BS&A Online: Creating a User Account

Questions? Call us at (855) 272-7638 and ask for the I.T. Team, or email 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:
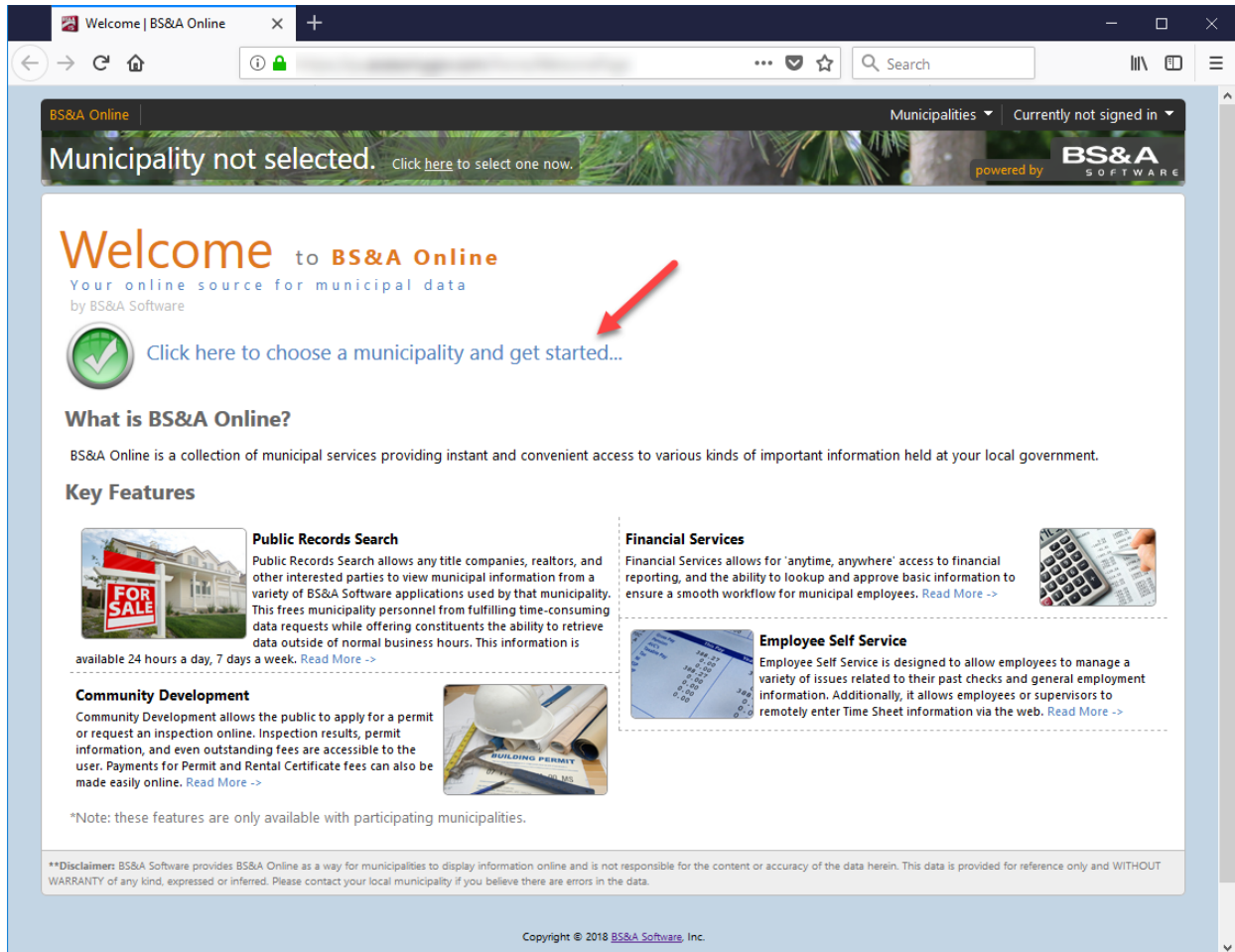
- o A user account will allow you free access to any property records with which you are associated (if the municipality charges a convenience fee). Please click here for more information.

- o A user account offers the convenience of quick and easy lookups of "favorite" records. Please click here for more information.

- o Some municipalities require user accounts in order for you to apply for employment opportunities

- o 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

- o Some municipalities offer online permit application and inspection requests, and may require contractors to create user accounts

Types of Accounts

There are two distinct account types: Personal and Business. Personal accounts are intended for residents wishing to look up their own information, for which there is no charge. Business accounts are intended for individuals or companies who perform many queries a month, for which they will be invoiced monthly. Additional steps will need to be taken for setting up business accounts.
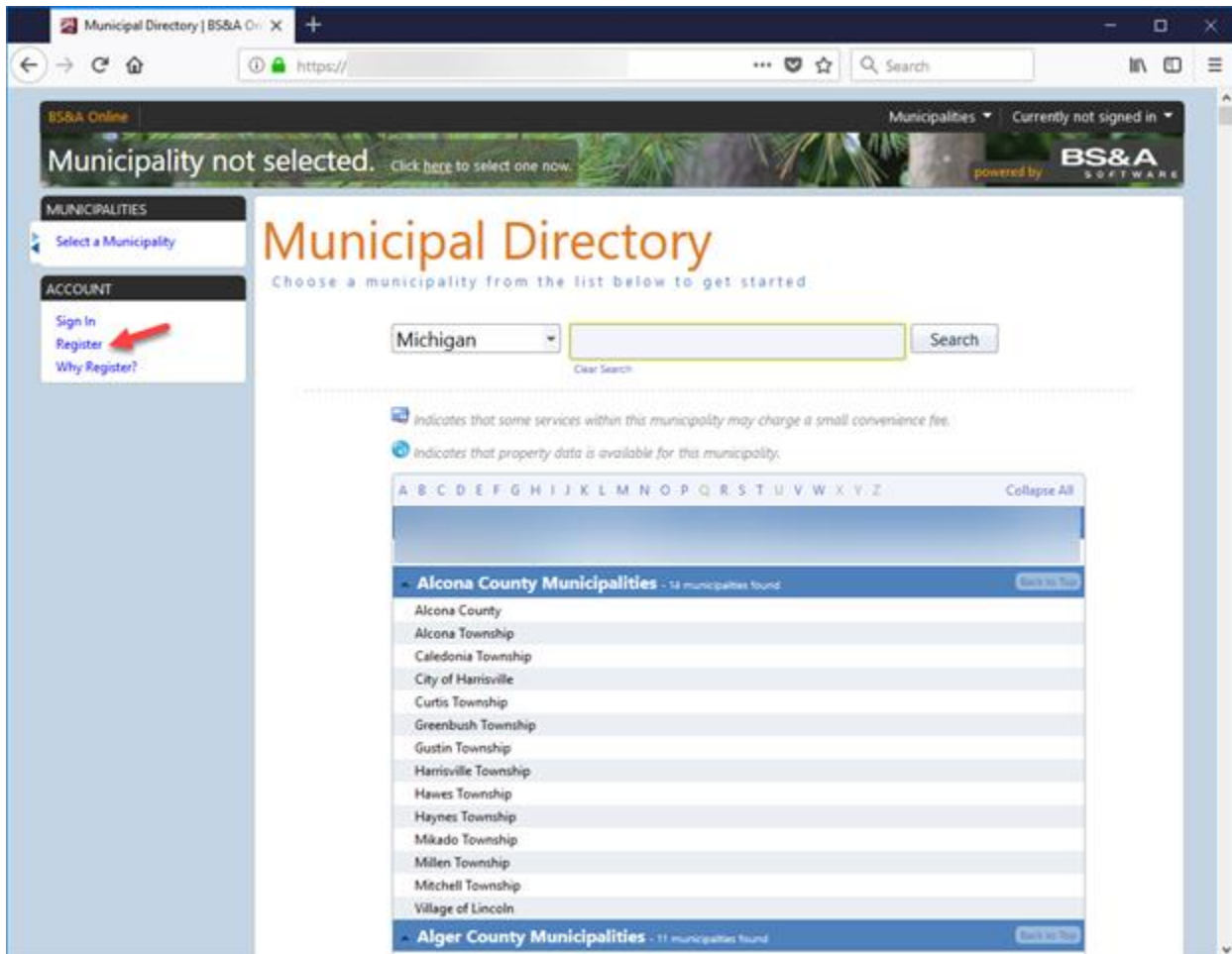
BS&A
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Creating an Account

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

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.

5. Optionally, fill out the Account Information section.

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

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

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.
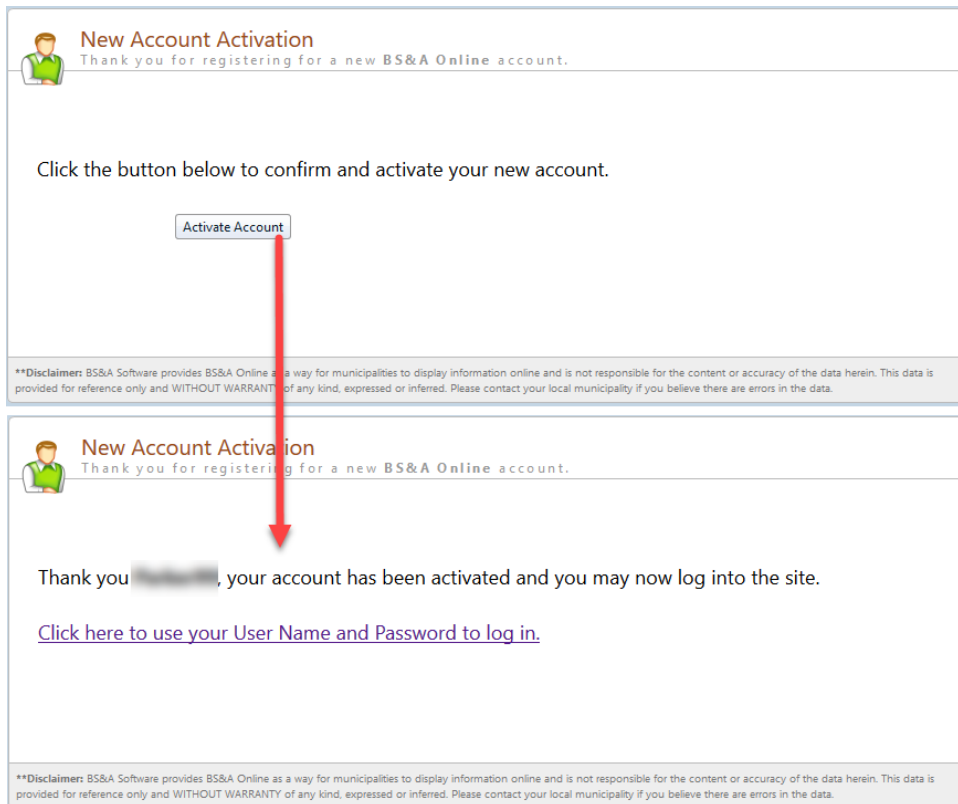

10. Click the Click Here to Use Your User Name and Password to Log In link and enter your login information. You now have an account with BS&A Online. To upgrade to a business account, continue with the next set of instructions.

Business Account Setup

1. If you are not already signed in with your BS&A Online user account, go to https://bsaonline.com. Click the Click Here to Choose Municipality and Get Started... link, then click Sign In on the bottom-left of the screen. Once logged in, click Account Settings, located in the Account menu on the left.
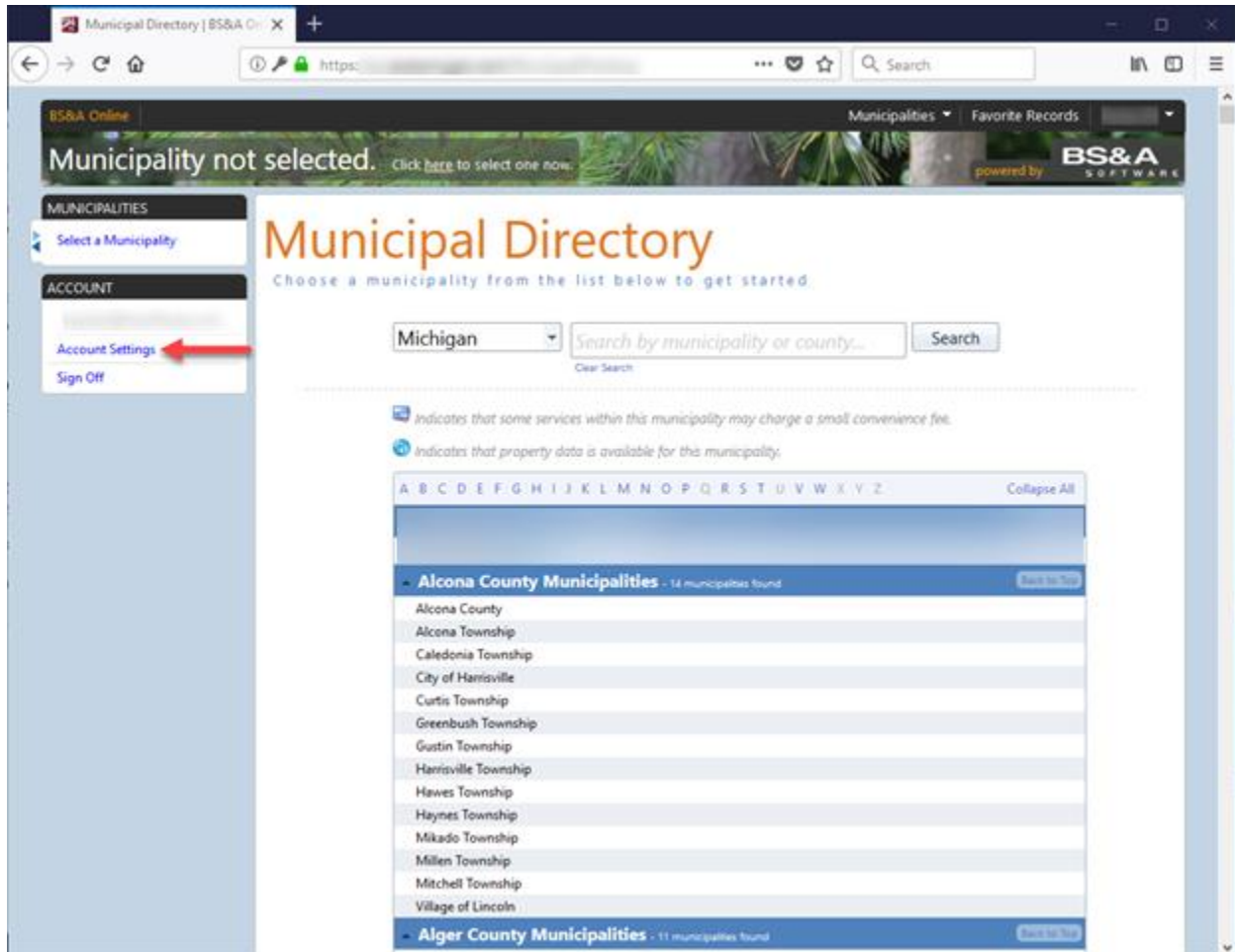
2. If the following contact information has not been filled out, you will see a "You must complete…" warning in red towards the bottom of the page, as pictured.

Email; Full Name; Company Name; Address Information (Street Direction and Address Line 2 are optional); Contact Numbers (Phone Number is required, the rest are optional).

Click the Save Changes button.

3. Click the Click Here for More Information link at the bottom of the page.

4. Click the Click Here for the Business Account Registration Form button.

Request to be a Business Account
Please read the below information.

What is a Business Account?

A Business Account is an account that is configured to have deferred billing for any data retrievals where there is an associated convenience fee. You will be billed on a monthly basis for the lookups you perform on the site.

How do I sign up?

Please click the button to view the required registration form. Please print this form filling out the appropriate information then fax it to us here at BS&A Software.

[Click here for the Business Account Registration Form]

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.

5. The page that follows will need to be printed and faxed to BS&A at the number provided. Once we receive the form, we will upgrade your account and notify you.