

Accela Spring 2022 Release

Accela's Spring Release offers enhancements in usability, administration, and technology modernization across the full product line.

Since early 2020, agencies have indicated to us their need for increased agility, resiliency, and customer engagement, and the last three major product releases have focused on those areas. With work-from-home mandates due to the pandemic, many agencies accelerated their "digital transformations," bringing more processes online as quickly as possible to minimize impact on service delivery.

To continue to meet our customers where their technology needs are currently, the Spring 2022 Release shifts its focus to address usability, technology modernization, and administration updates and enhancements. As agencies push to increase the numbers and types of licensing and permitting functions to the web, it is critical these three foundational areas are also incorporated into major releases to ensure the best outcomes and ROI in the long run.

More specifically, version 22.1 of Accela's product line will:

1. Improve administration and usability with search enhancements that make it easier for customers to find information in their Accela systems
2. Ensure agencies can create intuitive and attractive forms, and build them faster
3. Continue to evolve the product to allow agencies to derive high-quality insights and intelligence more easily from their process data
4. Ensure agencies can provide highly engaging and useful interfaces for citizens
5. Continue development of prebuilt Civic Applications

Accela Civic Platform V22.1: SaaS and Self-Hosted

Form Design Enhancements

Accela's Form Designer is continually being improved to ensure users can design forms that are appealing, intuitive, and performant with a tool that is easy to use for form designers. The Oxygen Form Designer capabilities with V22.1 include a new Back Office Intake Form that enables staff to view forms in different displays for small and larger monitors.

Administration Search in Angular

Over several releases, Accela has moved most product components from older technologies, such as Cold Fusion and Silverlight, into the Oxygen user interface based on the Angular JS framework. With V22.1, Accela has continued this technology modernization by offering a new, Angular-based configuration search capability. It allows users to filter on text and more quickly find the configuration parameters they are looking for.

Usability Enhancements to Record Header

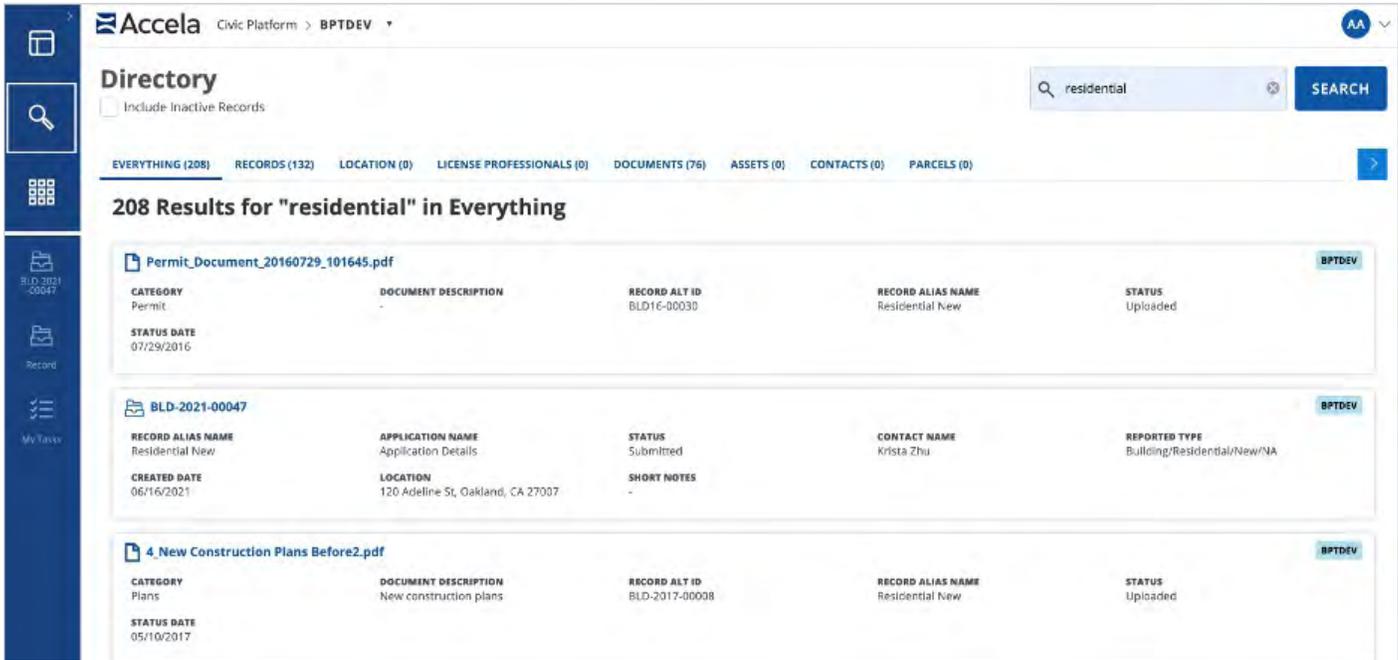
To further enhance the user experience, Accela has added an auto-refresh capability to V22.1. Previously, when users looked for status and date information in the back office, they would often have to manually refresh the page to ensure they were looking at current information. The new version includes an auto-refresh function that continuously updates information in the record header so users can quickly view the information and know it is current and accurate.

Accela Civic Platform V22.1: SaaS-Only

Global Search

Accela has enhanced staff global search with a consolidated and convenient "Everything Card" display of all the searchable components, such as Transaction Records, Documents, Locations, License Professionals, Assets, Contacts, and Parcels, along with the ability to view both Active and Inactive Records on the results list.

Exhibit A shows the user interface for the Global Search feature.



Enhanced Scripting Management

System logs are important to understand system operations and for troubleshooting and diagnosing system issues. With V22.1, Accela provides customers with the ability to access, view, and download the past seven days of EMSE scripting logs. This capability is new for Accela’s SaaS customers and will help them validate scripts, manage scripting functions, and diagnose potential issues more easily and with increased clarity.

Customer-Managed Backoffice Login Screens

For admins, developers, trainers, and other users, it is important to know which environment is being accessed across multiple non-production and production environments. With V22.1, Accela has added a new way for users to always know which environment they are logged in to. This new feature allows agencies to set up a background screen or image that is associated with a particular environment on the login page.

Enhancements to Forte Integration

Accela’s partnership with CSG Forte Payment Systems is important to provide a robust gateway option to our customers and the ability to support EMV (chip-reader) terminals. With V22.1, Accela has enhanced its Forte integration so that EMV terminals can now be used in a point-of-sale portlet environment. For card-present transactions, this enables customers to process multiple

record payments in single credit card transaction from a chip reader terminal. It also allows agency customers to easily process payments for things that may be *associated* with a record (such as license, permit, property, owner, etc.), along with fees that may *not be associated* with a specific record, including general document requests or other services from the agency.

Accela GIS (SaaS and Self-Hosted)

Support for Esri Federated Login

With V22.1, Accela now allows an agency to integrate Civic Platform with an Esri server that is configured with a federated, user-based login. With this enhancement, Civic Platform users will get access to increased features and functionality such as ESRI Portal capabilities.

ArcGIS Server Support

Along with the login enhancements, V22.1 also supports the latest release of ArcGIS Server, Version 10.9, and deprecates support for ArcGIS Server, Version 10.7.

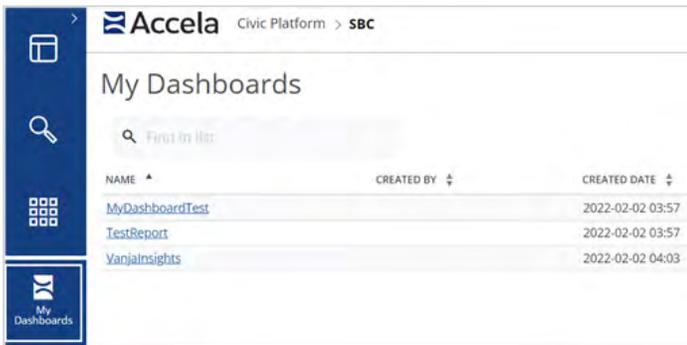
Vector Tile Base Maps

The Spring Release now allows users to choose a vector tile base map option when creating a map. It also allows the combination of raster and vector base maps to create a completely custom base map gallery or combine custom base maps with Esri's default base maps.

Accela Insights (SaaS-Only)

Accela Insights is the advanced data visualization and reporting tool available at no extra charge for Accela's SaaS customers. For V22.1, Accela Insights will include a "My Dashboards" portlet, giving users a faster way to navigate to and find *their* specific dashboards for the solutions they are using.

Exhibit B shows the user interface for My Dashboards functionality.



Accela Citizen Access (ACA)

Multiple APO Functionality

The Spring 2022 Release includes the highly anticipated Multiple APO feature. Public users can now add multiple addresses, parcels, and owners on a single application, reducing dependencies on back-office staff to enter this information after the initial application has been submitted. It also improves search capabilities for citizens, who may need to identify a property to apply for a permit or other function. The new interface for multiple APO uses the Oxygen UI design and is built on the Angular framework with REST APIs to ensure high usability and performance.

Exhibit C shows the new *card view* from the Oxygen design system using the Angular framework.

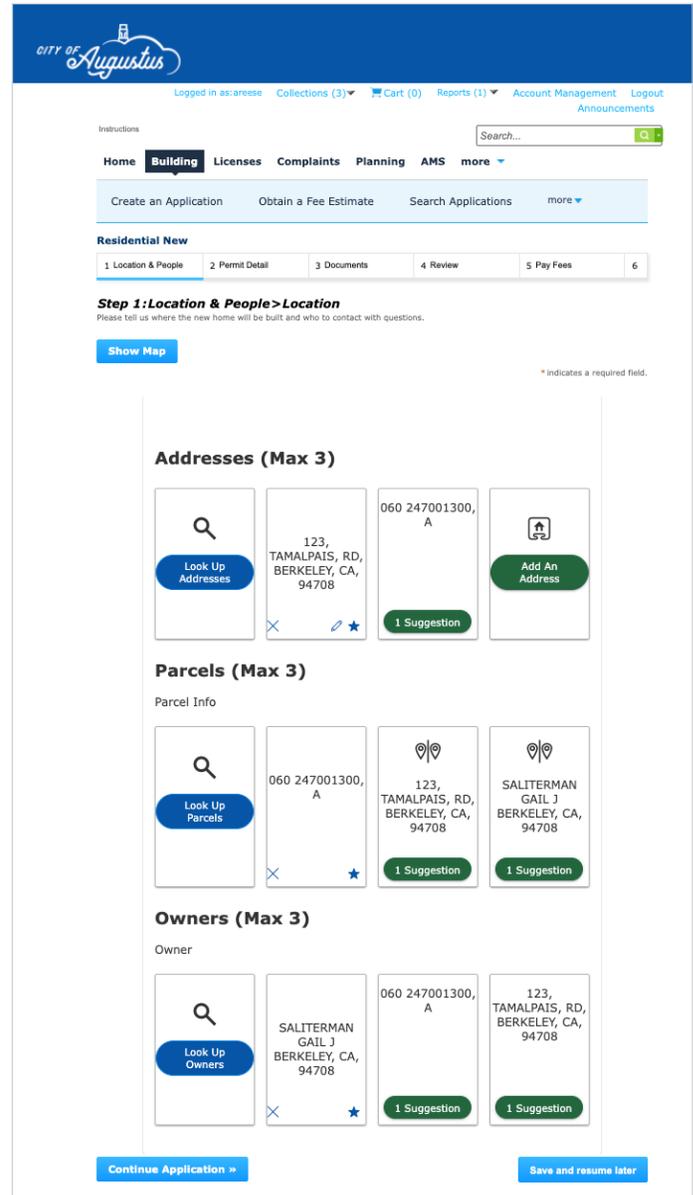
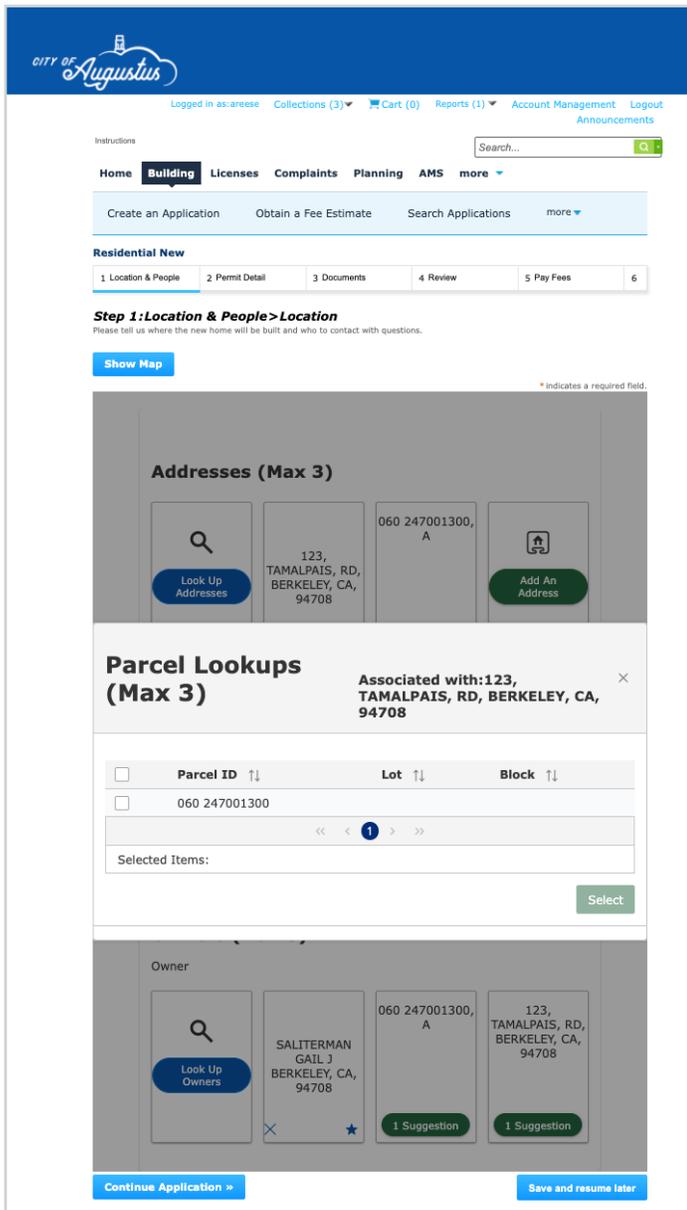


Exhibit C (part two)



Account Registration

The account registration redesign ensures citizens can more easily register on an agency website to complete an application, which gives them access to their status, history, and payments.

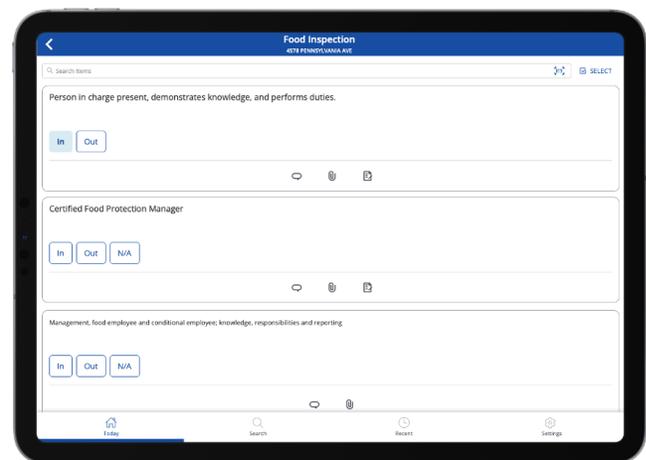
Accela Mobile

Accela Mobile is the primary mobile application for agency field workers. For V22.1, Accela focused on increased personalization of checklists for users to increase user productivity.

Enhanced Checklists

With Enhanced Checklists, various field worker roles and functions can more easily have personalized checklists that better reflect their needs. In some cases, this capability can ensure only the statuses applicable to a particular checklist item will display, making it easy to update and personalize inspectors' experiences. An instance of a personalized checklist for an EH inspector is shown in Exhibit D.

Exhibit D



More Information for Inspectors

V22.1 brings the ability to include important information for a field worker—which could be the history of past violations or inspections, attached photos or documents, or comments the inspector should pay attention to.

More Hardware Options

Along with this improved personalization, V22.1 also includes support for devices that support running Android apps on Windows 11 OS (pending general availability from Microsoft). This gives customers more options for the hardware being used in the field.

Civic Applications

Civic Applications are the prebuilt solutions used by customers to shorten configuration and development time, better highlight solution functionality and domain expertise, and often reduce the costs for system implementation.

A Focus on Integrations

With the Spring 2022 Release, Accela has included the following standard integrations with our Civic Applications:

- > A new CERS adapter for environmental health customers who are running CUPA programs in California
- > Prebuilt CSG Forte Payment Systems and PayPal integrations now packaged with Civic Applications

Prebuilt Dashboards

In the Fall 2021 Release, Accela introduced prebuilt dashboards, based on Accela Insights, with several Civic Applications. These dashboards reflect common and valuable ways to view Accela data and are provided at no additional cost with Civic Applications. For the Spring 2022 Release, Accela includes dashboards for the Fire Prevention and Occupational Licensing Civic Applications.

Environmental Health Civic Application

With the Spring 2022 Release, Accela is also focused on our Decade customers and has created effective tools and programs to better meet their needs as they consider migration from their current Envision Connect systems to the Accela Civic Application for Environmental Health. Some of these enhancements include:

- > Data conversion tools to speed the data migration process from Envision Connect to Civic Platform
- > A system to convert Decade reports to the Civic Application using SSRS reporting
- > A data archiving service for Envision Connect legacy data
- > A purchase program that removes a duplicate license payment during implementation of the new system

Along with the Decade-focused components, the Civic Application for Environmental Health includes 23 new reports developed as part of this release.

For More Information

For additional detail on what is included in the Spring 2022 Release, or to request a demonstration, please see your Accela Account Executive.