

SETTING UP YOUR ONLINE ACCOUNT AND HOW TO APPLY FOR YOUR PERMIT ONLINE USING THE BS&A PORTAL

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II. SETTING UP BS&A USER ACCOUNT

Essentially, before applying for a permit, your BS&A user login will be created.

A. HOMEOWNER USER ACCOUNT

If the homeowner is applying for a permit, they do not have to setup a Login account. Proceed to the section “How to Apply for Permit.”

B. CONTRACTOR’S USER ACCOUNT

Anyone OTHER THAN THE ACTUAL HOMEOWNER MUST CREATE A CONTRACTORS ACCOUNT first through the BS&A portal for the City of East Point, login BS&A and then apply for a permit! This includes:

- All Contractors: GCs, Electricians, Plumbers, HVAC / Mechanical Contractors, Fire Alarm Installers, Sprinkler Installers, etc...
- Any Special Trades: Roofers, Landscape and Tree Removal companies, Window Businesses, etc...

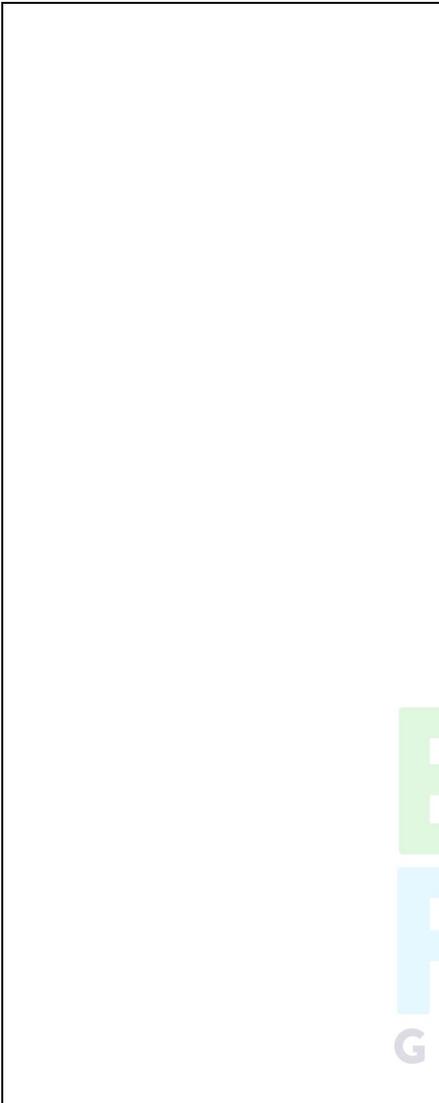
- Permit Expeditors
- Architects OR Engineers
- Investment Companies that own the property

Setting a contractors account will essentially consist of:

1. Go to: <https://www.bsaonline.com/Account/CreateContractorAccount?uid=2757>
2. Set up a Username and Password
3. Activate the Account via the Activation Email that is sent to Your Email Address
4. If needed, send an email to request a PIN from permitting (include your name you used to register and user name in the email): permits@eastpointcity.org. Within 48 hours, your account will be linked (no need for pin) and then you will be able to apply for your permit after signing in..

1. Setting Up User Login

<p>1. Use the link to go to Contractor’s page on BS&A: https://bsaonline.com/Contractors/?uid=2757</p>	
<p>2. Click on the “Click Here to Get Started” option.</p> <p>3. Put in the information for all of the required fields and click “Create Account”</p>	



Create a Contractor Account

Please provide the information requested below to create an Account

Already Registered? [Click here to Sign In](#)

Create a New Account

Please note: These credentials grant access to the municipal searches on BS&A Online. As an addit...
These processors provide services independent from BS&A and may require additional credentials

☆ User Name:
Your **User Name** is what you will use to log into the site in the future. Plea

☆ My e-mail address is:

☆ Confirm e-mail:

Protect your account and information with a password.

☆ Enter a new Password:

☆ Re-enter password:

+ Account Information (Optional)

Enter in any information about your account which will be requested if you sign up as a Business A...
be entered at a later time if you wish.

4. Continue with the process...

New Account Created
Thank you for creating a new account.

Thank you for your registration [redacted], an e-mail is being sent to the e-mail address you supplied while registering. This e-mail will contain a link which will activate your account.

[Click here to return to the login page.](#)

5. Follow the instructions sent in the email sent to a user to activate new account...

New Account for BS&A Online Inbox x

OnlineSupport@bsasoftware.com
to me

8:06 PM (1 minute ago) ☆ ↶

Your BS&A Online account has been successfully created.
Your User Name is: [redacted]

Click the link below to activate your account.

[https://bsaonline.com/Account/CompleteRegistration?user=\[redacted\]&code=82D01C7F5501CD2FD888E8DD019B2CE67F135CDD0532ED9473DA0364B3E1F597](https://bsaonline.com/Account/CompleteRegistration?user=[redacted]&code=82D01C7F5501CD2FD888E8DD019B2CE67F135CDD0532ED9473DA0364B3E1F597)

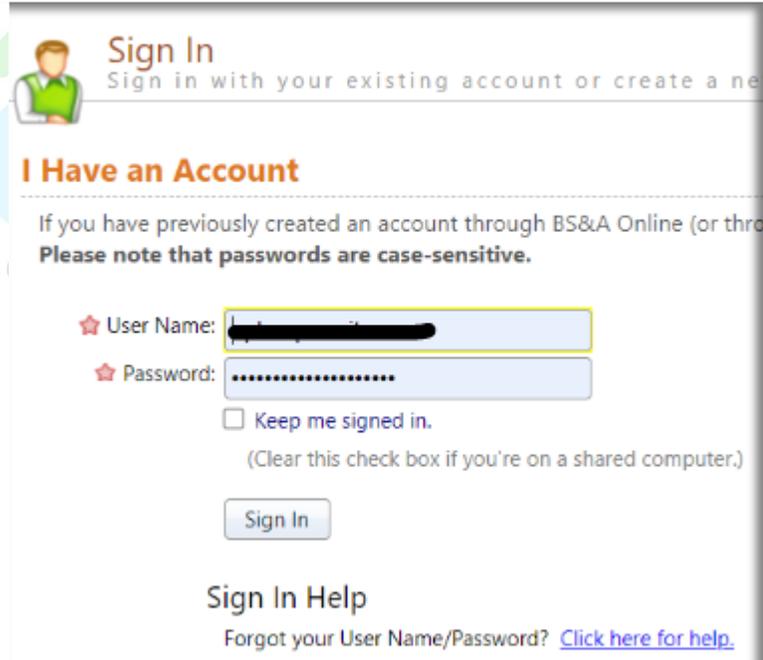
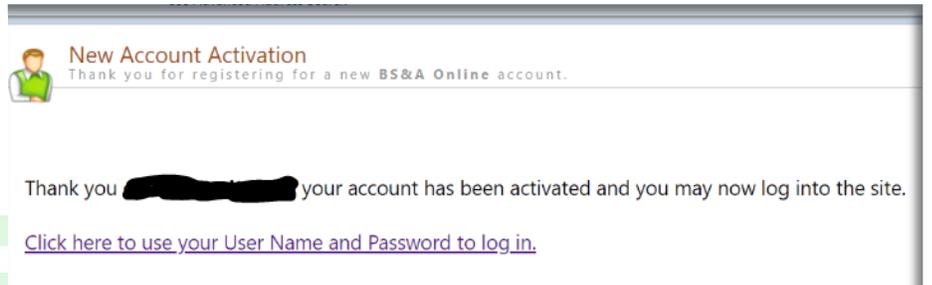
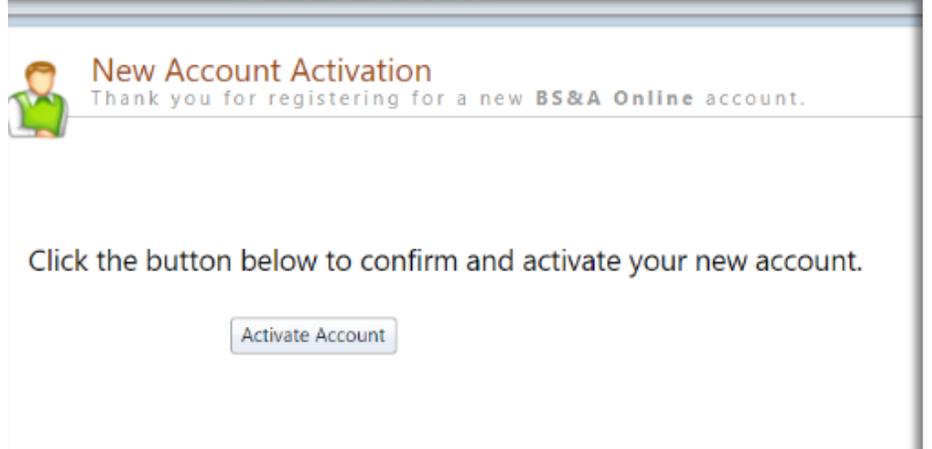
If you can't click the link, then copy and paste it into your web browser's address window.

The above link will expire in 7 days. If you do not follow the link within that time, your registration will expire and your account will have to be recreated.

This is an auto-generated e-mail, please do not reply to it. If you have any questions about your account, please email bsaonlinesupport@bsasoftware.com

NOTE: This email message and any attachments are for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please destroy all copies of the original message.

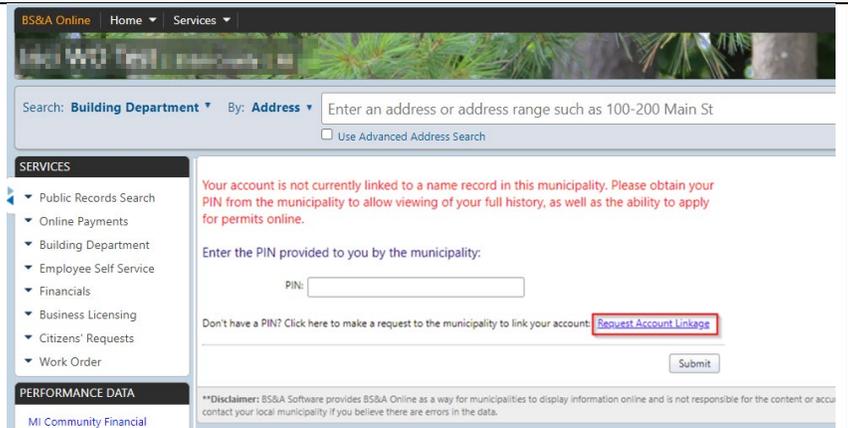
6. After the User Login has been successfully activated, you will have the option to "Sign In"



2. Linking User Login to Contractor's Name

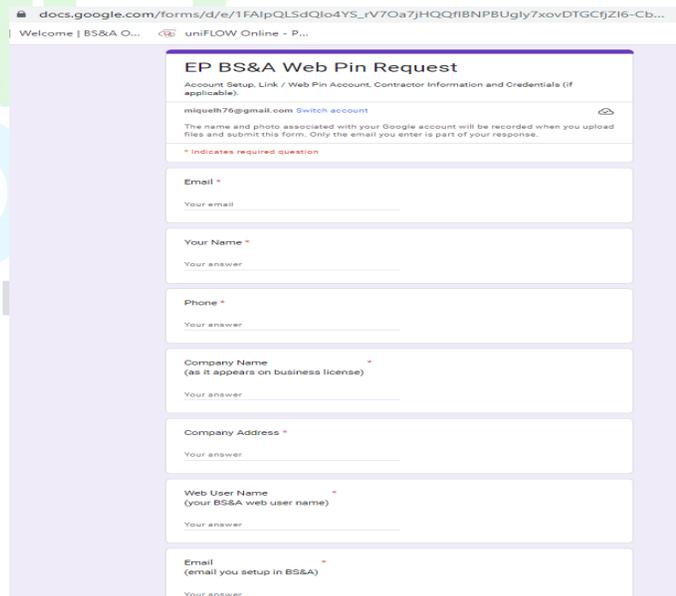
7. At this screen, stop!

You must now have your webuser's name linked to your contractor's account. This can be only done by the Permitting Staff, so you must request this account linkage via the Webpin form or via email.



8. Use the Webpin Request Form to request a Pin.

[Link to Webpin / Account Link Form](#)



Or, if the Webpin Form gives an error

9. Email permits@eastpointcity.org the following:

- Company Name
- webUser name
- email setup for BS&A

Permits will either link the account or send you the webpin. Continue with Login process after you receive confirmation email of account being linked or with webpin attached to email.



III. HOW TO APPLY FOR A PERMIT ONLINE



A. BS&A Online Application Submittal Process

1. Select "Apply for Permit"

<p>Homeowner: Click Apply for Permit</p> <p>Contractor: After signing in, click Apply for Permit</p> <p>See Video</p>	<p>▲ Building Department</p> <p>Apply for a Permit</p> <p>Apply for a Planning, Zoning or Engineering Process</p> <p>Building Department Search</p> <p>Schedule an Inspection</p> <p>View My Activity</p> <p>Update Contact Information</p> <p>▲ Business Licensing</p>
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2. STEP 1: SELECT a Property

STEP 1: Select a Property

You can search by Address, Parcel Number, or Owner Name.

It is easier to put the street portion of the address since typos will cause the address not to be found.

[See Video](#)

If the address does not show but it is a valid City of East Point address, stop and email permits@eastpointcity.org so that address can be made available.

Owner Name	Address	Parcel Number
Oakland County	100 Conversion Property, Novi, MI 48375	00-00-00-000-000
KLAPHAKE, ERIK & BAGNASCO, JENNIFER	100 PENHILL ST, NOVI, MI 48377	50-22-03-151-008
SCHLESSMAN, RODNEY W	100 PLEASANT COVE DR, NOVI, MI 48377	50-22-10-277-018

3. STEP 2: Enter Permit Details

STEP 2: Enter Permit Details

Choose the permit type, input the work description, and pick the Basic Usage (if applicable).

Building Permits cost are based on Total Construction Value of Job minus Electrical, HVAC / Mechanical, Plumbing, Fire Alarm and Sprinkler costs (since these are separate permits); a Construction Value must if asked.

Please reference the Permit Type Chart in the [What Requires a Permit Guide](#) to assist with the correct Application to use and what menu option to select.



4. STEP 3: Enter Applicant Info

a) Homeowner Pulling Permit

- **THIS IS THE IMPORTANT STEP FOR THE HOMEOWNER!**
- The homeowner must check the box: "I certify that I am the owner of the property listed above."
- Type in the correct Contact Information! You can type over any incorection infomation and click Next...

Step 3: Enter Applicant Information

To apply for a permit as a homeowner, you must verify that you are the owner the building depts department to correct the issue.

Owner Information on File

If the information below is incorrect, please contact the municipality to resolve the issue.

Name: No Data to Display

Address: No Data to Display

I certify that I am the owner of the property listed above.

Contact Information

☆ Name: TERRANCE HARRIS
 ☆ Phone Number:
 ☆ Email Address: tharris@eastpointcity.org
 ☆ Confirm Email: tharris@eastpointcity.org

b) Contractor Pulling Permit

- Verify the information, confirm contact information, and click Next

Contractor Application for Permit
Submit a permit application online.

Thank you for using BS&A Software's AccessMyGov.com Online Permitting module!

If you have any question, please contact 317 841 0000

Select a Property 822 SCHUSTER AVE	Enter Permit Details Building Commercial: Example	Enter Applicant Information	Estimate Fees	Add Attachments
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Step 3: Enter Applicant Information

Enter your contact information and select the licensee who will be doing work on the permit (if necessary).

Verify the applicant contact information, licensee, and email.

☆ Phone Number:

Linked Contractor Information

Name: Adam Builders
Address: 9001 1st Ave SE
Phone: 317 841 0000
Federal ID: 8871300721

Select a Licensee

☆ A licensee is required for this permit type. Click a licensee in the list to proceed.

Name	Licensee Type	Status	State Lic. Number	Date License Expires	Date Registration Expires
Adam Builders	Commercial Builder	Active		8/14/2018	8/14/2018

Displaying items 1 - 1 of 1

5. STEP 4: Estimate Fees

STEP 4: Estimate Fees

Locate the fees needed for the permit and enter the quantity.

Electrical, HVAC / Mechanical and Plumbing stand-alone permits must have quantities for items so that permit cost will be accurately calculated. The Permit Cost will be the Base Fee + Total Fixture Costs.

Building Permits cost are based on Total Construction Value of Job minus Electrical, HVAC / Mechanical, Plumbing, Fire Alarms and Sprinkler costs (since these are separate permits); a Construction Value must entered when asked.

The screenshot shows the 'Apply for a Permit' online application interface. At the top, it says 'Submit a permit application online.' Below this are four navigation tabs: 'Select a Property' (100 PLEASANT COVE DR), 'Enter Permit Details' (Building Residential: Enter...), 'Enter Applicant Information', and 'Estimate Fees' (which is the active tab). The main heading is 'Step 4: Estimate Fees'. Below this is a paragraph: 'Estimate your permit fees by filling out the below information as accurately as possible. Note that the fees will be reviewed by department personnel, and appropriate adjustments may be made.' A table follows with columns for 'Fee Description', 'Details', 'Quantity', and 'Total Fee'. The table contains four rows: 'Application Fee' (Quantity: 1, Total Fee: \$30.00), 'BOCA Review' (Quantity: 0, Total Fee: \$0.00), 'Contractor Registration' (Quantity: 1, Total Fee: \$15.00), and 'Inspection - Final' (Quantity: 0, Total Fee: \$0.00). Below the table, it says 'No additional fees found.' At the bottom right, there is a 'Total Estimated Fees: \$45.00' and two buttons: 'Back' and 'Finish'.

Fee Description	Details	Quantity	Total Fee
Application Fee	Enter quantity:	1	\$30.00
BOCA Review	Enter quantity:	0	\$0.00
Contractor Registration	Enter quantity:	1	\$15.00
Inspection - Final	Enter quantity:	0	\$0.00

Total Estimated Fees: \$45.00

6. STEP 5: Attachments

STEP 5: Attachments

Some permit types may allow, or even require an attachment.

While not applicable for all applications, this can be used to submit any relevant plans or images for the permit.

The screenshot shows the 'Contractor Application for Permit' online application interface. At the top, it says 'Submit a permit application online.' Below this are five navigation tabs: 'Select a Property' (1 Conversion Property), 'Enter Permit Details' (Electrical: Work Description), 'Enter Applicant Information', 'Estimate Fees' (Estimated Amount: \$2.00), and 'Add Attachments' (which is the active tab). The main heading is 'Step 5: Add Attachments'. Below this is a paragraph: 'If you have any files or attachments that will be required for the approval of your Permit (required plan documents or other relevant materials) click the button below to browse your computer and attach them to your application. Please note: If you fail to submit required plan documents, your application may be delayed or denied.' Below the paragraph is a 'Select...' button. At the bottom right, there are two buttons: 'Back' and 'Finish'.

For most permits, an Application is required to be uploaded in addition to other supporting Documents. Click Here for a list of [Permit Applications and Forms](#).

Also, at this point in the submittal process, the applicant may have to submit Drawings or Plans as an attachment. Refer to [The Plan Review Process and Plans Submittal Guidelines](#) to assist with minimum drawing requirements and for a better understanding of the plan review process.

The following require a submittal of drawings:

- Concept Review Submittals
- Land Disturbance Permit
- DEMOLTIONS (Complete removal of structure)
- New Construction
- Rehabs, Renovations, Alterations or Additions: This includes:
 - Rehabbing a Residential or Commercial property after all sheetrock has been removed
 - Any scope of work that requires a change in Floor plan (meaning layout change of any/all structural load bearing or non-load bearing wall), new framing, new cut outs of doors or windows or resizing of openings

o Enclosing garages, carports, porches

- Commercial Tenant Buildouts, change in size of commercial suites, change in floor plan (meaning layout change of any/all structural load bearing or non-load bearing wall) of any commercial location
- Fence and Wall
- Retaining Wall
- Driveways and Walkways
- Residential Siding Permits (more than 25%) – Requires submittal of Infill Packet
- Tree Removal Permits with removing 6 or more trees
- Temporary Storage / Pod Permits
- Commercial Fire Alarm
- Sprinkler Systems
- Commercial Grease Trap Permits

7. STEP 6: Submit Application

Successful Permit Application

You will receive a summary confirmation screen at the end of the permit application indicating a successful application.

The following is posted on the East Point BS&A portal home page:

The applicant should receive a status email and notice via this portal no later than two (2) business days after submitting the application. This notice will indicate 1) enough information was provided to continue with the process 2) more information is needed or 3) the application submittal is denied.

8. After Application Has been Submitted

a) *Additional Information Requested*

(1) Email Sent Requesting Additional Information

Often, some clarification is simply needed, or a few items need to be corrected or uploaded so that the process can continue. In this case, the applicant may receive an email “Requesting Additional Information,” which will be similar to below:

Email Information

Resend Forward

Request for additional information regarding your permit application

Sent: Tue 9/14/2021 12:59 PM

To: [REDACTED]

A request for additional information has been added to your Permit Application for the property at 2257 DELOWE DR.

Comment: According to notes in system by Code Enforcement, renovations include work done to entire home. This is not reflected in permit description, nor drawings.

Also, please refer to Residential Submittal Guidelines at www.eastpointcity.org --> Apps & Forms --> Planning & Community Development to assist with minimum requirements that should be included in drawings.

Any applications or forms provided by the Permits department can be downloaded from www.eastpointcity.org --> Apps & Forms --> Planning and Community Development.

Steps for submitting additional documents:

1. Login to BSA
2. Under Building Permits heading to the left, click on "View My Activity"
3. Click on "Permit Applications" tab. The submitted application should be listed and the status will say: 'Additional Information Requested.'
4. Click on View link for correct application submittal.
5. Under the "Attached Documents" heading, click the Add Additional Document to submit the required additional attachments.
6. Under the "Additional Information" heading, enter a brief message for further explanation and click Submit.

[Click here to reply](#)

If you are unable to click the link(s), copy and paste the following into your web browser:
https://www.bsaonline.com/CD_MyRequestActivity/PermitApplicationDetails?uid=2757&permitApplicationGuid=e68e755c-9307-4569-b40a-497a02ee14e6

(2) [Uploading Requested Documents for Online Applications](#)

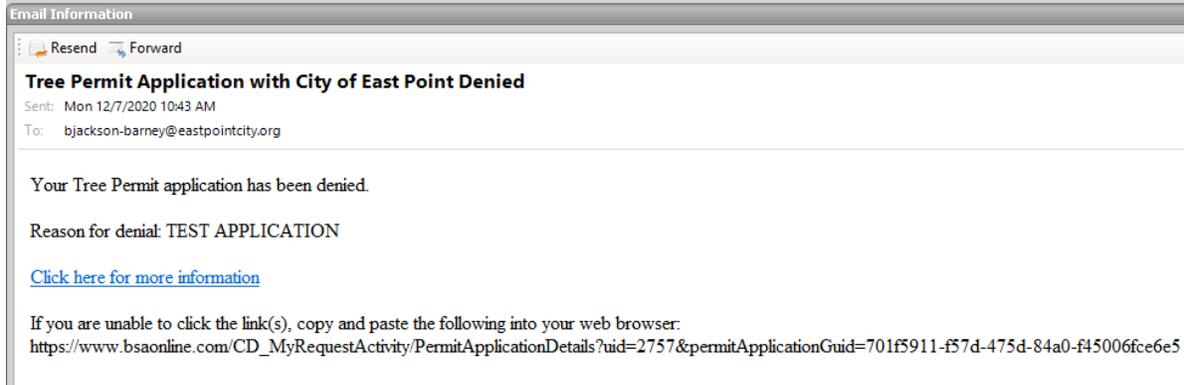
If additional documents are requested by Permit staff to process the submittal, the instructions will be in the email sent. The instructions are also below:

Steps for submitting additional documents:

1. Login to BSA
2. Under Building Permits heading to the left, click on "View My Activity"
3. Click on "Permit Applications" tab. The submitted application should be listed and the status will say: 'Additional Information Requested.'
4. Click on View link for correct application submittal.
5. Under the "Attached Documents" heading, click the Add Additional Document to submit the required additional attachments.
6. Under the "Additional Information" heading, enter a brief message for further explanation and click Submitted

b) [Application is Denied](#)

If your online application submittal request is denied, the applicant will receive an email similar to below:



The application can click on the link to see more information within the BS&A portal. However, A **DENIED ONLINE APPLICATION MEANS THAT THE SUBMITTAL WAS NOT ACCEPTED AND CLOSED! TYPICAL REASONS FOR A DENIAL ARE:**

- APPLICATION OR SUBMITTAL IS UNDER WRONG TYPE OF PERMIT
- NOT ENOUGH INFORMATION IS GIVEN TO DETERMINE HOW TO PROCESS
- THE APPLICATION IS INCOMPLETE OR MISSING
- NECESSARY FEE ITEMS WERE NOT SELECTED
- REQUIRED DOCUMENTS WERE NOT UPLOADED

AGAIN, IF THE ONLINE APPLICATION IS DENIED AND NOT ACCEPTED, THE APPLICANT CANNOT GO BACK INTO THAT SUBMITTAL AND UPLOAD ADDITIONAL INFORMATION. THAT SUBMITTAL HAS BEEN CLOSED. THE PROCESS OF APPLYING FOR A PERMIT MUST BE DONE AGAIN.

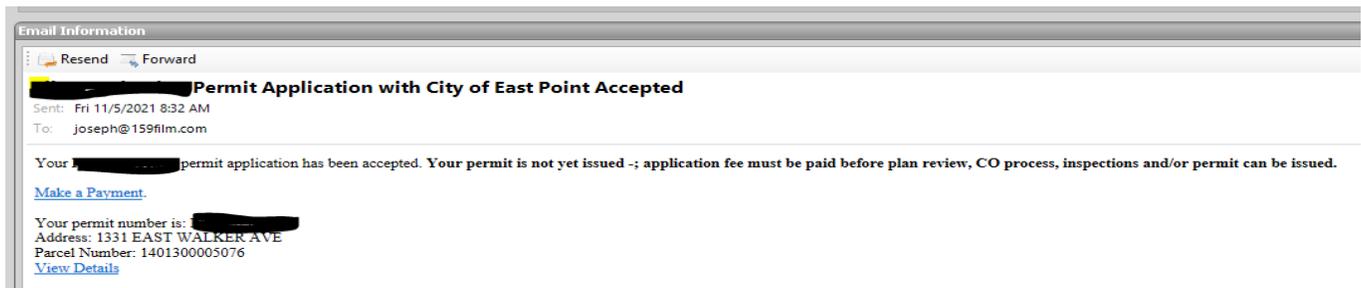
c) Application is Accepted

If the application has been accepted, for a Permit to be issued or plan review to begin payment for permit must be paid; thus, a request for payment will be sent to applicant.

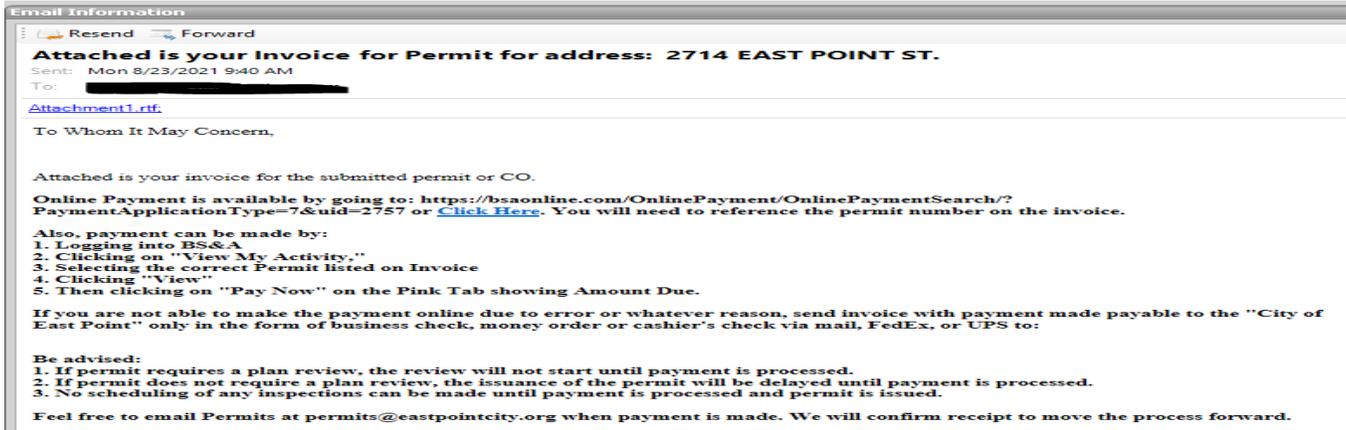
- (1) Request for Payment for Permit
 - (a) Email Request

The applicant will be emailed a request for payment in or both of the following formats:

Example 1



Example 2



(b) Online Payment Portal

With either email, use the link within to be directed to the Online Payments Portal (general link provided here):

<https://bsaonline.com/OnlinePayment/OnlinePaymentSearch/?PaymentApplicationType=7&uid=2757>

You can pay your invoice(s) online from the "View My Activity" Screen. When you have chosen the invoice(s) to pay, you will be redirected to the municipality's third party payment website.



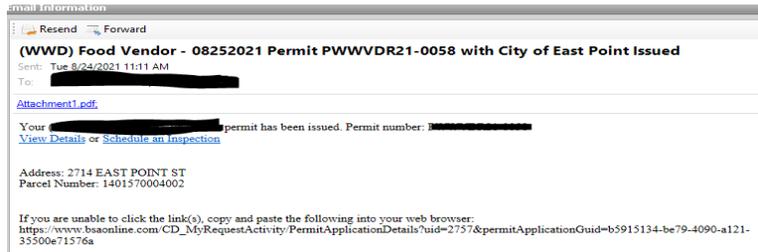
After payment is made, if the submittal requires a plan, the review will begin. Please refer to [The Plan Review Process](#) document for more information.

If the application is for a permit that does not require a plan review or an approval process, the permit will be issued.

(2) Permit is Issued

(a) Email with Permit Attached

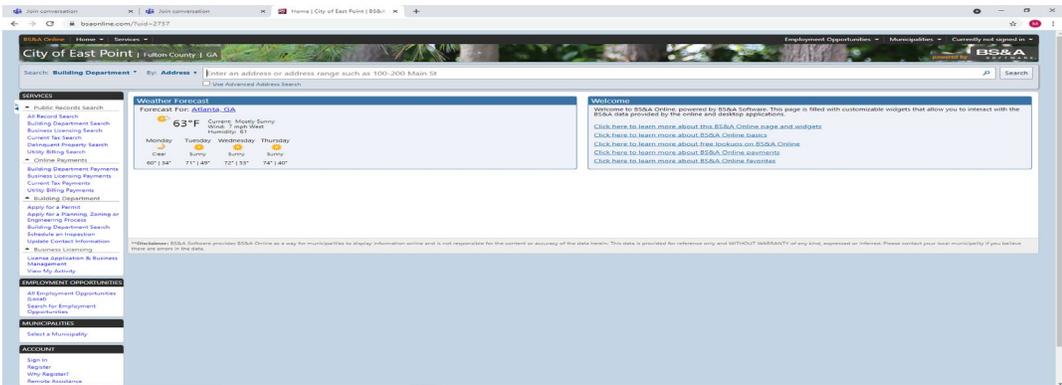
The applicant will receive email like below:



(b) Printing Permit from BS&A Portal

<ol style="list-style-type: none"> 1. Login into BS&A 2. Click on “View My Activity” under Building Department Heading 																			
<ol style="list-style-type: none"> 3. Click on Permits tab 																			
<ol style="list-style-type: none"> 4. Click on the “View” link for correct permit 	<table border="1"> <thead> <tr> <th>Permit Number</th> <th>Permit Type</th> <th>Status</th> <th>Property Address</th> <th>Date Issued</th> <th>View</th> </tr> </thead> <tbody> <tr> <td>PTREE20-0001</td> <td>Tree</td> <td>Issued</td> <td>2757 EAST POINT ST</td> <td>11/19/2021</td> <td>View</td> </tr> <tr> <td>PYS20-0001</td> <td>Res Yard Sale</td> <td>Finalized</td> <td>2757 EAST POINT ST</td> <td>8/3/2020</td> <td>View</td> </tr> </tbody> </table>	Permit Number	Permit Type	Status	Property Address	Date Issued	View	PTREE20-0001	Tree	Issued	2757 EAST POINT ST	11/19/2021	View	PYS20-0001	Res Yard Sale	Finalized	2757 EAST POINT ST	8/3/2020	View
Permit Number	Permit Type	Status	Property Address	Date Issued	View														
PTREE20-0001	Tree	Issued	2757 EAST POINT ST	11/19/2021	View														
PYS20-0001	Res Yard Sale	Finalized	2757 EAST POINT ST	8/3/2020	View														
<ol style="list-style-type: none"> 5. Click on “Print Permit” link. 																			

B. BS&A LINKS

Type of Permit	<p align="center">Homeowers</p>	<p align="center">Contractors</p> <p align="center"><i>(including Investment companies, Architects, Engineers, Expeditors; any entity other than actual Homeowner who resides at property)</i></p>
	Do not have to setup account to apply for Homeowner's Permit	Must setup up account to apply for Permit
Link to Create Account	N/A	<p align="center">https://bsaonline.com/Contractors/?uid=2757</p>
Appy for For Permit	<p>https://bsaonline.com/DirectUrl/Cd_PermitApplication/2757</p>	<p>https://bsaonline.com/DirectUrl/Cd_PermitApplicationContractor/2757</p>
Schedule Inspection	<p>https://bsaonline.com/DirectUrl/Cd_InspectionRequest/2757</p>	<p>https://bsaonline.com/DirectUrl/Cd_InspectionRequestContractor/2757</p>
Link to Main Page	<p align="center">https://bsaonline.com/?uid=2757</p> 	
Link to Make Online Payment	<p align="center">https://bsaonline.com/OnlinePayment/OnlinePaymentSearch/?PaymentApplicationType=7&uid=2757</p> <p align="center">Online Payments</p> <p>Once your application has been processed, you can pay your invoice(s) online from the "View My Activity" Screen. When you have chosen the invoice(s) to pay, you will be redirected to the municipality's third-party payment website.</p> 