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Citizen Portal for Accela

The new Accela Database used by the Bureau of Fire Services, Storage Tank Division, allows tank owners and their designees the opportunity to submit credit card payments. The Accela Citizen Access (ACA) website can be found at https://aca3.accela.com/lara/ . Once at this web page, the user must register for an Account.

*Please note it is important to include LARA or you will receive an error.
Accela Citizen Access is not compatible with Safari and Edge for Account Creation. If you are using a device with IE or Chrome, make sure you are using the desktop version.

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Once you click on the "Register for New Account" link you will see this page.

- Please read all information including the General Disclaimer before proceeding
- Once that is done you will click on the check box to indicate that you have read the information and are accepting the terms.
- Next you will click on the "Continue Registration" button

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Here you will now start to enter your account information. (First half of the page showing)

- Set up a User Name for the account
- Please list your email address this will be used to link the facilities to your account.
- Set up your password and then confirm it
- Make up your own Security Question and answer
- NOTE: The circles with the question marks are links with information to help with the field you are trying to enter information. You will find these types of "help" icons throughout the system.

Account Registration Step 2: Enter Your Account Information

Login Information

* User Name: ⑦

* E-mail Address:

* Password: ⑦

* Type Password Again:

* Enter Security Question: ⑦

* Answer: ⑦

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The email address entered in this section will be used to find the reference contact ID so the account can be linked to facilities.
The account creator needs to Email the Storage Tank Division(LARA-UST-AST@Michigan.gov)the email address used to create the account and a list of facilities associated with the account. Once received Storage Tank staff will associate the facilities with the account. Instructions for payment will be emailed back to the account user.

Account Registration Step 2: Enter Your Account Information

Login Information

* User Name: ⑦

* E-mail Address:

* Password: ⑦

* Type Password Again:

* Enter Security Question: ⑦

* Answer: ⑦

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The email address entered in this section will be reviewed by the program for duplication within the system. If another account is using that same email address you will get an error message:

1 error(s) occurred on current page.
Please click the specific error item below to navigate to the failed field and correct your input.

1.E-mail Address: Required Entered email address is already in use. You may have an existing citizen account from another website.

Account Registration Step 2:
Enter Your Account Information

* indicates a required field.

Login Information

* User Name: ⑦

JollyOldElf

⚠* E-mail Address: Entered email address is already in use. You may have an existing citizen account from another website.To use the same citizen account, click here. To create a new citizen account, use a different email address.

baileyr@michigan.gov

Account Registration Step 2:
Enter Your Account Information

Login Information

* User Name: ⑦

* E-mail Address:

* Password: ⑦

* Type Password Again:

* Enter Security Question: ⑦

* Answer: ⑦

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Phone:

☐ Receive SMS Messages

Contact Information

Choose how to fill in your contact information.

Add New Contact

The "Contact Information" part of the screen:

- You will enter the phone number for the owner
- Click on the "Add New Contact"

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Selecting the Contact Type:

- When setting up the account please use "Facility Owner/Operator"

- After the Contact Type is chosen click on the "Continue" and you will get the screen to enter all of the necessary information

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Contact Information:

- By choosing "Individual" your account will be associated with your name
- By choosing "Organization" your account will be associated with the Business Name
- When **"Individual"** is selected you won't be able to enter a Business name
- When **"Organization"** is selected you won't be able to enter an Individual First and Last Name

Contact Information

* Individual/Organization: Preferred Channel:

--Select--   --Select--

--Select--
Individual
Organization   Middle: * Last:

* Company Name (Enter N/A if not applicable):

DBA/Trade Name

Country:

United States

* Address:

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

* Primary Phone:

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Contact Information:

- Preferred Channel: Is asking for your preferred method of contact.
- While the choices are available in this window email is going to be the first method we use. When necessary a phone call will be made to contact you.
- There is a field for you to enter your DBA in this window.
- Complete all required fields and click on continue

Contact Information

* Individual/Organization: Preferred Channel:
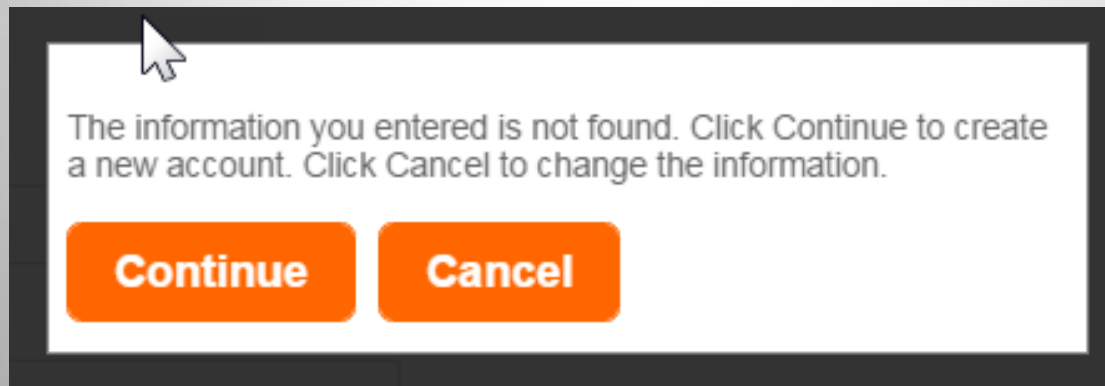
Individual ▼

--Select-- ▼

--Select--
E-mail
Fax
Home Phone
Mobile Phone
Phone
Postal Mail
Work Phone

* First:

* Company Name (Enter N/A

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Contact Information:

- Preferred Channel: Is asking for your preferred method of contact.

- While the choices are available in this window email is going to be the first method we use. When necessary a phone call will be made to contact you.

- There is a field for you to enter your DBA in this window.

- Complete all required fields and click on continue

Contact Information

* Individual/Organization: Preferred Channel:

Individual ▾   --Select-- ▾

--Select--
E-mail
Fax
Home Phone
Mobile Phone
Phone
Postal Mail
Work Phone

* First:

* Company Name (Enter N/A

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- After clicking on Continue your account creation data will be reviewed in the system to confirm no duplicate accounts are already in existence "The information you entered is not found" means it is not being duplicated.
- The screen will be dark and the window shown below will appear and wait for you to click Continue
- NOTE: Depending on the settings on your computer you may have to scroll up to actually view the box shown below.

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

Continue   **Cancel**

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After you get the message that your Contact Information has been successfully added you should scroll down to find this security window. Enter the information and then click on "Continue Registration".

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At this point you will have to use the "Login" link and you should then proceed.

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This screen is showing the Login page.