Quick Start Guide

EspaceCitoyen for Municipalities

Set up the service, validate, receive and track permit applications online

Your first actions in La Voûte

1. Review and activate permit applications.
2. Set up EspaceCitoyen under Settings > EspaceCitoyen.
3. Open Citizen Applications to review and process received applications.

Free service

Receiving and processing citizen applications is provided free of charge, with no limit on the number of applications. Electronic signing of citizen applications is also included.

An InnovService solution

1. First step: Set up EspaceCitoyen

Before receiving your first citizen applications, open Settings in La Voûte, then select the EspaceCitoyen tab. These settings determine the public information shown to citizens and allow you to activate the service for your municipality.

Priority action

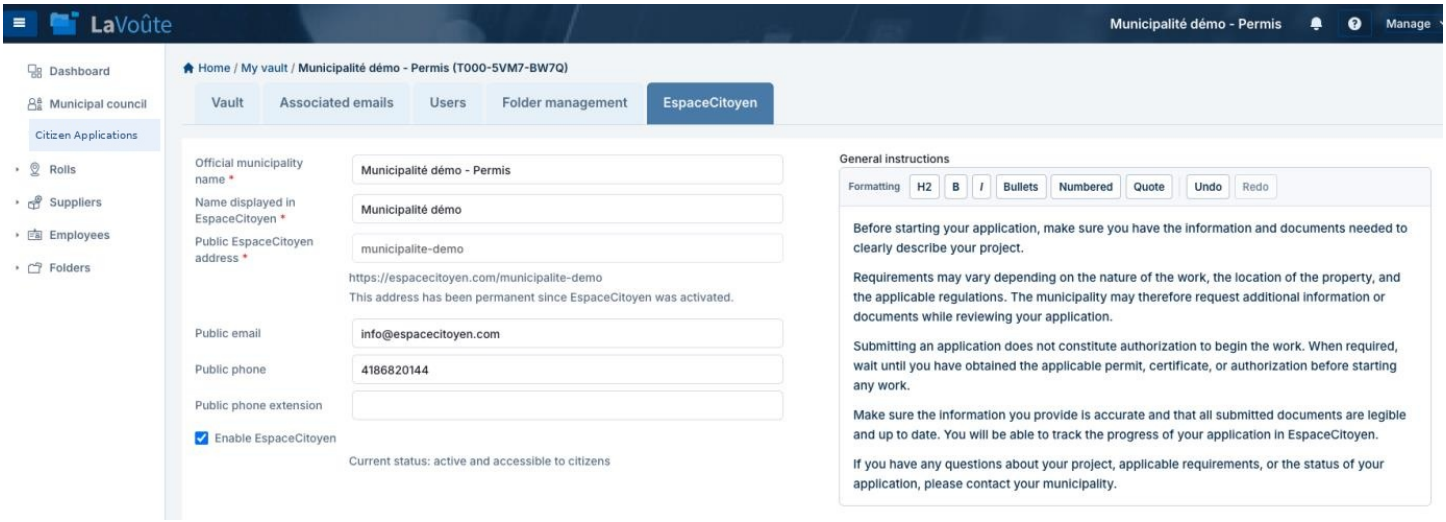
Verify this information before activating EspaceCitoyen. Once the service is activated, citizens will be able to access your municipality's public portal.

Information to verify

- Official name of the municipality.
- Name displayed in EspaceCitoyen.
- Public EspaceCitoyen address (slug / URL).
- Public email address and phone number for the municipality.
- General instructions shown to citizens before they start an application.
- Activate EspaceCitoyen once the setup is complete.

General instructions

General instructions communicate guidance that applies to all applications: preparing information and documents, ensuring information is accurate, rules to follow before work begins, and municipal contact information for questions.



Settings > EspaceCitoyen: public information, general instructions and service activation.

2. Second step: Review Citizen Applications

Once EspaceCitoyen is activated, the Citizen Applications section becomes the main entry point for processing applications submitted by citizens.

“Received Applications” tab

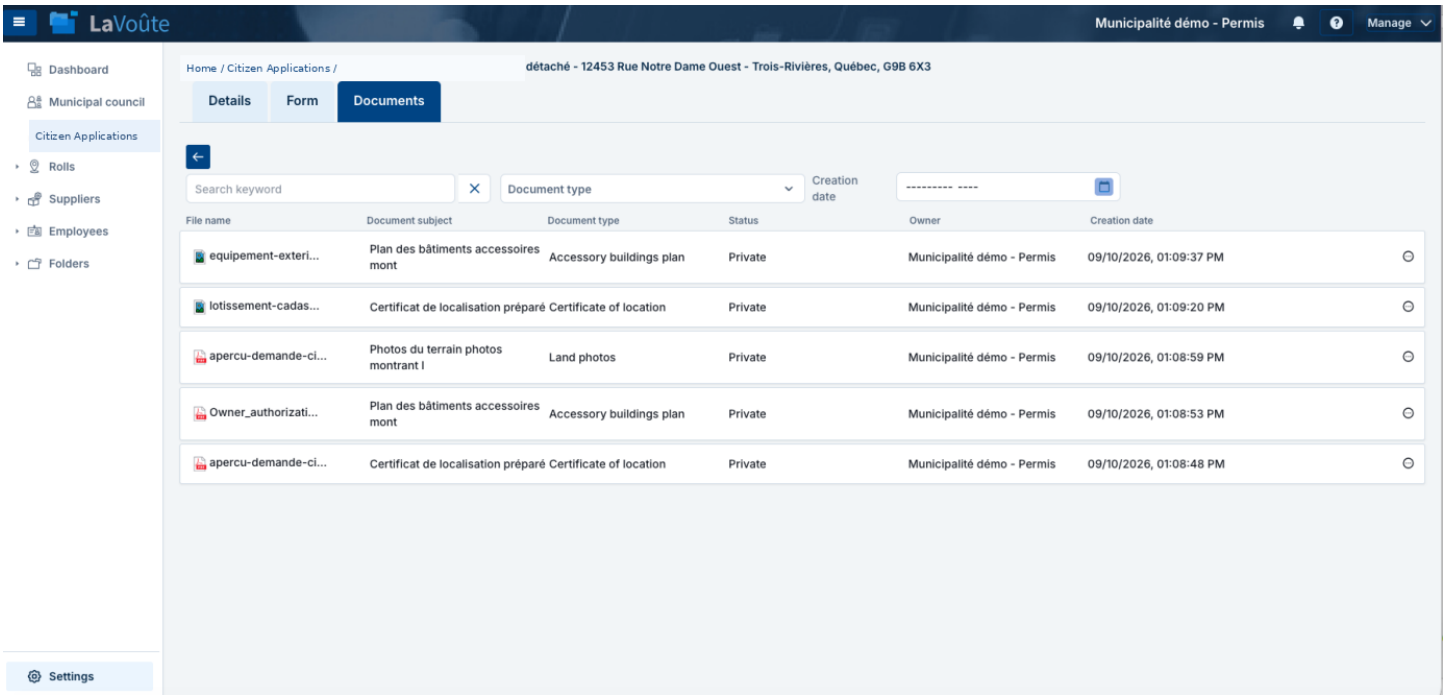
- Review the list of applications received and currently being processed.
- Open an application to view the information submitted by the applicant.
- Review the submitted summary and detailed form responses.
- Review the documents provided by the citizen.
- Update the application status as it is processed.
- Access the tracking information available for the file.

Citizen tracking

Status changes made in La Voûte can be made available to the citizen in EspaceCitoyen under “My Applications”.



Citizen Applications > Received Applications: list of applications received and access to tracking.



Citizen Applications > Received Applications: list of documents received for a permit application.

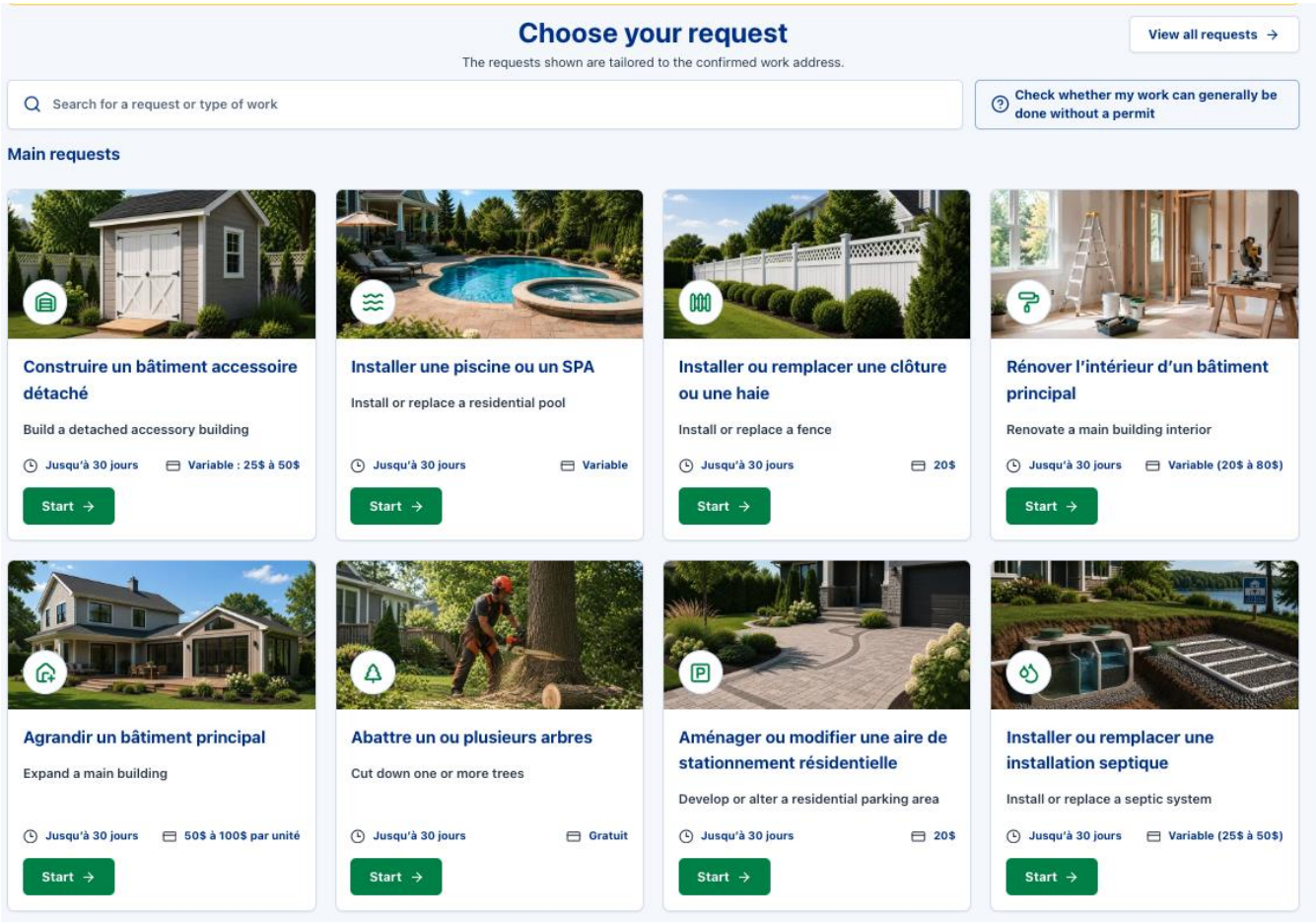
If no applications have been received yet

The screen may be empty when you first sign in. As soon as a citizen submits an application through EspaceCitoyen, it appears in this section according to the workflow configured for the municipality.

3. Understand the citizen journey

EspaceCitoyen allows citizens to prepare and submit a permit or authorization application online, then track its progress in one place.

	Step	What the citizen does
1	Work address	Enters the address where the work will take place.
2	Choose an application	Selects the application type that corresponds to the project.
3	Form	Provides the required information in the dynamic form.
4	Documents	Adds required, conditional or recommended documents.
5	Summary, signature and submission	Reviews the application, signs it electronically and submits it.
6	My Applications	Checks the application status and tracks its progress.



EspaceCitoyen: example of the citizen journey after the address is confirmed.

4. Customize published applications

After setting up EspaceCitoyen and becoming familiar with the Citizen Applications section, the municipality can explore Application Configuration to customize application templates to its needs.

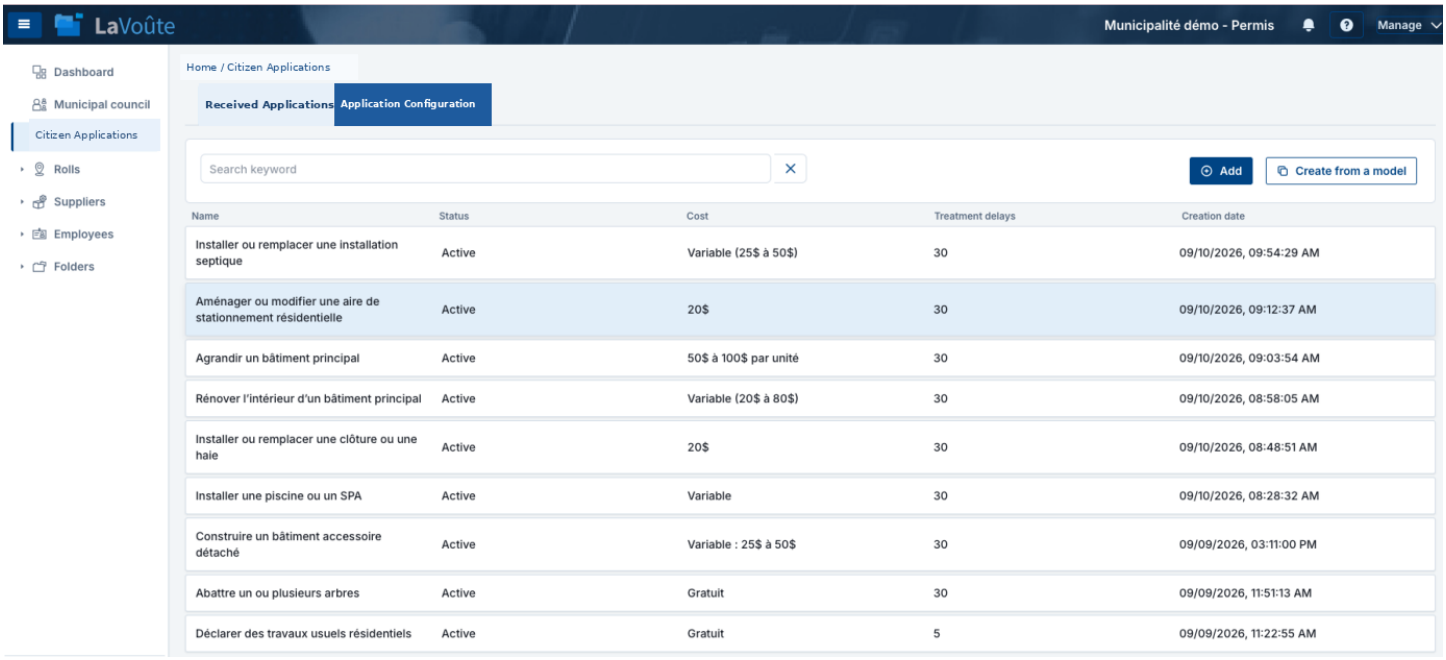
Application type and form

- Define or change the application name.
- Activate or deactivate an application as needed.
- Configure the fee and processing time when applicable.
- Review and edit the dynamic form.
- Add, move or adjust fields and sections.
- Manage the form status: Draft, Published or Archived.

Instructions and documents

For each application type, the municipality can also customize citizen instructions and define the documents to be provided.

- Required: the document must be provided with the application.
- Conditional: the document is requested when a specific situation applies.
- Optional / recommended: the document may facilitate the review without being mandatory.
- Instructions can be added to each document to help the citizen prepare a complete and legible file.



Application Configuration: application type, form, instructions and required documents.

5. Recommended steps to get started

For your initial setup, follow this order. The first three steps are the priorities to complete in La Voûte.

	Action	Expected result
1	Review and activate permit applications	Review the full list of available applications, validate the forms and the required, recommended and conditional documents. Review and adjust the instructions as needed, then activate each application that should be available to citizens.
2	Set up EspaceCitoyen	Verify public information and general instructions, then activate the service.
3	Open Citizen Applications	Become familiar with where applications will be received and processed.
4	Submit a test application	Open EspaceCitoyen.com and submit an application as a citizen would.
5	Process the application in La Voûte	Review the summary, responses and documents; update the status.
6	Verify citizen tracking	Open “My Applications” in EspaceCitoyen to view the available tracking information.
7	Explore Application Configuration	Gradually customize templates, instructions and documents as needed.

Key takeaway

To get started: 1) review and activate permit applications, 2) Settings > EspaceCitoyen, then 3) Citizen Applications. The rest of this guide helps you understand the journey and gradually customize the service.

Additional features

The current version already allows municipalities to receive and process citizen applications free of charge and manage the associated forms, instructions and documents. Additional features may be added gradually as needs evolve.

EspaceCitoyen - an InnovService solution