

CityView

2025 CityView Regional Training Seminar Agenda **Toronto, Ontario | April 29-30**



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Canadian Regional Training Seminar Agenda

Tuesday, April 29

Session Time	Session Title	Session Description
7:30-8:30 a.m.	Breakfast	Rise and shine
8:30-10 a.m.	What's New	Join Steve Favalaro for a hands-on training session covering the latest updates in CityView. He'll walk you through where to find the new features and how to effectively use them in your day-to-day operations. This is your opportunity to dive deep into the updates and get practical guidance on integrating them into your workflows.
10-10:30 a.m.	Employee Maintenance Management	Streamline employee management in CityView to support HR and IT operations. Learn how to add new employees, deactivate departing staff, update personal details, upload signatures and maintain accurate records.
10:30-10:45 a.m.	Break	Munch and mingle
10:45-11:15 a.m.	Employee Unavailability Management	Ensure seamless coverage during employee absences by properly tracking unavailability in CityView. Learn how to configure coverage settings so activities are reassigned and no tasks are left unattended during vacations or leave.



Session Time	Session Title	Session Description
11:15 a.m. – 12:30 p.m.	Designing Custom Workflows: Streamlining Departmental Processes in CityView	Discover how to create simple, tailored graphical workflows to meet your department's unique needs. This session covers configuring activities, defining statuses, setting decision points and setting up workflow triggers. Equip yourself with the skills to design and implement efficient workflows that enhance departmental productivity in CityView.
12:30-1:30 p.m.	Lunch	Midday feast
1:30-2:15 p.m.	Mastering Ad-Hoc Queries	Unlock the power of ad-hoc queries by learning how to create, save and share advanced searches, export search results to Excel and retrieve queries shared by CityView or other Workspace users. This session also covers joining data from multiple tables to generate deeper insights. Enhance your data analysis skills with these practical tools and strategies.
2:15-3:15 p.m.	Unlocking the New CityView Portal	Big changes are coming to CityView Portal! Discover how our upcoming redesign improves usability, simplifies workflows and enhances the online experience for your customers. Don't miss this exclusive first look at the next generation of CityView Portal.
3:15-3:30 p.m.	Break	Perk up
3:30 p.m. – 4:15 p.m.	Creating and Customizing Word Letter Templates in CityView	Master the process of creating and customizing Word letter templates in CityView by building on existing templates. We'll show you how to apply data and image tags, create tables for precise alignment, and structure sections to display fees, locations and contact info. By the end, you'll be ready to streamline your correspondence with professional templates.

Session Time	Session Title	Session Description
4:15-5 p.m.	Managing Master Projects for Streamlined Application Grouping	Gain insights into managing master projects to efficiently group related building permits and planning applications, such as those for a subdivision, developer or contractor. Learn how to create, search and edit master projects, link individual applications, and manage outstanding fees associated with these projects for streamlined processing.
6-8 p.m.	Evening Networking	Kick off an evening of food, drinks and conversation with your peers. Take advantage of this relaxed setting to network, share insights and connect with attendees in a casual atmosphere.

Wednesday, April 30

Session Time	Session Title	Session Description
7:30-8:30 a.m.	Breakfast	Rise and shine
8:30-9:30 a.m.	Fast-Tracking Building Permits	Accelerate the building permit process to ensure faster approvals and permit issuance. You'll learn how to efficiently manage the fast-tracking process in CityView Workspace, including ways to collect fees before reviews and adjust deadlines within your workflow for timely processing.
9:30-10:30 a.m.	Peer to Peer Panel	Join us for an interactive session where you and your peers will share insights, challenges and best practices on two pre-selected topics. We will break into focus groups with a select cohort for the first part of the discussion, then come back to the broader group for closing thoughts.
10:30-10:45 a.m.	Break	Munch and mingle
10:45-11:15 a.m.	Support Update	Liam will present an update from CityView's Support team, outlining recent changes to tools and procedures, as well tips for getting the most from your feedbacks.
11:15-12:30 p.m.	Managing Council Meetings and Hearings in CityView	Learn how to create, edit and manage hearings or meetings in CityView, focusing on scheduling council and other review meetings. Gain experience assigning applications to agenda items, ensuring thorough review and tracking attendance for accurate records. Master the skills to efficiently manage scheduling, agenda-setting and attendance tracking for council and related meetings.