

AMG for BD .NET – Login Issues

Questions? Call us at (855) 272-7638 and ask for the I.T. Department, or email tech@bsasoftware.com.

I cannot log into my AccessMyGov.com account.

You may not be using the correct username or password. Select the “Click here for help” link in the “Sign In Help” section at the bottom of the page. This will open a new window for you to enter the email address linked to your account. Finish by inputting the Captcha information and click submit. This will generate an email to the given email account with the selected username. There will also be a link which you can follow to reset your password. Once a new password has been entered, try signing in once more.

Sign In

Sign in with your existing account or create a new account.

Please correct the errors and try again.

 The user name or password provided is incorrect.

I Have an Account

If you have previously created an account through AccessMyGov or BS&A Internet Services, please enter your user name and password.
Please note that passwords are case-sensitive.

☆ User Name:

☆ Password:

Keep me signed in.

(Clear this check box if you're on a shared computer.)

Sign In Help
Forgot your User Name/Password? [Click here for help.](#)



Forgot Your Password

Please enter the information below to reset your password.

Enter Your Email Address

Enter your email address to send an email containing your account information.

★ E-mail Address:

Verify Code

Enter the text you see in the below image.



[Privacy & Terms](#)

Submit

BS&A Online Services Password Reset - Message (HTML)

Message

Ignore, Junk - Delete, Reply, Reply All, Forward, Meeting, More -

Benefits, To Manager, Done, Team E-mail, Reply & Delete, Quick Steps, Create New

Rules, Move, OneNote, Actions, Mark Untread, Categorize, Follow Up, Tags

Translate, Related, Select, Editing, Zoom, Add to Evernote 4, Zoom, Evernote

From: OnlineSupport@BS&ASoftware.com
To: Adam Bengali
Cc:
Subject: BS&A Online Services Password Reset
Sent: Mon 7/6/2015 10:28 AM

A request has been made to change your BS&A Online Services Password. If you did not initiate a password change, please disregard this email. Multiple accounts were found that are linked to this email address. Please click the link next to the UserName to change that UserName's password. If you are unable to click the link, please copy and paste it into your web browser.

akemguk <https://ga.AccessMyGov.com/Account/ResetPassword/78EBBF693EC1D53A7278D00BBCDF5074D521BC9746A18786503D01E25953D689>

Thank You,
BS&A Software
is@bsasoftware.com
Phone: 517.641.8000

This is an auto-generated e-mail, please do not reply to it.

See more about: OnlineSupport@BS&ASoftware.com

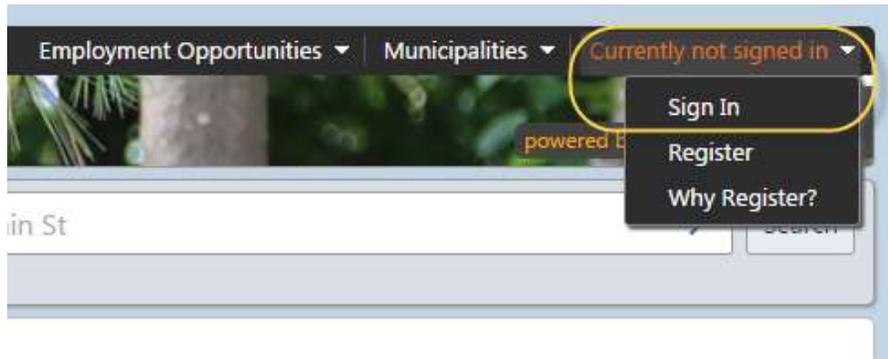
I do not recognize the information under “View My Activity.”

If the permit and/or inspection information under “View My Activity” is not familiar, then your AccessMyGov account is likely linked to the wrong Contractor account in the municipality’s database. To fix this, please contact your municipality’s office. They will be able to check these accounts and make the correct linkage as needed.

I cannot apply for a permit or schedule an inspection on AMG.

You are not logged in

Please check to ensure you are logged into AMG.

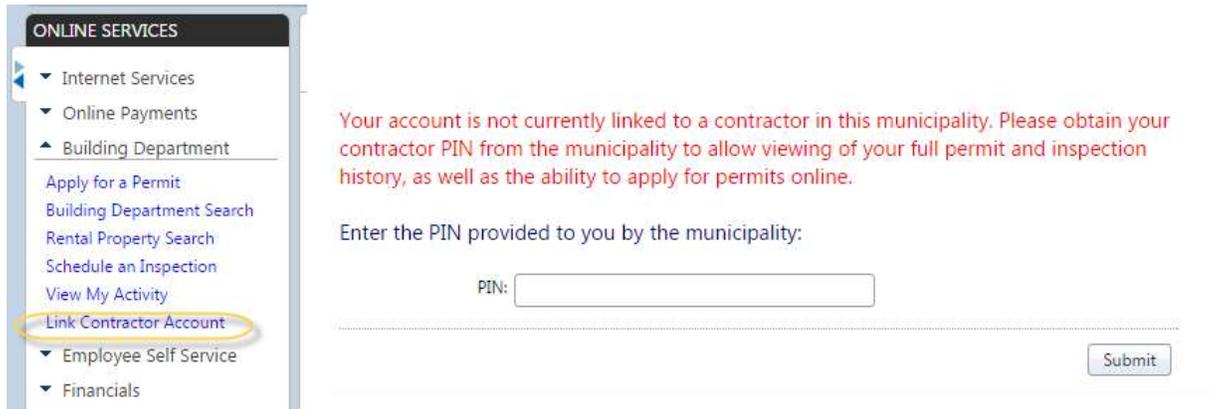


Your AMG account is not linked correctly

To use the AMG features, your AMG account must be linked to a valid Contractor account in the municipality’s database. To check this, please contact the municipality office and verify the linkage (they will need your AMG username and/or email address to check this linkage).

I cannot link my AMG account to my contractor account.

When implementing AMG, you may receive a PIN number from your municipality which can be used to link your contractor account to the AMG account you created. Use the “Link Contractor Accounts” option to input the PIN and create the linkage. Once done, you will be able to apply for permits and schedule inspections under the linked contractor.



The screenshot shows a web interface with a sidebar on the left titled "ONLINE SERVICES". The sidebar contains a list of options: Internet Services, Online Payments, Building Department, Apply for a Permit, Building Department Search, Rental Property Search, Schedule an Inspection, View My Activity, Link Contractor Account (highlighted with a yellow circle), Employee Self Service, and Financials. The main content area displays a red message: "Your account is not currently linked to a contractor in this municipality. Please obtain your contractor PIN from the municipality to allow viewing of your full permit and inspection history, as well as the ability to apply for permits online." Below the message is a form with the label "Enter the PIN provided to you by the municipality:" and a text input field with the label "PIN:". A "Submit" button is located at the bottom right of the form.

If you did not receive a PIN number, please contact your municipality’s office, as they will need to help make this one-time linkage before proceeding.

I am not receiving the AMG emails to update me on permit/inspection changes.

AMG generates automated emails for any permit or inspection update. If you are not receiving these emails, you should first check your email account’s spam/junk folder, as it is possible that the emails are being blocked. If this is found to be true, the given email address should be whitelisted/marked as safe so that all emails are allowed through.

If there are no emails in your spam/junk folder, then the issue may be on the municipality’s side (i.e., their email service may have stopped, the server may be spamming the emails before sending, etc.). Please contact your municipality so they can look into any potential issues on their end.

The permit printout I received is from BS&A “Equalizer Township,” not my municipality.

If the PDF permit printout you receive does not have your municipality’s information on it and references BS&A Software instead, then you have received an empty template by accident. This is normally due to the municipality’s database being out of date.

 BS&A SOFTWARE Service, Solutions, Support...Satisfaction	Equalizer Charter Township 14965 Abbey Lane Bath MI 48808 517.641.8900 FAX 517.641.8960 DEPARTMENT OF BUILDING SAFETY	
PSE15-0004 Issued: 07/24/2015 Expires: 01/20/2016	Soil Erosion	This permit conveys no right to occupy any STREET, ALLEY, or SIDEWALK, or any part thereof either temporarily or permanently.
Type of Construction: _____	Occupancy Group: IRC-1	Edition of Code: _____

If you receive a permit that looks like this, please contact your municipality’s office. They will be able to update their program to prevent this issue from happening again, and also re-send you the correct permit report as needed.