ACA – FREQUENTLY ASKED QUESTIONS

INITIAL ACCOUNT SETUP / REQUIRED SOFTWARE / RESETTING PASSWORDS

- How do I register for an account?
  - *Go to https://permitsandcases.indy.gov/CitizenAccess/ and click on Register for an account. For more detailed instructions on how to create an account and associate your contractor license to your account, click here: http://www.indy.gov/eGov/City/DCE/Documents/2015/Creating%20an%20ACA%20Account%20user%20guide%2012-2015.pdf*
- When I try to login, the site says my password is invalid. I don't remember my password:
  - *Click on 'I've forgotten my password.' A new password will be auto-generated and sent to the email address for the account.*
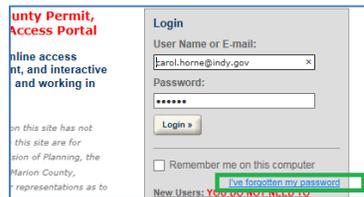

- When I try to login, the site says my account isn't activated.
  - *Contact Contractors@indy.gov to have your account activated.*
- How to get my license(s) associated with my ACA User ID?
  - *After you login to ACA, in the top right corner, click on the link for 'Account Management.'*
  - *Under the 'License Management' section, you can add and remove licenses associated with your login. Each license you add must be reviewed by DCE for security purposes so please allow 24 hours for approval.*
  - *If you have trouble, contact the licensing group at Contractors@indy.gov.*
- Why do I have to enter two licenses on the License Professional List page?
  - *DCE needs both your contractor and agent license for all permits that require licenses.*
- My computer displays the windows differently than your guides or I don't see all the boxes and pop-up screens that I should.
  - Check which web browser you are using. You may need to update or switch web browsers to use the full functionality. **NOTE:** the new Microsoft Edge browser (for Windows 10) is not currently supported by this site.
  - These are compatible web browsers:
    - Internet Explorer 10
    - Internet Explorer 11
- When I try to upload documents to ACA, I get a message saying I Need Microsoft Silverlight. What is Microsoft Silverlight and how do I get it?
  - *Users should be able to download directly from their computer by clicking on the download button.*

Department of Code Enforcement

1200 Madison Ave., Ste. 100 │Indianapolis, IN 46225│Phone: (317) 327-8700 │www.indy.gov/dce
Fax Numbers: Building - 327-8475 │Business Licensing - 327-0817│Contractor Licensing – 327-8401
Crafts - 327-5397│Infrastructure/Right of Way - 327-3125│Permits - 327-5174│Zoning - 327-8696

- I've downloaded Silverlight, but I still can't see the 'Add Documents' Button.
    - *Try putting your browser into Compatibility Mode.*
    - *Make sure you are using is using a supported browser.*
- I'm getting a message that my account is locked. How do I unlock my user account?
    - *A user account is locked after several unsuccessful attempts to login to the site. You will need to contact DCE at Contractors@indy.gov in order to get your account unlocked.*

SUBMITTING NEW PERMITS/CASES, PAYING FEES, PRINTING PERMITS

- I don't see the permit type for which I want to apply on the list of available permits?
    - *Many permits require an active contractor license and agent associated with your ACA account in order to apply for a permit. Please*
- How to print a copy of a permit?
    - *You must be logged in and associated with the permit (e.g. case creator, licensed professional).*
    - *The permit must be Issued (or a like status).*
    - *Search for the Permit you want to print. The detail page for the permit must be displayed.*
    - *In the top right of the page (on the Permits Tab), you will see a link called Reports. There you should find a copy of the permit report which can be printed.*
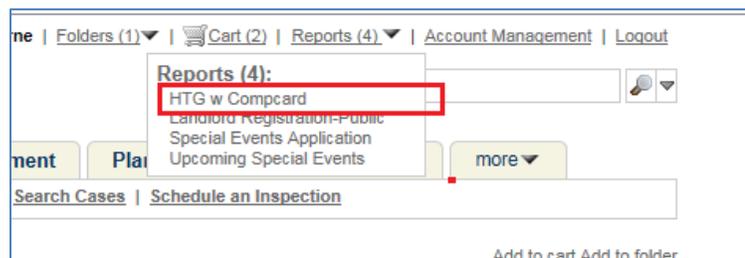
- Why don't I see the Permit Report listed as an option?
    - *Only ACA users for which their license is associated to the ACA account or an associated permit contact can print permits.*
    - *Permit must have an 'issued' status.*
- Why can't I find the property address (search results)?
    - *Enter the street number and street name only.*
    - *Pan and Zoom to property using MapIndy to verify address: http://maps.indy.gov/MapIndy/index.html.*
    - *Alternatively use parcel number from MapIndy.*
    - *Contact DCE at James.Rinehart@indy.gov.*
- Why can't I upload documents to my permit?
    - *Many documents in Accela are now available to view via ACA. However, only ACA users associated with the permit can upload documents (e.g. Applicant, Licensed Professional).*
- Can I pay for multiple permits with one payment transaction?
    - *Yes, the citizen portal has a shopping cart. You can collect multiple items into the shopping cart. For more information on paying fees, click on this link: http://www.indy.gov/eGov/City/DCE/Documents/General%20-%20Electronic%20Payment%20and%20Issuance%20User%20Instructions.pdf*