

# BS&A Online: Troubleshooting Contractor/Homeowner Login and Viewing Issues

## I cannot log into my BS&A Online 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 be a link which you can follow to reset your password. Once a new password has been entered, try signing in once more.

Search: **All Records** ▾ By: **Address** ▾ Enter an address or address range such as 100-200 Main St  
☐ Use Advanced Address Search

**SERVICES**

- Public Records Search
- Online Payments
- Building Department
- Employee Self Service
- Financials
- Business Licensing
- Citizens' Requests
- Work Order

**PERFORMANCE DATA**

- MI Community Financial Dashboard
- Performance Dashboard

**EMPLOYMENT OPPORTUNITIES**

- All Employment Opportunities (Local)
- Search for Employment Opportunities

**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 BS&A Online (or through our previous portal, 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.](#)

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**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**  
Check the box below to verify you are a human.

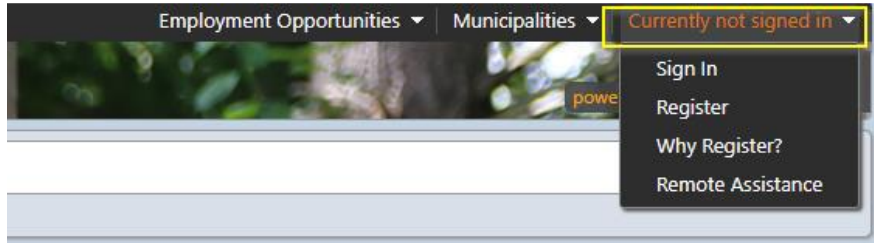
☐ I'm not a robot   
reCAPTCHA  
Privacy - Terms



## I cannot apply for a permit or schedule an inspection through BS&A Online

Likely one of two issues:

You are not logged in: Check to ensure you are logged into BS&A Online. Most municipalities require an account to use the Online Building Department features.



Your BS&A Online account is not linked correctly: To use most of the BS&A Online features, your account must be linked to a record in the given municipality's database. To check this, contact the municipality office and verify the linkage (they will need your BS&A Online username and/or email address to check/correct this linkage).

## I do not recognize the information under "View My Activity"

If the record information under "View My Activity" is not familiar, then your BS&A Online account could be linked to the wrong record in the municipality's database.

To fix this, please contact your municipality's office. They can check the account in their database and make the correct linkage as needed.

## I cannot link my BSAO account to my Contractor account

You may receive a PIN number from your municipality which can be used to link the record in their database to the BS&A Online account you created. Use the "Link Contractor Accounts" option to input the PIN and create the linkage. Once done, you will be able to use the Online Building Department services (once linked, the PIN is not needed and can be discarded).

If you did not receive a PIN number, or have any questions or issues with this process, please contact your municipality office, as they have other means of making this linkage as needed.

A screenshot of the BS&A Online interface. On the left, a sidebar menu titled 'ONLINE SERVICES' lists various options. 'Link Contractor Account' is highlighted with a yellow circle. 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 this message is a form with the label 'Enter the PIN provided to you by the municipality:' and a text input field for the PIN. A 'Submit' button is located at the bottom right of the form.


## I am not receiving the email notification

BS&A Online generates automated emails for any permit or inspection record changes. If you are not receiving these emails, you should first check your email account's spam/junk folder, as it's possible those 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 moving forward.

If there are no emails in your spam/junk folder, then the issue may be on the municipality's side (for example, their email service may have stopped or their email server may be spamming the emails before sending). If needed, 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 printout you receive when a permit is issued 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.

 <b>BS&amp;A</b> SOFTWARE Service, Solutions, Support...Satisfaction	<b>Equalizer Charter Township</b> 14965 Abbey Lane Bath MI 48808 517.641.8900 FAX 517.641.8960 <b>DEPARTMENT OF BUILDING SAFETY</b>	
PSE15-0004 Issued: 07/24/2015 Expires: 01/20/2016	<div style="border: 1px solid black; padding: 5px; text-align: center;"><b>Soil Erosion</b></div>	<b>This permit conveys no right to occupy any STREET, ALLEY, or SIDEWALK, or any part thereof either temporarily or permanently.</b>
Type of Construction: _____ Occupancy Group: <u>IRC-1</u> 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.

## Additional Resources

Visit the Contractor Learning Center for more BS&A Online information and detailed walkthroughs

<https://www.bsasoftware.com/Learning-Center/Community-Development/Contractor-Learning-Center/>