

Bureau of Fire Services

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

Announcements Register for an Account Login

The license information listed on the LARA website <https://aca3.accela.com/lara> may be recognized as a license and all the authority granted with that specific license. Enforcing agencies should rely on this information to issue permits.

First Last or License #

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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 »



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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:	?
<input type="text"/>	
* E-mail Address:	
<input type="text"/>	
* Password:	?
<input type="password"/>	
* Type Password Again:	
<input type="password"/>	
* Enter Security Question:	?
<input type="text"/>	
* Answer:	?
<input type="text"/>	



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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: ?

* E-mail Address:

* Password: ?

* Type Password Again:

* Enter Security Question: ?

* Answer: ?



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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:



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:



* E-mail Address:

* Password:



* Type Password Again:

* Enter Security Question:



* Answer:



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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

A screenshot of a web form titled "Select Contact Type" with a close button (X) in the top right corner. The form has a label "* Type:" followed by a dropdown menu. The dropdown menu is open, showing a list of options: "--Select--", "--Select--", "Certificate Holder", "DBA", "Facility Contact", "Facility Owner/Operator", "Individual", "Organization", "Owner/Parent Corp", "Park Name", "Plant Location", "Tank Owner", and "Tank Removal Contractor". A red arrow points from the top right towards the "Facility Owner/Operator" option, which is highlighted in yellow. To the left of the dropdown menu, there is an orange button labeled "Cor". To the right of the dropdown menu, there is a blue button labeled "yes".

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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:

Middle: * Last:

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

DBA/Trade Name

Country:

* Address:

* City: * State: * Zip:

* 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--

* First: --Select--

E-mail

Fax

Home Phone

Mobile Phone

Phone

Postal Mail

Work Phone

* Company Name (Enter N/A if none)


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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--

* First: --Select--

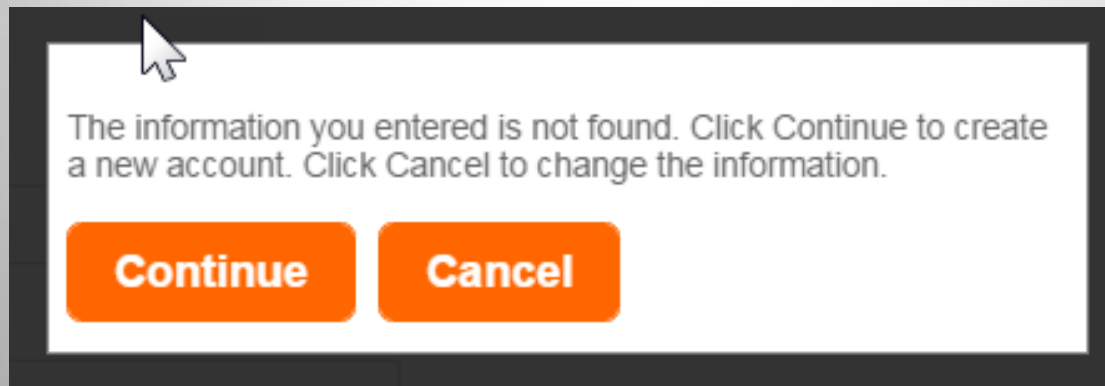
E-mail
Fax
Home Phone
Mobile Phone
Phone
Postal Mail
Work Phone

* Company Name (Enter N/A if none)

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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.



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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”.

A security window with a CAPTCHA. It says "Enter the words below" and shows two distorted images: "DISPLAYED" and "PENE". To the right of the images are three blue buttons: a refresh button, a speaker icon, and a question mark. Below the images is a text input field. At the bottom of the window is an orange button that says "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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Your account has been successfully created.

A large red arrow originates from the green notification box and points directly to the "Login" link in the top right navigation bar.

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This screen is showing the Login page.

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Please Login

Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

Register Now »

Login

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer

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



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