



# Creating a Citizen's Access User Account

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## *User Guide*

Department of  
Business & Neighborhood Services

**Applicant's User Guide**  
**November 2018**



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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

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### 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

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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.

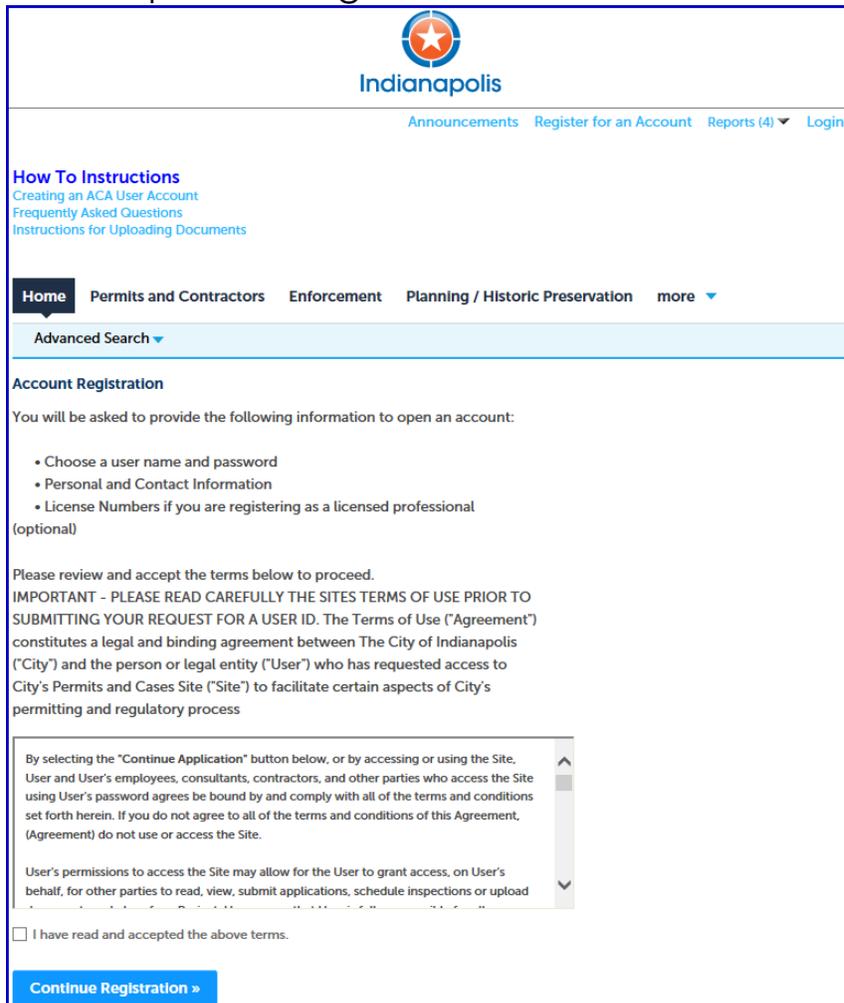
[www.indy.gov/BNS](http://www.indy.gov/BNS)

# 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.



The screenshot shows the Indianapolis Citizen Access Portal homepage. At the top is the Indianapolis logo and navigation links: "Announcements", "Register for an Account", "Reports (4)", and "Login". Below the logo is a "How To Instructions" section with links for "Creating an ACA User Account", "Frequently Asked Questions", and "Instructions for Uploading Documents". A navigation menu includes "Home", "Permits and Contractors", "Enforcement", "Planning / Historic Preservation", and "more". An "Advanced Search" bar is present. The main content area is titled "Account Registration" and contains 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 Application" 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 to 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 User's behalf, for other parties to read, view, submit applications, schedule inspections or upload

I have read and accepted the above terms.

[Continue Registration »](#)



# 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. At the top is the Indianapolis logo and navigation links: 'Announcements', 'Register for an Account', 'Reports (4)', and 'Login'. 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 main navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and 'more'. An 'Advanced Search' dropdown is also present. The main content area is titled 'Account Registration Step 2: Enter/Confirm Your Account Information' and includes a note: '\* indicates a required field.' Under the 'Login Information' heading, there are six required input fields, each with a question mark icon: 'User Name', 'E-mail Address', 'Password', 'Type Password Again', 'Enter Security Question', and 'Answer'.



# CREATING A CITIZEN ACCESS ACCOUNT

## 3. Contact Information

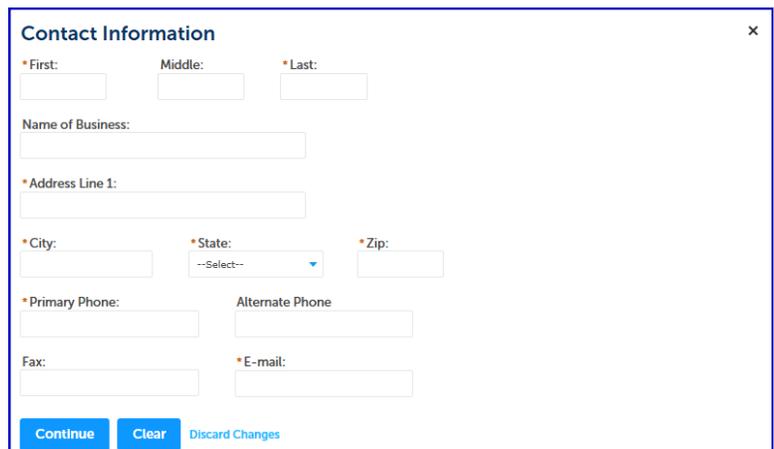
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Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

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.



The screenshot shows a 'Contact Information' popup 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); \*Primary Phone, Alternate Phone (text boxes); Fax, \*E-mail (text boxes). At the bottom are buttons for 'Continue', 'Clear', and 'Discard Changes'.

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

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## 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](mailto: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.

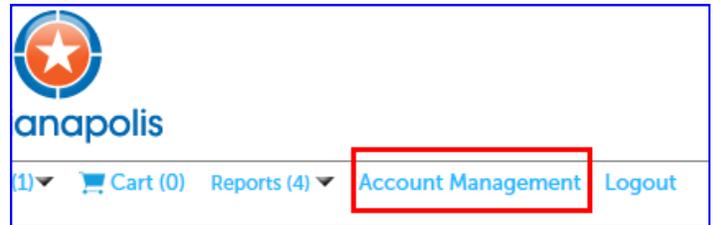
Applicants can now log in with the username and password.

# ASSOCIATING A CONTRACTOR LICENSE TO YOUR ACCOUNT

## 1. Account management

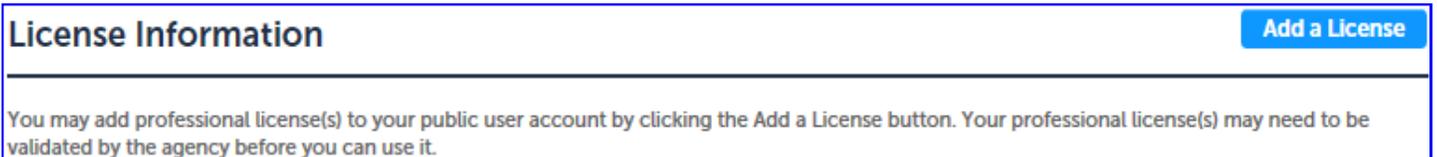
Once you have your account confirmed, login to the citizen's access site.

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

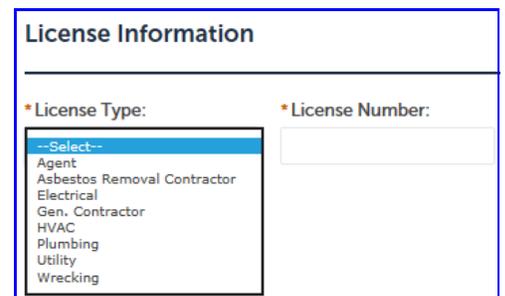


## 2. Adding the license

About mid-way down the account management page, you will see a section titled 'License Information'. 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 section for "License Information". It displays "Showing 1-1 of 1" results. A table with the following structure is shown:

License Number	Type	Name	Action
License Number	Electrical		<a href="#">Connect</a>

Below the table is a blue button labeled "Search Again >". The "Connect" link in the table is highlighted with a red box.

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

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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](mailto:Contractors@indy.gov)

# USER HELP AND BNS CONTACTS

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

[Department of Business & Neighborhood Services](#)

Phone: 317.327.4316

Email: [Contractors@indy.gov](mailto:Contractors@indy.gov) or [licensing@indy.gov](mailto: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](mailto:indianapolis_support@citybase.atlassian.net)

