



Buildings, Safety Engineering & Environmental Department

eLAPS / ACA (Accela Citizen Access)

"Account Management" User Guide

This user guide is designed for citizens, property owners
and trade professionals

eLAPS/ACA "Account Management" User Guide

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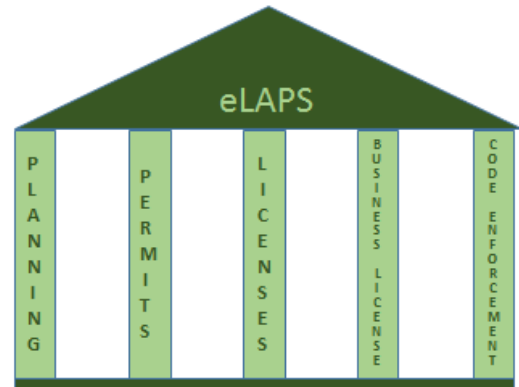
I. Introduction

The purpose of this document is to provide an overview of the City of Detroit Electronic Licenses and Permits System (eLAPS) and to help customers get started using the system, by providing step-by-step instructions for:

- registering for an account
- logging into the system
- viewing and managing account information

The State of Michigan (SOM) Uniform Construction Code (also known as Act 230 of 1972) requires that permits be obtained by homeowners and/or licensed trade professionals before work is performed on residential or commercial structures. Michigan also regulates the licensing of trade professionals who wish to do work in the state. In addition to the State of Michigan, both the City of Detroit (the City) and Grand Rapids also issue licenses for trade professionals who live in their respective cities, and issue registrations for those trade professionals already licensed by the SOM. Various City ordinances and municipal codes also govern construction and property maintenance.

eLAPS is Detroit's implementation of the Accela Automation (Accela) software, to manage online licensing and permitting activity for the Buildings, Safety Engineering and Environmental Department (BSEED) and permitting activity for various other City agencies. eLAPS is comprised of 5 modules: Planning, Permits, Licenses (trade licenses), Business Licenses and Code Enforcement (Property Maintenance). The ACA (Accela Citizen Access) portion of eLAPS will provide online access to the services of BSEED.



Users of eLAPS should familiarize themselves with the language of the General Disclaimer, the Permits Disclaimer, the Homeowner's Affidavits (for homeowners pulling permits to perform work on their owner occupied homes) and the Electronic Signature Certification, before using the system. **You will be asked to click acknowledgement and acceptance of this language whenever you are performing various transactions in the system.** These affidavits, certifications and disclaimers are necessary to ensure that users are aware of the potential penalties for willfully circumventing state law/municipal codes and ordinances, and for providing false or misleading information regarding either identity or licensing status of the person performing the work, or the nature of the work that is to be performed.

Please note that from time to time disclaimer, affidavit or certification language may be changed in the system. The City of Detroit will normally advise users when such language has been updated, but might not always do so. Therefore, it is a good practice to always review the language that is presented to you.

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A. General Disclaimer

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B. Permits Disclaimer

The screenshot displays the City of Detroit eLAPS Home Page. At the top, there is a blue header with the City of Detroit logo and navigation links: Home, Search, + New, Request, and Help. Below the header, there are links for Announcements, Logged in as Test Org, Collections (0), Cart (0), Account Management, and Logout. The main heading reads "Welcome to The City of Detroit eLAPS Home Page (Electronic Licensing and Permitting System)". A search bar is located on the right side. Below the heading, there is a navigation menu with links for Home, Permits, Licenses, Planning, Business License, and Code Enforcement. Under the Permits menu, there are links for Apply for a Permit, Search Permit Records, and Schedule an Inspection. The main content area is titled "Online Permit Application Submittal" and contains the following text: "Welcome to the Online Permitting System. Using this system you can submit an application, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day." A red arrow points to a bolded paragraph: "Section 23a of the State Construction Code of 1972, PA 230 1972, MCL 125.1523a, prohibits a person from conspiring to circumvent the Licensing Requirements of this State relating to persons who are to perform work on a residential building or a residential structure. Violators of Section 23a are subjected to civil fines." Below this paragraph, there is a section titled "Please 'Allow Pop-ups from This Site' before proceeding. You must accept the General Disclaimer below before beginning your application." This section includes a "General Disclaimer" box with the following text: "While the City of Detroit (City) attempts to keep its web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections." At the bottom of the disclaimer section, there is a checkbox labeled "I have read and accepted the above terms." and a blue button labeled "Continue Application »".

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C. Homeowner's Affidavit

The screenshot shows the City of Detroit eLAPS Home Page. The navigation bar includes Home, Search, + New, Request, and Help. The main content area displays "Welcome to The City of Detroit eLAPS Home Page (Electronic Licensing and Permitting System)". A search bar is located on the right. Below the navigation, there are tabs for Home, Permits, Licenses, Planning, Business License, and Code Enforcement. Under the Permits tab, there are links for "Apply for a Permit", "Search Permit Records", and "Schedule an Inspection". The "Plumbing Permit" section shows a progress bar with six steps: 1. Job Location, 2. Permit Detail, 3. Documents, 4. Review, 5. Pay Fees, and 6. A red arrow points to the "Permit Detail" step. Below the progress bar, the text reads: "Step 2: Permit Detail > HOMEOWNER AFFIDAVIT. I hereby certify the plumbing work described on this permit application shall be installed by me in my own home in which I am living or about to occupy. All work shall be installed in accordance with the Michigan Plumbing Code and shall not be enclosed, covered up, or put into operation until it has been inspected and approved by the Plumbing Inspector. I will cooperate with the Plumbing Inspector and assume the responsibility to arrange for necessary inspections." A note indicates "* Indicates a required field". Below this is a section titled "Homeowner's Affidavit" with the heading "HOMEOWNER AFFIDAVIT" and a checkbox labeled "* I hereby certify that I have read and understand the above statement:". At the bottom, there are two buttons: "Save and resume later" and "Continue Application »".

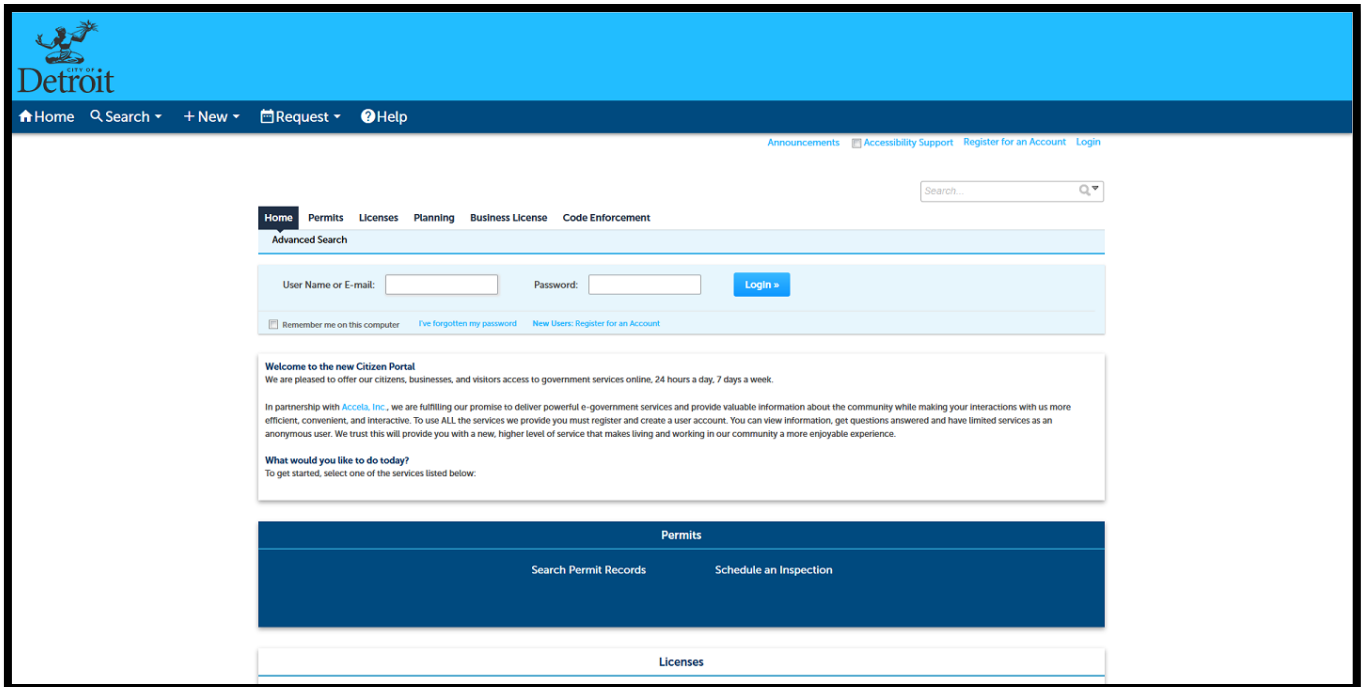
D. Electronic Signature Certification

The screenshot shows the "Electronic Signature Certification" step. It features a text box with the following text: "I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application." Below the text box is a checkbox labeled "By checking this box, I agree to the above certification." and a "Date:" field. At the bottom, there are two buttons: "Save and resume later" and "Continue Application »". A green arrow points to the checkbox.

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II. eLAPS ACA (Accela Citizen Access) Overview

This is the home screen. From this screen you will be able to access any of the five modules, plus search for records that may exist in the system. Note that you must log in to do anything other than search for basic information.



Modules:

- Permits – This module allows contractors and property owners to obtain the construction, trade and environmental permits that are issued by BSEED and several permits that are issued by other city agencies. Permits requiring plan review or verification of documentation will require review and approval by BSEED before issuance.
- Licenses (trade licenses) – This module allows trade professionals to obtain a license or registration to do business in the City of Detroit.
- Planning – This module allows users to submit applications covered by the planning and zoning activities in BSEED. It includes plan review and special land use.
- Business Licenses this module allows business owners to apply for a license to operate a business in the City of Detroit.
- Code Enforcement – This module allows property owners to register vacant and rental properties or request pre-sale inspections.

III. Register for an Accela Citizen Access (ACA) Account

Home Permits Licenses Planning Business License Code Enforcement

Advanced Search

User Name or E-mail: Password: [Login >](#)

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#) Click Here

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below:

A. Registration - Step 1

Verify that you have read and accepted the terms of the General Disclaimer, check the box and then click on the 'Continue Registration' button.

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer
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I have read and accepted the above terms.

[Continue Registration >>](#)

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B. Registration - Step 2

After clicking **Continue Registration**, you will be presented with the Account Registration Step 2 form. Fill in the required fields that are indicated by a red asterisk (*) in the Login Information section:


User Name: Enter a username that you will use to log in to your account. **Do not use spaces in your user name and do not use your email address as your user name.** Also note that your username must be unique. If the name you have chosen is already registered in the system, you will receive an error message. In this case, it is often useful to add numbers after a common username to reduce the likelihood that it will be a duplicate.

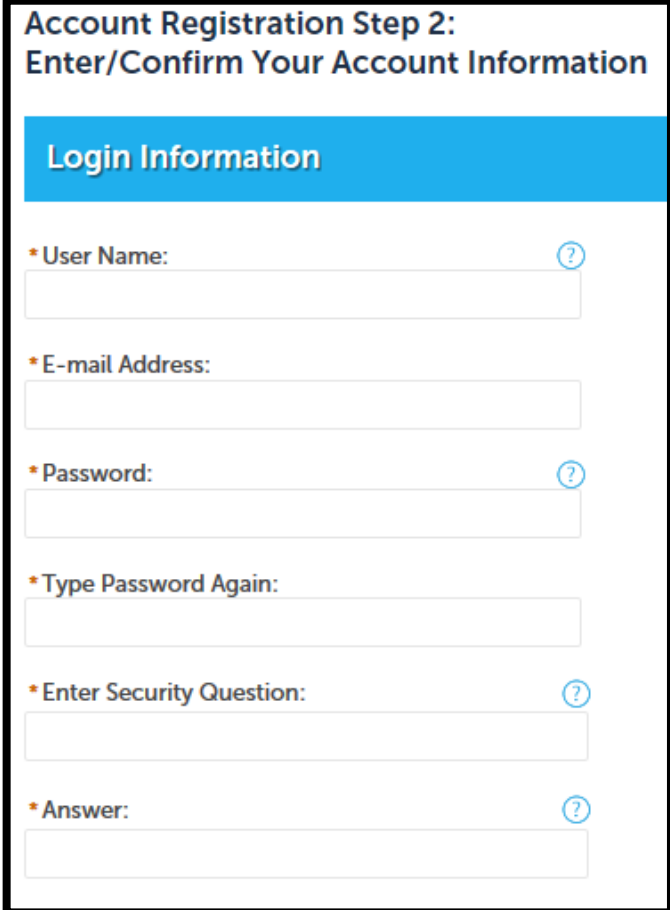
E-mail Address: This email address will be the primary point of contact regarding your online account. It can also be used to log in if you forget your user name.

Password: Enter a password for your account. Choose a password that you can easily remember. Strong passwords are **at least** 8 characters long and include **at least** (1) capital letter, (1) number (1) lowercase letter and (1) special character.

Security Question: The security question that you enter will be used to verify your identity, should you ever need to reset your password.

Security Question Answer: enter the answer for the security question you chose. This answer will need to be entered correctly whenever your security question is presented to you to verify your identity.

The tool tips icons  will also provide you with information regarding acceptable values that can be entered into fields.

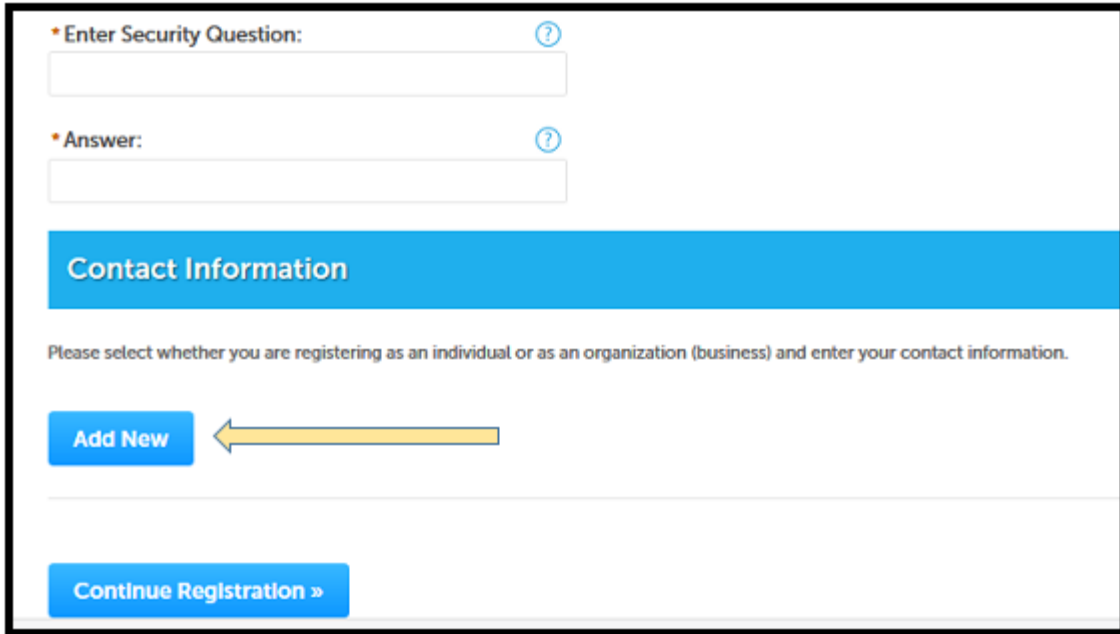


The screenshot shows a web form titled "Account Registration Step 2: Enter/Confirm Your Account Information". Below the title is a blue header with the text "Login Information". The form contains six input fields, each with a red asterisk (*) indicating it is required. The fields are: "User Name:" with a question mark icon to its right; "E-mail Address:"; "Password:" with a question mark icon to its right; "Type Password Again:"; "Enter Security Question:" with a question mark icon to its right; and "Answer:" with a question mark icon to its right.

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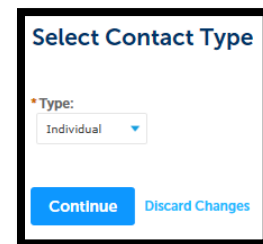
C. Contact information

At the bottom of the Account Registration - Step 2 form, there is a Contact Information section for you to add your contact information. Click on the 'Add New' button.



The screenshot shows a form with two input fields: "Enter Security Question:" and "Answer:", each with a question mark icon. Below these is a blue header for "Contact Information". Underneath, a text prompt reads: "Please select whether you are registering as an individual or as an organization (business) and enter your contact information." There is a blue "Add New" button with a yellow arrow pointing to it from the right. At the bottom of the section is a blue "Continue Registration »" button.

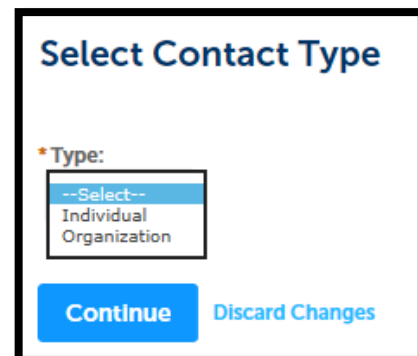
- A pop-up window will appear requesting a Contact Type be selected.



The pop-up window is titled "Select Contact Type". It contains a dropdown menu labeled "*Type:" with "Individual" selected. At the bottom, there are two buttons: "Continue" and "Discard Changes".

- If you are an individual who will be submitting applications, such as a homeowner or a trade professional, select '**Individual**'.
- If you are registering an account for a business or organization, select '**Organization**'.

TIP: Individuals and Organizations can assign delegates to their accounts. For instance, a contractor firm can register as an **Organization**, and then delegate permission to submit applications, or perform other tasks on their records, to one or more individuals within their company. Those delegates would need to have their own **Individual** citizen access accounts. **See IX. Add a Delegate.**



This screenshot shows the "Select Contact Type" pop-up window with the "*Type:" dropdown menu open. The menu options are "--Select--", "Individual", and "Organization". The "Continue" and "Discard Changes" buttons are visible at the bottom.

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- If **'Individual'** was selected:
Enter the required fields (*) that will enable us to contact you.

Contact Information

* First: Middle: * Last:

* Primary Phone: Mobile Phone: Home Phone:

* E-mail:

* Preferred Channel:
--Select--
Email
Home Phone
Mobile Phone
Postal Mail
Primary Phone
Work Phone

▶ Contact Addresses

Discard Changes

*Please note that **Preferred Channel** refers to your preferred method of contact.

- If **'Organization'** was selected, these are the fields that must be entered to enable us to contact you.

Please enter at minimum all of the required fields (*)

Contact Information

* Name of Business:

DBA/Trade Name:

* Primary Phone: Mobile Phone:

* E-mail:

* FEIN:

* Preferred Channel:
--Select--
Email
Home Phone
Mobile Phone
Postal Mail
Primary Phone
Work Phone

▶ Contact Addresses

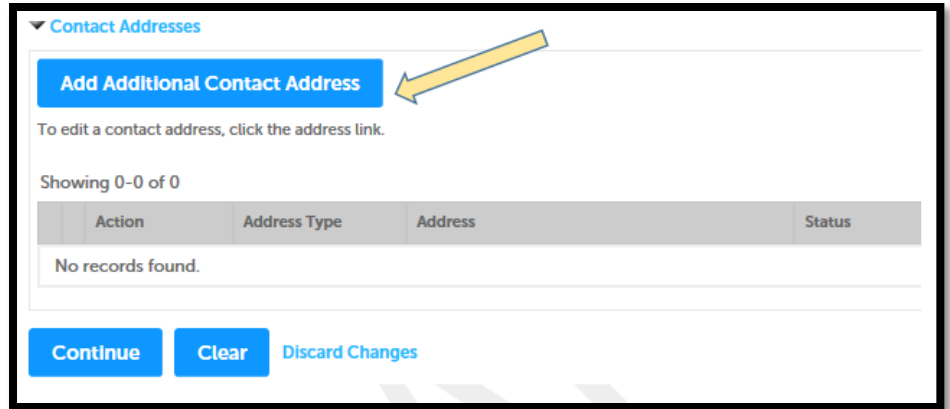
Discard Changes

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- Expand the 'Contact Addresses' link by clicking on the arrowhead.



Click on the 'Add Additional Contact Address' button. Add at least one contact address and indicate if the address is business, home or mailing in the Address Type field.

A screenshot of the 'Contact Information' form. The title is 'Contact Address Information'. It contains several fields: 'Address Type' (a dropdown menu with options: Business, Home, Mailing), 'United States' (a dropdown menu), 'Address Line 1' (a text input field), 'Address Line 2' (a text input field), 'City' (a text input field), 'State/Province' (a text input field), and 'ZIP/Postal Code' (a text input field). At the bottom, there are three buttons: 'Save and Close', 'Save and Add Another', and 'Clear', followed by the text 'Discard Changes'. A yellow arrow points to the 'Save and Close' button, and a green arrow points to the 'Save and Add Another' button.

After entering your data, click on the 'Save and Close' button to complete your registration or 'Save and Add Another' button to save your address information and then add additional contacts to the registration.

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Once you have completed the registration, the notifications shown below appear at the top and bottom of the screen respectively, indicating a successful registration:

Contact Information

Please select whether you are registering as an individual or as an organization (business) and enter your contact information.

✓ **Contact added successfully.**

Janet Doyle
[Redacted]
Home phone:
Mobile Phone:
Work Phone: [Redacted]
Fax:
[Edit](#) [Remove](#)

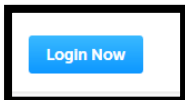
▼ [Contact Addresses](#)

[Home](#) [Permits](#) [Licenses](#) [Planning](#) [Business License](#) [Code Enforcement](#)

Advanced Search

✓ Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created.
Congratulations. You have successfully created an account with the Agency and can login immediately.



You may click the Login Now button to immediately access your new account.

An email will be sent to the email address provided, with a subject of "Welcome to eLAPS!" Check your email for a message from 'commgr'. You may need to check your 'Spam' or 'Junk' folders as well.

From: [Commgr](#)
Sent: Wednesday, May 2, 2018 5:45 PM
To: **your email address**
Cc: [commgr](#)
Subject: Welcome to eLAPS!

Welcome **Your Name or Company** to the City of Detroit's electronic Licensing and Permitting System Portal!

[Thank you for registering for an account. Please remember your User Name, password, and security question answer for future logins. Your email address will be used for communications from eLAPS.

Regards,
Buildings, Safety Engineering and Environmental Department

This is an automated email, so please don't reply.

IV. Login/Reset Forgotten Password

Other than the opportunity to "Login Now" after initial registration, logins take place from the Home Screen. Simply enter your username (or email address) and password. Then click the Login button.

*If you check the '**Remember me on this computer**' box before logging in, the system will retain your username so that you do not have to reenter it when using the same computer. You should only consider this for a private computer.

The screenshot displays the login interface of the eLAPS/ACA system. At the top right, there are links for "Announcements", "Accessibility Support", "Register for an Account", and "Login". A search bar is located in the top right corner. Below the search bar is a navigation menu with "Home" (highlighted), "Permits", "Licenses", "Planning", "Business License", and "Code Enforcement". Underneath the navigation menu is an "Advanced Search" section. The main login area features two input fields: "User Name or E-mail:" and "Password:", followed by a blue "Login »" button. Below the input fields are three links: "Remember me on this computer" (with a checkbox), "I've forgotten my password", and "New Users: Register for an Account". A welcome message section titled "Welcome to the new Citizen Portal" follows, containing text about 24/7 access and a partnership with Accela, Inc. At the bottom of the welcome section, it asks "What would you like to do today?" and suggests selecting a service.

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A. Reset Password Process

In case of a forgotten password, click on **"I've forgotten my password"** link. The system will display a screen to allow you to enter your email address and answer your Security Question.

The screenshot shows the 'Reset Password' form. At the top, it says 'Reset Password' and 'Forget your password? A temporary password will be sent to you via e-mail after your e-mail address and security answer have been verified.' Below this is a text input field for 'E-mail Address:'. A blue callout box points to this field with the text 'Enter your email address so the system can authenticate and send you a temporary password'. Below the email field is a text input field for 'Security Answer?'. Above this field is the text 'The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.' and 'Security Question: Favorite color?'. A green callout box points to the security answer field with the text 'Enter the answer to your Security Question shown.' At the bottom left is a blue button labeled 'Send New Password >'. A red arrow points to this button with the text 'Click on Button'.

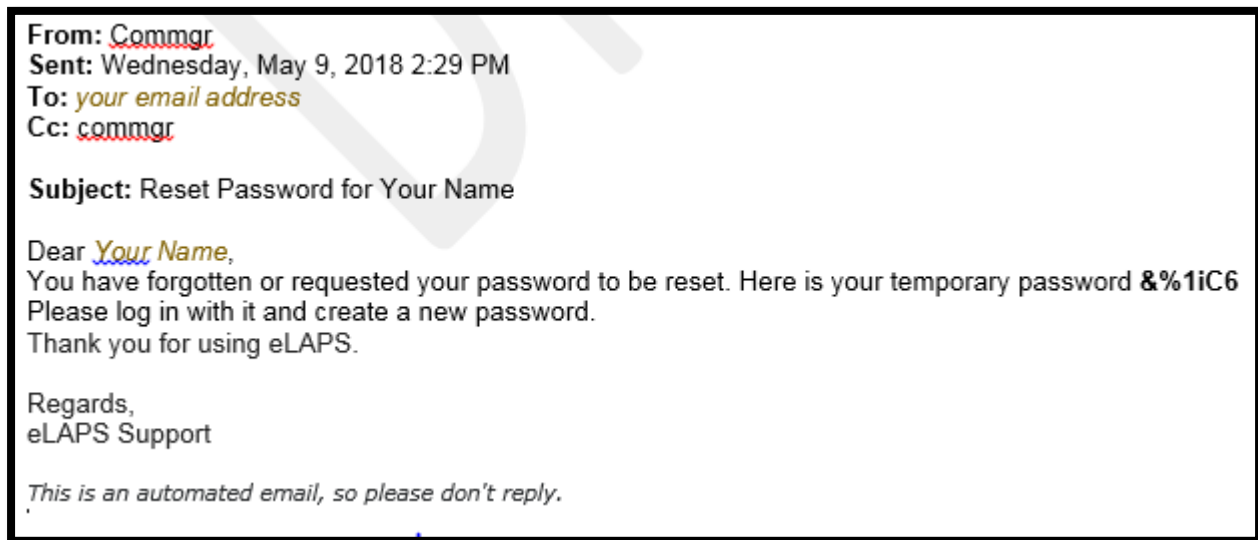
After sending the request, the following screen appears.

The screenshot shows the login page. At the top, there is a navigation menu with 'Home', 'Permits', 'Licenses', 'Planning', 'Business License', and 'Code Enforcement'. Below the menu is an 'Advanced Search' bar. On the left side, there is a green notification box with a checkmark icon and the text 'Your password has been reset. An e-mail has been sent containing your temporary password. Please use the temporary password to login.' Below the notification box is a message: 'You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".' On the right side, there is a login form with two input fields: 'User Name or E-mail:' and 'Password:'. Below the input fields is a blue button labeled 'Login >'. At the bottom of the login form, there is a checkbox labeled 'Remember me on this computer' and two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

Check your email for a message from 'commgr'. You may need to check your 'Spam' or 'Junk' folders as well.

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Sample Password Reset Email:



B. Changing Your Password

Once you log in with your temporary password, you will receive a warning message that you must update your password by:

- entering the temporary password you were sent,
- entering a new password and
- reentering the new password.

An error has occurred.
Please update your login information with a new password.

Change Password

* User Name: The system will pre-fill your User Name

* Old Password: Enter the temporary password from the email

* New Password:

* Confirm Password:

Submit »

V. Account Dashboard

The first page you will receive after you log in is your Account Dashboard. It will provide you with some high level information about the transactions you have in the system. From this page you can see:

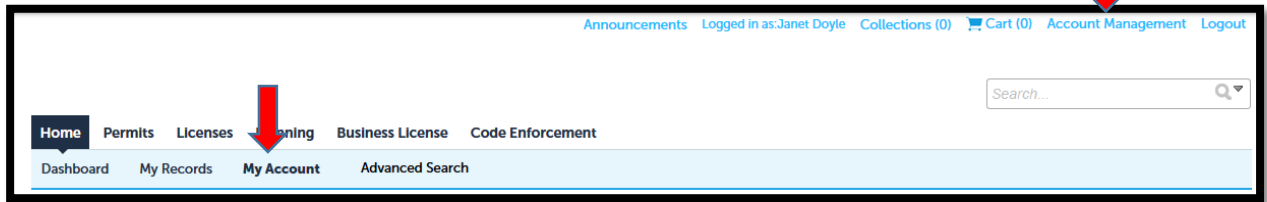
- A. Items that have been saved in your shopping cart, for which you have not yet paid.
- B. Collections: This is a useful tool that allows you to group records together, providing the ability to treat them as a group for viewing, obtaining statistical information, making payments, etc. *See VII. Managing Collections*
- C. Work in Progress: The last 10 records recently created by you, but not yet completed.
- D. My Records link: Provides a list of all of your records.
- E. My Account – Allows you to view and update your personal account information.
- F. Logout Link - Use this to log out of the system.

The screenshot shows the Account Dashboard for Janet Doyle. At the top right, there are links for "Announcements", "Logged in as: Janet Doyle", "Collections (0)", "Cart (0)", "Account Management", and "Logout" (labeled F). A search bar is also present. The main navigation bar includes "Home", "Permits", "Licenses", "Business License", and "Code Enforcement". Below this, there are links for "Dashboard", "My Records" (labeled D), "My Account" (labeled E), and "Advanced Search". The dashboard greets the user with "Hello, Janet Doyle". There are two main sections: "Saved in Cart (0)" with a "View Cart" button and the message "There are no items in your shopping cart right now." (labeled A), and "My Collection (0)" with a "View Collections" button and the message "You do not have any collections right now." (labeled B). Below these is a "Work in progress" section (labeled C) with a "View All Records" button. A table header is visible with columns: "Record Name", "Record ID", "Module", "Creation Date", and "Action". The table currently shows "No records found".

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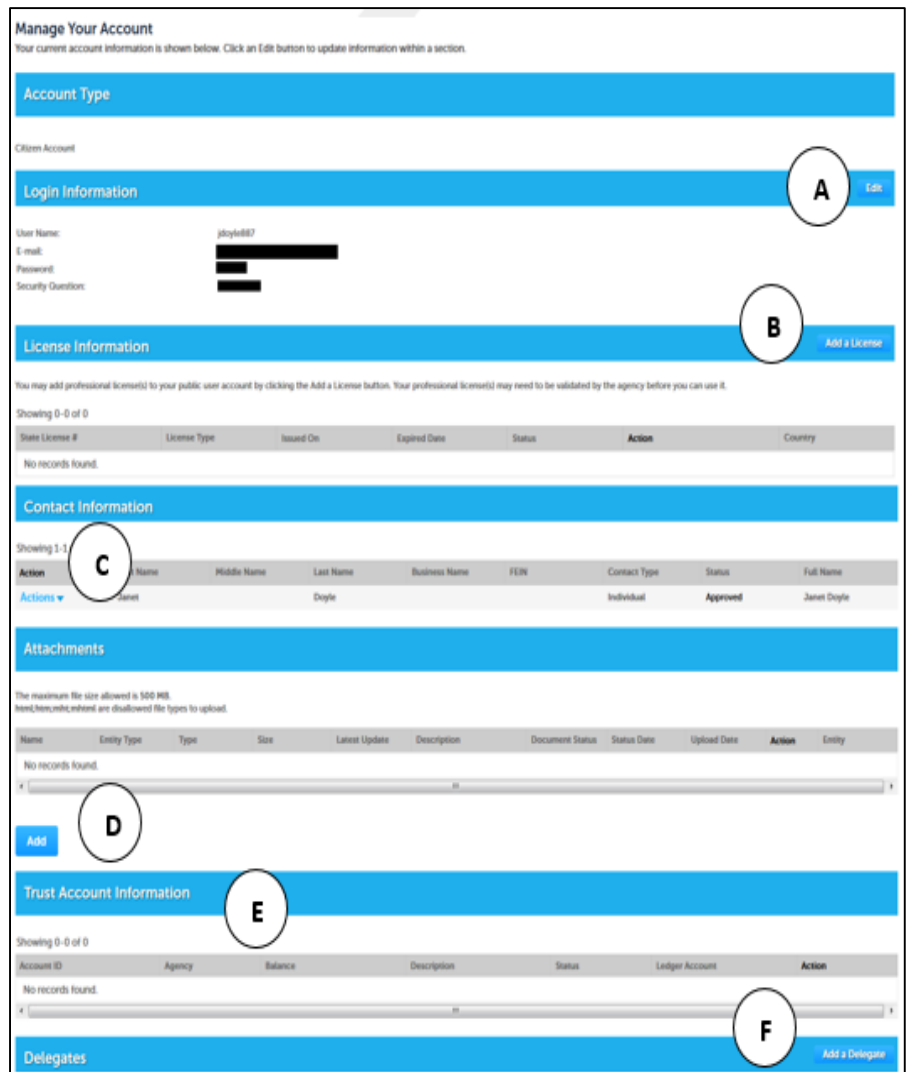
VI. Manage Account Information

The Manage Account page is used to view and update account information. You will reach this page by clicking either the My Account link or the Account Management link.



From this page you can do the following:

- A. Edit login information (You cannot change your username)
- B. Add a professional license to your account
- C. Update or add contact information. If you have obtained professional licenses via the system, they will appear here, as well as any licensing exams you have taken.
- D. Upload and add attachments (documents) to your account
- E. View and manage any trust accounts you have established for payments
- F. Delegate who can access your account and see the accounts to which you have been given delegated access



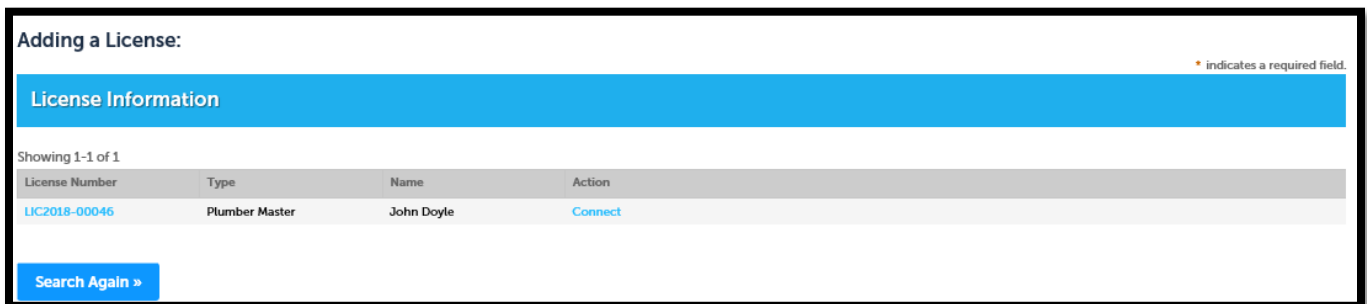
VII. Add A License

Professional Trade Licenses that are associated with your account allow you to pull applicable permits. When you apply for a new license or registration, it is normally automatically added to your account once approved. You may also manually add existing licenses and registrations that belong to you to your account by clicking **Add a License** on the **Account Management** page.

Choose the **License Type** and enter the **License Number**. Then click **Find License**.

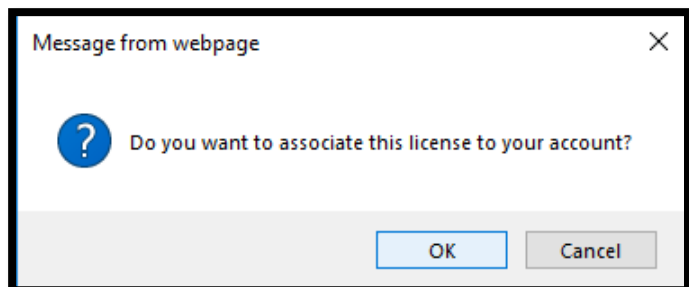


Click **Connect** to attach this license to your account.



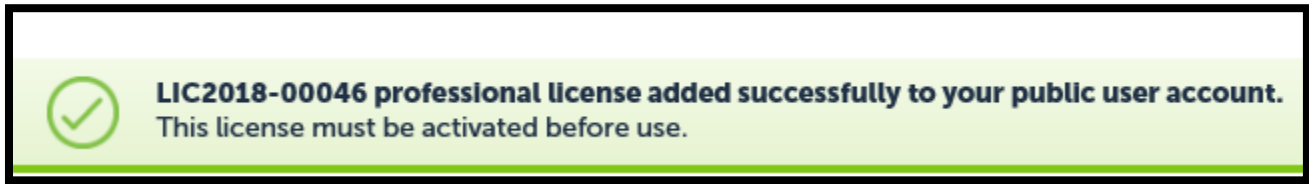
License Number	Type	Name	Action
LIC2018-00046	Plumber Master	John Doyle	Connect

You will be asked to verify that you want to associate this license with your account.



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Click OK to verify and you will receive notification that the license has been associated successfully. You will also receive an email advising you that your request is under review.



Your license will appear as '**Pending**' until the agency has reviewed your request to verify that this is your license. You might be asked to upload additional documentation to assist in this verification.

LIC2018-00046	Plumber Master	08/31/2016	08/31/2018	Pending	Actions ▾
---------------	----------------	------------	------------	---------	-----------

Once the agency has approved your request, your license will now appear on your **My Account** page as '**Approved.**'

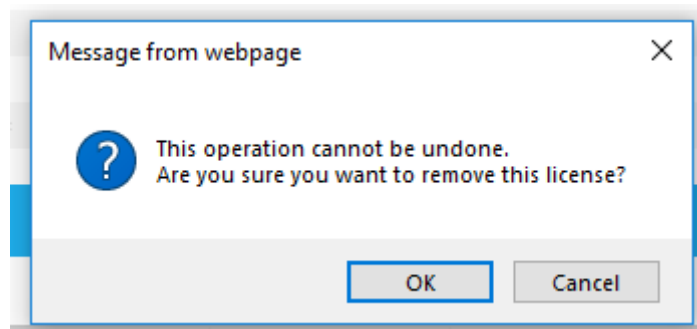
LIC2018-00046	Plumber Master	08/31/2016	08/31/2018	Approved	Actions ▾
---------------	----------------	------------	------------	----------	-----------

You may view details for your license by clicking the **Actions** dropdown and selecting '**View.**'

LIC2018-00619	Plumbing Firm Reg	06/09/2018	06/29/2018	Approved	Actions ▾ View Remove
---------------	-------------------	------------	------------	----------	-----------------------------

You may also remove a license from association with your account under the Actions dropdown.

If you select Remove, you will receive a warning to verify that this is what you want to do.



VIII. Attachments

Various transactions require that you upload documents for verification. For instance, applying for a professional trade license might require the upload of a driver's license or state ID, among other documents. The system will allow you to attach those documents that you are uploading to the record you are currently creating, and it will also ask if you want to attach the document to your account. Attaching documents to your account makes them available for easy upload the next time you need them. You can also attach documents to your account even when you are not creating a license, registration or permit record, via the **Attachments** section of your **Account Management** page.

The Attachments section of your Account Management page allows you to manage your attachments by uploading documents to your account or removing documents from your account.

Attachments

The maximum file size allowed is 500 MB.
html,htm,mht,mhtml are disallowed file types to upload.

Name	Entity Type	Type	Size	Latest Update	Description	Document Status	Status Date	Upload Date	Action	Entity
Whitecat.png	Contact	Master Plumbers License	39.32 KB	05/25/2018	master	Uploaded	05/25/2018	05/25/2018	Actions ▼	Individual - Janet Doyle
BuilderLicense.png	Contact	State of Michigan Contractor's License	209.29 KB	05/25/2018	contractor's license	Uploaded	05/25/2018	05/25/2018	Actions ▼	Individual - Janet Doyle
MILicense.png	Contact	Driver License/State ID	109.77 KB	05/25/2018	driver's license	Uploaded	05/25/2018	05/25/2018	Actions ▼	Individual - Janet Doyle
addnew.png	Contact	Notarized Assignment Letter for Agent	1.62 KB	05/25/2018	notarized agent letter	Uploaded	05/25/2018	05/25/2018	Actions ▼	Individual - Janet Doyle

Add

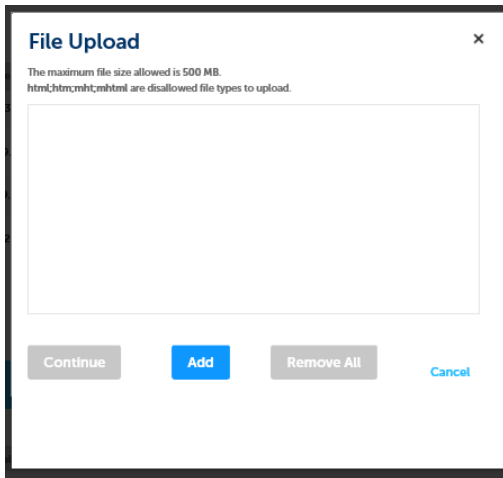
Upload Date	Action	Entity
05/25/2018	Actions ▼	Individual - Janet Doyle
05/25/2018	Actions ▼	Individual - Janet Doyle
05/25/2018	Actions ▼	Individual - Janet Doyle
05/25/2018	Actions ▼	Individual - Janet Doyle

[View Details](#)
[Delete](#)

The **Action** dropdown gives you the option of viewing or deleting an existing attachment.

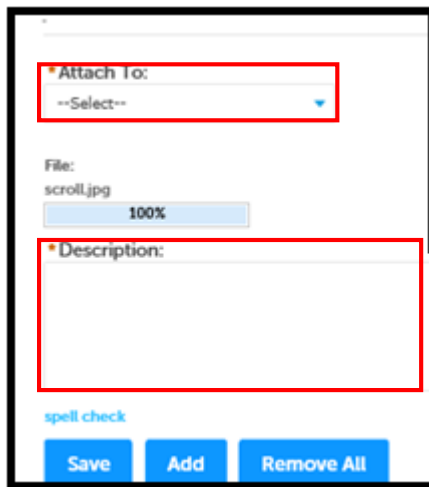
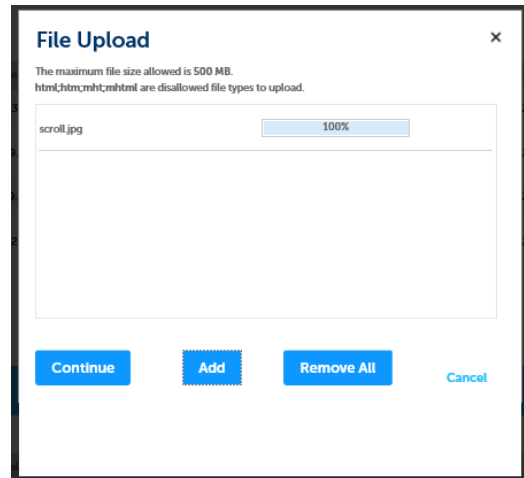
The **Add** button allows you to add new attachments. You will receive a **File Upload** popup box to browse your computer and add documents for attachment.

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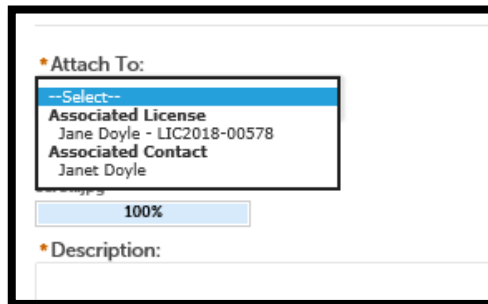


Click the **Add** button in File Upload to select as many documents as you wish to attach, one at a time.

When you are finished selecting documents, click **Continue**.



Determine whether you are attaching the document to a specific record (e.g. an existing license) or to your general account (Associated Contact). If you connect it to your associated contact, it will be available for any future transactions.



You will also enter a description for the document before clicking **Save** to attach it to your account.

The document will appear in your account without a **Type**. Type is applied to a document when it is being attached to a specific record or application that you are submitting, that requires specific types of documents be uploaded.

Attachments						
The maximum file size allowed is 500 MB. html,htm,mht,mhtml are disallowed file types to upload.						
Name	Entity Type	Type	Size	Latest Update	Description	
Whitecat.png	Contact	Master Plumbers License	39.32 KB	05/25/2018	master	
addnew.png	Contact	Notarized Assignment Letter for Agent	1.62 KB	05/25/2018	notarized agent letter	
MILicense.png	Contact	Driver License/State ID	109.77 KB	05/25/2018	driver's license	
BuilderLicense.png	Contact	State of Michigan Contractor's License	209.29 KB	05/25/2018	contractor's license	
scroll.jpg	Contact		850.90 KB	05/30/2018	general document	

IX. Add a Delegate

License holders can appoint delegates to submit applications, create records and perform transactions, such as fee payment, on their behalf. The Delegate form allows the license holder to have control over the specific types of actions the delegate can take.

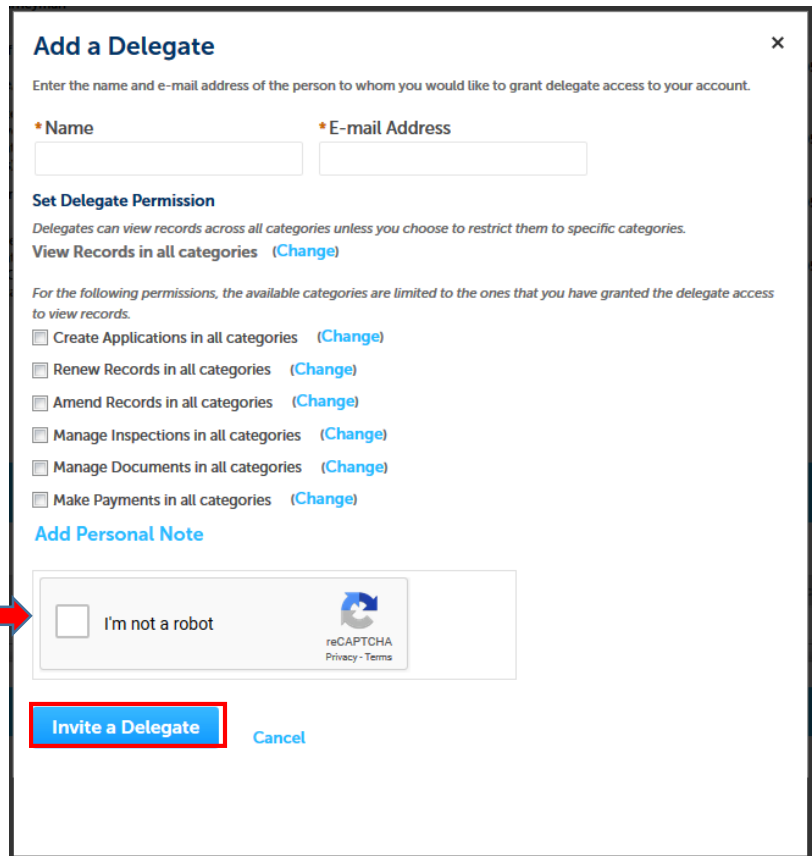
To add a delegate, navigate to the **Account Management** page and locate the **Delegates** section.



The screenshot shows the 'Delegates' section of the Account Management page. It features a blue header with the word 'Delegates' and a red-bordered button labeled 'Add a Delegate'. Below the header, there are two sections: 'People who can access my account' and 'People whose account I can access', both showing 'None'.

Click **Add a Delegate** to receive the popup window where you will provide the name and email address of your delegate, and give them the permissions you want them to have. **Set Delegate Permissions** determines the actions they can take on your behalf. Check the box next to each permission you are granting. If you click **Change** next to any permission, you can limit the categories for that permission.

You are required to check the **I'm not a robot** box before you can **Invite a Delegate**.



The screenshot shows the 'Add a Delegate' popup window. It has a title bar with 'Add a Delegate' and a close button. The main content area includes a text input field for the name and an email input field. Below these is the 'Set Delegate Permission' section, which contains a list of permissions with checkboxes and 'Change' links. The permissions listed are: Create Applications in all categories, Renew Records in all categories, Amend Records in all categories, Manage Inspections in all categories, Manage Documents in all categories, and Make Payments in all categories. Below the permissions is an 'Add Personal Note' section. At the bottom, there is a checkbox labeled 'I'm not a robot' with a red arrow pointing to it, a reCAPTCHA logo, and two buttons: 'Invite a Delegate' (highlighted with a red border) and 'Cancel'.

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Your Account Management page now shows the delegate that you have invited. An invitation email will be sent to your delegate.

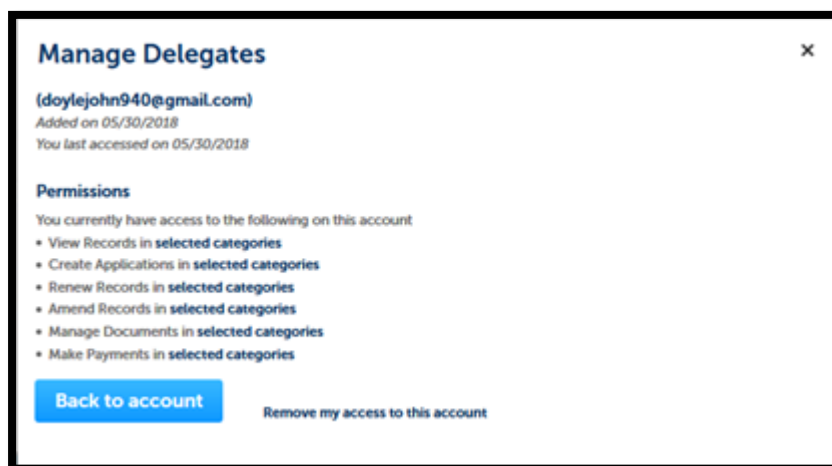
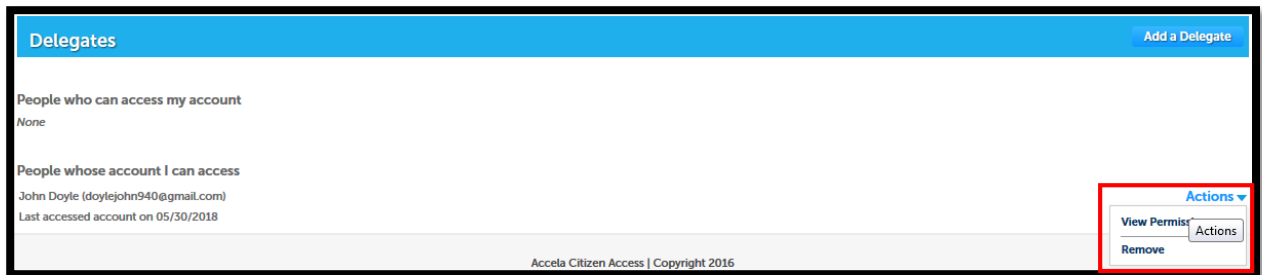


If you are the delegate and you receive an invitation email, you can navigate to your Account Management page and the invitation will appear.



Accept the invitation and you can now perform the approved actions on behalf of the person who invited you. Your page now reflects the people whose accounts you can access.

At any time, you may click **Actions** to view your permissions or remove yourself as a delegate.



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X. Managing Collections

The collections feature allows users to create folders to organize and manage their records. Summary information, including inspections and fees, can then be obtained for the collection.

To create a collection: Go to your records list by clicking the **My Records** link. Mark the check box next to each record you want to organize into a group. Click the **'Add to collection'** link. Enter a name and description for the group when prompted.

Click **"View Collections"** on your Dashboard Page, or the **Collections** link at the top of any web page, to go to your collections. You can rename or delete a collection at any time. Deleting a collection will not delete the records that were in the collection. It only deletes the grouping.

Collections
This is a list of your collections. To manage a collection, click the link next to the collection name.

Showing 1-1 of 1

Date Modified	Name	Description	Number of Records	
04/02/2018	Data	Weird Test Records	8	Delete

Data
Weird Test Records
Total Records: 8 (2 Permits, 2 Code Enforcement, 4 Licenses)
Inspections Summary: 0 (0 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 0 Pending, 0 Cancelled)
Fees Summary: \$746.00 Paid, \$15.00 Due

[Rename Collection](#) [Delete Collection](#)

Code Enforcement
[Move to...](#) | [Copy to...](#) | [Remove](#)
Showing 1-2 of 2 | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Address	Status	Action	Short Notes
<input type="checkbox"/>	03/26/2018	FIE2018-00001	Fire Insurance Escrow		493 KITCHENER, 48215			
<input type="checkbox"/>	03/26/2018	VPO2018-	VPO Denial/Revocation		493 KITCHENER,			

Licenses
[Move to...](#) | [Copy to...](#) | [Remove](#)
Showing 1-4 of 4 | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Record Number	Record Type	DBA Name	Address	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	WRKAPP2018-00004	Wrecking Contractor Application				Submitted		
<input type="checkbox"/>	APPAPP2018-00002	Electrical Apprentice Registration Application				Approved	Pay Fees Due	
<input type="checkbox"/>	LIC2018-00522	Mechanical Occupational License	undefined		03/07/2019	Active	Amendment	
<input type="checkbox"/>	OCCLAPP2018-00002	Mechanical Occupational License				Approved		

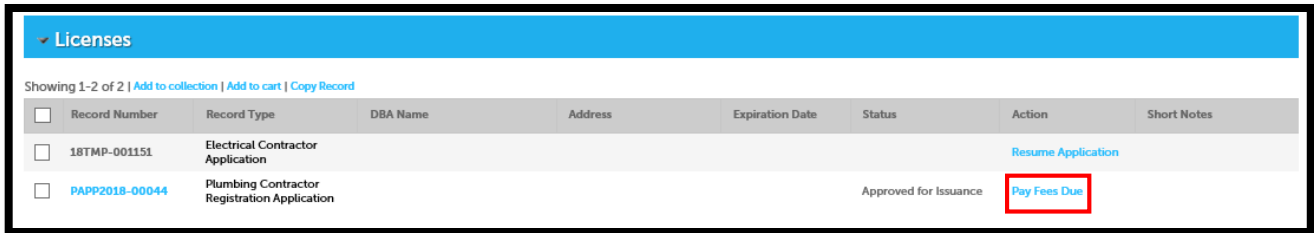
Permits
[Move to...](#) | [Copy to...](#) | [Remove](#)
Showing 1-2 of 2 | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Short Notes
<input type="checkbox"/>	03/13/2018	PLM2018-00003	Plumbing Permit	J-Z	485 Kitchener St. Bldg. Detroit MI 48215 United States	Issue Permit		
<input type="checkbox"/>	03/13/2018	MEC2018-00007	Mechanical Permit		421 Drexel St. Bldg. Detroit MI 48215 United			

XI. Making Payments

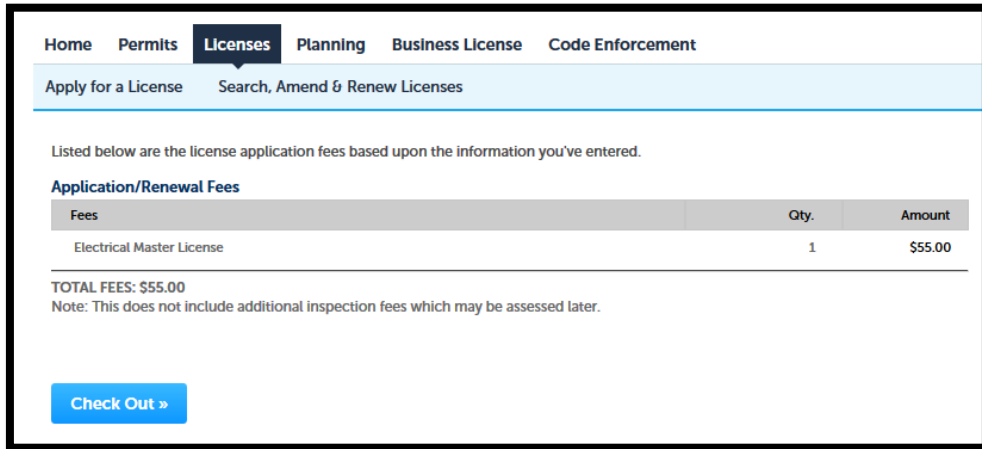
In some cases, after you have submitted an application, and after the back office has reviewed your application and associated documents, you will receive an email that instructs you to log into your account and look for any fees that are due for that application. When you log in, your My Records page will show you which applications require payment. If you click on the **Pay Fees** link it will take you into the payment process. In other cases, your application workflow will take you right into the payment process.

Example:



Record Number	Record Type	DBA Name	Address	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/> 18TMP-001151	Electrical Contractor Application					Resume Application	
<input type="checkbox"/> PAPP2018-00044	Plumbing Contractor Registration Application				Approved for Issuance	Pay Fees Due	

Click **Check Out** to select invoices to pay.



Fees	Qty.	Amount
Electrical Master License	1	\$55.00

TOTAL FEES: \$55.00
Note: This does not include additional inspection fees which may be assessed later.

[Check Out »](#)

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If there are multiple items, you will need to add the ones you are paying to your cart. Click **Checkout** when you are ready to enter your payment information.

The screenshot shows a 'Cart' page with two steps: '1 Select item to pay' and '2 Payment information'. The first step is active. Below the step indicator, there is a 'PAY NOW' button. Underneath, it says 'No Address' and '1 Application(s) | \$55.00'. A list item is shown: 'Master Electricians Application' with ID 'EMAPP2018-00011' and a 'Total due: \$55.00'. At the bottom, it states 'Total amount to be paid: \$55.00' and includes a note: 'Note: This does not include additional inspection fees which may be assessed later.' Three buttons are at the bottom: 'Checkout >', 'Edit Cart >', and 'Continue Shopping >'.

The payment information page will present you with options for making a payment: by credit card or with a bank account. After you have entered your credit card information, you can select “**Auto-fill with**” and choose the account whose contact information you want to use. The system will auto-fill all your contact information fields with information from that account. Otherwise, you can enter each of those fields individually. Make certain that all required fields have been completed before clicking

Submit Payment.

The screenshot shows the 'Payment Options' page. At the top, it says 'Amount to be charged: \$55.00'. There are two radio buttons: 'Pay with Credit Card' (selected) and 'Pay with Bank Account'. Below this is the 'Credit Card Information:' section with fields for 'Card Type' (set to 'Visa'), 'Card Number', 'Security Code', 'Name on Card', and 'Exp. Date' (set to '01' and '2019'). At the bottom is the 'Credit Card Holder Information:' section with an 'Auto-fill with' checkbox and a dropdown menu showing 'John Doyle'.

XIII. Glossary of Terms

TERM	DESCRIPTION / DEFINITION
Accela Citizen Access	Accela Citizen Access (ACA) is a product of Accela, Inc. The City of Detroit has configured and customized this product as the citizen access portal for licensing and permitting.
Address Type	Dropdown selection includes: <ul style="list-style-type: none"> ➤ Business ➤ Home ➤ Mailing The selection made is used to indicate the type of contact address for your registration.
Answer	Supply the answer to the Security Question you entered. There is a limit of twenty (20) characters.
Contact Type	Dropdown selection includes: <ul style="list-style-type: none"> ➤ Individual ➤ Organization If you are registering as the homeowner or a contractor, choose 'Individual' If you are registering as a business, choose 'Organization'
Password	Choose a password for your account. It must be between eight (8) and twenty (20) characters.
Preferred Channel	Preferred method of contact. Dropdown selection includes: <ul style="list-style-type: none"> ➤ Email ➤ Home Phone ➤ Mobile Phone ➤ Postal Mail ➤ Primary Phone ➤ Work Phone The selection indicates the best method to contact you.
Security Question	Write a question that will help us identify you if you experience account difficulties.
User Name	A unique sequence of characters used to identify a user and allow access to a computer system or online account. This will become part of your login. DO NOT USE YOUR EMAIL ADDRESS for your USER NAME. It can be between four (4) and thirty-two (32) characters and contain letters, number and these special characters: <ol style="list-style-type: none"> 1. At sign [@] 2. underscore [_] 3. hyphen [-] 4. Period [.] 5. right parenthesis [)]