CIVICCLERK®

CivicClerk® 8

Frequently Asked Questions

What is New in CivicClerk 8?

CivicClerk 8 represents a major version release for the CivicClerk product. We have fully redesigned the user interface, added single-sign-on through integration with the CivicPlus® Platform, and added additional features to streamline your business processes.

Is there an added cost to obtain the enhanced version?

No. Your software will be upgraded at no additional cost.

Why did you redesign the system?

We enhanced CivicClerk with the future in mind. We have rebuilt the product's underlying technology for faster response and flexibility to meet your administrative processes' expanding needs.

What new features are included in this latest enhancement?

We have redesigned the CivicClerk interface for improved ease of use and navigation and have improved its core functionality. With CivicClerk 8, you'll enjoy new side navigation, vibrant colors, and added visual elements that complement the sleek new interface. Please see the CivicClerk 8 Fact Sheet for details on our latest features and enhancements.

When can I begin accessing the latest version of CivicClerk?

We encourage you to join one of our scheduled walkthrough training webinars before the upgrade to prepare for the transition. After attending the webinar, you can follow the instructions provided during the webinar to get your no-cost migration scheduled.

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How will this release impact my users?

In addition to this new version's added features and benefits, users will benefit from easier access to CivicClerk and other CivicPlus solutions through a unified CivicPlus Platform user profile. Upon set-up completion, users will receive an email to verify their email address and reset their password. If your users already have an existing CivicPlus Platform account that they use to access our CivicEngage®, CivicHR®, or CivicRec® solutions, their account will be merged, and they can continue to use their existing CivicPlus Platform login credentials to access CivicClerk. All users will also have access to in-app support resources and step-by-step tutorials within our CivicClerk Help Center.

I received an email from the CivicPlus Platform instructing me to set my password, but the link has expired. What do I do?

Click the *Reset Password* link on the login page, and you will receive an email with a new link to set your password.

Can I opt out of this version?

No, this version release is not optional. Instead, it is the next evolution of our continuously improving solution, which is why we will transition all clients to this new version of CivicClerk. We are happy to work with you to find an optimal time for transition.

What resources or training are available to me?

Before upgrades begin, we will send recorded administrator training webinars that showcase the new interface and features. The webinars will assist administrators with navigating the redesigned user interface and showcase new features and available functionality. Staff users will have access to a recorded staff training webinar. All users will also have access to in-app support resources and step-by-step tutorials within our CivicClerk Help Center.

Can I request a training session with my team?

We encourage you to view the recorded training webinars as they are designed to prepare you fully for the transition. We will also provide a recorded staff training webinar session for on-demand viewing at your convenience. Should you require additional training, please contact your client success manager.

What do I need to do now to prepare for this release?

Please share this information with your staff to prepare them for the upgrade. Before migration, you will be given a checklist of items to ensure that your team is fully prepared. On the day of your migration, all staff members will need to be logged out of the system during the migration period. When the migration is complete, all staff members will need to follow the email instructions to set up their new passwords. To access CivicClerk going forward, you will be provided with a new URL that will need to be distributed to all staff members.

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I have CP Media video streaming or video on demand. How does this release impact me?

CP Media is an offering available for use with the CivicClerk product, so you will need to be migrated to CivicClerk 8 even if you only use the CP Media service. The CivicClerk 8 enhancements include improvements to the CP Media service, including improved navigation and multiple concurrent streams functionality.

What is required to use the CP Media concurrent multiple streams functionality in CivicClerk 8?

To utilize multiple concurrent streams, you must have the ability to generate up to three unique authenticated RTMP streams using the software or hardware encoder of your choosing. This capability will require an encoder for each stream for most clients unless the encoder has specified dual channel functionality. There is minimal configuration required, both within your encoder and within CP Media, then you will be able to access concurrent stream functionality. You will need to create a support ticket with our CivicPlus Technical Support Team so that we can complete your CP Media configuration.

Is there an additional charge for concurrent multiple streams functionality in CivicClerk 8?

There are no additional fees associated with limited use streams; however, additional fees will apply for maintenance if you wish to stream 24/7/365. Please contact your CivicPlus client success manager for more information on 24/7/365 streaming.

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