

INSIDE

A Beneficial Partnership –
City of Meridian 2

Positive Government
Experiences 3

Access Idaho
Launches OntheGo 4



Access Idaho: In-state to Serve You Better

Dedicated to providing innovative websites, online services, and secure payment processing solutions solely to Idaho government entities, Access Idaho features a Boise office staffed with 14 professionals. Four of the 14 are native Idahoans, and six are graduates of Idaho universities. All live, play, vacation, and pay taxes in the Gem State.

In December 1999, Access Idaho won a competitive RFP bid with the state of Idaho to manage its Web portal. The partnership operates under a self-funded model in which no tax dollars are used. A subsidiary of NIC, Inc., Access Idaho manages Idaho.gov, and the state maintains oversight through a seven-member committee consisting of state government officials. Access Idaho can work with any state, county, or city government entity under the state contract. ■

Access Idaho Updates State of Idaho Website

New Content, Mobile-Friendly Design, and Enhanced Search – Just a Few of the Many Enhancements to the Redesigned Idaho.gov.

In December 2013, Access Idaho updated the state of Idaho’s official website, Idaho.gov, with an updated appearance and greatly improved functionality.

“We want to make sure everyone’s interaction with state government is as pleasant as possible,” Idaho Governor C.L.

“Butch” Otter said. “Being able to access information, no matter what the device used, is an important step for the future. I’m excited about the new site and that no taxpayer dollars were used for its redesign.”

Highlights of the redesigned site include new content for the topics of marriage, birth, death, and divorce, as well as the new categories of taxes & money and driving. The additions were created based on site analytics and user testing.



A Beneficial Partnership

City of Meridian

The City of Meridian was the first city in Idaho to use PayPort. In 2010, the Building Services Department began providing its customers the option of using credit and debit cards to make payments online and over the counter to pay for building permits. This service came at a much-needed time when construction was increasing. The city did not want to hinder a building's progress by forcing the construction foreman to halt construction just to purchase a permit down at City Hall.

Customers can now go online or call in over the phone while at the job site and pay for any necessary permits without interrupting the construction process.

"Access Idaho has given us the ability to continue providing great customer service by introducing multiple electronic payment options," said Mindi Smith-Ferguson of the Meridian Building Services Department. "With the expansion to online services, the city continues to listen to its customers' needs and change

with the times. Access Idaho has been there every step of the way."

In 2013, the city automated its building permit process using a different service but continued to use Access Idaho's payment engine, TPE.

The city has expanded its PayPort use to the Mayor's Office, Clerk's Office, and Planning Department. Citizens and businesses can now use a debit/credit card or e-check to pay for various items, from sign permits to dog licenses to background checks. The Mayor's Office has even used PayPort to take payments for donations, as well as ticket sales and sponsorships for its annual State of the City address.

Stacy Kilchenmann, City of Meridian CFO, said, "Access Idaho has helped the city improve customer service in several departments by delivering an easy payment option."

The Meridian Public Works Department is using PayPort Online to take registrations for its annual golf scramble in June. Public Works is also planning to use Access Idaho's newest mobile payment

application, OntheGo, to take payments for raffle tickets, mulligans, etc. during the golf scramble.



Access Idaho Updates State of Idaho Website

| continued from page 1 |

Key features include the site's topical navigation, so citizens do not need to know which state agency is responsible for state finances or any other topic, and a mobile-friendly design. The touch-friendly site is designed for seamless use on tablets, smartphones, and desktops, as part of the Idaho's ongoing efforts to ensure its online resources are compatible with new mobile devices.

Frequent visitors to Idaho.gov will find their most-used pages in the same location, but enhanced. The inside pages are designed to guide citizens to the online services that will help them get things done, whether it's performing a job search, updating their address

with the DMV, or renewing a professional license.

The search box is featured prominently on Idaho.gov and indexes all state agencies, plus many state Twitter feeds. Results include the very latest information and related online services offered by the state. Popular online state services include the offender database search; vehicle registration renewal; personal and business tax filing and payments; motor carrier permit, registration, and endorsement purchasing; UCC lien searches, filings, and amendments; child support payments; and professional license renewals.

The new version of Idaho.gov is the fourth redesign in the 15-year history of the state's official Web presence. ■

Positive Government Experiences

Working Toward a Common Goal

At Access Idaho, we are passionate about making government more accessible to everyone. It is our sole focus, our purpose, and the simple reason for our existence. We share that common goal with you – our partner – and we are deeply invested in working with you to make each and every eGovernment interaction a positive one.

Whether it is renewing a license, applying for a permit, filing court documents, finding important emergency information, or any other application taken from our robust library of 9,700 online services and 150+ mobile applications, you can trust us to bridge the gap between your needs and the needs of the citizens and businesses you serve.

One Community

More than two decades ago, Access Idaho's parent company, NIC, pioneered the eGovernment industry by revolutionizing the way people do business with all levels of government. The paper-intensive, wait-in-line ways of the past evolved into secure, click-of-a-button, swipe-of-a-screen interactions. Today, NIC works with more than 3,500 federal, state, and local government partners, giving you access to share ideas across the NIC family, learn best practices, and deploy new services quickly by starting with foundational code deployed elsewhere by NIC partners.

United Shield Against Cybersecurity Attacks

When it comes to security, the job of protecting sensitive information is in the hands of our partnership. We are both only successful when citizens and businesses feel secure about sharing information. Together, we form the shield to help do all that we can to protect against cybersecurity breaches that can damage credibility, reputation, and consumer confidence for everyone involved.

Your Responsive Partner

We hear you. In this day and age, it is extremely important for government to be engaged with the people they serve, and use technology to facilitate efficient and secure interactions. Being a part of the NIC community allows us to serve as your research and development shop as we continue to adapt the latest technology and create new solutions to improve government interactions. As technology evolves, our focus will remain on delivering you the latest innovation.

There is the saying, "It takes a village." At Access Idaho we believe the very best in eGovernment services require a community. Working together is key when it comes to staying true to our shared passion of making government more accessible to citizens and businesses. Count on NIC and Access Idaho to bring convenience, efficiency, security, and innovation to you and your constituents in every single service we bring online. Then people can focus on what they love to do and follow their own passion in life, whether it is growing their business, or simply spending time with their families. Together, we make it happen.

Access Idaho Coming to a City Near You

The marketing team is traveling around the state with the Idaho Transportation Department during May and June. Rich Steckler and Leslie Vitagliano are presenting to DMV and Driver's License personnel about PayPort and Online Vehicle Registration Renewals. Topics include an overview of Access Idaho, how to pull reports for both online and over-the-counter transactions, how to request refunds for both online and over-the-counter transactions, the relationship between ITD and Access Idaho, and whom to contact when questions arise, as well as a question-and-answer session at the end.

If you plan on attending one of the sessions below, feel free to email questions ahead of time to rich@accessidaho.org or leslie@accessidaho.org so we can make sure they are addressed.

If you are not part of a DMV or Driver's License department but would like us to visit while in your area, call Rich or Leslie to schedule an appointment (208-332-0102 or toll free 877-443-3468).

Hope to see you soon! ■

DMV Schedule

8:30 a.m.-4:30 p.m.

May 6, 7 – Rigby

May 8, 13 – Pocatello

May 14, 15 – Twin Falls

Driver's License Schedule

8:30 a.m.-4:30 p.m.

June 4, 5 – Jerome

June 17 – Coeur d'Alene

June 18 – Sandpoint

June 20 – Lewiston

June 24, 25 – Boise



999 Main Street, Suite 910
Boise, ID 83702

(877) 443-3468
(208) 332-0102
Idaho.gov

© 2014 Trozzolo.com

Access Idaho Launches OntheGo Secure Android Government Mobile Payment App With Unique Store-and-go Functionality

State agencies, counties, and cities in the Gem State have the ability to do something no other government entity in the U.S. can: take mobile payments outside of Wi-Fi and cellular coverage.

Downloadable for free from the Google Play store, OtG is available exclusively to government entities for capturing credit and debit card payments with any Android smartphone or tablet in the field, at conferences and events, or whenever funds need to be collected outside the office.

An optional, encryption-enabled swipe card reader gives OtG its industry-first “store-and-go” distinction. If outside cell or Wi-Fi coverage, the reader stores transaction data securely. Upon connecting to a service area or Wi-Fi network, the application automatically processes the pending payments. If within range, a payment processes within seconds, like other mobile payment services. An email receipt can be sent automatically or manually after a transaction.



Financial officers can reconcile deposits and view/print exportable, real-time billing reports for transactions. Transaction reports are accessible from the Android device or any computer with Internet access, and the information never “expires.” All transaction information is password-protected and transmitted via a secure connection.

The mobile service accepts Visa, MasterCard, Discover, and American Express payments through Access Idaho’s secure payment processor.

Access Idaho currently offers OtG to state, county, and city government entities in Idaho only. However, plans include expanding to state and local government

entities throughout the U.S. There are no merchant fees or monthly minimums, and technical as well as marketing support is also provided at no cost.

OtG meets Payment Card Industry (PCI) standards and ties into Access Idaho’s payment engine, which is designed specifically for government use and securely processes more than \$25 billion annually in payments.

An earlier version of OtG won a 2012 Best of the Web Digital Government Achievement Award from e.Republic’s Center for Digital Government as one of the nation’s best government-to-citizen applications.

Interested in using OtG? Give us a call, or visit onthe.go.idaho.gov. ■