



# Landlord Registration

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## *User Guide*

Department of  
Business & Neighborhood Services

Applicant's User Guide  
November 2017

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# CREATING A CITIZEN ACCESS ACCOUNT

The landlord registration process is through the Department of Business & Neighborhood Services (DBNS) web-based Citizen Access Portal. This application process allows applicants to file the landlord registration 100% electronically without having to visit DBNS's office.

## Citizen Access Portal User Requirements

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### Internet Browser

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

Internet Explorer 10 or 11

Google Chrome 50 or higher

Mozilla Firefox 30 or higher

Safari 8 or higher

## Navigating to the Citizen's Access Portal

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The direct link to the Citizen Access Portal is:

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

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

[www.indy.gov/DBNS](http://www.indy.gov/DBNS)

# 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 Indianapolis Citizen Access Portal's account registration page. At the top, the Indianapolis logo is displayed. Below it, 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 heading is "Account Registration". Below this, it states: "You will be asked to provide the following information to open an account:" followed by a bulleted list: "Choose a user name and password", "Personal and Contact Information", and "License Numbers if you are registering as a licensed professional (optional)". A note says "Please review and accept the terms below to proceed." Below that is a paragraph of terms and conditions: "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." A scrollable text box contains further terms: "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". Below the scroll box is a checked checkbox: " I have read and accepted the above terms." At the bottom of the form is a "Continue Registration" button. The footer contains "Copyright Information" and "2010 Accela Inc. All Rights Reserved."

# CREATING A CITIZEN ACCESS ACCOUNT

## 2. Login Information

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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.

The screenshot shows the 'Account Registration Step 2: Enter / Confirm Your Account Information' page for the City of Indianapolis. At the top, there is the Indianapolis logo and navigation links for 'Announcements', 'Register for an Account', and 'Login'. Below this is a menu with 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and a 'more' dropdown. The main content area is titled 'Account Registration Step 2: Enter / Confirm Your Account Information' and includes a note that an asterisk indicates a required field. The 'Login Information' section contains the following fields:

- \* User Name:
- \* E-mail Address:
- \* Password:
- \* Type Password Again:
- \* Select a Security Question:
- \* Answer:

# CREATING A CITIZEN ACCESS ACCOUNT

## 3. Contact Information

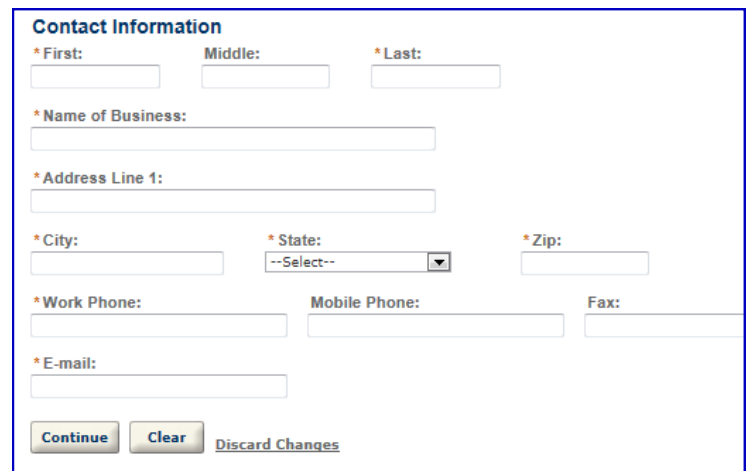
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Below the Login Information, enter the contact information.

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 are buttons for 'Continue', 'Clear', and 'Discard Changes'.

## 4. Continue Registration & Verification

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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 inbox for an email from [bns.noreply@indy.gov](mailto:bns.noreply@indy.gov). Click the link in this email to verify the account email address. You will be directed back to the Citizen Access Portal login screen.

Your account cannot be used until this email verification link is clicked.

Applicants can now log in with the username and password and create a landlord registration.

# CREATING THE LANDLORD REGISTRATION

## 1. Opening a new registration

After logging into the Portal, click the link 'Create a Registration' under the Business Licenses heading.

The screenshot displays the Indianapolis City Portal dashboard. At the top center is the Indianapolis logo, featuring a red star inside a blue circle with the word "Indianapolis" below it. A navigation bar contains links for "Announcements", "Logged in as: Test User", "Folders (0)", "Cart (0)", "Reports (4)", "Account Management", and "Logout". Below this is a "How To Instructions" section with links for "Creating an ACA User Account", "Frequently Asked Questions", and "Instructions for Uploading Documents". A horizontal menu includes "Home", "Permits and Contractors", "Enforcement", "Planning / Historic Preservation", and a "more" dropdown. The main content area includes a "Welcome Test User" message, a "Cart (0)" notification, and sections for "REPORTS" and "SEARCHES". A "Helpful information" section is also present. At the bottom, a grid of service categories is shown: "Permits and Contractors" (with links for "Create an Application", "Search Cases", and "Schedule an Inspection"), "Enforcement" (with "Search Cases"), "Planning / Historic Preservation" (with "Search Cases"), "Health Department" (with "Search Cases"), and "Business Licenses" (with "Create a Registration" circled in red and "Search Cases").

# CREATING THE LANDLORD REGISTRATION

After clicking the link to start the registration, review the terms and conditions page and select the check box to access the registration.

You will have to check the button for the Landlord Application and then click continue.

Once on the landlord registration, the progress bar at the top of the application guides you through the steps of the registration. The 'Save and resume later' button at the bottom right of the screen allows you to save information you have entered so far and resume the registration at a later time.

The screenshot shows the Indianapolis website interface for creating a landlord registration. At the top is the Indianapolis logo. Below it is a navigation bar with links for Announcements, Logged in as: Test Account, Folders (0), Cart (0), Reports (5), Account Management, and Logout. A search bar is also present. The main content area features a 'How To Instructions' section with links for 'Creating an ACA User Account', 'Frequently Asked Questions', and 'Instructions for Uploading Documents'. Below this is a menu with categories: Home, Permits/Contrs, Planning/IHPC, Business Lic, Enforcement, and more. A 'Create a Registration | Search Cases' link is also visible. The 'Landlord Application (NEW REGISTRANTS ONLY)' section contains a progress bar with five steps: 1 Applicant Information (highlighted in green), 2 Property Details, 3 Review, 4 Pay Fees, and 5 Application Submittal. Below the progress bar, the current step is 'Step 1: Applicant Information > Application Qualification'. A text input field for 'ASI' is shown. A section titled 'INITIAL SUBMITTAL' includes a dropdown menu set to 'Initial Submittal' and a note: 'Please indicate whether this is your initial submittal of a landlord registration or a renewal: \*'. The 'ACA SUBMITTAL INFO' section at the bottom contains a 'Continue Application »' button and a 'Save and resume later: [icon]' button, both highlighted with a green border.



# CREATING THE LANDLORD REGISTRATION

## 2. Entering Applicant information on the registration

On the Applicant Information page, enter the contact information for the landlord, the property owner, the property manager, and the landlord's Indiana agent. Click the 'Add New' button to enter in new contact information that is not the same as your login. To use the same contact information from your Citizen Access user account, you can click the 'Select from Account' button.

The Applicant (Landlord) is the person authorized to exercise any aspect of the management of the premises, including a person who directly or indirectly acts as a rental agent or receives rent or any part of the rent other than as a purchaser.

The Indiana Based Property Manager is required to be a person or firm in Indiana that is responsible for managing the rental unit(s).

The Landlord's Agent for Service of Process is required to be a person or firm residing in Indiana who is reasonably accessible to the tenants and who is authorized to act as an agent for the property owner in regards to the service of Process as well as receiving and receipting notices and demands.

Create a Registration | Search Cases

### Landlord Application (NEW REGISTRANTS ONLY)

1 Applicant Information | 2 Property Details | 3 Review | 4 Pay Fees | 5 Application Submittal

**Step 1: Applicant Information > Registration Contacts**

**Required Registration Contacts:** You must enter a single Applicant (Landlord), Landlord's Agent for Service of Process and Indiana-Based Property Manager for each registration. Enter a Business Owner for registrations where the Applicant is not the Owner.

**Landlord Agent & Property Manager Residence:** The Landlord Agent for Service of Process and Property Manager must reside within the State of Indiana. \* indicates a required field.

#### Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Required Contact Type	Minimum
⚠ Applicant (Landlord)	1
⚠ Indiana-Based Property Manager	1
⚠ Landlord's Agent for Service of Process 1	

Select from Account | Add New

Showing 0-0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

Continue Application » | Save and resume later:

Note: An applicant who is the property owner, resides in Indiana, and manages the property themselves, can use the same contact information for all of the required contacts. An applicant who is a property management company will need to enter information for the property owner under the Business Owner contact type.

# CREATING THE LANDLORD REGISTRATION

## 3. Entering the property details

At this stage, you will input the details of the rental properties. You will need the 7-digit Marion County parcel number of each property. If this is not available at the moment. The case can be saved so you can come back to it complete the data entry later.

Can't find the parcel number?

Parcel numbers are available on the property tax bill, through the MapIndy website (<http://maps.indy.gov/AssessorPropertyCards>), or by contacting the assessor's office at 317-327-4907.

To enter in the property detail, click the 'Add a Row' button.

\*Click the arrow to the right side of the button to add multiple rows at a time.

A popup will open to enter the property details. Note the applicant will not enter in the address. This will be automatically populated later based on the Assessor's records.

Applicants will only need to fill in the following fields:

- Parcel Number
- Number of rental units
- Property Name

Once all property details are entered, click the 'Submit' button to return to the main page and then click 'Continue Application.'

Include one entry per property

**PROPERTY DETAILS**

Showing 0-0 of 0

Chg Type	Parcel No.	Prop Name	Prop Mgr	F
No records found.				

Add a Row Edit Selected Delete Selected

Add 2 Rows

Add 3 Rows

Add 4 Rows

Add 5 Rows

Add 6 Rows

Add 7 Rows

Add 8 Rows

Add 9 Rows

Add 10 Rows

**PROPERTY DETAILS**

\* Chg Type: Add

\* No. of Units:

Street Name:

State: IN

\* Parcel No.:

Addr #:

Type:

Zip:

\* Prop Name:

Dir: --Select--

City:

Submit Cancel

# CREATING THE LANDLORD REGISTRATION

## 4. Affirmations

After entering the property details, you will be presented with two affirmations and a question. These affirmations are related to outstanding citations and property taxes at the properties.

With the housing question, if you respond with a 'Yes', you will receive follow-up information from City housing programs. These programs include helping homeless veterans, elderly, and families.

**Landlord Application (NEW REGISTRANTS ONLY)**

1 Applicant Information   2 **Property Details**   3 Review   4 Pay Fees   5 Application Submittal

*Step 2: Property Details > Affirmations*

\* indicates a required field.

**Affirmations**

**GENERAL INFORMATION**

<p>* By checking this box, I am affirming that the rental units, the real property of which the rental units are a part, and any other rental unit property owned or registered by the owner in Marion County, are not subject to any unremediated citation of violation of the state and local codes and ordinances: <input type="checkbox"/></p>	<p>* Notwithstanding section 801-202 of this code, by checking this box, I am affirming that there are no delinquent payments of real property taxes, assessments, or penalties (other than those that are the subject of an ongoing appeal or bankruptcy proceedings) with respect to the property, or any other rental unit property owned or registered by the owner in Marion County: <input type="checkbox"/></p>
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\* Would you like to receive more information about how you can participate in affordable housing programs to help those in need?:  Yes  No

Continue Application » Save and resume later:

# CREATING THE LANDLORD REGISTRATION

## 5. Reviewing the submittal

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The next screen provides a summary of the overall registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read 'Address not found'. Click the 'Edit' button on the right side to change the parcel number. You will not be able to move forward until the parcel number and address are correct.

Include one entry per property												
PROPERTY DETAILS <span>Edit</span>												
Chg Type	Parcel No.	Prop Name	Prop Mgr	Prop Mgt Addr	Prop Mgt Phone	Addr #	Dir	Street Name	Type	City	State	Zip
Add	1234567	Test Apartment	Test MGR	Test address W 8700 West St	317-327-			ADDRESS NOT FOUND			IN	

After reviewing the registration information, check the box at the bottom of the screen and continue to the Pay Fees page.

# CREATING THE LANDLORD REGISTRATION

## 6. Payment

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The fees page outlines the registration fee. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options

- Click on the button for 'Continue Shopping'  
This will allow you to go back to your list and start another registration or renewal of another case. Using the shopping cart, you can pay for multiple renewals or registrations at the same time.
- Click the button for 'Check Out'  
This will take you directly to the payment screen where it will ask for your payment information.

Once you click the option to 'Check Out', you will be redirected to the City's third party payment processor's page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee (3.2% for a credit card payment and \$.95 for an echeck).

On the next few pages, you will be prompted to enter in the credit card information or account information for an echeck.

Note: The payment receipt will be sent to the email address entered on this page.

# CREATING THE LANDLORD REGISTRATION

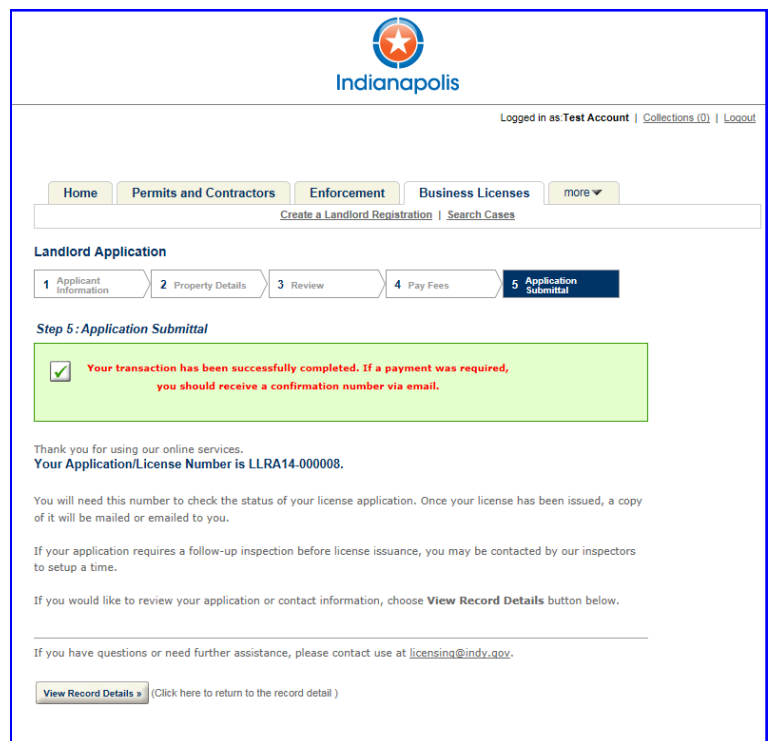
## 7. Final Steps and Confirmation

After the payment is complete, applicants will be redirected back to the Citizen Access application submittal page.

Applicants will receive two emails. One from CityBase with a payment receipt as well as a confirmation email from Business and Neighborhood Services confirming the landlord registration was received.

Note: You should check the spam, bulk, and junk mail folders as well as spam settings on your email. These emails will come from:  
BNS.online.pymts@indy.gov  
BNS.noreply@indy.gov

Once the registration is approved, you will receive a final confirmation email.



The screenshot displays the Indianapolis CityBase website interface. At the top, the Indianapolis logo is visible, along with the text "Indianapolis" and "Logged in as Test Account | Collections (0) | Logout". A navigation menu includes "Home", "Permits and Contractors", "Enforcement", "Business Licenses", and "more". Below the menu, there are links for "Create a Landlord Registration" and "Search Cases". The main content area is titled "Landlord Application" and features a progress bar with five steps: 1. Applicant Information, 2. Property Details, 3. Review, 4. Pay Fees, and 5. Application Submittal. The fifth step is highlighted in blue. Below the progress bar, a green box with a checkmark icon contains the message: "Your transaction has been successfully completed. If a payment was required, you should receive a confirmation number via email." Below this message, there is a thank you note: "Thank you for using our online services. Your Application/License Number is LLRA14-000008." Further down, there are instructions: "You will need this number to check the status of your license application. Once your license has been issued, a copy of it will be mailed or emailed to you." and "If your application requires a follow-up inspection before license issuance, you may be contacted by our inspectors to setup a time." A link "View Record Details" is provided. At the bottom, there is a contact information line: "If you have questions or need further assistance, please contact use at [licensing@indy.gov](mailto:licensing@indy.gov)." and a button "View Record Details" with a tooltip "(Click here to return to the record detail)".

# RENEWING THE ANNUAL REGISTRATION

The landlord registration expires at the end of every year. As it gets closer to the expiration date of your registration, you will receive an automated email from our office informing you of the upcoming expiration.

## Expiration Reminder

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In November or early December, you will receive an email notice of the landlord expiration. This email will have a link directly to your registration case.

- You will have to click this link and then login to the Citizen's Access Portal using the user ID and password you created for your initial registration.
- If you have multiple registration cases, you will receive one email reminder per registration case.

## 1. Navigating to the Citizen's Access Portal

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Please use the link provided in your email. This will navigate directly to your registration case(s).

If you don't have the original reminder email, the link to the Citizen Access Portal is:

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

# RENEWING THE ANNUAL REGISTRATION

## 2. Your registrations

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After you have logged into the Citizen's Access Portal, Navigate to the 'Business Licenses' tab. Here you will see your case(s).

Home | Permits and Contractors | Enforcement | **Business Licenses** | more ▾

[Apply for a Registration](#) | [Search Cases](#)

**Licenses**

Showing 1-1 of 1 | [Add to folder](#) | [Add to cart](#)

<input type="checkbox"/>	<u>Date</u>	<u>Record Number</u>	<u>Record Type</u>	<u>Description</u>	<u>Project Name</u>	<u>Action</u>
<input type="checkbox"/>	04/17/2015	<a href="#">LLRR15-000001</a>	Landlord Registration			<a href="#">Renew Application</a>

## 3. Beginning your renewal

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Once you see the list of your cases, to the right, there will be a link for 'Renew Application' for any cases that are expired or are about to expire.

Click on that link.

Home | Permits and Contractors | Enforcement | **Business Licenses** | more ▾

[Apply for a Registration](#) | [Search Cases](#)

**Licenses**

Showing 1-1 of 1 | [Add to folder](#) | [Add to cart](#)

<input type="checkbox"/>	<u>Date</u>	<u>Record Number</u>	<u>Record Type</u>	<u>Description</u>	<u>Project Name</u>	<u>Action</u>
<input type="checkbox"/>	04/17/2015	<a href="#">LLRR15-000001</a>	Landlord Registration			<a href="#">Renew Application</a>



# RENEWING THE ANNUAL REGISTRATION

## 4. Confirming and updating contact information

The first part of the renewal process will ask you to confirm the contact information on the landlord registration case.

- Please update your mailing address, email address(es), and phone numbers if they have changed.
- If you need to make changes, there is a link to 'Edit' at the right side of where the contact information is displayed.
- If there are any errors or missing contacts in your contact information, you will see an orange bar across the screen when you click 'Continue'.
- After all your contact information changes have been made, click the link to 'Continue Application'.

The screenshot shows the 'Landlord Registration Renewal' interface. At the top, there is a progress bar with five steps: 1 Step 1 (highlighted), 2 Property Details, 3 Review, 4 Pay Fees, and 5 Application Submittal. Below the progress bar, the title 'Step 1: Step 1 > Applicant Information' is displayed. A note states: 'Required Registration Contacts: You must enter a single Applicant (Landlord), Landlord's Agent for Service of Process and Indiana-Based Property Manager for each registration. Enter a Business Owner for registrations where the Applicant is not the Owner.' Another note says: 'Landlord Agent & Property Manager Residence: The Landlord Agent for Service of Process and Property Manager must reside within the State of Indiana.' A small asterisk indicates a required field. The main section is titled 'Contact List' and includes instructions: 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.' Below this is a table with columns for 'Required Contact Type' and 'Minimum'. The table lists three contact types: 'Applicant (Landlord)', 'Indiana-Based Property Manager', and 'Landlord's Agent for Service of Process', each with a minimum of 1. There are 'Select from Account' and 'Add New' buttons. Below the table, it says 'Showing 1-3 of 3' and displays a table of three contacts. Each contact row has columns for 'Full Name', 'Business Name', 'Contact Type', 'Work Phone', 'Fax', 'E-mail', and 'Action'. The 'Action' column contains 'Edit' and 'Delete' links. At the bottom, there is a 'Continue Application' button and a 'Save and resume later' button with a floppy disk icon.

Required Contact Type	Minimum
✓ Applicant (Landlord)	1
✓ Indiana-Based Property Manager	1
✓ Landlord's Agent for Service of Process	1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Test Test		Applicant (Landlord)			Test@Test.com	Edit Delete
Test Test	Test	Indiana-Based Property Manager			Test@Test.com	Edit Delete
Test Test	Test	Landlord's Agent for Service of Process			Test@Test.com	Edit Delete



If at any point, you need to step away and come back to your registration later. Please click the button for 'Save and Resume Later' at the bottom right of the screen.

# RENEWING THE ANNUAL REGISTRATION

## 5. Confirming and updating property information

On this page, you will see a list of the properties currently on this registration case.

- If you need to remove a property, check the box for that property on the left and then click the button for 'Delete Selected'.
- If you need to add a property, click the button for 'Add a Row'.  
When you add properties, you will need the 7-digit Marion County parcel number and the number of units.
- If there are no changes to the list of properties, or after you are done making changes, you can click the button for 'Continue Application'.

**Landlord Registration Renewal**

1 Applicant Information   2 **Property Details**   3 Review   4 Pay Fees   5 Application Submittal

**Step 2: Property Details > One row per property**  
Please use the table below for registering your rental properties. You will need to know your parcel numbers before you complete this step. You will need to add one row per parcel.

**Can't find your parcel number?**  
Parcel numbers are available on your tax bills, through MapIndy using the local parcel number (<http://maps.indy.gov/MapIndy/>), or you may contact the assessor's office at 317-327-4907.

If you don't have your parcel numbers available right now, please use the *Save and Resume* button at the bottom right of this screen. You can return to this page to add/edit individual properties up until the point when this application is submitted for processing.

\* indicates a required field.

**Include one entry per property**

**PROPERTY DETAILS**

Showing 1-1 of 1

<input type="checkbox"/>	Chg Type	Parcel No.	Prop Name	No. of Units	Prop Mgr	Prop Mgt Addr	Prop Mgt Phone	Addr #	Dir	Street Name	Type	City	State	Zip	Actions
<input type="checkbox"/>	No	1009397	Test property	99	tester mgr	Test mgr addr	317-327-8401	1933	CENTRAL AVE	INDIANAPOLIS IN	48202				<a href="#">Actions</a>

# RENEWING THE ANNUAL REGISTRATION

## 6. Affirmations

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On this page, you will be presented with two affirmations and a question. These affirmations are related to outstanding citations and property taxes at the properties.

With the housing question, if you respond with a 'Yes', you will receive follow-up information from City housing programs. These programs include helping homeless veterans, elderly, and families.

## 7. Summary

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On this last page you will see an overall summary of the registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read 'Address not found'. Click the 'Edit' button to change the parcel number. Applicants will not be able to move forward until the parcel number is correct.

After reviewing the registration information, check the box at the bottom of the screen and click the button for 'Continue Application' to move on to the next step.

# RENEWING THE ANNUAL REGISTRATION

## 8. Fees and payment

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The fees page outlines the renewal fee for your registration case. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options

- Click on the button for 'Continue Shopping'  
This will allow you to go back to your list and start another registration or renewal of another case. Using the shopping cart, you can pay for multiple renewals or registrations at the same time.
- Click the button for 'Check Out'  
This will take you directly to the payment screen where it will ask for your payment information.

Once you click the option to 'Check Out', you will be redirected to the City's third party payment processor's page to pay the fee(s) with a credit card or an echeck. Please note the third party processor will assess a processing fee (3.2% for a credit card payment and \$.95 for an echeck).

On the next few pages, you will be prompted to enter in the credit card information or account information for an echeck.

## 9. Receipt

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After your payment is complete, you will be redirected to the page showing your case numbers at the bottom. To the right of each case number that you paid for, you will see a link for 'View Receipt'. This will generate a receipt for your renewal.

# USER HELP AND DBNS CONTACTS

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For all questions related to the landlord registration, please contact:

Department of Business & Neighborhood Services

Phone: 317.327.4316

Email: [licensing@indy.gov](mailto:licensing@indy.gov)

Check registration status online:

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