Buildings, Safety Engineering
& Environmental Department

2018

eLAPS/ACA

Citizen User – Getting Started

Welcome to the City of Detroit's
electronic Licensing and Permitting System (eLAPS).

Please Register for an Accela Citizen Access (ACA) Account

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

Fill in the required fields that are indicated by a red asterisk (*) in the Login Information section:

Account Registration Step 2:
Enter/Confirm Your Account Information

Login Information

*User Name: ?

*E-mail Address:

*Password: ?

*Type Password Again:

*Enter Security Question: ?

*Answer: ?

Within the Contact Information section, click on the 'Add New' button.

Contact Information

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

Add New

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

Select Contact Type

* Type:

--Select-- ▼

Continue Discard Changes

The dropdown values are shown below.
If you are a homeowner or a contractor, select '*Individual'*.

Select Contact Type

* Type:

--Select--
Individual
Organization

Continue Discard Changes

If '*Individual*' was selected:

Select Contact Type

* Type:

Individual ▼

Continue Discard Changes

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**

Continue **Clear** **Discard Changes**

If '***Organization***' was selected:

Contact Information

*Name of Business:

DBA/Trade Name:

*Primary Phone: **Mobile Phone:**

*E-mail: ***Preferred Channel:**

--Select--
Email
Home Phone
Mobile Phone
Postal Mail
Primary Phone
Work Phone

*FEIN:

▶ **Contact Addresses**

Continue **Clear** **Discard Changes**

Expand the 'Contact Addresses' link by clicking on the arrowhead.
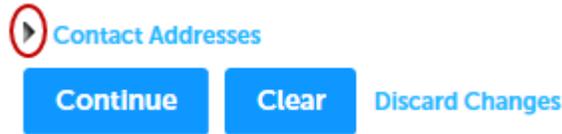
Click on the 'Add Additional Contact Address' button. Add at least one contact address and indicate if the address is business, home or mailing (address type).
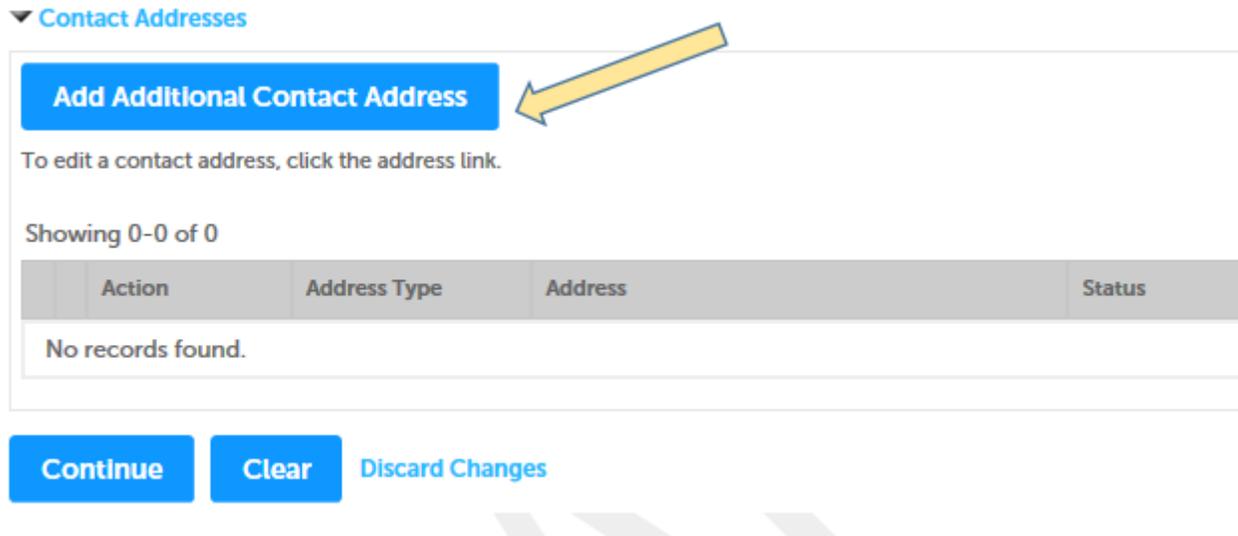
Add at least one contact address and indicate if the address is business, home or mailing in the Address Type field.

Contact Information

Contact Address Information

* Address Type:

```
--Select--
Business
Home
Mailing
```

United States ▾

* Address Line 1:

[   ]

Address Line 2:

[   ]

* City:	* State/Province:	* ZIP/Postal Code:
[ ]	[ ]	[ ]

Save and Close   **Save and Add Another**   **Clear**   **Discard Changes**

After entering your data, click on the 'Save and Close' or 'Save and Add Another' button to save your address information. The following screen displays to inform you that the address was successfully added to your account.

Add Additional Contact Address

To edit a contact address, click the address link.

✔ **Contact address added successfully.**

Showing 1-1 of 1

Action	Address Type	Address	Status
Actions ▼	Mailing	150 W Jefferson	Active

Continue   **Clear**   Discard Changes

Click on the 'Continue' button to resume the application process.
At this point, the system will verify that the information you entered is …

The information you entered is not found. Click Continue to
create a new account. Click Cancel to change the information.

Continue   **Cancel**

Click on the 'Continue' button. The system will display the registration screen for
you to review your information and complete the registration process.

Home   Permits   Licenses   Planning   Business License   Code Enforcement

Advanced Search

Account Registration Step 2:
Enter/Confirm Your Account Information

Login Information

* User Name: ⑦

YourChoice

* E-mail Address:

you@email.com

* Password: ⑦

••••••••

* Type Password Again:

••••••••

* Enter Security Question: ⑦

What is my favorite color?

* Answer: ⑦

Green

Contact Information

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

✔   **Contact added successfully.**

Your Name
you@email.com
Home phone:
Mobile Phone:
Work Phone: 800 800-8000
Fax:
Edit Remove

▼ **Contact Addresses**

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

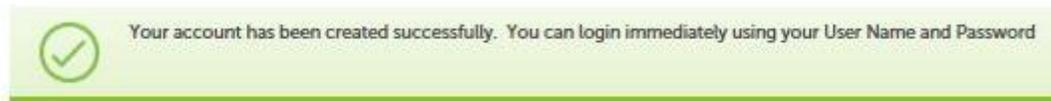| Action	Address Type	Address	Status
Actions ▼	Mailing	Your Address	Active

Continue Registration »

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Click on the 'Continue Registration' button to complete the process.

Once you have completed the registration, the notification shown below appears:

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

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.

Glossary of Terms

Term	Description/Definition
Address Type	Dropdown selection includes: ▷ 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: ▷ 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	Dropdown selection includes: ▷ 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: 1. At sign [@] 2. underscore [_] 3. hyphen [-] 4. Period [.] 5. right parenthesis [)]

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.

Reset Password

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.

* E-mail Address:

Enter your email address so the system can authenticate and send you a temporary password

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.
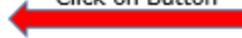
Security Question:
Favorite color?

Enter the answer to your Security Question shown.

* Security Answer?

Click on Button

Send New Password »

After sending the request, the following screen appears.

| Home | Permits | Licenses | Planning | Business License | Code Enforcement |

Advanced Search

Your password has been reset. An e-mail has been sent containing ...ry password. Please use the temporary password to login.

User Name or E-mail: Password:

Login »

☐ Remember me on this computer   I've forgotten my password   New Users: Register for an Account

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

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

Sample Email:

From: Commgr
Sent: Wednesday, May 9, 2018 2:29 PM
To: *your email address*
Cc: commgr

Subject: Reset Password for Your Name

Dear *Your Name*,
You have forgotten or requested your password to be reset. Here is your temporary password **&%1iC6**
Please log in with it and create a new password.
Thank you for using eLAPS.

Regards,
eLAPS Support

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

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 »