

BS&A Online Multiple Account Linking - Contractor

Questions? From your BS&A program, go to **Help>Contact Customer Support** and select **Request Support Phone Call** or **Email Support**. Or, you may call us at (855) 272-7638 and ask for the appropriate support department. Questions for our I.T. department may be submitted by phone (same number), or by emailing tech@bsasoftware.com.

Through BS&A Online it is possible to grant other users the ability to view permit/inspection history, schedule inspections, and apply for permits on your behalf. This is useful if you have several people who handle the same workload and also makes sharing of the same BS&A Online username and password across several people unnecessary. **It is strongly suggested that the email used for the main account go to a general inbox, example: office/permits@corporation.com.**

To use this feature, a default BS&A Online user must be created and linked to your contractor account within your municipality's BD .NET database (this process has not changed). Once this linkage has been made, through the BS&A Online website you can then grant additional users the rights to schedule inspections and/or apply for permits in your name (the ability to view permit/inspection information under

"View My Activity" is a default option; when another user is granted the rights to Schedule an Inspection OR Apply for a Permit, seeing data from this view is automatic).

In summary, only one BS&A Online user must be linked to a single contractor account in your municipality's database. Once this is completed, you may grant multiple BS&A Online accounts the rights to do work through the website as necessary.

Granting BS&A Online Users Security Rights

When logged in with your linked BS&A Online account, granting rights to additional users can be done by going to Account Settings > Edit Your Information • Grant User Permissions, or through a shortcut in the upper-right corner of the View My Activity page.

User	Can Schedule Inspections	Can Apply For Permits	
mehempton	Yes	Yes	Edit Unlink

Property Address	Inspection Type	Scheduled Date	Completed Date	Result	Linked Record
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From there, click Add User and insert the given name of the user they wish to grant rights to. The system will automatically check if the entered user exists, and if verified, you can then choose whether they can schedule inspections, apply for permits, or both.

Changes to the Inspection Scheduling Process

When scheduling inspections, the only visible difference is a new drop-down that allows the applicant to filter the available list of permits for inspections by a BS&A Online user. If the user you have given rights to schedule inspections is also a contractor, this will help determine which list of inspections to choose from.

Select a Permit	Select Inspection Type and Date	Contact Information
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Step 1: Select a Permit

Enter a Permit Number, including any dashes or spaces.

☆ Permit Number: ex. PB14-0013

View Permits For:

Permit Number	Permit Type	Property Address
PE13-0013	Electrical	30678 VINE CT
PBR13-0032	Building Residential	30678 VINE CT

Changes to the Permit Application Process

For permit applications, the only visible change is on the Enter Applicant Information step. If the user you are signed in as has rights to schedule permits for multiple contractors, you will need to choose the one they wish use. If a licensee is required, the licensee grid will reload upon selecting a contractor.

Select a Property	Enter Permit Details	Enter Applicant Information	Estimate Fees	Add Attachments
635 GIBSON ST	Building Residential: abc			

Step 3: Enter Applicant Information

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

☆ Phone Number:

Select a Contractor

☆ Your account is linked to more than one contractor capable of applying for permits. Please select which contractor will be the applicant on this permit.

Name	Address	Phone	Federal ID
ATOM INC	2107 HILLTOP CT	810-391-3007	123456
Mark's Construction	14965 Abbey Lane		123445