



# Public Portal Upgrade

## Version 20.5.6

PrimeGov are excited to introduce our newest public portal to our clients. We have taken existing feedback and feature requests, reviewed current functionality, and consulted with our design team to come up with a fresh and modern upgrade to our existing portal.

Some of the highlights in the new portal include

- A fresh look and feel
- Separation of Upcoming and Archived Meetings
- Addition of filters for Committee and Date in Upcoming Meetings
- Addition of filter for Committees in Archived Meetings
- Addition of a Committee specific view for 'Current & Upcoming Meetings' and 'Archived Meetings'
- Improvements to meeting document access options
- Improvements to the display of search results

Updating to the new portal is optional and the existing portal will function as it always has.

The document search will continue to work across both portals. There have been no feature changes to the search functionality.

Note: The pages are responsive to the width of the window and the space available, some slight adjustments from the images below may occur due to responsive adjustments.

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## How Do I Access the New Portal?

As of version 20.5.6, the new search portal is available at the following

URL – <https://cityname.primegov.com/public/portal>. For sites where the portal is currently embedded via an iframe – the new portal can be accessed using <https://cityname.primegov.com/public/portal?fromiframe=true>

If you wish to view the meetings list of just a specific Committee, the URL

<https://cityname.primegov.com/public/portal?committee=3> can be used, where the Committee ID from PrimeGov is added to filter as needed.

Note: Committee filters are not available in this view as it is pre-filtered for the selected Committee. Any search run from this view will run a search where the selected Committee is populated in 'Committees' in advanced search.

Your PrimeGov product and websites can be updated to access this URL, please contact your PrimeGov Support contact to arrange this. The Support Team can provide you with the details to update any embedded pages on your own sites and can also update the internal short-cut within the main product.

## Main Portal Page

The main portal page is available on the initial load of the page, <https://cityname.primegov.com/public/portal>. This page contains a list of upcoming meetings and archived meetings, with options to view documents and interact with meeting. It also contains access to the search portion of the portal.

Advanced Search

### Current & Upcoming Meetings

View All Committees

Meeting Title	Date/Time	Documents	Options
City Council Regular Meeting	Jul 22, 2020 12:00 PM	Interactive  Agenda  Packet	
Housing Authority	Jul 27, 2020 12:00 PM	Interactive  Agenda  Packet	
City Council Regular Meeting	Jul 28, 2020 12:00 PM	Interactive  Agenda  Packet	
Administration & Budget Committee (ABC)	Jul 31, 2020 06:15 PM	Interactive  Agenda  Full Agenda Packet	

Show  Entries

Previous **1** Next

Showing 1 to 4 of 4 Entries

### Archived Meetings

Committees

☐ Board of Directors Meeting  
☐ Board of Parks and Recreation  
☐ Board of Commission  
☐ City Council  
☐ City Council Work Session  
☐ Civil Service Commission

< **2020** 2019 2018 2017 2016 2015 2014 2013 2012 2011 >

Meeting Title	Date/Time	Documents	Video
Finance Committee	Jul 21, 2020 07:00 AM	Interactive  Agenda  Minutes	
City Council Work Session	Jul 20, 2020 10:00 AM	Interactive  Agenda  Agenda	
Housing Authority	Jul 17, 2020 10:00 AM	Interactive  Agenda  Agenda	
Planning Commission	Jul 15, 2020 01:45 PM	Interactive  Agenda  Agenda	

## Upcoming Meetings

All meetings set for today and into the future will appear here. Meetings are sorted by date, with the earliest meeting appearing on top.

### Current & Upcoming Meetings

View All Committees



Meeting Title	Date/Time	Documents	Options
City Council Regular Meeting	Jul 22, 2020 12:00 PM	Interactive  Agenda  Packet	
Housing Authority	Jul 27, 2020 12:00 PM	Interactive  Agenda  Packet	
City Council Regular Meeting	Jul 28, 2020 12:00 PM	Interactive  Agenda  Packet	
Administration & Budget Committee (ABC)	Jul 31, 2020 06:15 PM	Interactive  Agenda  Full Agenda Packet	


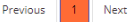
Show  Entries

Previous **1** Next

Showing 1 to 4 of 4 Entries

Information displayed here is:

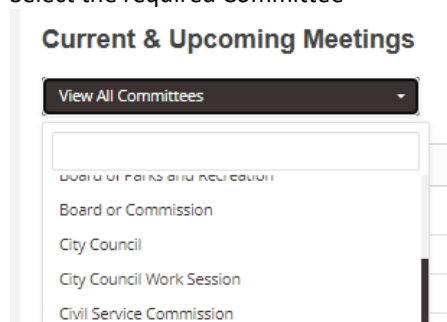
1. Meeting Title – The title entered for the meeting.
  - a. Coming soon – Where the meeting has been set to live within Meeting Viewer, the  icon will appear beside the meeting title to inform the public member that this meeting is currently in progress.
  - b. Coming soon – Where a meeting is currently streaming live, a link to the live stream video will be available.
2. Meeting Date and Time
3. Documents – All available documents for the meeting will be displayed here.
  - a. Where there are more documents available than can be listed within the space available, the  icon appears and can be selected to access additional documents.
4. Options:
  - a. Request to Speak – appears based on meeting settings, [select here to view content in Freshdesk](#)
  - b. Add Public Comment – appears based on meeting settings, [select here to view content in Freshdesk](#)
  - c. Link to Zoom meeting – a direct link to the Zoom meeting where the meeting is configured with Zoom. Appears based on system settings and meeting settings
  - d. Coming soon - Link to video

Meetings displayed are paginated. The number of meetings displayed per page of results can be adjusted using the display option, , located under the list of meetings. Multiple pages can be navigated using the page navigation options, , also located under the list of meetings.

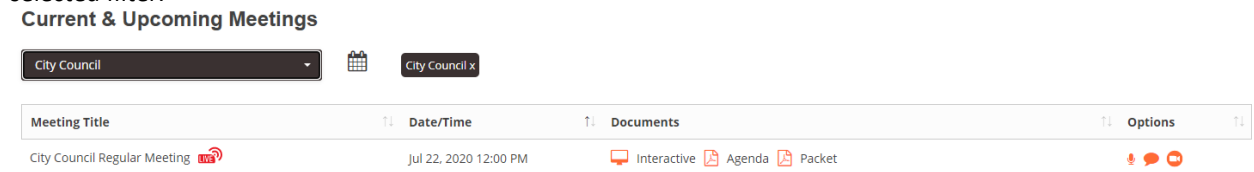
The list here can be filtered to show only meetings for a selected Committee and/or for a selected date.

#### To Filter by Committee

1. Select the 'View All Committees' dropdown, located on top of the list of meetings
2. Select the required Committee




3. The 'Current & Upcoming Meetings' list will be filtered to show only meetings from the selected Committee. A small 'pill' will appear to the right of the Committee selection list to show the current selected filter.



4. The filter can be removed by selecting 'x' on the pill that appears or by selecting 'View All Committees' in the Committee selection list



## To Filter by Date




1. Select the calendar icon, , located under 'Current & Upcoming Meetings'
2. A calendar view will dock to the left of the meeting list

July 2020						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	<b>22</b>	23	24	25
26	27	28	29	30	31	

### In this view


- i. Today's date appears highlighted with an orange background
  - ii. The current selected date, where a filter is applied, appears in bold with orange font
  - iii. All dates where meetings are scheduled, and which appear in 'Current & Upcoming Meetings', appear in bold
3. Select your required date.
  4. The 'Current & Upcoming Meetings' list will be filtered to show only meetings from the selected date. A small 'pill' will appear to the right of the Committee selection list to show the current selected filter.

  Jul 27, 2020 x

Meeting Title	Date/Time	Documents	Options
Housing Authority	Jul 27, 2020 12:00 PM	 Interactive  Agenda  Packet	

Show 5 Entries

Previous 1 Next

5. The filter can be removed by selecting 'x' on the pill that appears.
6. To hide the calendar, select the calendar icon, , again.

## Archived Meetings

All meetings that occurred in the past, yesterday or before, will appear in this list.

Meetings are sorted by date with the most recent meeting appearing first and are divided into the relevant years to assist in locating a relevant meeting.

<	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	>
---	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	---

To view meetings for a different year, select the relevant year in the tab list. Where the number of years available is greater than the space available, the list of years can be scrolled to access other options.

There are two alternate views available for this area of the portal.

### Filter View

This view is recommended where there are a larger number of Committees displayed on the portal.


















In this view, all Committees appear together in a single list.

#### Archived Meetings

**Committees**

☐ Board of Directors Meeting  
☐ Board of Parks and Recreation  
☐ Board or Commission  
☐ City Council  
☐ City Council Work Session  
☐ Civil Service Commission  
☐ Education Committee  
☐ Executive Office  
☐ Finance Committee

< 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 >

Meeting Title	Date/Time	Documents	Video
Finance Committee	Jul 21, 2020 07:00 AM	 Interactive  Agenda  Minutes	
City Council Work Session	Jul 20, 2020 10:00 AM	 Interactive  Agenda 	
Housing Authority	Jul 17, 2020 10:00 AM	 Interactive  Agenda 	
Planning Commission	Jul 15, 2020 01:45 PM	 Interactive  Agenda 	
Administration & Budget Committee (ABC)	Jul 15, 2020 10:00 AM	 Interactive  Agenda 	

Show 5 Entries

Previous 1 2 3 4 5 ... 13 Next

The list can be filtered by selecting one or more Committees from the list on the left. Filters can be removed by selecting the Committee a second time.

**Archived Meetings**

**Committees**

- ☐ Board of Directors Meeting
- ☐ Board of Parks and Recreation
- ☐ Board or Commission
- ☒ City Council
- ☒ City Council Work Session
- ☐ Civil Service Commission
- ☐ Education Committee
- ☐ Executive Office

< **2020** 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 >

Meeting Title	Date/Time	Documents	Video
City Council Work Session	Jul 20, 2020 10:00 AM	Minutes	
City Council Regular Meeting	Jul 17, 2020 10:00 AM	Interactive  Agenda  Agenda	
City Council Work Session	Jul 15, 2020 01:45 PM	Interactive  Agenda  Agenda	
City Council Regular Meeting	Jul 15, 2020 10:00 AM	Interactive  Agenda  Agenda	
City Council Regular Meeting	Jun 08, 2020 09:00 AM	Interactive	

## Accordion View

This view can be used where there are a smaller number of Committees displayed on the portal.

In this view, each Committee appears in a separate area that can be expanded and collapsed when viewing.

**Archived Meetings**

< **2020** 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 >

Board of Parks and Recreation

City Council

Meeting Title	Date/Time	Documents	Video
City Council Regular Meeting	Jun 08, 2020 09:00 AM	Interactive	
City Council Regular Meeting	Jun 05, 2020 06:00 PM	Interactive	
City Council Regular Meeting	Jun 03, 2020 11:00 PM	Interactive	
City Council Regular Meeting	Jun 01, 2020 12:00 PM	Agenda	
City Council Work Session	May 11, 2020 09:00 AM	Interactive  Agenda	

Show 5 Entries

Showing 1 to 5 of 19 Entries

City Council Work Session

Finance Committee

Previous **1** 2 3 4 Next

Information displayed in both views is:

- Meeting Title
- Meeting Date and Time
- Documents – All available documents for the meeting will be displayed here.
  - Where there are more documents available than can be listed within the space available, the icon appears and can be selected to access additional documents.
- Video – Where there is a video associated with the meeting, a link to the video will be provided here. This link can be enabled/disabled in the system settings.

Meetings displayed are paginated. The number of meetings displayed per page of results can be adjusted using the display option, Show  Entries, located under the list of meetings. Multiple pages can be navigated using the page navigation options, Previous **1** Next, also located under the list of meetings.

## Search

Search options, to search the meeting content and documents, are also available on the main page.

Enter any term in the 'Text Search' area to run a search across all available meetings and items. Advanced Search options are also available here.

See

Advanced Search and Search Results below for more details on search.

## Advanced Search and Search Results

Search is initiated through the “Text Search” entry field where the user can enter any term they wish to search for and then click the search button or press enter.

Q Search

Advanced Search +

This will search all indexed content (see *What is available in the search index?* below) and return results to the user where this term was found.

Advanced Search is also available, which provides a number of common filters to narrow down results for the user. Advanced Search options can be expanded and collapsed by selecting the ‘+’ or ‘-’ icon.

Advanced Search -

Committees

Committee Name

Date Start

Date Start

Date End

Date Start

Meeting Type

Meeting Type

Item Type

Item

Item Title

Item Title

Tracking Number

Tracking Number

Sponsor

Sponsor

Q Search

✕ Clear Filters

You can return to the list of meetings by selecting ‘Back to Upcoming and Archived Meetings’, located above the search results,

← Back to Upcoming and Archived Meetings

## How are results displayed?

Results are returned and grouped by their relevant meetings, with the meeting farthest in the future appearing first. Meeting information displayed here is the same as in ‘Current & Upcoming Meetings’ – showing meeting title, meeting date and time, meeting documents and any options available for the meeting.

Meetings appear in a list, with only the first meeting expanded. Meetings can be expanded and collapsed by selecting the arrow icon to the left of the meeting title, ▼ City Council Regular Meeting.

Expanding the meeting gives the ability to view any relevant items or search hits in detail.

Each item or document that contains the search term is displayed under the meeting header and a small portion of the item/document with the search term highlighted is displayed.

Meeting Title	Date	Documents	Options
Administration & Budget Committee (ABC)	Jul 31, 2020 06:15 PM	Interactive  Agenda  Full Agenda Packet  Full Agenda Packet	
City Council Regular Meeting	Jul 28, 2020 12:00 PM	Interactive  Agenda  Packet	

Type	Title	Highlights	Options
	City Attorney - Joel Dodson	Attorney - Joel Dodson	
	City Manager - Marcia Hampton	Manager - Marcia Hampton	
	Chief Assistant City Attorney - Suzan Littlefield	Chief Assistant  Attorney - Suzan Littlefield	
	Adopt an ordinance to amend the City of Douglasville's Fiscal Year 2019-2020 SPLOST Fund Budget Item #20-025 - Pdf	Adopt an ordinance to amend the  of Douglasville's Fiscal Year 2019-2020 SPLOST Fund Budget Item #20-025 - Pdf	
	Reappoint Mr. Phil Sisk to the City of Douglasville Urban Redevelopment Agency for a term expiring January 3, 2022. Economic Development Committee - Chairman Terry Miller Item #19-333 - Pdf	Phil Sisk to the  of Douglasville Urban Redevelopment Agency for a term expiring January 3, 2022.	

Show 5 Entries Previous 1 2 Next

Showing 1 to 5 of 7 Entries

City Council Regular Meeting	Jul 22, 2020 12:00 PM	Interactive  Agenda  Packet	
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Type	Title	Highlights	Options
	Agenda	Minutes text text  Council ii. 1. Approve payroll vouchers  Council iii. 1. Claim Vouchers:  Council Committee:  Council  Council Date: July 22 2020 meeting dateline: 7/22/2020 12:00:00 PM format "MMMM d yyyy": July 22 2020 yyyy h:mm tt: 2020 12:00 PM iv. 1. Luke Test item  Council B ACTIVE AGENDA: ITEMS FROM COUNCIL MEMBER: 1. Testing ITEMS FROM  MANAGER AND DEPARTMENT HEADS ADJOURN Committee:  Council  Council Date: July 22 2020	
	Packet	Appearances is the time set aside for members of the public to speak to the  Council about any issues of concern. Minutes text text  Council 2. Approve payroll vouchers  Council 3. Claim Vouchers:  Council 4. Luke Test item  Council ACTIVE AGENDA: ITEMS FROM COUNCIL MEMBER: 1.	

Show 5 Entries Previous 1 Next

Results under each page are paginated and can be adjusted using the display option, Show  Entries, located under the list of hits. Multiple pages can be navigated using the page navigation options, Previous  Next, also located under the list of hits.

Results returned contain items or attachments:

- For item(s), shown with the on the left-hand side, information for the item can be accessed by selecting the on the right-hand side.
- For attachments, shown with the icon on the left-hand side, the document can be downloaded by selecting on the right-hand side or can be viewed in the browser by selecting . The related item information can be accessed by selecting .

## Item Details Page

Access from the search results – information related to a selected Item can be viewed.

Information is divided into three main areas that can be expanded and collapsed as needed:

- Item Details – shows select information on the item.
- Item Attachments – shows all available attachments for the item. The document can be downloaded by selecting on the right-hand side or can be viewed in the browser by selecting .
- Item History – displays all meetings that this item has been included in. Where available the interactive agenda for the meeting can be viewed by selecting under 'View Web Agenda' on this page

Item Details			
Title:	Adopt an ordinance to amend the City of Douglasville's Fiscal Year 2019-2020 SPLOST Fund Budget Item #20-025 - Pdf	Type:	Consent Agenda
Sponsor:	None	Owner:	None
Background:			
Staff Recommendation:			
Tracking Number:	20-4741		

Item Attachments	
Show <input type="text" value="10"/> Entries	Search: <input type="text"/>
Name	Attachments
System Document	
Testimony	


Showing 1 to 2 of 2 Entries Previous 1 Next


  


Item History			
Show <input type="text" value="10"/> Entries	Search: <input type="text"/>		
Title	Type	Date	View Web Agenda
City Council Regular Meeting	Housing Authority	Jul 28, 2020 12:00 PM	

Showing 1 to 1 of 1 Entries Previous 1 Next

## What is available in the search index?

**Items** – The 'Item Title' and 'Item Background' fields from the item information of non-confidential items are indexed for the search. Confidential items are not included in the search. Items are shown in the results with the  icon on the left-hand side.

**Item Attachments** – All non-confidential attachments associated with the item are indexed for the search. Confidential attachments are not included in the search. Attachments are shown in the results with the  icon on the left-hand side.

**Section Attachments** – All non-confidential attachments are indexed for the search. Confidential attachments are not included in the search. Attachments are shown in the results with the  icon on the left-hand side.

**Compiled Documents** – All documents compiled and published within PrimeGov are indexed, but do not return in search results by default. This includes documents that have been uploaded and published through our meeting media page. In meetings where items have been entered in to PrimeGov and search results contain hits from these items or their attachments, the compiled documents will not be searched. This is to reduce duplication in returned results. If no items or attachments contain the required term, the compiled documents will be searched and will be returned if hits are found within them.

Note: In all documents that are indexed, we are using optical character recognition (OCR) technology to determine text to include in the index. Some images, text, and other types of content may not process successfully by the OCR service and may not be returned in the search results. If you believe there is content missing from an attachment in the search results, please contact our support team and they will obtain the relevant file to investigate further.

## How is content made available to search?

When a meeting document is compiled, the meeting information is collected. This includes the items and attachments that are relevant for search purposes.

When a compiled document is published, the collected meeting information is sent to the index.

Meetings that are published internally are available to logged in users, based on their permissions.

Meetings that are published publicly are available to everyone.

Updates made to the meeting are not available to the search until the meeting has been compiled and published again.

Searchable content can take some time, typically a few minutes but varies depending on the size of the meeting, to become available to search on after a meeting has been published.