

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



Residents prepare ahead.

They complete

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forms, upload documents, and pre-authorize any payment through a simple online workflow.

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Staff review in advance.

Clerks check submissions ahead of time, approve or request fixes, and flag any issues before the visit. 3



Fast, seamless check-ins.

Residents arrive with everything they need, speeding up in-person interactions and reducing wait times.

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.