

Pre-visit paperwork

Prepare residents online for quick in-person visits

Gathering the right paperwork for a visit to a government office can be stressful for residents. Pre-visit paperwork's hybrid process makes visits smoother by helping residents gather and submit the right documents online for your staff to review **before** they arrive. Residents bring everything they need to their in-person visit, making appointments and walk-ins quick and easy.

How It Works



Why Agencies Love It

- **Improve office efficiency**
Residents come prepared, so appointment slots stay on-time and walk-in visits are fast.
- **Increase resident satisfaction**
Reduce repeat visits and frustrated customers due to missing documents.
- **Reduce lobby congestion**
Quick, efficient visits keep lines moving and wait times low.

Start digital, finish in-person

From simple renewals to complex applications, pre-visit paperwork makes government visits faster and easier for everyone.

Accelerate visit speeds

Quick, efficient visits help you forecast traffic by service, optimizing staffing and leaving more room for walk-ins or additional appointment slots.

Works without appointments

Encourage your residents to make walk-in visits simple and easy.