Creating a Citizen's Access User Account

U s e r   G u i d e

Department of Business & Neighborhood Services

**Applicant's User Guide
November 2018**

THE CITY OF
INDIANAPOLIS

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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://accela9ca.indy.gov/citizenaccess/

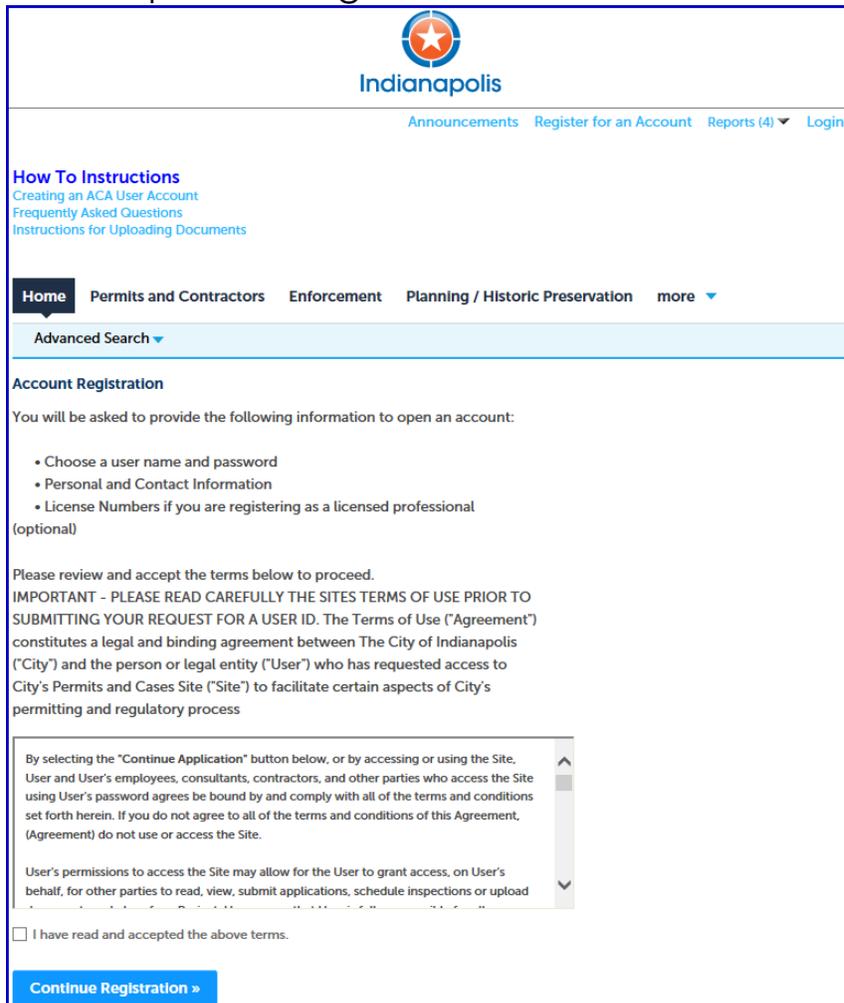The Citizen Access Portal can be accessed through the BNS website by using the link on the left side of the page.
www.indy.gov/BNS

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CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled "Register for an Account" just below the City logo at the top of the page.

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

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.

CREATING A CITIZEN ACCESS ACCOUNT

3. Contact Information

Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

You will need to select if you are applying as an "Individual" or an "Organization" and click 'Continue.'

Input information in the popup screen and press the 'Continue' button.
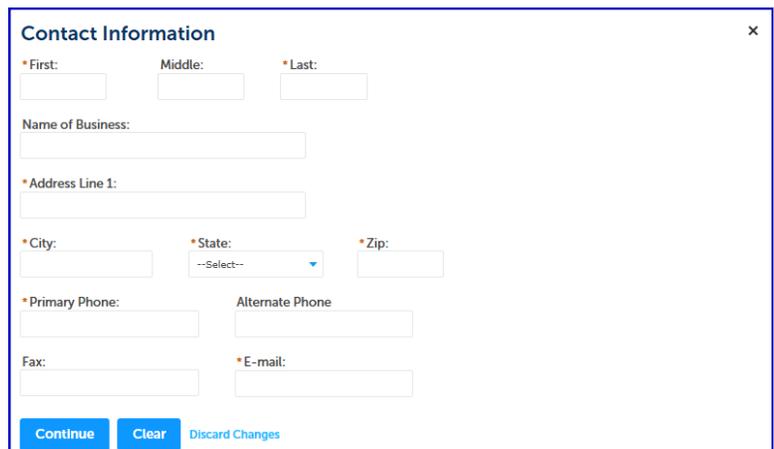
Note: The email address entered will be used to verify the account in the next step.

Contact Information   ×

* First: Middle: * Last:

Name of Business:

* Address Line 1:

* City: * State: * Zip:
                  --Select--

* Primary Phone: Alternate Phone

Fax: * E-mail:

Continue   **Clear**   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.

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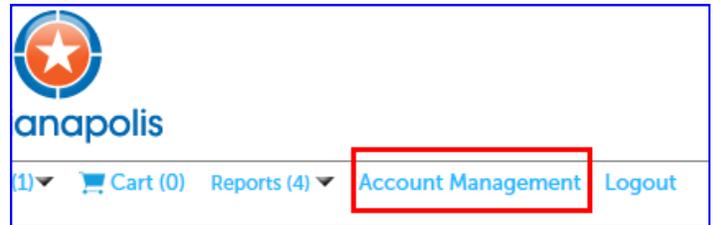# ASSOCIATING A CONTRACTOR LICENSE TO YOUR ACCOUNT

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'. Click the link to 'Add a License'.
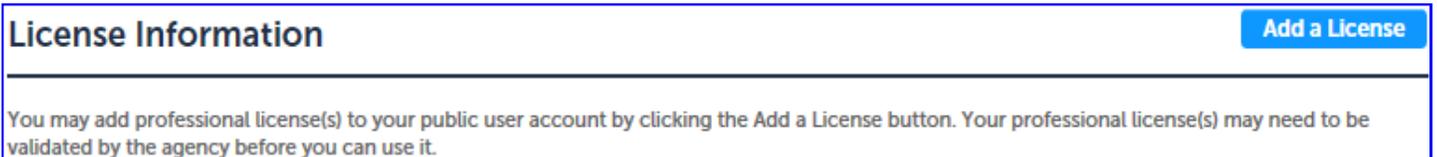
On the next screen, you will be prompted to input your license type and exact license number. Use your company license number first, then repeat this process for your individual license/agent listings.
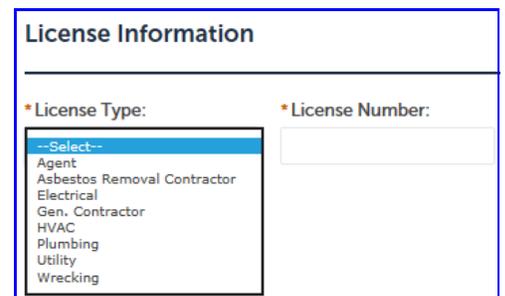
*Note, your license will not be available to associate if it is expired, the insurance on file has expired, or if the bond on file has expired. If you cannot find your license in this search feature, you will need to contact the licensing staff and make sure your license is up-to-date.

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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.

Adding a License:

License Information

Showing 1-1 of 1

License Number	Type	Name	Action
License Number	Electrical		Connect

Search Again »

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.

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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

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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

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