <input type="text" value="77028"/>	Country <input type="text" value="USA"/>
Organization Name <input type="text"/>	

How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail

Managing Communication Preferences

In accordance with Anti-Spam Legislation, VeloCITY provides Citizens the ability to manage their communication preferences. By default, these are all set to “off” and when you register, you will need to identify the preferred method of contact. In order to subscribe to a service request and receive notifications about the status of that specific request, you must select “Email” as the method of contact since all subscription notifications are sent electronically via email.

How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail

My Service Requests

As an authenticated user (Citizen who is logged in), you can view your request history.

1. In the top right, click on your name, and select **My Service Requests**. Note: Any service request with a status of “on hold” or “waiting for details” is not displayed. Once their status is updated to “In Progress” they will be included in the list.
2. By default, the first page will display all of your **active** service requests.

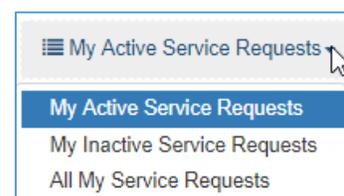
☰ My Active Service Requests ▾

Type	Case #	Address	Submitted On ↓	Status	
Abandoned Vehicle	CAS-00099-P5B6G6	10 Albert St, Toronto, M5G, Ontario, CAN	9/25/2018 5:11 PM	In Progress	☑
Graffiti Report	CAS-00089-K1F7Y5	Adelaide St W & Simcoe St, Toronto, M5H 1W7, Ontario, CAN	9/25/2018 2:46 PM	In Progress	☑
Garbage in Alley	CAS-00087-Y8Z5N0	31 Murray St, Toronto, M5T 1T7, Ontario, CAN	9/20/2018 5:55 AM	In Progress	☑
Abandoned Vehicle	CAS-00084-M6M0P4	62 Armoury St, Toronto, M5G, Ontario, CAN	9/20/2018 5:17 AM	In Progress	☑
Graffiti on MailBox	CAS-00082-B2D2L1	988 Capitol St, Houston, 77002, Texas, USA	9/10/2018 10:03 AM	In Progress	☑
Graffiti on MailBox	CAS-00079-G9C2Z8	Cleveland St & Gillette St, Houston, 77019, Texas, USA	9/10/2018 8:09 AM	In Progress	☑
Graffiti on MailBox	CAS-00068-W9D8F6	Bailey St & W Webster St, Houston, 77019, Texas, USA	9/10/2018 5:58 AM	In Progress	☑
Graffiti on MailBox	CAS-00058-N9M0Q3	701 Main St, Houston, 77002, Texas, USA	9/7/2018 7:56 AM	In Progress	☑
Graffiti on Residential or Commercial Property	CAS-00054-X7P4N6	1733 Capitol St, Houston, 77003, Texas, USA	9/6/2018 4:35 PM	In Progress	☑
Graffiti on City Property	CAS-00052-X0T5R1	712 Main St, Houston, 77002, Texas, USA	9/6/2018 11:47 AM	In Progress	☑

< 1 2 >

If you don't see the request you're looking for, click here to view subsequent pages.

3. If you would like to see all of your requests, click on the little drop down arrow to view **Inactive Service Requests** or **All Service Requests**.



My Subscriptions

As an authenticated user (Citizen who is logged in), you can view a list of all Service Request updates that you are receiving. This could be requests that you have submitted yourself, or you can choose to subscribe to an existing request that was submitted by someone else.

Note: Prior to subscribing to requests, you must ensure your Communication Preferences allow us to send you email. Refer to **Managing Communication Preferences** for further instruction on how to make that change.

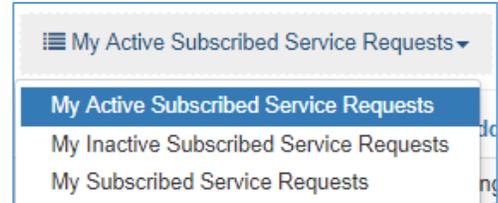
1. In the top right, click on your name, and select **My Subscriptions**.
2. By default, the first page will display all of the Active Service Requests for which you receive updates.

☰ My Active Subscribed Service Requests ▾

Type	Case #	Address	Submitted On ↓	Status	
Graffiti Report	CAS-00090-V5Y7T4	King St E & Yonge St, Toronto, M5C, Ontario, CAN	9/25/2018 2:48 PM	In Progress	☑
Graffiti on MailBox	CAS-00082-B2D2L1	988 Capitol St, Houston, 77002, Texas, USA	9/10/2018 10:03 AM	In Progress	☑
Abandoned Vehicle	CAS-00071-H5J5B6	402 W Bell St, Houston, 77019, Texas, USA	9/10/2018 8:03 AM	In Progress	☑
Graffiti on MailBox	CAS-00068-W9D8F6	Bailey St & W Webster St, Houston, 77019, Texas, USA	9/10/2018 5:58 AM	In Progress	☑
Graffiti on MailBox	CAS-00058-N9M0Q3	701 Main St, Houston, 77002, Texas, USA	9/7/2018 7:56 AM	In Progress	☑
Graffiti on Residential or Commercial Property	CAS-00054-X7P4N6	1733 Capitol St, Houston, 77003, Texas, USA	9/6/2018 4:35 PM	In Progress	☑
Graffiti on City Property	CAS-00052-X0T5R1	712 Main St, Houston, 77002, Texas, USA	9/6/2018 11:47 AM	In Progress	☑
Sidewalk Repair	CAS-00049-Q0T0H6	1410 Preston St, Houston, 77002, Texas, USA	9/5/2018 12:06 PM	In Progress	☑
Graffiti Report	CAS-00045-V3Y7S9	1959 Fairview St, Houston, 77019, Texas, USA	9/5/2018 7:52 AM	In Progress	☑
Graffiti Report	CAS-00044-R3P6G6	1651 Saulnier St, Houston, 77019, Texas, USA	9/5/2018 7:49 AM	In Progress	☑

If you don't see the request you're looking for, click here to view subsequent pages.

- If you would like to **see Inactive Subscribed Service Requests**, or all subscriptions, click on the little drop down arrow.

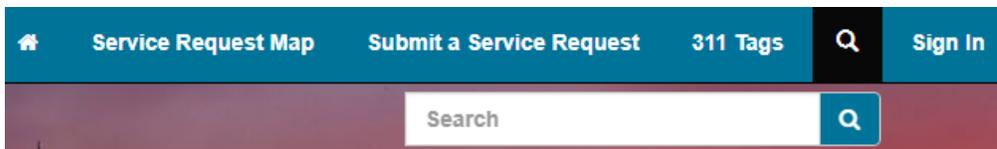


Knowledge Base

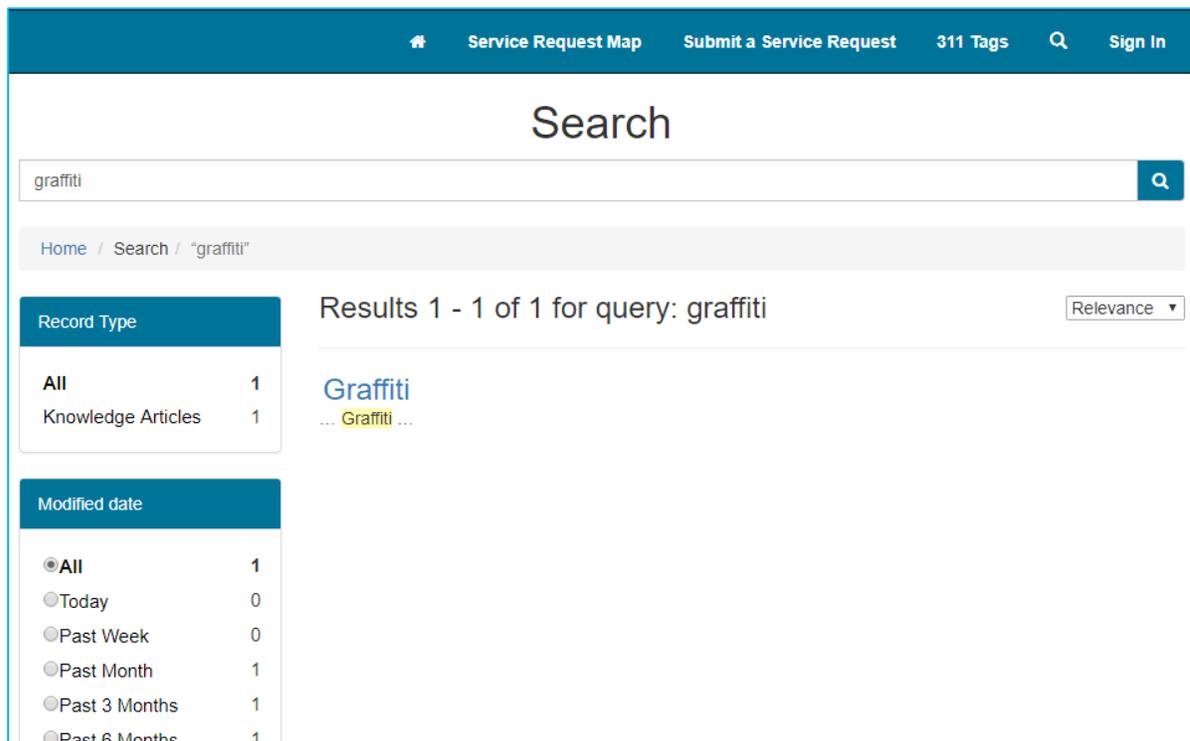
Searching using a Keyword

The VeloCITY Citizen Engagement Portal is keyword search enabled.

- On the Homepage, you can click on the magnify glass and enter a keyword or phrase in the search field then press <enter>.



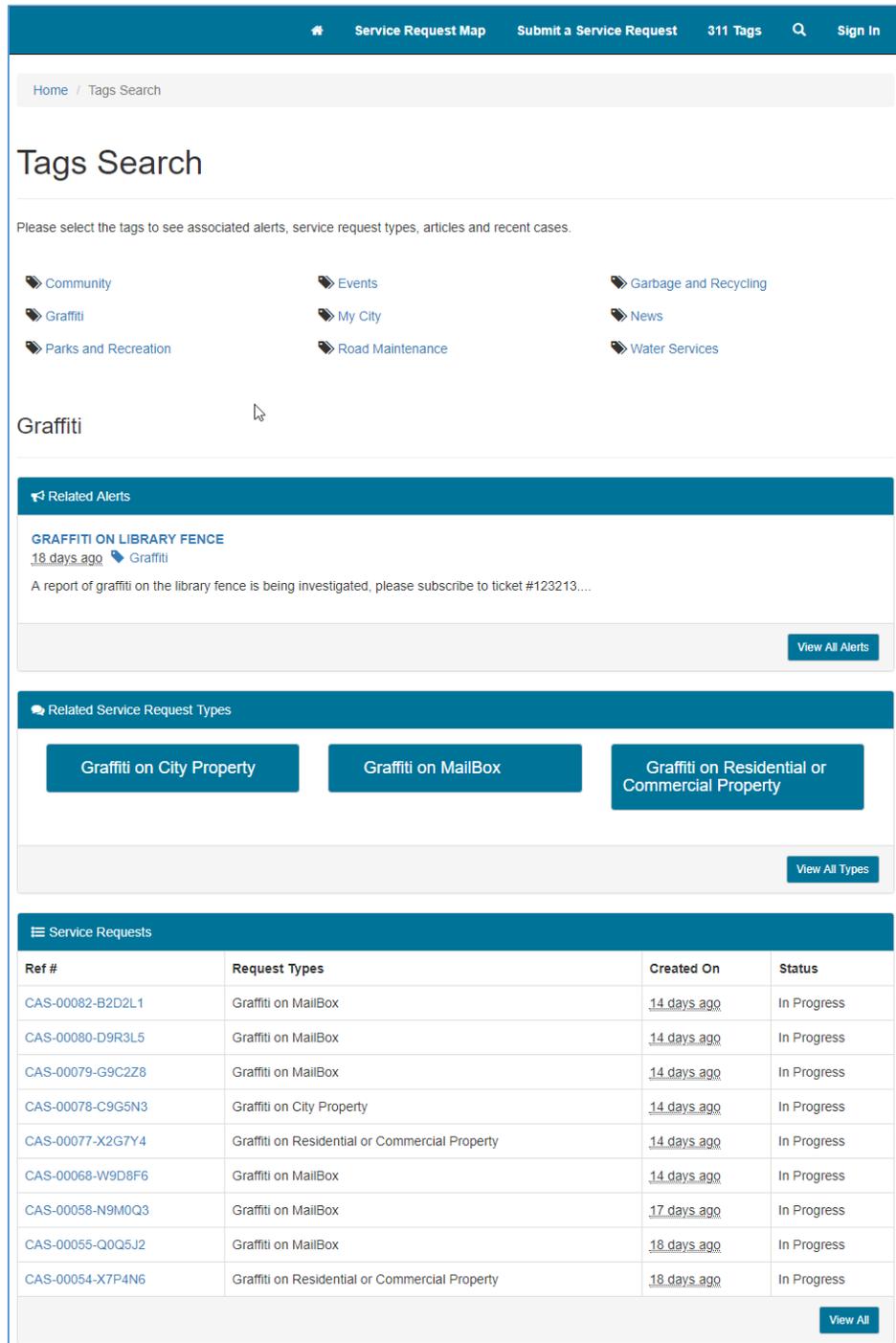
- Your search results will load on a new page.



Searching using a 311 Tag

If you are unable to find your desired results using a keyword search, you can browse by 311 tag.

1. On the Homepage, click on 311 Tags and navigate to the Tag Search page.
2. Click on the relevant tag category, and results will display below.



Home / Tags Search

Tags Search

Please select the tags to see associated alerts, service request types, articles and recent cases.

- Community
- Events
- Garbage and Recycling
- Graffiti
- My City
- News
- Parks and Recreation
- Road Maintenance
- Water Services

Graffiti

Related Alerts

GRAFFITI ON LIBRARY FENCE
 18 days ago Graffiti
 A report of graffiti on the library fence is being investigated, please subscribe to ticket #123213....

[View All Alerts](#)

Related Service Request Types

[Graffiti on City Property](#) [Graffiti on MailBox](#) [Graffiti on Residential or Commercial Property](#)

[View All Types](#)

Service Requests

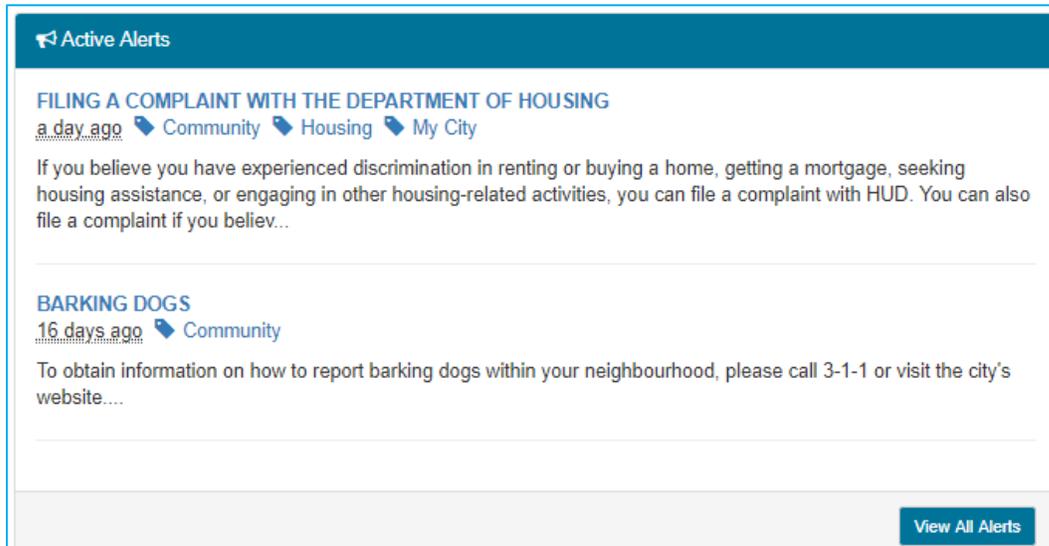
Ref #	Request Types	Created On	Status
CAS-00082-B2D2L1	Graffiti on MailBox	14 days ago	In Progress
CAS-00080-D9R3L5	Graffiti on MailBox	14 days ago	In Progress
CAS-00079-G9C2Z8	Graffiti on MailBox	14 days ago	In Progress
CAS-00078-C9G5N3	Graffiti on City Property	14 days ago	In Progress
CAS-00077-X2G7Y4	Graffiti on Residential or Commercial Property	14 days ago	In Progress
CAS-00068-W9D8F6	Graffiti on MailBox	14 days ago	In Progress
CAS-00058-N9M0Q3	Graffiti on MailBox	17 days ago	In Progress
CAS-00055-Q0Q5J2	Graffiti on MailBox	18 days ago	In Progress
CAS-00054-X7P4N6	Graffiti on Residential or Commercial Property	18 days ago	In Progress

[View All](#)

Alerts

Alerts contain information that is relevant to you, the Citizen. As you navigate through the portal, there are a few different ways that Alerts might appear.

1. If is a city-wide Alert, it will display on the homepage:



Active Alerts

FILING A COMPLAINT WITH THE DEPARTMENT OF HOUSING
 a day ago  Community  Housing  My City

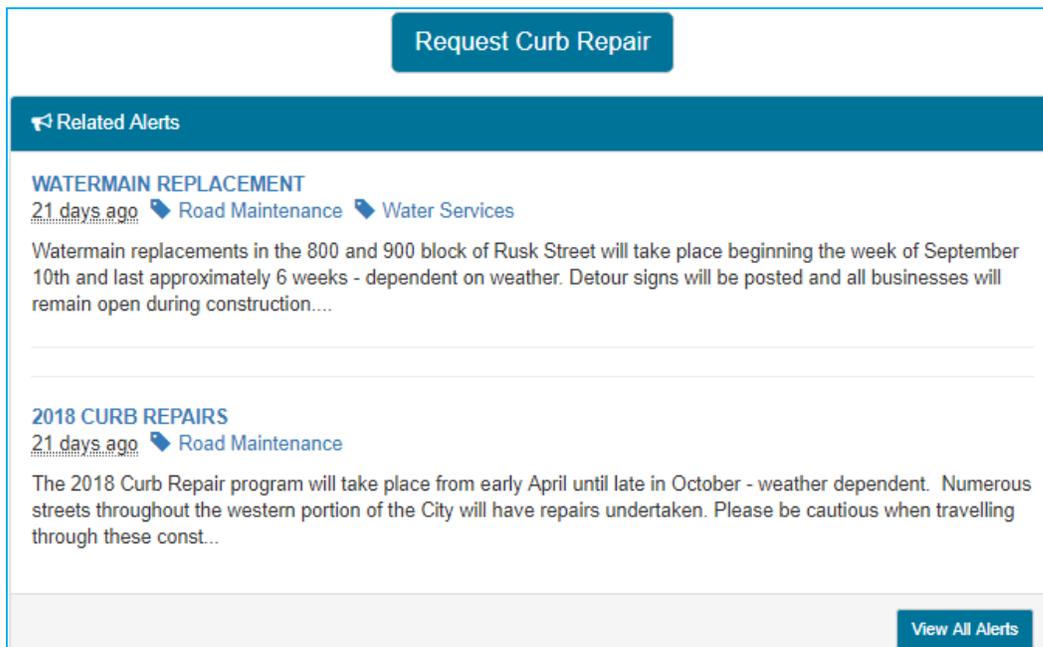
If you believe you have experienced discrimination in renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities, you can file a complaint with HUD. You can also file a complaint if you believ...

BARKING DOGS
 16 days ago  Community

To obtain information on how to report barking dogs within your neighbourhood, please call 3-1-1 or visit the city's website....

[View All Alerts](#)

2. Or, if it is an alert that is related to a specific request type, it may only be visible when searching or navigating to the specific request's submission page:



Request Curb Repair

Related Alerts

WATERMAIN REPLACEMENT
 21 days ago  Road Maintenance  Water Services

Watermain replacements in the 800 and 900 block of Rusk Street will take place beginning the week of September 10th and last approximately 6 weeks - dependent on weather. Detour signs will be posted and all businesses will remain open during construction....

2018 CURB REPAIRS
 21 days ago  Road Maintenance

The 2018 Curb Repair program will take place from early April until late in October - weather dependent. Numerous streets throughout the western portion of the City will have repairs undertaken. Please be cautious when travelling through these const...

[View All Alerts](#)

Submitting a New Service Request

1. Select **Submit a New Service Request**, and on the following page, you can choose the request type. Depending on the type of request, there may be critical information for you to review before clicking on the **Create Request** button to proceed.
2. Once you are on the Issue Location page, you have several options to identify the location of the request.

Identify Location using a Point on the Map

Graffiti Report

Issue Location

The screenshot displays a map interface for submitting a service request. At the top, there is a search bar labeled 'Search Address or Place'. Below it, a toolbar contains four options: 'Point' (highlighted with a red box), 'Polygon', 'Intersection', and 'Clear'. A 'Push Pin Tool Information' popup is also visible. A 'Location Found' popup window is open, displaying the following information:

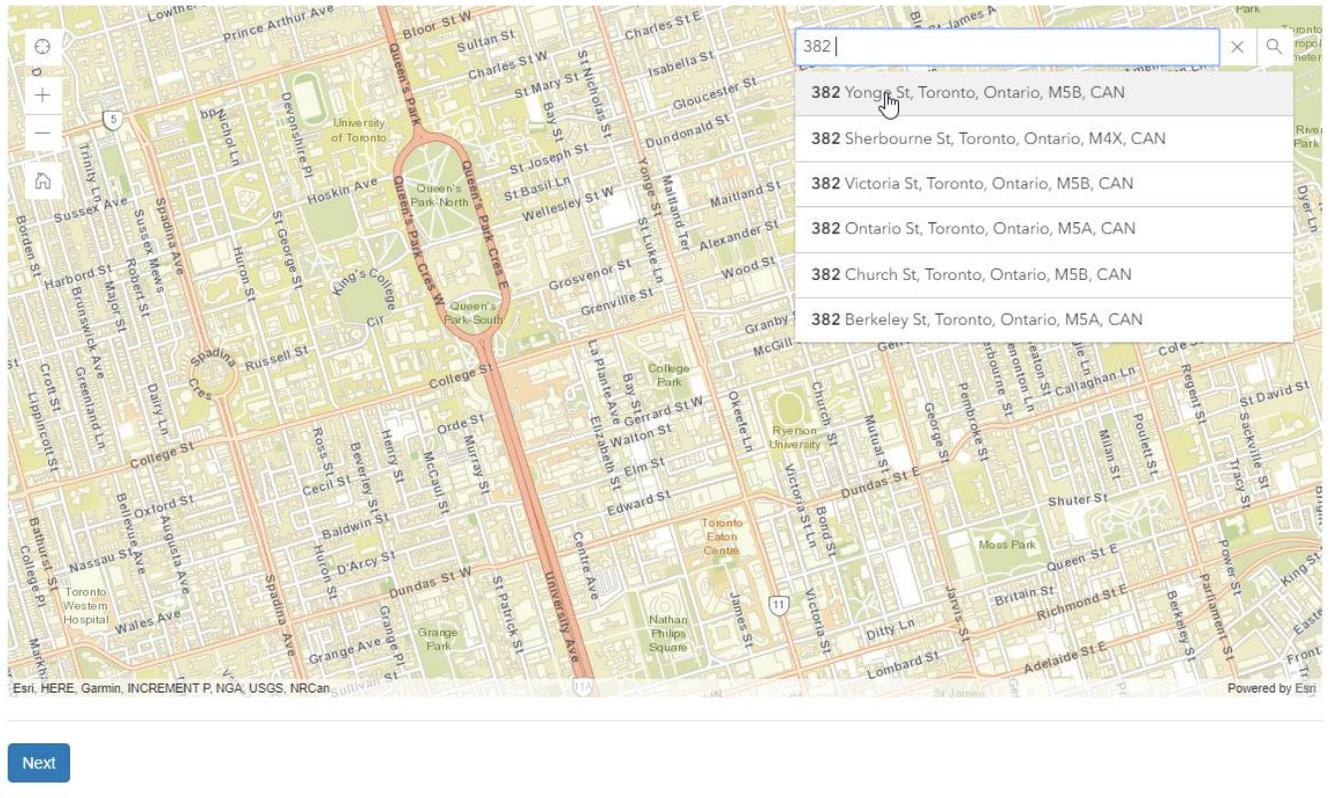
- Street : 382 Yonge St
- City : Toronto
- Province : Ontario
- Postal Code : M5B
- Country : CAN

At the bottom left of the map interface, there is a blue button labeled 'Next'. The map is powered by Esri and shows a detailed street grid of Toronto.

Identify Location by Entering the Address

Graffiti Report

Issue Location



382 | X Q

- 382 Yonge St, Toronto, Ontario, M5B, CAN
- 382 Sherbourne St, Toronto, Ontario, M4X, CAN
- 382 Victoria St, Toronto, Ontario, M5B, CAN
- 382 Ontario St, Toronto, Ontario, M5A, CAN
- 382 Church St, Toronto, Ontario, M5B, CAN
- 382 Berkeley St, Toronto, Ontario, M5A, CAN

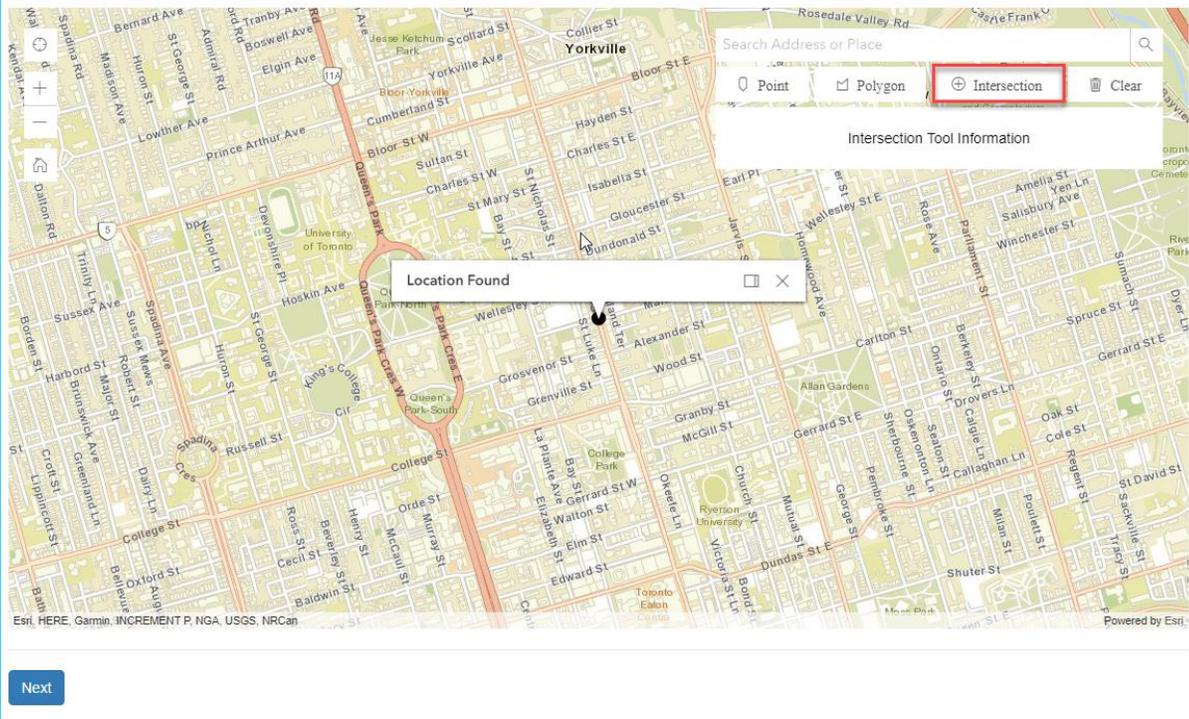
Next

Identify Location by Selecting an Intersection on the Map

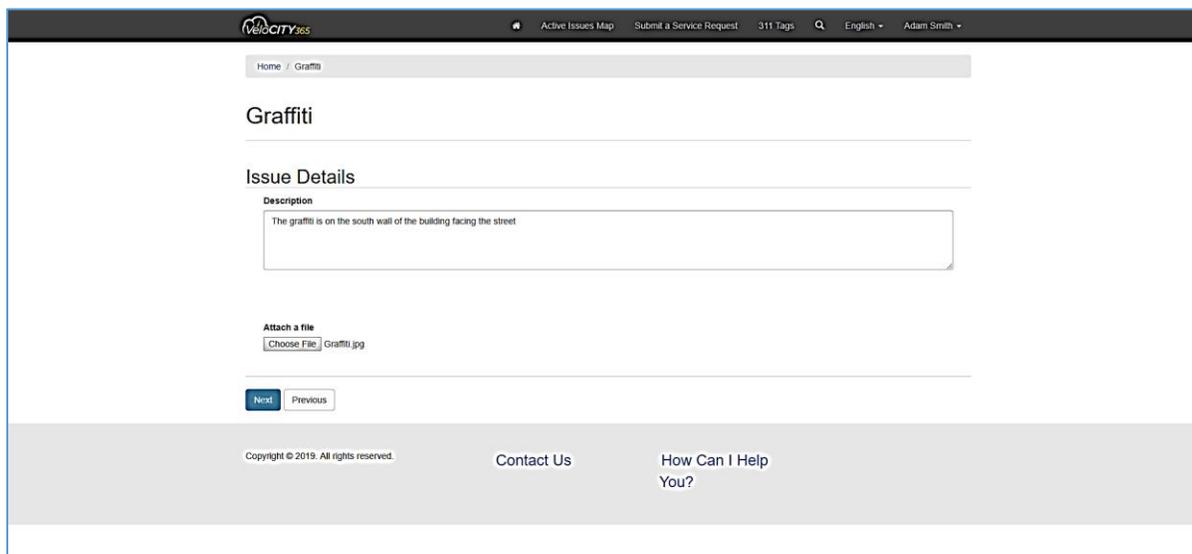
Once you identify the location of the issue, you click **Next** at the bottom of the page.

Graffiti Report

Issue Location



On the following page, you enter the request-specific details and you can attach an image or picture as part of the submission of your service request.



Please Note: Details may vary depending on the Service Request type.

Once the relevant details have been entered, Citizen will click next, and if they are logged in their information will be pre-populated. If they are submitting the request anonymously, they will have to enter in their contact information.

#
Service Request Map
Submit a Service Request
311 Tags
🔍
Joe TheCitizen ▾

[Home](#) / [Graffiti Report](#)

Graffiti Report

Contact Information

First Name	Last Name
Joe	TheCitizen
Email	Primary Phone
joethecitizen@adoxio.com	8044198623
Street 1	Street 2
7508 Carothers	—
City	ZIP/Postal Code
Houston	77028

Receive Status Updates

Previous
Submit

To receive notifications on the status of the service request you are submitting, be sure to check the box “Receive Status Updates” as shown above.

Note: Your preferences in your profile must be set to accept email notifications in order to receive status updates.

Duplicate Service Requests

If you attempt to create a service request that has been previously submitted, you will receive a message indicating your submission may be a duplicate based on the location and type of the request.

If you receive notification of a potential duplicate, please review the details of the request and then you can decide whether or not you want to proceed with the request.

If you elect to proceed with the request, you can then select **My Request Differs from the ones above. Continue with creating my request.**

Garbage in Alley

Issue Location

Here are some existing service requests that appear to match the issue you are reporting. If this is the case, we are already aware of the issue, and are working to resolve it. You can select an existing request and subscribe to receive updates, instead of creating a new one.

Type	Case #	Address	CreatedOn	Status
Garbage in Alley	CAS-00087-Y8Z5N0	31 Murray St	September 20, 2018	Active

My request differs from the ones above. Continue with creating my request.

Updating a Service Request

Find Existing Service Requests

To view a map of all the service requests that have been submitted, you can use the various criteria on the Service Request Map to filter your selection

From the homepage, navigate to the Service Request map from the toolbar at the top.

1. In the Filter Options, choose your parameters, and click search.

Reference #: If you know the exact reference number for the request type it in this window to view it on the map. You enter the number without the dashes – Example: CAS00439D1R1Y8 instead of CAS-00439-D1R1Y8. You can also use the * wildcard before and after a portion of the service request number – Example *00439* which will also return the service request.

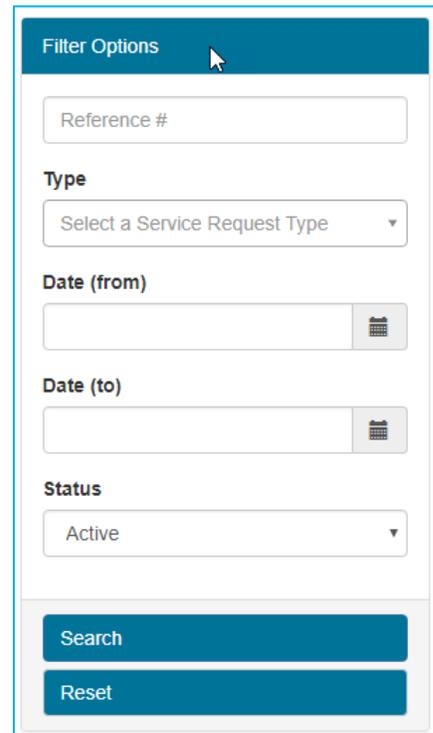
Type: If you know the type of request you’re looking for (e.g. Graffiti), you can narrow your results

Date (From): This field will default to today’s date. Click on the calendar icon to enter in an earlier date.

Date (To): Once you have selected an earlier From date, you can narrow your results even further.

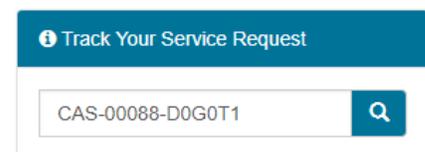
Status: If you’re not sure if your request has already been resolved, you can also look through inactive requests instead.

2. Or from the homepage, enter the request number under **Track Your Service Request.**



The screenshot shows a 'Filter Options' panel with the following elements:

- Reference #:** A text input field.
- Type:** A dropdown menu with the text 'Select a Service Request Type'.
- Date (from):** A date input field with a calendar icon to its right.
- Date (to):** A date input field with a calendar icon to its right.
- Status:** A dropdown menu with 'Active' selected.
- Search:** A blue button.
- Reset:** A blue button.



The screenshot shows a 'Track Your Service Request' section with a search input field containing the text 'CAS-00088-D0G0T1' and a magnifying glass search icon to its right.

Review Details of Existing Service Requests

1. In the Service Request Map, you can click on the request to view a callout. After scrolling through the callout, a View Details button will appear.

CAS-00088-D0G0T1 - Neighborhood Watch □ ×

SR #	CAS-00088-D0G0T1
Type	Neighborhood Watch
Location	193 Bayview Ave
Status	Active

[View Details](#)



2. On the request details page, you can view the details of the request. If you are logged in, you can subscribe to updates by clicking on the Subscribe button in order to receive status updates.

[Home](#) / [Service Request Details](#)

Service Request Details

[Subscribe](#)

Administrative Details

Reference #	Type	Status
CAS-00098-H7L0H8	Neighborhood Watch	In Progress
		Created On
		9/25/2018 4:44 PM
		Last Modified
		9/25/2018 4:44 PM

Location

Address
Bay St & King St W, Toronto, M5J, Ontario, CAN



Esri, HERE, Garmin, INCREMENT P, NGA, USGS, NRCan Powered by Esri

Description and Updates

Description
kids loitering at the 7-11 - need new street lights