

Collaborator Notification Options

MyGov version 5.0 includes an easy to use customer engagement module called “[Collaborator Portal](#)”, which allows your customers, citizens, business owners, and contractors to interact with you from their secure portal. When your MyGov implementation is about to Go-Live, you should notify your customers using the suggestions below.

Option 1 - Email

- ❖ You may notify your customers by emailing them from your city service email address. Below is a sample email draft you may consider using:
 - *Hello,
The City of ___ is now using MyGov to manage contractor registrations, permits, license applications and abatement jobs.
MyGov has a “Collaborator Interface”, which allows collaborators to apply for and participate in projects with the City online.
For important details on how to use the Collaborator Interface. please review the [Collaborator Interface Fact Sheet](#). Follow [this link](#) to create your new collaborator account today.
Thank you,
City of ___*

Option 2 - Website

- ❖ You may notify your customers by creating an announcement on your City website. Below is a sample website announcement that you may consider using:
 - *We are now using MyGov to manage contractor registrations, permits, license applications and abatement jobs. Now, you can apply for and participate in projects with the City online. For details on how to use the Collaborator Interface, click [here](#). Follow [this link](#) to create your collaborator account today.*

Option 3 - Social Media

- ❖ You may notify your customers by sharing a post on your City’s social media pages. Below is a sample social media post you may consider using:
 - *Here at the City of ___ we are making it easier for citizens and contractors to connect with us. We are now using MyGov to manage contractor registrations, permits, license applications and abatement jobs. You can now create a collaborator account where you can apply for and participate in projects with the City all online. Follow these links to learn more about [how to use the Collaborator Interface](#) and [create your account](#) today.*

Have questions or need additional information? Please contact training@mygov.us.