

# License Renewals: Account Set-up, Linking, Renewing, & Troubleshooting

## Register for an Accela Citizen Access (ACA) Account

Select “Register for an Account”. (If you have already set up an account, skip this section.)

The screenshot shows the Accela Citizen Portal website. At the top, there is a navigation menu with links for Home, BCC Licenses, BCC Permits, Plan Review, and Fire Services. Below the menu is an "Advanced Search" dropdown. The main content area features a "Welcome to the new Citizen Portal" heading, followed by a paragraph about online services and another paragraph about e-government services. A yellow highlight is placed under the "Internet Browser Requirements:" heading. On the right side, there is a "Login" form with input fields for "User Name or E-mail:" and "Password:", a "Login »" button, a "Remember me on this computer" checkbox, and two links: "I've forgotten my password" and "Register for an Account". A red arrow points to the "Register for an Account" link, and a mouse cursor is hovering over it.

**Home** BCC Licenses BCC Permits Plan Review Fire Services

Advanced Search ▾

### Welcome to the new Citizen Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with Accela, Inc., we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

**Internet Browser Requirements:**

**Login**

User Name or E-mail:

Password:

**Login »**

Remember me on this computer

[I've forgotten my password](#)  
[Register for an Account](#)

Click in the box to agree to the terms and select “Continue Registration”.

Advanced Search ▾

### Account Registration

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.

**General Disclaimer**  
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a

I have read and accepted the above terms.

**Continue Registration »**



Complete the highlighted fields (the password must be at least 8 characters long) and select “Add New Contact”.

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## Enter Your Account Information

### Login Information


\* User Name:  

\* E-mail Address:

\* Password:  

\* Type Password Again:

\* Enter Security Question:  

\* Answer:  

Phone:

Receive SMS Messages

### Contact Information

Choose how to fill in your contact information.

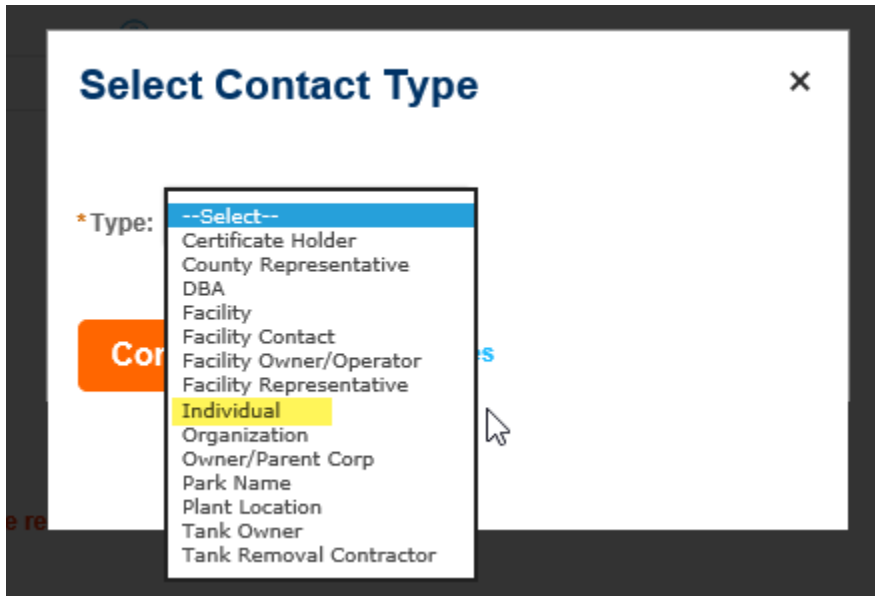
**Add New Contact**



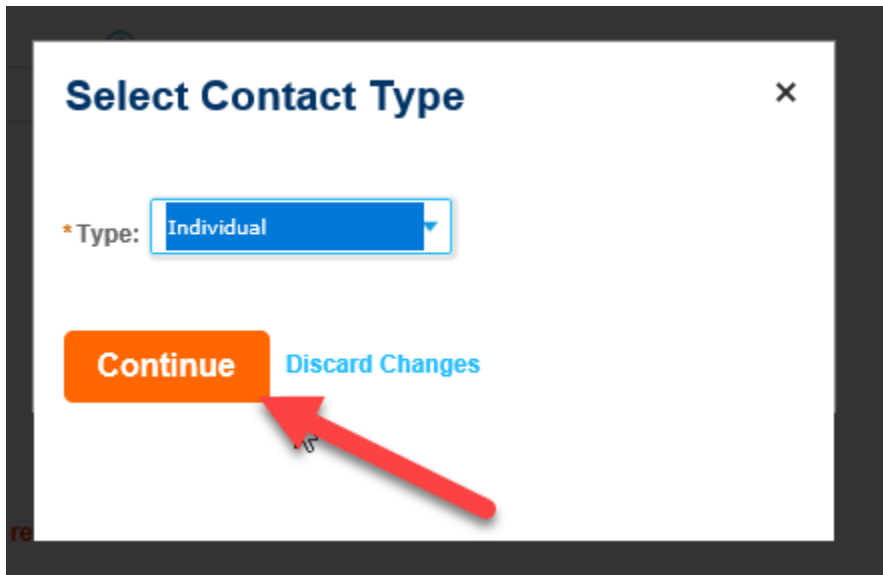
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**Continue Registration »**

From the dropdown box, select "Individual".



Select "Continue".



Again, select “Individual” from the dropdown box and complete the highlighted fields. (You must enter the same phone number twice for verification.)\*



The screenshot shows a 'Contact Information' form with the following fields and their states:

- Individual/Organization:** Dropdown menu with 'Individual' selected.
- Preferred Channel:** Dropdown menu with '--Select--' selected.
- First:** Text input field highlighted in green.
- Middle:** Text input field.
- Last:** Text input field highlighted in green.
- Company Name (Enter N/A if not applicable):** Text input field.
- DBA/Trade Name:** Text input field.
- Country:** Dropdown menu with 'United States' selected.
- Address:** Text input field highlighted in green.
- City:** Text input field highlighted in green.
- State:** Dropdown menu with '--Select--' selected.
- Zip:** Text input field highlighted in green.
- Primary Phone:** Text input field highlighted in green.
- Primary Phone Verification:** Text input field highlighted in green.

\*If you receive an error message saying the phone number is invalid, you can ignore the message and continue creating your account.

Select "Continue". (Do **NOT** select "Add Additional Contact Address".)

▼ Contact Addresses

**Add Additional Contact Address**

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address
No records found.		

**Continue** **Clear** [Discard Changes](#)

Select "Continue" again. (You may have to scroll up to see this box.)

**Occurred on current page.**

The specific error item below to navigate to the failed field and correct

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

**Continue** **Cancel**

You should now receive a notice saying “Contact added successfully”. Select “Continue”. (Do **NOT** select “Add Additional Contact Address”)

## Contact Information

Choose how to fill in your contact information.

✓ Contact added successfully.

**Dawn Smith**

Primary phone:517-555-5555

Secondary Phone:

[Edit](#) [Remove](#)

▼ Contact Addresses

[Add Additional Contact Address](#)

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Status
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No records found.

[Continue Registration »](#)

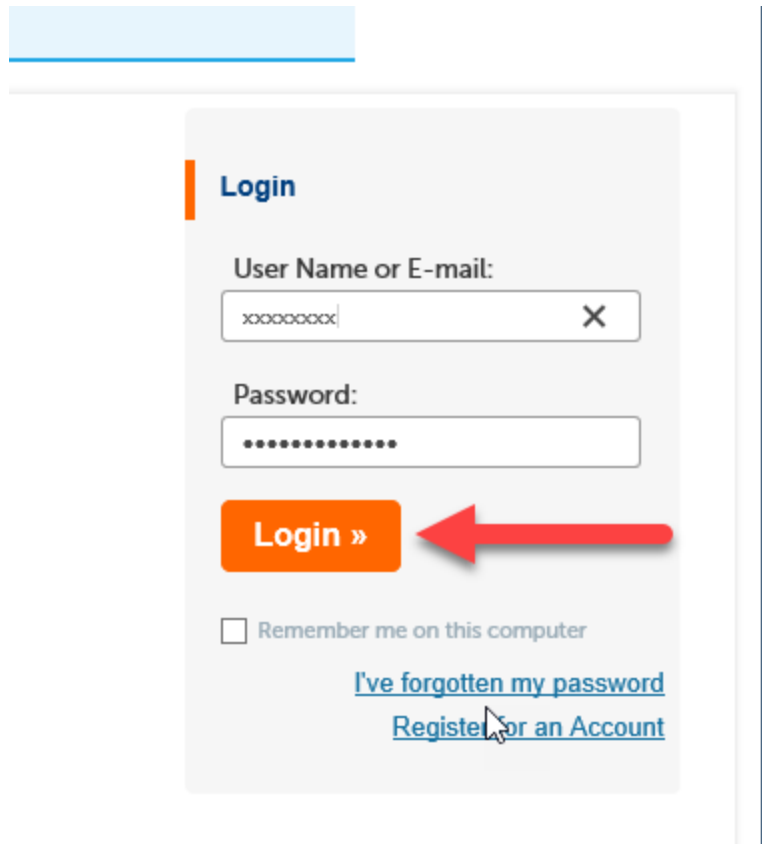
Log in to your new account by selecting “Login Now”



Before you can make a renewal payment, you must now link your license to your new account. Follow the directions below for linking the license and paying the renewal fee:

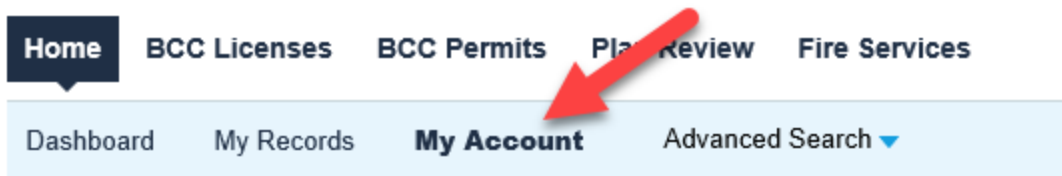
## Linking Your License to Your Account

Enter your User Name and Password and select “Login”



The screenshot shows a login form titled "Login". It contains two input fields: "User Name or E-mail:" with the text "xxxxxxxx" and a clear button (X), and "Password:" with a masked password ".....". Below the fields is an orange "Login »" button, which is highlighted by a red arrow. Underneath the button is a checkbox labeled "Remember me on this computer". At the bottom of the form are two links: "[I've forgotten my password](#)" and "[Register for an Account](#)".

Select “My Account”






On the right-hand side of the screen, select “Add a License”



Click on the drop-down arrow.


\* indicates a required field.

### License Information

\* License Type:  

\* State License/Facility Number:

**Find License**

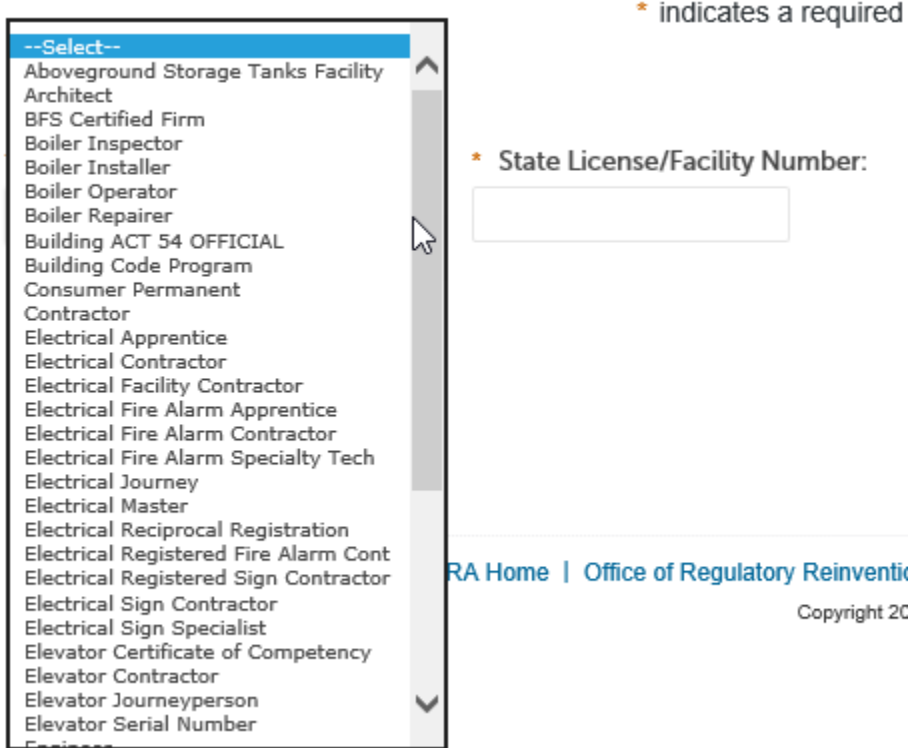


A list of license types will appear. Select your license type.

\* indicates a required

\* State License/Facility Number:

RA Home | Office of Regulatory Reinventio  
Copyright 20



The image shows a dropdown menu with the following options: --Select--, Aboveground Storage Tanks Facility, Architect, BFS Certified Firm, Boiler Inspector, Boiler Installer, Boiler Operator, Boiler Repairer, Building ACT 54 OFFICIAL, Building Code Program, Consumer Permanent Contractor, Electrical Apprentice, Electrical Contractor, Electrical Facility Contractor, Electrical Fire Alarm Apprentice, Electrical Fire Alarm Contractor, Electrical Fire Alarm Specialty Tech, Electrical Journey, Electrical Master, Electrical Reciprocal Registration, Electrical Registered Fire Alarm Cont, Electrical Registered Sign Contractor, Electrical Sign Contractor, Electrical Sign Specialist, Elevator Certificate of Competency, Elevator Contractor, Elevator Journeyperson, Elevator Serial Number. To the right is a text input field for the State License/Facility Number. The background shows a website header with 'RA Home | Office of Regulatory Reinventio' and 'Copyright 20'.

In the next box, enter your license number and select “Find License”.

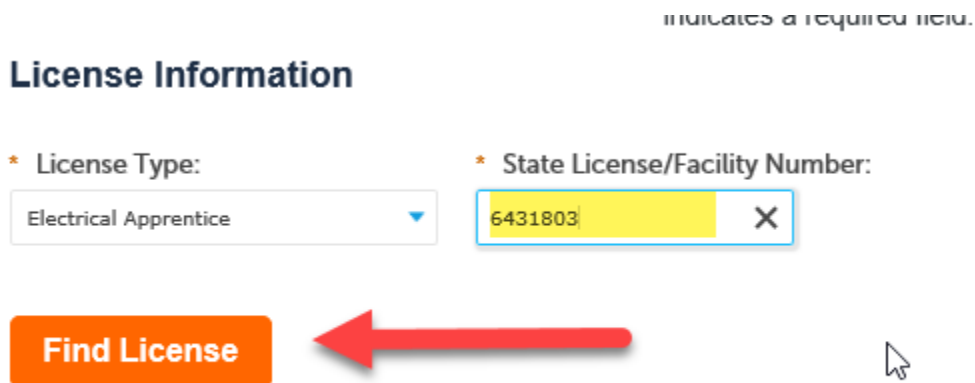
\* indicates a required field.

### License Information

\* License Type: Electrical Apprentice

\* State License/Facility Number: 6431803

**Find License**



The image shows a form titled 'License Information'. It has two fields: '\* License Type:' with a dropdown menu showing 'Electrical Apprentice', and '\* State License/Facility Number:' with a text input field containing '6431803'. Below these fields is an orange button labeled 'Find License'. A red arrow points to the 'Find License' button. The background shows a website header with 'RA Home | Office of Regulatory Reinventio' and 'Copyright 20'.

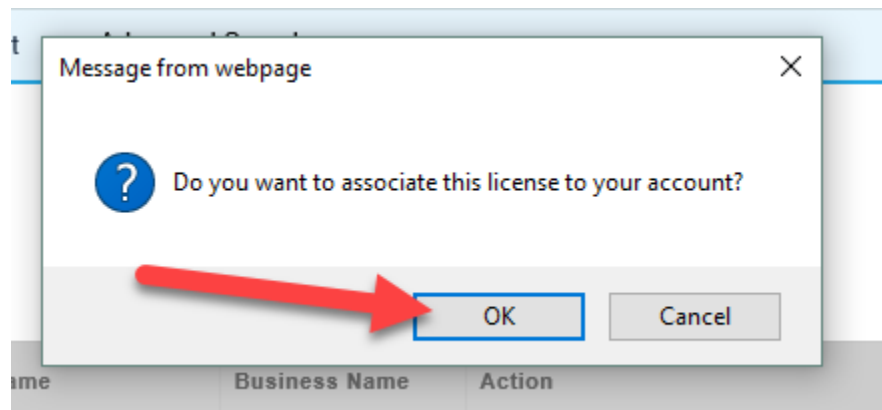
When the license appears, click on the word "Connect".

### License Information

Showing 1-1 of 1

License Number	Type	Name	Business Name	Action
6431803	Electrical Apprentice	DAWN M SMITH		<a href="#">Connect</a>

Select "OK".



You should receive a message the license has been added to your account.

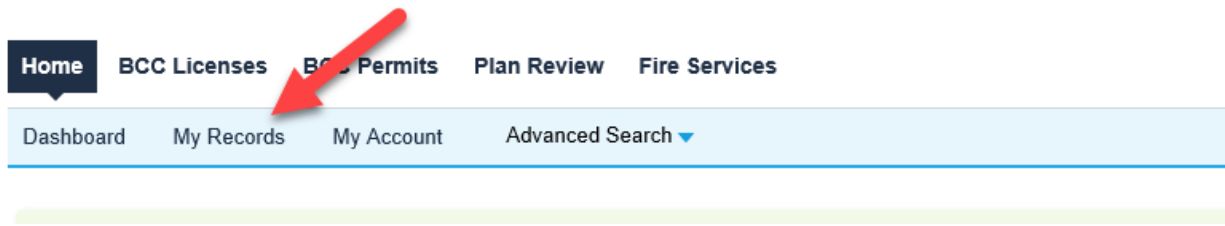
**6431803 has been added successfully to your public user account.**

This license has been approved.

This license (and/or corresponding insurance and/or business license) is expired. Access to some Licensed Professional functionality may not be available until this is resolved.


## Paying the Renewal Fee

Select "My Records".



The license number will appear in your records. Click on the words "Renew Application".

<input type="checkbox"/>	06/20/2016	6431803	Electrical Apprentice Registration	Expired	Renew Application
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Step 1 of the check-out process, select "Continue Application"



You are now adding the license to your cart to pay. Step 2, review the information provided and select "Continue Application" again.



Step 3 of the check-out process select “Check Out” if you are renewing only 1 license. Select “Continue Shopping” if you wish to add another license to your cart for renewal. (Return to “My Records” to select another license to renew and add to your cart.)

1 Step 1	2 Review	3 Pay Fees	4 Record Issuance
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**Step 3: Pay Fees**

Listed below are the preliminary fees based upon the information you've entered. The following screen will display your total fees.

**Application/Renewal Fees**

Fees	Qty.	Amount
Renewal Fee	1	\$15.00

**TOTAL FEES: \$15.00**

Note: This does not include additional fees which may be assessed later.

**Check Out »**

**Continue Shopping »**

After selecting “Check Out”, the total fees will appear. You have the option to “Check Out” and pay the fees due, “Edit Cart” to remove items, or “Continue Shopping” to add another license renewal to your cart.

**Step 1: Select item to pay**

Click on the arrow in front of a row to display additional information. Items can be saved for a future check the Edit cart and Choosing Pay Later link.

**PAY NOW**

You are required to pay all fees that have been assessed during the application process prior to staff reviewing your application. If you see the Pay Later section below.

**No Address**

**2 Application(s) | \$315.00**

▶ Electrical Apprentice Registration 6431803	Total due: \$15.00
▶ Electrical Contractor License Application 61A1600199	Total due: \$300.00

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**Total amount to be paid: \$315.00**

Note: Application fees are non-refundable.

[Checkout »](#)

[Edit Cart »](#)

[Continue Shopping »](#)

After selecting "Check Out", select your method of payment.

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## MI Permit License Plan Review

ent Module for MI Permit License Plan Review.

rocessing online payments 24 hours a day, seven days a week.

ard (Visa, MasterCard, or Discover).

w.




\* Indicates required field

**Choose method of payment**

**Pay by electronic check**

\* **Account Type:**  ▼

**Pay by credit card**

Select "Next".

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## MI Permit License Plan Review

nt Module for MI Permit License Plan Review.

essing online payments 24 hours a day, seven days a week.

ard (Visa, MasterCard, or Discover).

w.




\* Indicates required field


### Choose method of payment

**Pay by electronic check**

\* **Account Type:**  ▼

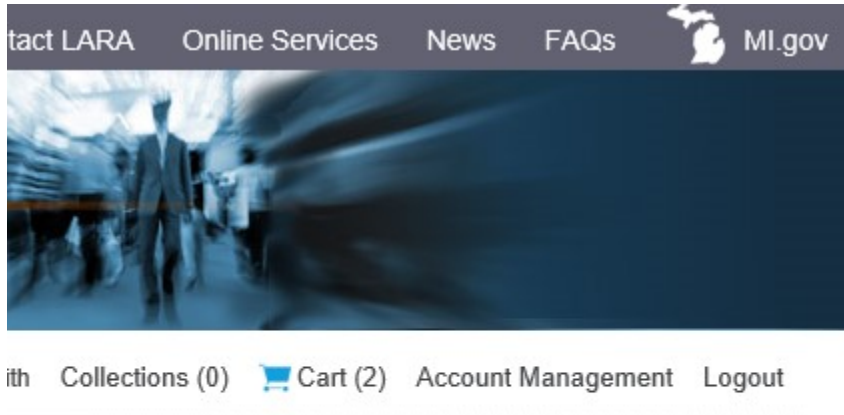
**Pay by credit card**





Enter your payment information and complete the payment process. When your payment is submitted, your license is issued. You can verify your licenses' status and expiration date by using the global search box in the upper right-hand corner of the Accela Citizen Portal website home page. Type the license number in the search box and press the "Enter" key.



The license information will appear.

**Home**   BCC Licenses   BCC Permits   Plan Review   Fire Ser

Dashboard   My Records   My Account   Advanced Search ▼

## License Information: Electrical Contractor 6113873

### Licensee Detail

**License Type:** Electrical Contractor

**License Number:** 6113873

**License State:** MI

**Business Type:** Electrical Contractor

**Business Name:**

**Number of Sites:**

**Business License Expiration Date:**

**License Issue Date:** 03/07/2018

**License Expiration Date:** 12/31/2020

**License Status:** Issued

**DBA:**

**Insurance Policy:**

**Type:**

**Name:**

**Title:**

**Address**

**Phone 1:**

**Phone 2:**

**FAX:**

**E-mail:**

## Troubleshooting

### **Before a License Can Be Renewed or Changed:**

1. You must register for an account.
2. You must link your license to your account in order to renew it or make any changes such as address, change of company representation, name changes or phone number changes.
3. After the license is linked to your account, it can then be renewed. **NOTE:** Licenses can only be linked to one account.

**Phone # error/invalid message:** If you receive this message when entering your phone number, you can ignore the message and continue creating your account.

**If you are having difficulty connecting your license to your account,** try removing your license from your account and re-linking it.

1. Go to the “Account Management” tab in the upper right of the screen.
2. Under License Information, scroll to and then click on “Actions” at the end of the license number you are trying to renew.
3. Click “Remove” and then click “OK.”
4. Return to the section of this document titled “Linking Your License to Your Account” and re-link your license.
5. Try again to renew the license.

**A license can only be linked to one account.** Therefore, if an employer links licenses to their account because they choose to renew licenses for their employees, those license holders will not be able to access their licenses online for renewals or amendments.

**To see if your renewal was successful,** enter your license number in the search field in the upper right-hand corner of the Home page. log out of your account then log back in. Verify that the expiration date has changed. If your renewal was successful, the expiration date of the license will have updated.

**Address Changes:** Select “Apply for a license-amendment”. Acknowledge the disclaimer and then select the license number you wish to change from the drop-down list in the search box. select the license number you wish to update from the license list. Select “License Amendment” from the bottom of the list and then click on “Continue Application”. Please be advised that if you select an amendment other than an address change such as a personal name change, you may be required to upload documentation for verification.