



PUBLICSTUFF

GUIDE TO WIDGETS

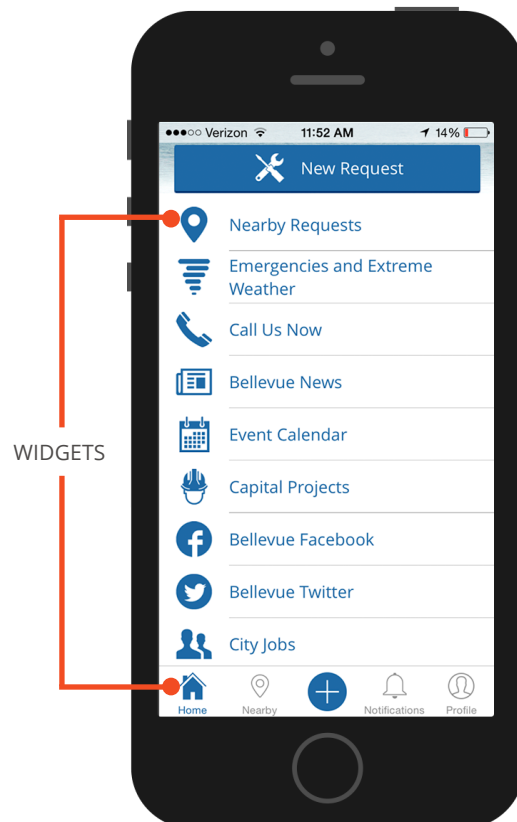
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PUBLICSTUFF WIDGET OVERVIEW

Widgets enable municipalities to publish important information to residents. PublicStuff offers municipalities a number of Native Widgets and the ability to create custom widgets.

PublicStuff's Native Widgets are used to support request submission and browsing, post announcements, feature local places and attractions, facilitate resident self-service, and provide direct access to municipality officials. Custom Widgets can be used to create "apps within the app," in order to provide residents access to municipality services and support for features not built into PublicStuff's Native Widgets.

Both types of widgets can be configured in PublicStuff Pro. Their content, which can be public or internal, is dynamically displayed in your mobile apps.



1. NATIVE WIDGETS

PublicStuff's Native Widgets include two request-oriented widgets and a number of information based widgets.

REQUEST WIDGETS

NEW REQUEST:

The New Request Widget enables residents to submit new requests. You have full control over the request types your municipality supports.

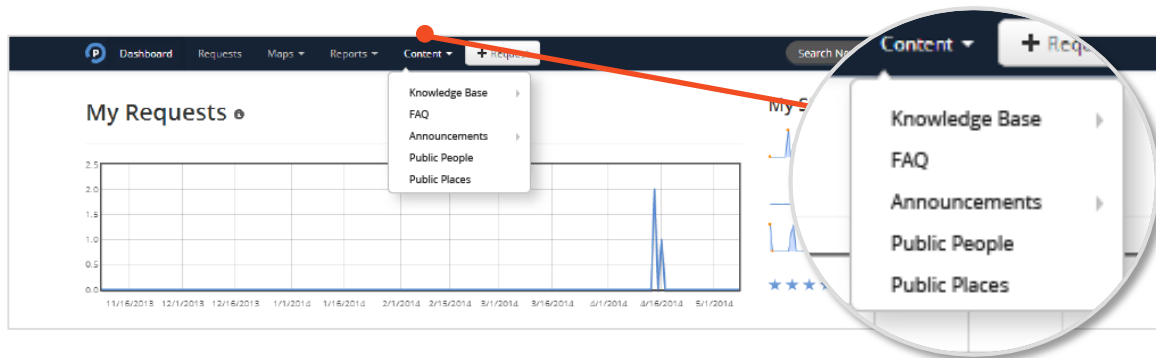
NEARBY REQUESTS:

The Nearby Requests Widget enables residents to view, search, and track the most recently submitted requests in the municipality.

INFORMATION BASED WIDGETS

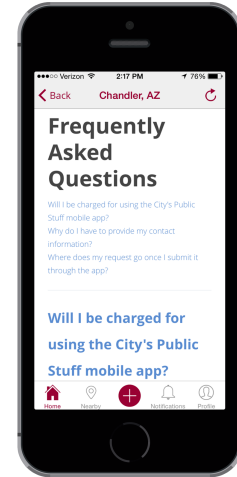
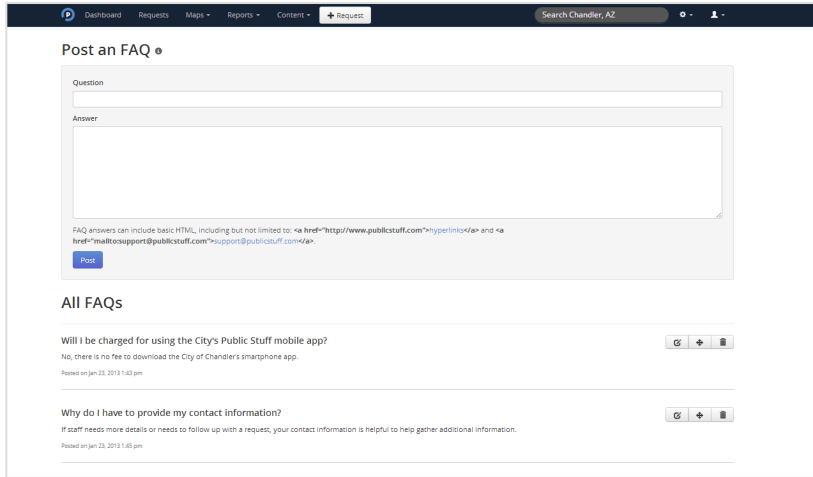
To create and edit the content of these Native Widgets, navigate to the Content tab and select the respective widget name.

Only users with Admin Administrative Permissions have the ability to create and edit content.



FAQS:

The FAQs widget can be used to display a list of commonly asked questions and answers. FAQs can also be easily edited, deleted and ordered.

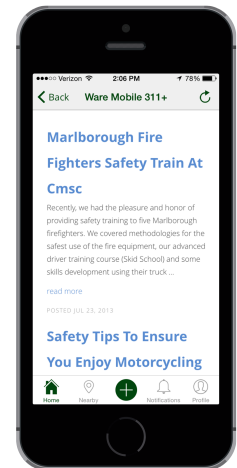
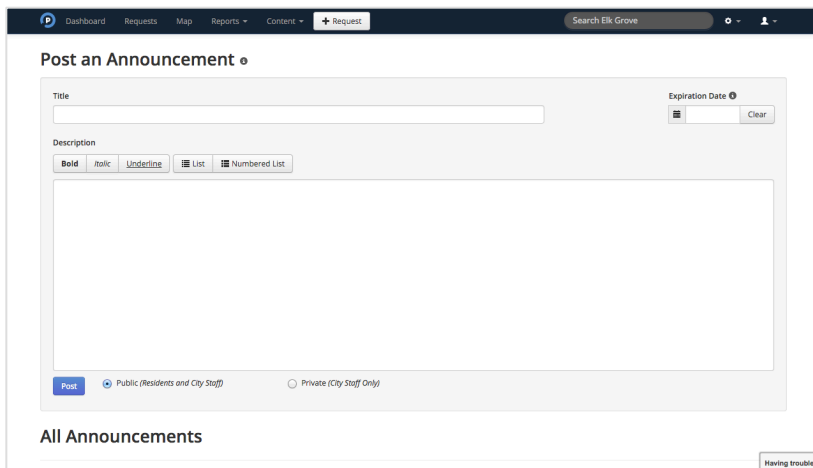


ANNOUNCEMENTS:

The Announcements Widget can be used to post important, non-emergency information. An announcement can be made visible to all residents by setting it to Public or kept internal to only staff by setting it to Private.

Announcements can also be set to expire on a given date. This is especially useful when making time-sensitive announcements about upcoming events, weather conditions, parking notifications, etc.

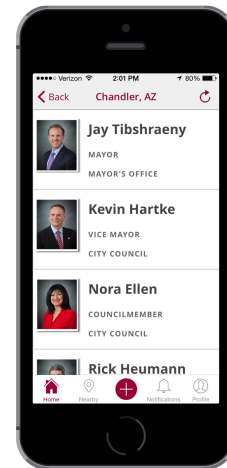
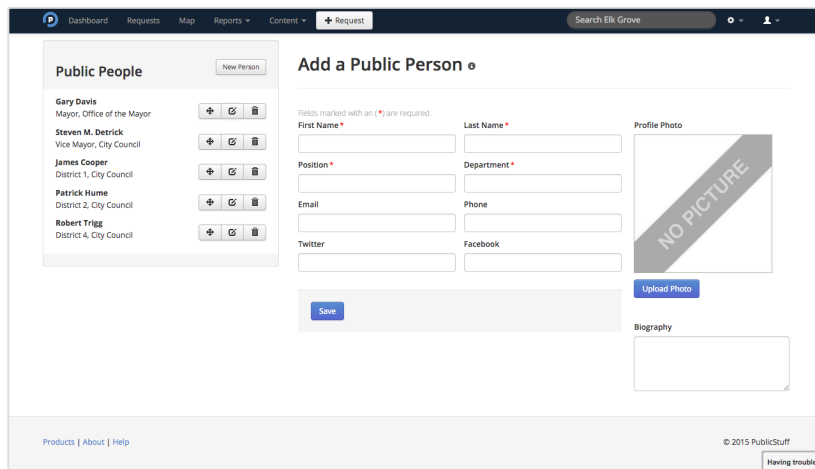
! HTML can be added to the announcement. While announcements can be edited and deleted, they cannot be reordered. They appear in descending order by their creation date.



PUBLIC PEOPLE:

The Public People Widget can be used to share departmental and biographical information of municipality officials and key staff members so that residents can learn more about their officials. Additionally, contact information can be added so that residents can connect with their officials.

People can be edited, deleted, and ordered.

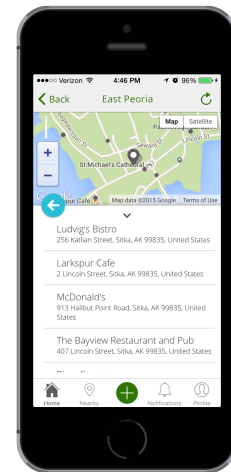
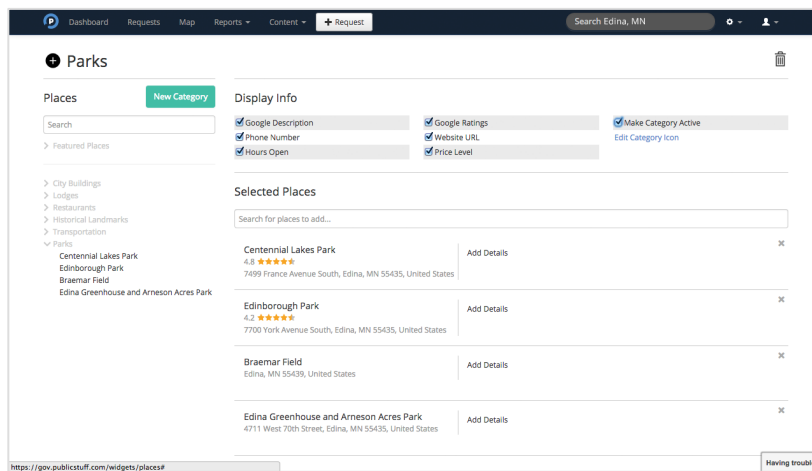



PUBLIC PLACES:

The Places Widget is a visual guide to your municipality, mapping out all that it offers its residents. It can be used to point residents to transportation hubs, municipal buildings, parks, landmarks, etc. It can also be used to promote local businesses and feature new attractions.

The content displayed in the Widget is highly customizable. Custom categories of places can be created. You also have full control over which Places are included and what type of information is displayed about each Place. Specific Places can be “Featured” in order to promote residents to visit and patronize it.

You can rely entirely on the descriptive information provided by the Google Places API for your Places. Alternatively, you can supplement this data by adding your own custom details.



 This widget type is only available to municipalities that have the Places module activated.

2. CUSTOM WIDGETS

WEBSITE

The Website Widget allows you to frame another website within your mobile app. Website widgets enable residents to access other services provided by the municipality directly from the app. Some successful website widgets have included Bill Payment, Pet Adoption, Bicycle Registration, and Recycling Schedules.

Website Widgets should frame websites that are already mobile optimized. If they are not mobile optimized, Apple or Google may reject your apps from being upgraded.



PHONE

The Phone Widget allows you to create a direct link to a phone number, such as a 311 Call Center or utilities customer support number. Clicking the Phone widget will initiate dialing of the specified phone number. Multiple Phone widgets can be added.

RSS FEED

The RSS Feed Widget can be used to display a blog or news RSS feed. Multiple RSS Feed widgets can be added.

IOS AND ANDROID APP LAUNCHERS

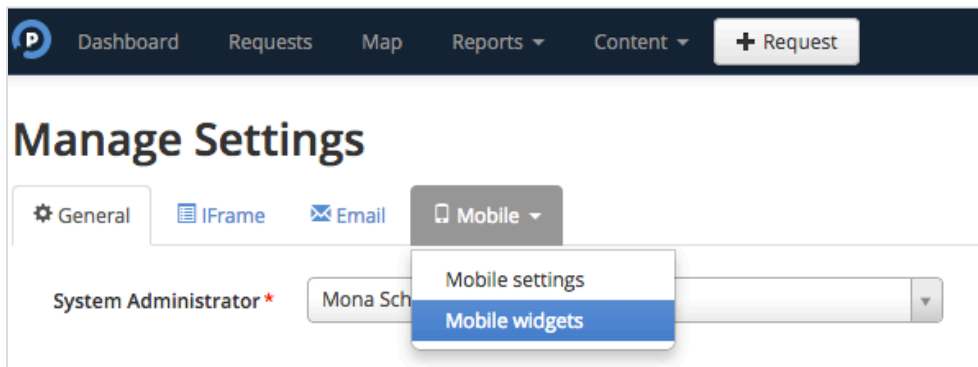
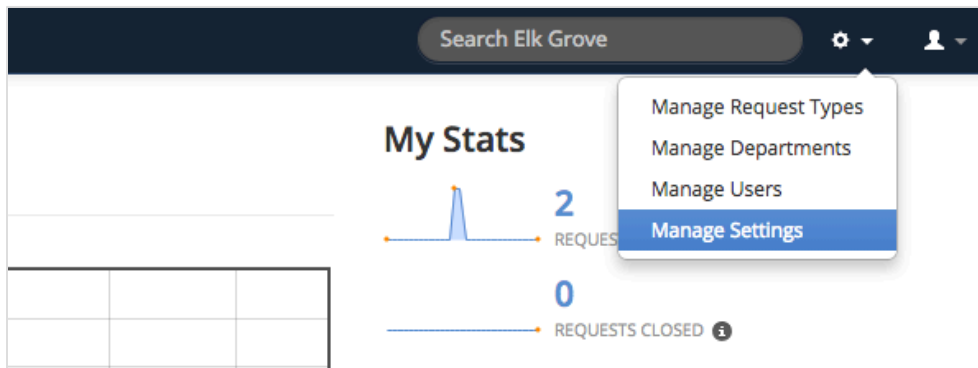
The iOS and Android App Launcher Widgets allow you to launch another app from the PublicStuff app. Some examples for when you would use this are when the Visitors Bureau or municipal transit authority already have a standalone app.

3. ACTIVATING WIDGETS AND MANAGING THEIR SETTINGS

Once you have finished adding content to your Widgets, the next step is to activate them and configure their display settings.

This can be done by navigating to the Tools icon in the header and selecting Manage Settings. Then, select the Mobile tab and choose Mobile Widgets.

Only Administrative admins can turn on and off Widgets.



1. SELECT THE TYPE OF WIDGET TO ACTIVATE

Choose from a dropdown of Native and Custom Widget types.

2. NAME THE WIDGET

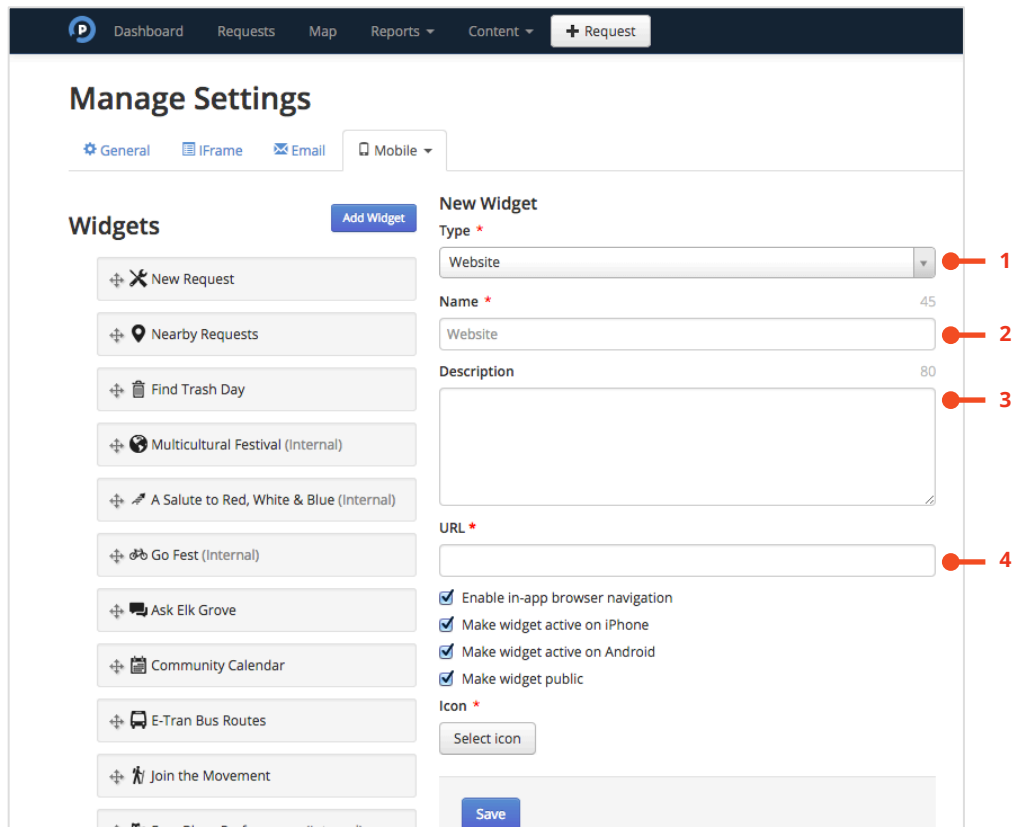
The Widget name is displayed on the homepage of Mobile Apps. The name should be indicative of the Widget's purpose and catchy to encourage residents to click on it. It should be pithy, ideally 15 characters or less.

3. ADD DESCRIPTION

The Widget's description is displayed underneath the Widget Name on Mobile Apps. The maximum character count is 80 characters, but it should be kept as concise as possible. Long descriptions clutter the user interface and likely will not be read by residents.

4. ADD URL

Select a URL for your Website Widget to frame. It should ideally be mobile optimized.



5. ENABLE IN-APP BROWSER NAVIGATION (APPLICABLE ONLY TO WEBSITE WIDGETS)

Enabling the in-app browser navigation tools will allow residents to navigate between webpages i.e. back, forward, refresh. In most cases, it's recommended to turn on the in-app browser. If you do not want residents to navigate between webpages or if the website being framed already has its own navigation tools, do not turn on the in-app browser.

6. MAKE WIDGET ACTIVE ON IPHONE & ANDROID:

Widgets can be platform specific, and therefore must be activated per platform. Do not activate a widget until it is ready for staff or residents to view.

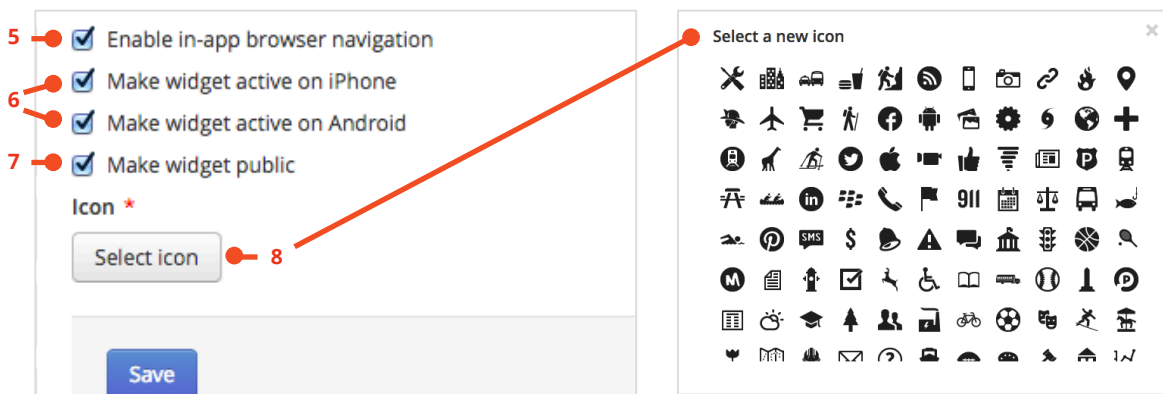
7. MAKE WIDGET PUBLIC

Widgets can be made visible to all residents or kept internal to only staff. Check the box to make the widget Public; leave it unchecked to make the widget Internal.

Internal Widgets enable staff to access internal information and tools.

8. SELECT AN ICON

The Widget Icon is displayed alongside the Widget Name and Description on the homepage of your Mobile Apps. Pick an icon that best visually represents the purpose of the Widget.



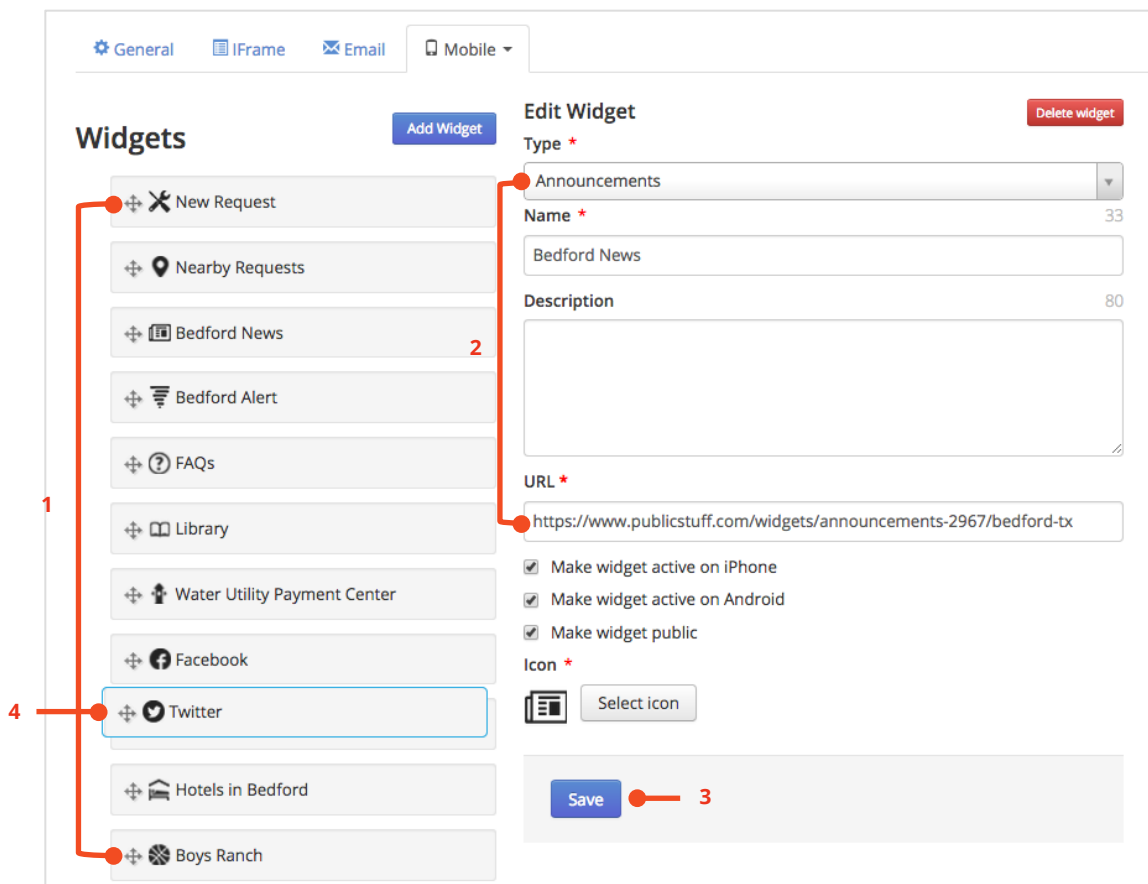
4. EDITING WIDGETS

A widget's display settings can be modified after its initial creation; however, its type cannot be changed.

To edit a widget's display settings, select it from the Widget List and edit the relevant fields. Click Save to update it.

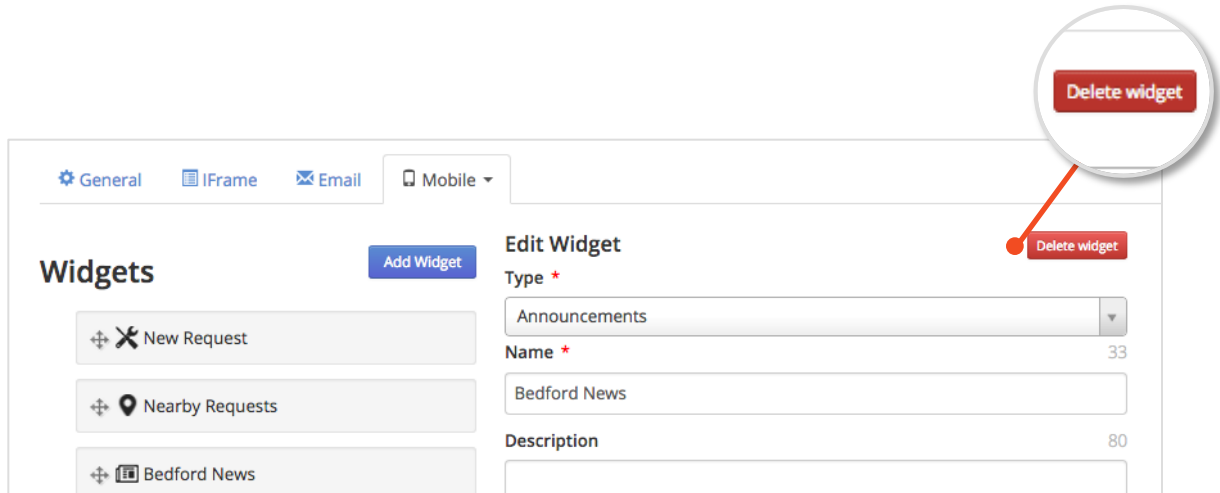
Widgets can also be reordered by drag and dropping them along the Widget List.

1. SELECT WIDGET TO EDIT
2. EDIT FIELDS
3. SAVE CHANGES
4. DRAG TO REORDER



5. DELETING WIDGETS

Select a widget from the Widget List and click on Delete Widget. Deleted widgets will no longer be accessible to resident and staff and cannot be restored.





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GUIDE TO WIDGETS

6. WIDGET REFRESH RATES

The widget update process is designed to provide near-instant updates to user's widget lists without bogging down the device or the PublicStuff system with constant, time consuming API calls.

- The apps will always check for an updated list of widgets when app is launched. Please note that launching an app is different than displaying an app. If you launch an app and then return to your dashboard, the app will still be running in the background, so if you open it again, you won't trigger the widget update process. A good rule of thumb is, if you see a splash screen, that means that the app is in the process of updating the widget list.
- The app will also update widgets when a user logs into or out of the application, as the user's credentials and permissions have the potential to change the list of widgets that are displayed.
- There are background calls that will also trigger an update, but those vary by platform, since each operating system has different mechanisms required, so it's best to rely on the two triggers above to reliably update your app's widget list.
- For each application, our server caches one single copy of the widget list to be served when the user's app checks for updates. The server will send the cached copy (which takes less than a tenth of a second), and then immediately check the database for the most recent information and update the cached copy if necessary (this can take several seconds). This substantially increases app responsiveness and performance, but it means that it can take up to two loads of the widget list system wide to get the updated information. To put this another way, if 1000 users are using an app, 1 user will get the old copy of the widget list and the other 999 will get the updated list the first time an update is triggered, but if only one user is using the app, as is often the case during configuration, that user will may have to update their list twice to observe the change.