

## How to use Accela to renew your Motor Fuels Quality License online.

### Here are few helpful tips prior to starting:

1	At this point the online licensing system only accepts payments in the form of a Credit Card. We apologize for the inconvenience; please contact 800-292-3939 (M-F, 8 – 5) for further questions regarding this.
2	To do this using a mobile device (Apple or Android), please see our ACA Registration via Mobile Devices guide. The guide can be found at <a href="http://www.michigan.gov/mdard-accela">www.michigan.gov/mdard-accela</a> .
3	After creating an account (Section A below), renewing your license is a two-step process – First you must attach yourself to your existing license via the Pin Record Instructions (Section B below). After you have successfully completed this process, you can start your actual license renewal process (Section C below).
4	The Accela Citizen Access webpage is only compatible with Internet Explorer 11 or Google Chrome. Please be sure to use either one of these browsers.  <i>Safari or older versions of Internet Explorer browsers are not compatible.</i>
5	Once you have successfully completed your license renewal and made the payment, your license will be sent to you via mail to the mailing address on file.

1. You will need to do 3 things: A) Register for an account B) Connect to your existing license(s) using the pin number on your renewal notice and C) Renew each license. Refer to these sections based on the process you are working on.

### **SECTION A- Register for an account**

2. Go to <https://aca3.accela.com/mdard/> to register as a user. **IMPORTANT!** Both times that you are asked, register as an individual user, not an organization.
  - a. Follow the prompts for 'register as a user'. You will receive an email with an 'activation link'.
  - b. If you do not receive the activation link within an hour, please contact the MDARD Customer Service Center at 800-292-3939 (M-F, 8-5) or send an email with your contact information to [mdard-clu@michigan.gov](mailto:mdard-clu@michigan.gov).
  - c. Click on the link and login to activate your account.

### **SECTION B - Connect to your existing license(s) using the pin number**

3. You now need to connect your new user account to your existing licenses through the PIN record process. *This is a one-time process.* At the top of the page, click on the Licenses link and then click the "Apply for a License". This takes you to a page displaying the general disclaimer. Once you have read through the disclaimer, check the box I have read and accepted the above terms, then click 'Continue Application'.
4. Select Add user to License Data Using Pin# radio button

**(Instructions continue on back...)**

**PLEASE NOTE THAT THE INSTRUCTIONS BELOW (Steps 5 through 8) DO NOT COMPLETE YOUR RENEWAL APPLICATION. YOU MUST ALSO COMPLETE SECTION C.**

**Steps to connect to your existing license(s)**

5. You will be taken to a page titled Step 1: License # and PIN Entry.
6. Click 'Add a Row'. (If you need to add multiple rows, you can add up to 10 licenses at a time by clicking the arrow next to 'Add a Row'). You can repeat the PIN entry process multiple times if you have more than 10 licenses to renew.
7. A 'PIN ENTRY' window will appear where you enter your License Number and the Pin # associated with it. These can be found at the top of the renewal form. The form will check the combination after you tab out of the Pin # field. Click 'Submit' and you will see the row(s) added with the information entered.
8. Once you have entered the license number(s)/pin number(s), click 'Continue Application' and you will be redirected to Step 2: Review. Click 'Continue Application' again to finish the PIN entry step. The final page says Step 3: Receipt/Record Issuance. **REMINDER: YOU MUST COMPLETE SECTION C BELOW TO SUCCESSFULLY COMPLETE YOUR RENEWAL PROCESS.**

**NOTE: WHEN YOU SEE A SCREEN WITH THE RECEIPT/RECORD ISSUANCE AS SHOWN IN THE SCREENSHOT ABOVE, YOU HAVE SUCCESSFULLY ATTACHED YOURSELF TO YOUR EXISTING LICENSE USING THE PIN RECORD.**

**SECTION C - Renew each license**

9. Now near the top of the page, click on 'Licenses' and select Search & Renew Licenses. Your attached records will appear below.
10. Click 'Renew License' next to the license under the 'Action' column (far right column) and you will be redirected to the license renewal page. Follow the page flow and modify any information as needed during the renewal process. Be careful to review all of the information prior to submitting the application.

**NOTE: Make sure to click 'Renew License' as shown in the screenshot below. Please be sure to verify that the top of the page has 'Motor Fuels Retail Outlet Renewal' listed.**

MFQE-000304	Motor Fuels Retail Outlet License	Motor Fuels 3.0	1000 w ironwood lane lansing, MI 48975	05/30/2016	About to Expire	Renew License Amendment
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11. The last step is to make payment through the shopping cart. Once you do so, the renewal will be successfully submitted.

Note: Please be sure to enter the zip code associated with the billing address on the credit card you are using. Not doing so will result in an error message. If you have any problems with getting a receipt, please contact the Central Licensing Unit at 800-292-3939 (M-F, 8-5).