

# BS&A Online: Creating a User Account

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Questions? Call us at (855) 272-7638 and ask for the I.T. Team, or email [itsupport@bsasoftware.com](mailto:itsupport@bsasoftware.com).

BS&A Online is a collection of municipal services that provides instant and convenient access to various kinds of important information held at your local government. This document is intended to help users of the website create a personalized account.

## Why Create an Account?

Some municipalities require a small convenience fee to look up property information (properties with which the owner is associated are exempt from this fee). Some municipalities do not charge convenience fees. Regardless, creating a BS&A Online user account is beneficial for a variety of reasons:

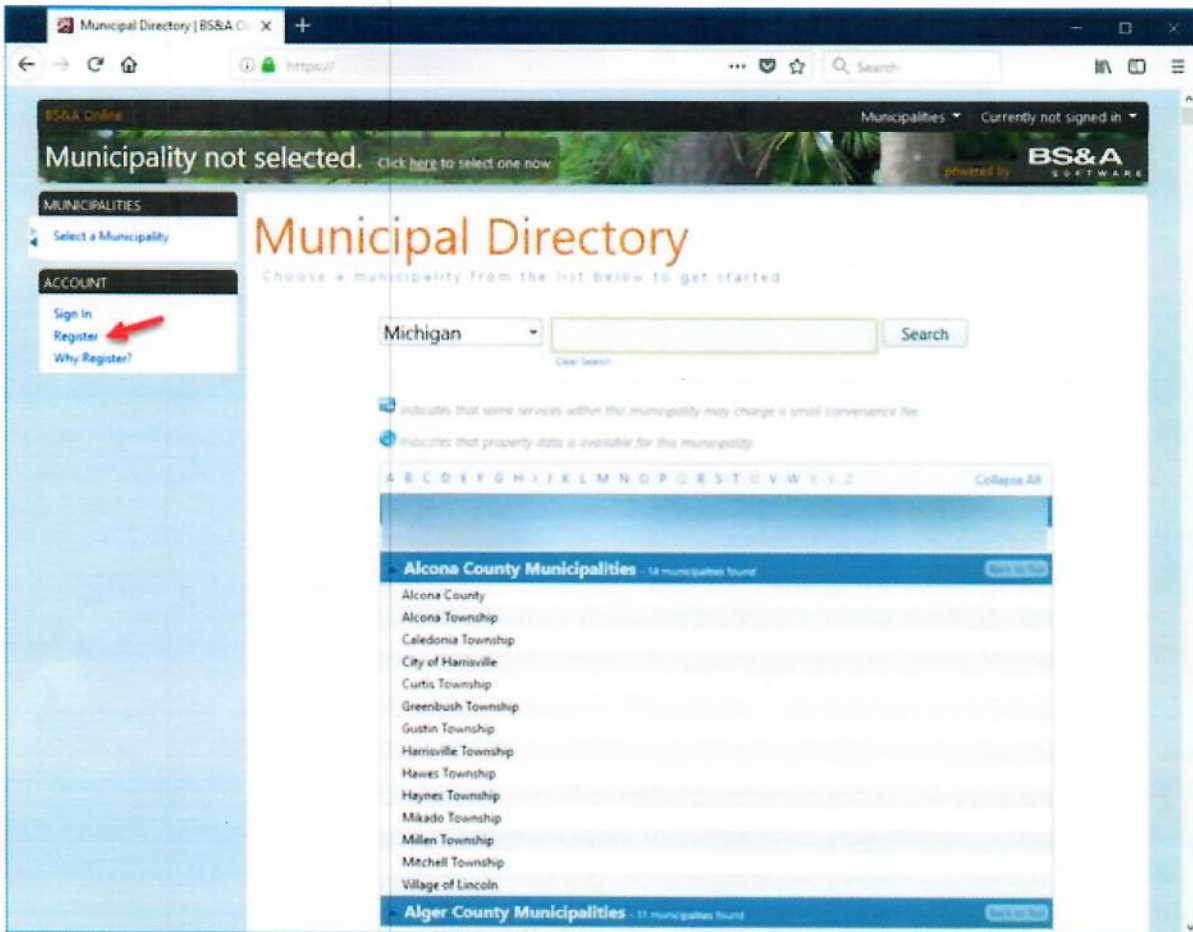
- A user account will allow you free access to any property records with which you are associated (if the municipality charges a convenience fee). Please [click here](#) for more information.
- A user account offers the convenience of quick and easy lookups of "favorite" records. Please [click here](#) for more information.
- Some municipalities require user accounts in order for you to apply for employment opportunities
- Some municipalities require the entry of a unique PIN in order for you to gain access to detailed information such as utility bills. Entering your PIN while logged into BS&A Online will automatically link your BS&A Utility Billing account with your BS&A Online account. This entry only needs to happen once; subsequent lookups will not require PIN entry
- Some municipalities offer online permit application and inspection requests, and may require contractors to create user accounts

## Creating an Account

1. Go to <https://bsaonline.com>.
2. Click the Click Here to Choose Municipality and Get Started link at the top of the screen.

The screenshot shows a web browser window with the address bar displaying "Welcome | BS&A Online". The page header includes "Municipalities" and "Currently not signed in". A banner at the top reads "Municipality not selected. Click here to select one now." Below this, the main heading is "Welcome to BS&A Online" with the tagline "Your online source for municipal data". A green checkmark icon is next to the link "Click here to choose a municipality and get started...", which is highlighted by a red arrow. The page also features a "What is BS&A Online?" section and a "Key Features" section with four items: Public Records Search, Financial Services, Employee Self Service, and Community Development. A disclaimer at the bottom states: "\*\*Disclaimer: BS&A Software provides BS&A Online as a way for municipalities to display information online and is not responsible for the content or accuracy of the data herein. This data is provided for reference only and WITHOUT WARRANTY of any kind, expressed or inferred. Please contact your local municipality if you believe there are errors in the data." The footer includes "Copyright © 2018 BS&A Software, Inc."

3. Click Register, located in the Account menu on the left.



4. Fill out the information under the Create an Account section. All fields in this section are required.

A screenshot of the 'Create an Account' form on the website. The form is titled 'Create an Account' and includes a sub-header 'Please provide the information requested below to create an Account.' Below the title, there is a link: 'Already Registered? Click here to Sign In'. The main section is titled 'Create a New Account' and contains several input fields: 'User Name' (with a star icon), 'My e-mail address is:' (with a star icon), 'Confirm e-mail:' (with a star icon), 'Enter a new Password:' (with a star icon), and 'Re-enter password:' (with a star icon). A note below the password fields reads: 'Protect your account and information with a password.' The form is enclosed in a light blue border.

5. Optionally, fill out the Account Information section.

- Beneath Other Information, select how you learned about our site and check the I'm Not a Robot box.


may be required to use certain features within the site. This registration can be entered at a later time if you wish.

### Other Information

How did you learn about us?:

#### Verify Code

Check the box below to verify you are a human. This security feature helps prevent automated programs from registering for accounts.

I'm not a robot 

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- Click the Create Account button at the bottom of the screen. The following message should appear:

### New Account Created

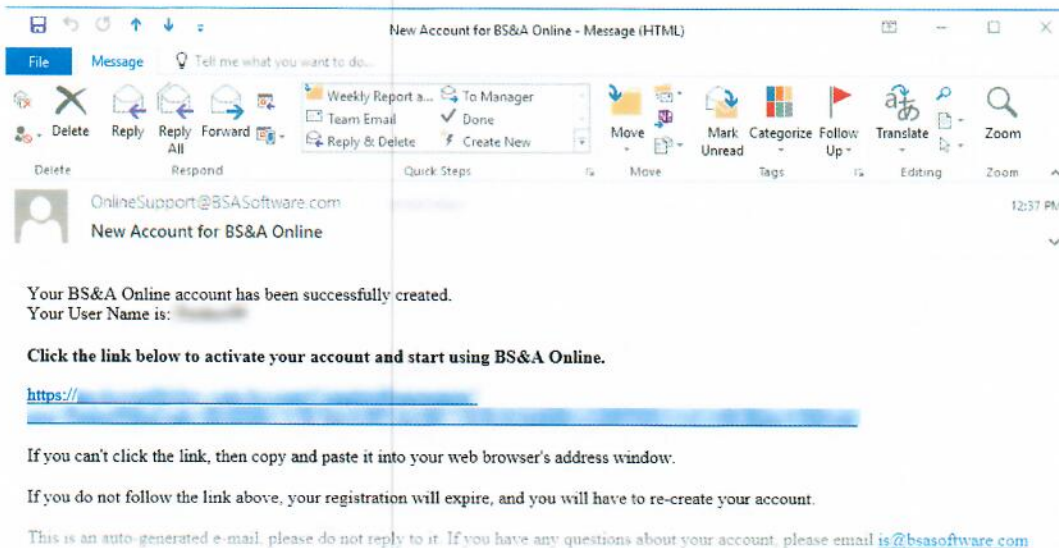
Thank you for creating a new account.

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.

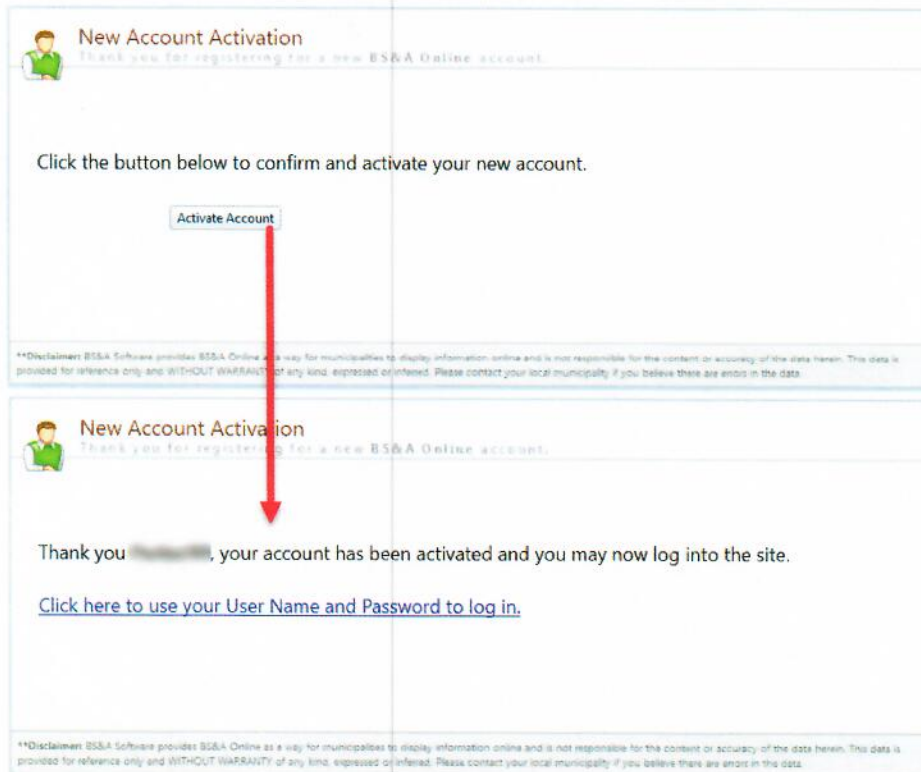
[Click here to return to the login page.](#)

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8. Close the website and check the inbox of the email account under which you registered. You should have a message from OnlineSupport@BSASoftware.com. If this message does not appear within a few minutes, check your spam or junk folder.



9. Click the link in the email to activate your account. The New Account Activation screen appears. Click the Activate Account button to get a confirmation.



10. Click the Click Here to Use Your User Name and Password to Log In link and enter your login information. You now have an account with BS&A Online.