



Creating a Citizen's Access User Account

User Guide

Department of
Business & Neighborhood Services

Applicant's User Guide
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CREATING A CITIZEN ACCESS ACCOUNT

The Department of Business & Neighborhood Services (BNS) web-based Citizen Access Portal, allows applicants to research cases as well as apply for most cases 100% electronically without having to visit BNS's office.

Citizen Access Portal User Requirements

Internet Browser

The Citizen Access Portal will need one of the following web browsers:

Internet Explorer 10

Google Chrome 34

Mozilla Firefox 29

Safari 6

Navigating to the Citizen's Access Portal

The direct link to the Citizen Access Portal is:

<https://permitsandcases.indy.gov/citizenAccess/>

The Citizen Access Portal can be accessed through the BNS website by using the link on the left side of the page.

www.indy.gov/BNS

CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled 'New Users,' located below the login fields, to create an account.

The next screen contains terms and conditions to create an account. Please read before proceeding.

The screenshot shows the 'Account Registration' page on the Indianapolis Citizen Access Portal. At the top, the Indianapolis logo is displayed. Below the logo, there are navigation links: 'Announcements', 'Register for an Account', and 'Login'. A horizontal menu contains 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and a 'more' dropdown. The main content area is titled 'Account Registration' and includes the following text:

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.

IMPORTANT - PLEASE READ CAREFULLY THE SITES TERMS OF USE PRIOR TO SUBMITTING YOUR REQUEST FOR A USER ID. The Terms of Use ("Agreement") constitutes a legal and binding agreement between The City of Indianapolis ("City") and the person or legal entity ("User") who has requested access to City's Permits and Cases Site ("Site") to facilitate certain aspects of City's permitting and regulatory process

By selecting the "Continue Registration" button below, or by accessing or using the Site, User and User's employees, consultants, contractors, and other parties who access the Site using User's password agrees be bound by and comply with all of the terms and conditions set forth herein. If you do not agree to all of the terms and conditions of this Agreement, (Agreement) do not use or access the Site.

User's permissions to access the Site may allow for the User to grant access, on

I have read and accepted the above terms.

At the bottom of the page, there is a copyright notice: 'Copyright Information 2010 Accela Inc. All Rights Reserved.'

CREATING A CITIZEN ACCESS ACCOUNT

2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.

Indianapolis

[Announcements](#) | [Register for an Account](#) | [Login](#)

Home | Permits and Contractors | Enforcement | Planning / Historic Preservation | more ▾

Account Registration Step 2:
Enter / Confirm Your Account Information

* indicates a required field.

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

* Type Password Again:

* Select a Security Question: ?

* Answer: ?

CREATING A CITIZEN ACCESS ACCOUNT

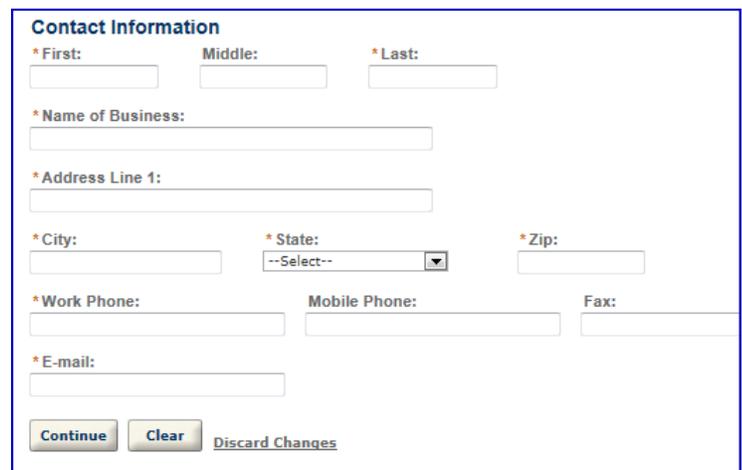
3. Contact Information

Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

Input information in the popup screen and press the 'Continue' button.

Note: The email address entered will be used to verify the account in the next step.



The screenshot shows a 'Contact Information' form with the following fields: * First, Middle, * Last (text boxes); * Name of Business (text box); * Address Line 1 (text box); * City, * State (dropdown menu), * Zip (text box); * Work Phone, Mobile Phone, Fax (text boxes); and * E-mail (text box). At the bottom, there are three buttons: 'Continue', 'Clear', and 'Discard Changes'.

4. Continue Registration & Verification

After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.



To complete the account creation, check your email for an email from bns.noreply@indy.gov. Click the link in this email to verify the account email address and be directed back to the Citizen Access login screen. Your account cannot be used until this email verification link is clicked.

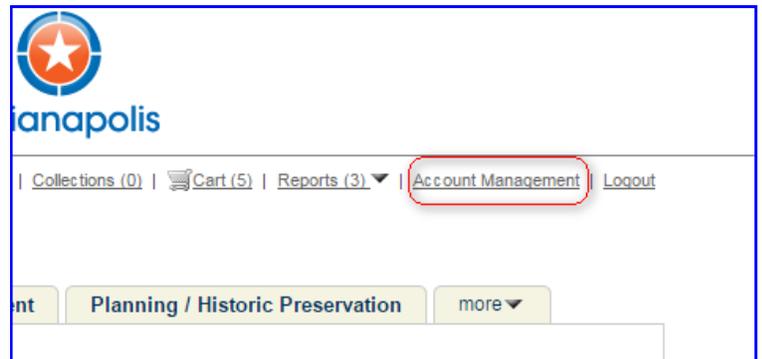
Applicants can now log in with the username and password.

ASSOCIATING A CONTRACTOR LICENSE TO YOUR ACCOUNT

1. Account management

Once you have your account confirmed, login to the citizen's access site.

In the top right-hand corner of the page, click the link for 'Account Management'

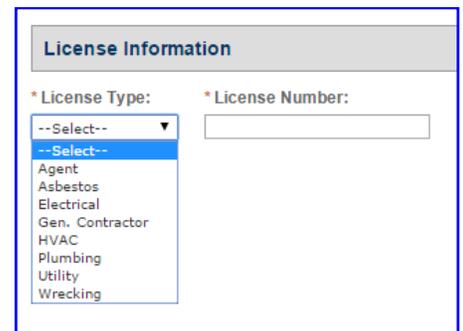


2. Adding the license

About mid-way down the account management page, you will see a section titled 'License Information'. On the gray bar, click the link to 'Add a License'.



On the next screen, you will be prompted to input your license type and exact license number. Use your company license number first, then repeat this process for your individual license/agent listings.



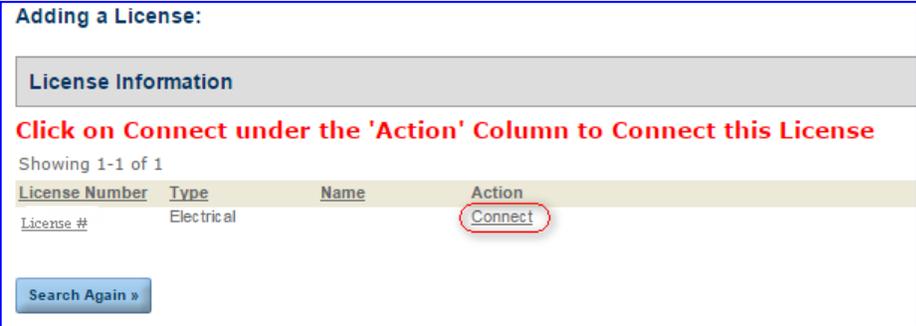
*Note, your license will not be available to associate if it is expired, the insurance on file has expired, or if the bond on file has expired. If you cannot find your license in this search feature, you will need to contact the licensing staff and make sure your license is up-to-date.

ASSOCIATING A CONTRACTOR LICENSE TO YOUR ACCOUNT

2. Adding the license (continued)

Once you input the license number, it will display the search results. You will need to click the 'Connect' link in the action column on the search results.

Once you click the connect button, this sends an email to City staff for approval. Once your license connection has been approved, you will be able to utilize the online system features with your login related to the licenses attached.



The screenshot shows a web interface titled "Adding a License:". Below the title is a "License Information" header. A red instruction reads: "Click on Connect under the 'Action' Column to Connect this License". Below this, it says "Showing 1-1 of 1". A table with the following columns is displayed: License Number, Type, Name, and Action. The table contains one row with the values: License #, Electrical, and a "Connect" button circled in red. At the bottom of the interface is a "Search Again »" button.

Repeat these steps for each license you would like attached to your login.

*If your company has multiple licenses across industries, you can connect all the contractor licenses to one account, or you can setup separate accounts for each one.

ASSOCIATING A CONTRACTOR LICENSE TO YOUR ACCOUNT

3. Verification

Once your license association request has been approved, you will receive an email letting you know. Once you have received this email, you can log into the Citizen's Access portal and begin taking advantage of the online services offered to licensed contractors.

If for some reason your license association gets denied, you will receive a notification of why. You will need to work with the City staff to reconcile any discrepancies.

An example of the approval email you will receive:

Your request to have your Permits and Cases User ID associated with License License # has been approved. To access the City of Indianapolis' Permits and Cases portal, please click on the following link:

<http://permitsandcases.indy.gov/citizenAccess/>

PLEASE DO NOT REPLY TO THIS EMAIL

City of Indianapolis
Department of Business & Neighborhood Services
1200 Madison Ave., Ste. 100
Indianapolis, IN 46225
Phone: (317) 327-8700
Fax: (317) 327-5174
Contractors@indy.gov

USER HELP AND BNS CONTACTS

For questions related to the new account process, please contact:

[Department of Business & Neighborhood Services](#)

Phone: 317.327.4316

Email: Contractors@indy.gov or licensing@indy.gov

For any questions regarding the online payments, contact the City's credit card processor at:

[CITYBASE](#)

Phone: 317-960-1470

Email: indianapolis_support@citybase.atlassian.net

