

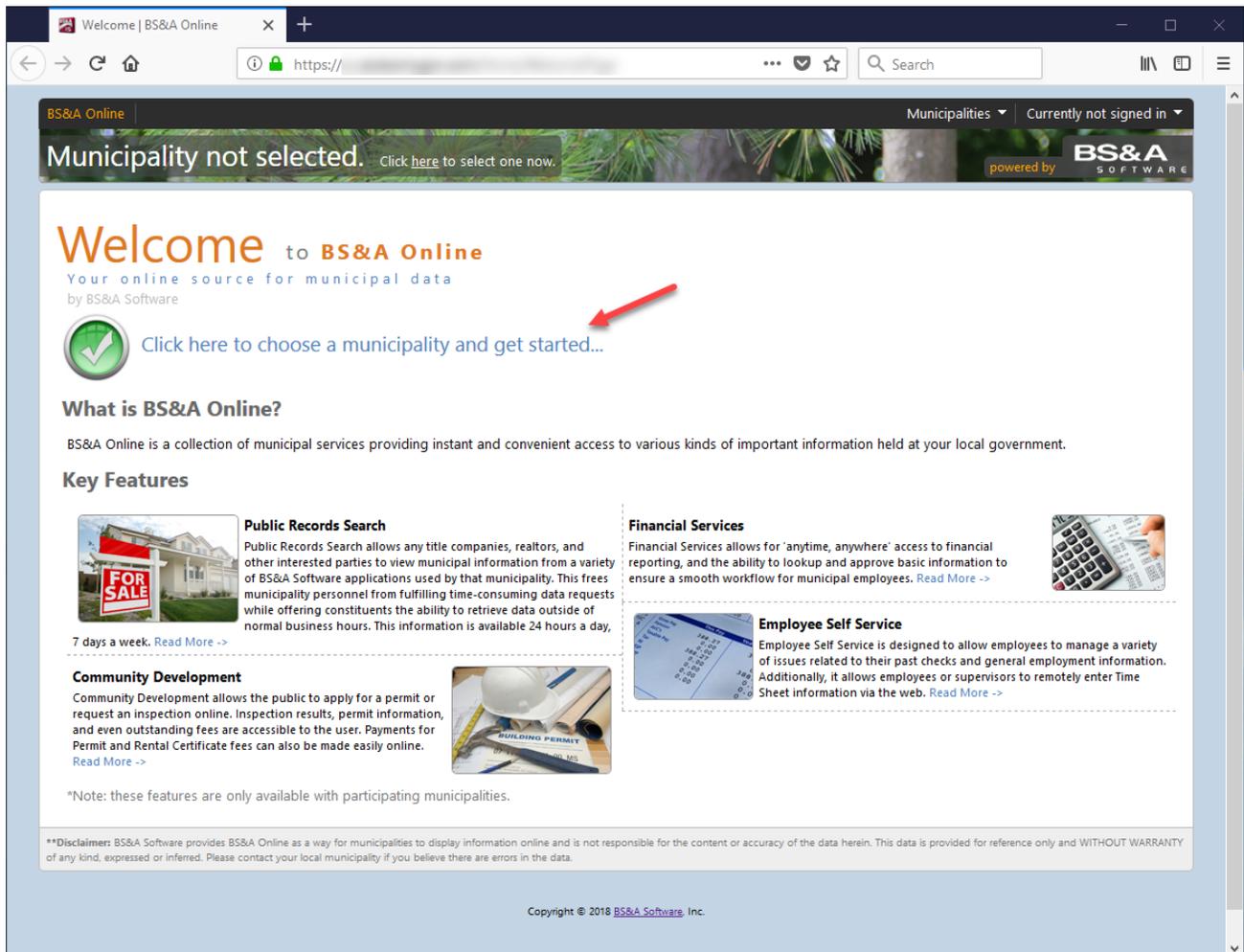
BS&A Online: The Basics

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 familiarize users with the layout of this website.

Getting Started: Selecting a Municipality

BS&A Online does not require residents or businesses to set up a user account. However, in some cases, creating a user account is beneficial. Please [click here](#) for more information and instructions on how to create a user 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 URL <https://bsaonline.com>. The page header includes "Welcome | BS&A Online" and "Municipalities" with a dropdown menu. A banner at the top reads "Municipality not selected. Click here to select one now." Below this, the main content area features a large "Welcome to BS&A Online" heading, followed by the tagline "Your online source for municipal data by BS&A Software". A prominent link "Click here to choose a municipality and get started..." is highlighted with a red arrow. The page also includes sections for "What is BS&A Online?", "Key Features" (Public Records Search, Financial Services, Employee Self Service, and Community Development), and a disclaimer at the bottom.

You land on our Municipal Directory page. Every municipality in the state of Michigan is listed by default, but the site caters to a growing base of states.

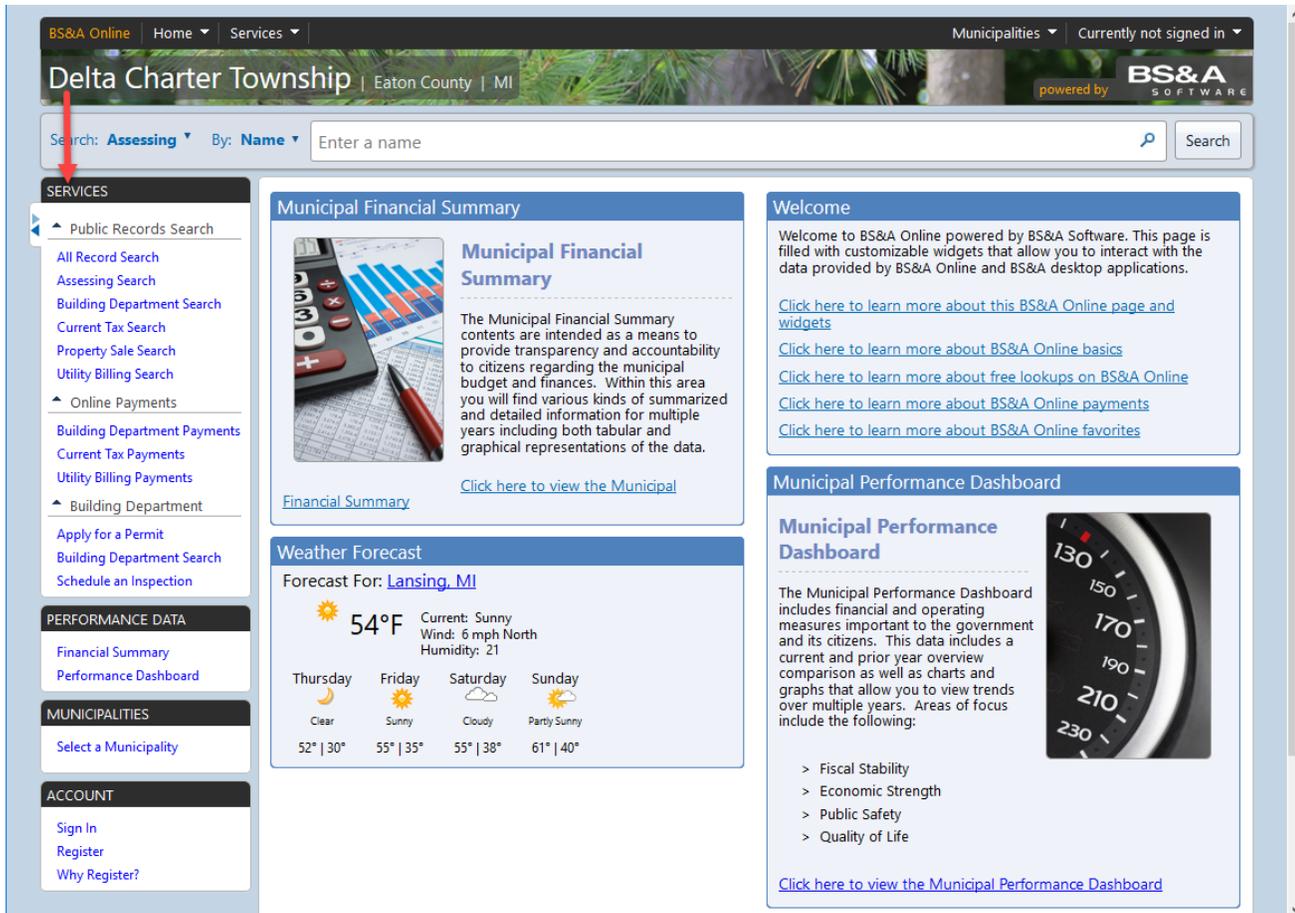
- To search for a particular municipality, first choose the appropriate state from the dropdown list on the left. Next, begin typing the municipality name in the search box. While typing, the website attempts to assist your search by dropping down a menu of like names.



- Arrow down to your selection and press your Enter key, or click the selection.

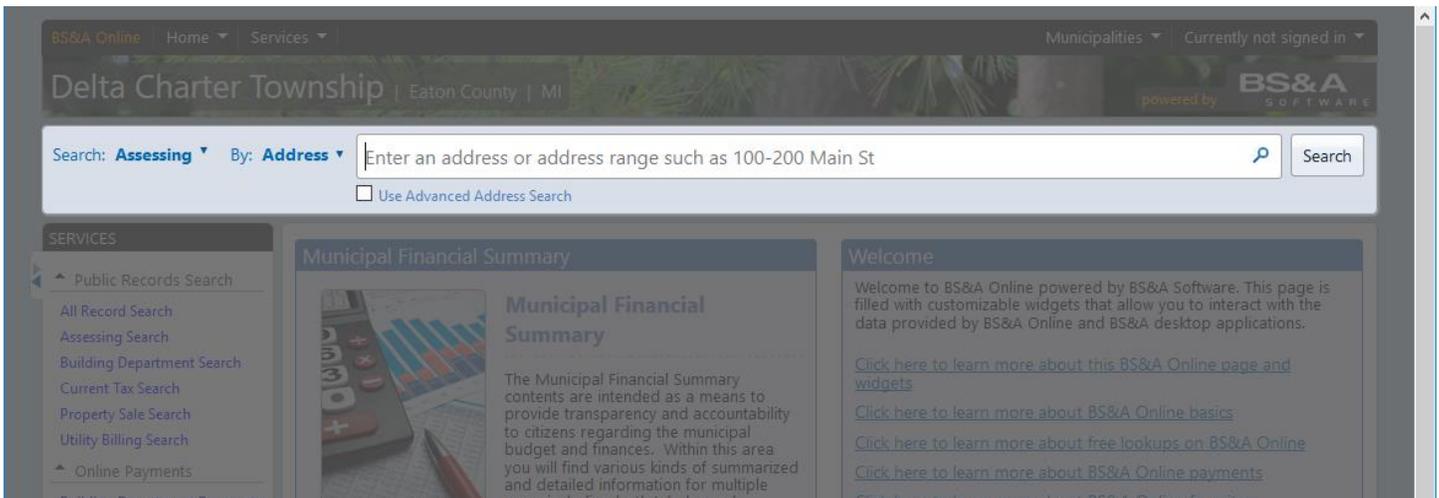
Searching for Municipal Records

Using Delta Charter Township in Michigan as an example, notice the items under the Services section on the leftmost menu:

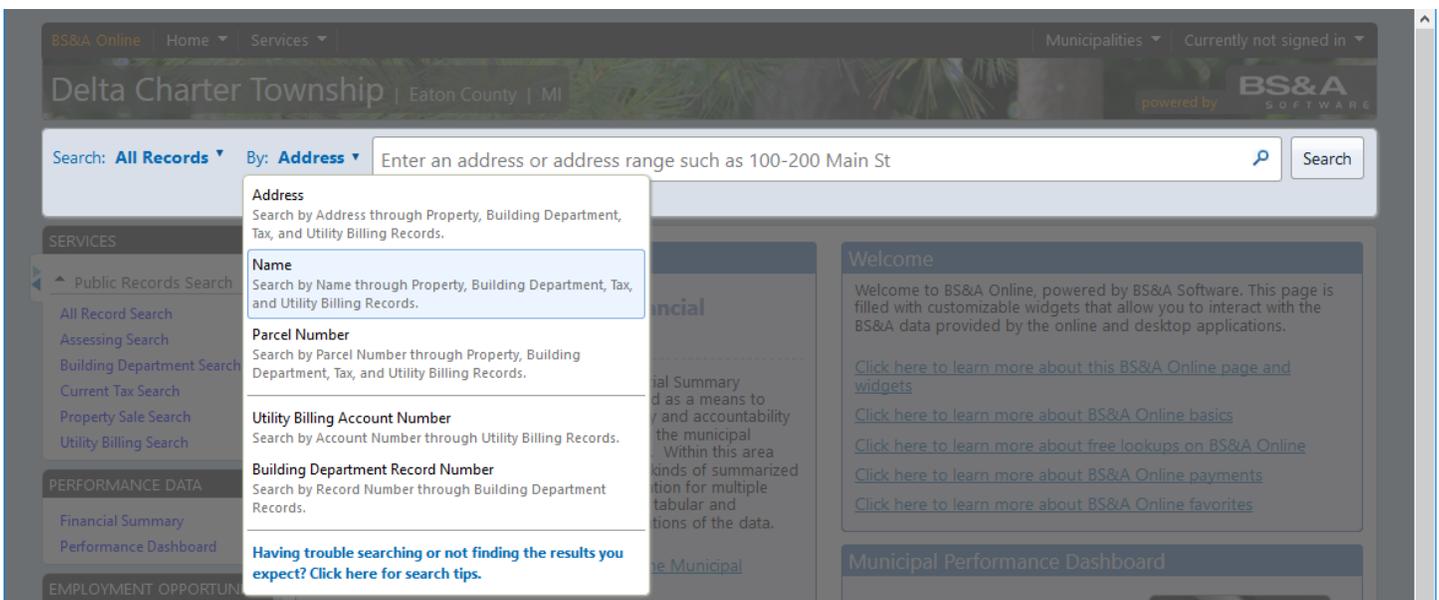


Delta Charter Township’s site offers the ability to search for Assessing, Property Tax, and Utility Billing information, among others, for each and every parcel within the township.

Clicking any of the items in the Services menu changes the focus of the website to the search bar at the top of the screen. For example, pictured is the search bar when the Assessing Search option has been selected. Notice that the cursor is immediately available in the search bar, while the surrounding page has darkened.



You may change the criteria of the search by clicking the drop arrow or the bolded, underlined field:



The **Address** search allows you to search by a specific address or range of addresses

The **Name** search will search against the first and last name tied to every parcel in the municipality

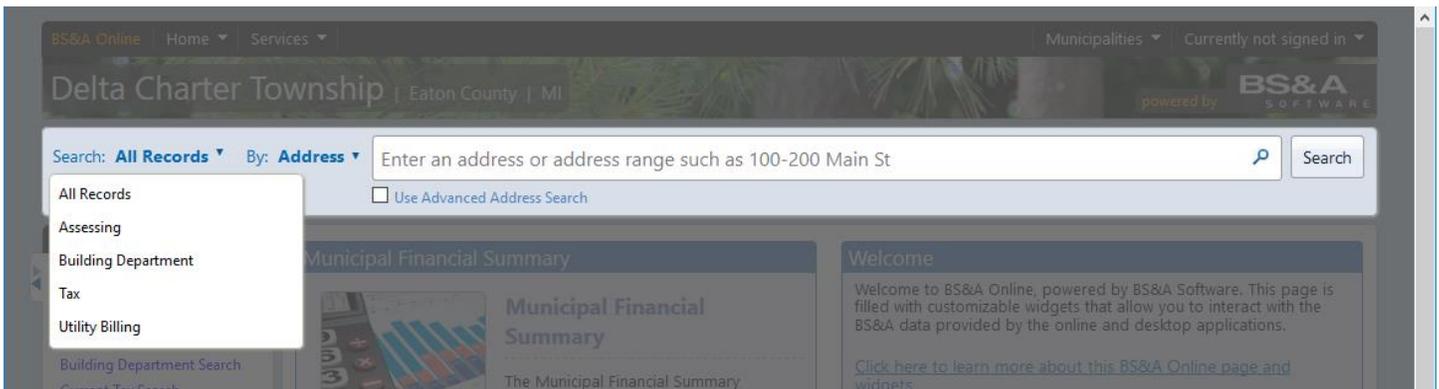
The **Parcel Number** search allows you to search by a formatted parcel number string

Below the divider line are options for specialized searches. Pictured are search options for Utility Billing and Building Department.

Utility Billing searches are done with Account Numbers or Location IDs

Building Department searches are done using Permit, Enforcement, Certificate, or Project numbers

Another feature is our Focused Search. On the same search bar pictured above, but to the left, click the drop arrow or the bolded, underlined field to select a more focused search of information:



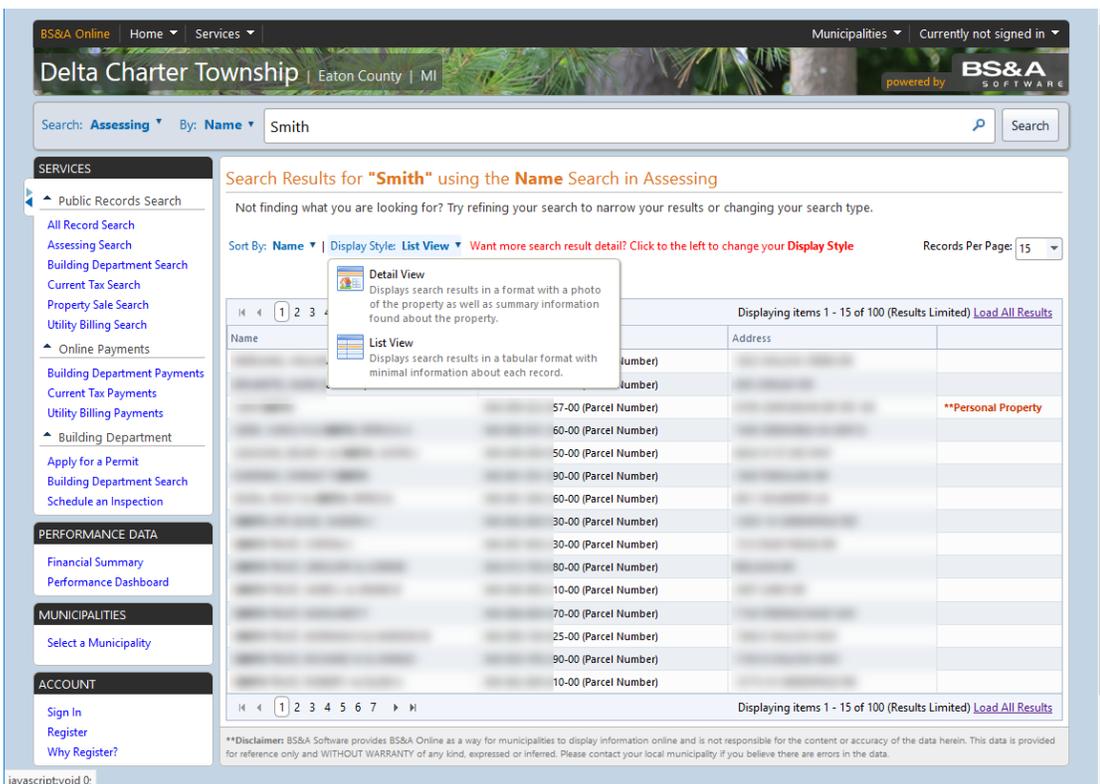
The Assessing selection, for example, searches first against the municipality's Assessing information, rather than through its entire information base. This allows for more relevant information to be displayed first, and more importantly, allows for faster searching.

Once both the Search Type and Search Focus have been set properly, click the Search button.

Search Results

BS&A Online offers two different styles of search results: List View and Detail View.

List View offers a quick and condensed version of the search results, breaking data into four columns – Name, Reference # (parcel number, account number, etc.), Address, and any special flags on the parcel.



Detail View offers a larger amount of information for each search result. The Summary Information section contains information such as the value of the property, details regarding any buildings that may be on the property, and a notification that other data is available.

The screenshot displays the BS&A Online web application interface. At the top, there is a navigation bar with 'BS&A Online', 'Home', 'Services', 'Municipalities', and 'Currently not signed in'. Below this is a header for 'Delta Charter Township | Eaton County | MI' and a search bar containing 'Smith'. The left sidebar contains several menu categories: 'SERVICES' (Public Records Search, All Record Search, Assessing Search, Building Department Search, Current Tax Search, Property Sale Search, Utility Billing Search, Online Payments, Building Department Payments, Current Tax Payments, Utility Billing Payments, Building Department, Apply for a Permit, Building Department Search, Schedule an Inspection), 'PERFORMANCE DATA' (Financial Summary, Performance Dashboard), 'MUNICIPALITIES' (Select a Municipality), and 'ACCOUNT' (Sign In, Register, Why Register?). The main content area shows 'Search Results for "Smith" using the Name Search in Assessing'. It includes a message: 'Not finding what you are looking for? Try refining your search to narrow your results or changing your search type.' Below this, there are sorting options: 'Sort By: Name', 'Display Style: Detail View', and 'Records Per Page: 15'. A pagination bar shows 'Displaying items 1 - 15 of 100 (Results Limited) Load All Results'. Three property records are displayed in a 'Detail View' format. Each record includes a thumbnail image, the address 'DR LANSING, MI 48917 (Property Address)', the parcel number, the property owner name, and a 'Summary Information' section. The first record has a 'Residential Building Summary' with details: Year Built: 1999, Full Baths: 3, Sq. Feet: 1,349, Bedrooms: 2, Half Baths: 0, Acres: 1.000, and Assessed Value: \$88,100 | Taxable Value: \$78,321. The second record has a 'Residential Building Summary' with details: Year Built: 1977, Full Baths: 1, Sq. Feet: 1,305, Bedrooms: 3, Half Baths: 1, Acres: 0.199, and Assessed Value: \$62,500 | Taxable Value: \$56,209. The third record is marked as '**Personal Property'.

Click a property either from List View or Detail view to open up more information (Record Details, next page).

Record Details

Record Details displays all information on one page; simply click the tab of the information you would like to view. Pictured on this parcel is available information for Property, Tax, Building, and Utility Billing. For example, clicking the Tax Information tab lets you view current and previous year taxes.

The screenshot shows the BS&A Online interface for Delta Charter Township. The top navigation bar includes 'BS&A Online', 'Home', 'Services', 'Municipalities', and 'Currently not signed in'. The main header displays 'Delta Charter Township | Eaton County | MI' and 'powered by BS&A SOFTWARE'. A search bar is set to 'Assessing' by 'Name' with a search button. The left sidebar contains sections for 'SERVICES' (Public Records Search, All Record Search, Assessing Search, Building Department Search, Current Tax Search, Property Sale Search, Utility Billing Search, Online Payments, Building Department Payments, Current Tax Payments, Utility Billing Payments, Building Department), 'PERFORMANCE DATA' (Financial Summary, Performance Dashboard), 'MUNICIPALITIES' (Select a Municipality), and 'ACCOUNT' (Sign In, Register, Why Register?). The main content area shows 'LANSING, MI 48917 (Property Address)' and 'Map It | GIS | Print'. Below this, there are fields for 'Parcel Number:' and 'Account Number:'. A property image is shown with 'Item 1 of 2' and '1 Image / 1 Sketch'. The 'Property Owner:' section includes a 'Summary Information' table with details like 'Year Built: 1999', 'Bedrooms: 2', 'Full Baths: 3', 'Half Baths: 0', 'Sq. Feet: 1,349', and 'Acres: 1.000'. It also lists 'Assessed Value: \$88,100 | Taxable Value: \$78,321', 'Property Tax information found', and '4 Building Department records found'. Below the image, there are tabs for 'Property Information', 'Tax Information', 'Building Department', and 'Utility Bill Info.'. The 'Property Information' tab is active, showing a 'Jump To:' section with links for 'Owner and Taxpayer Information', 'General Information for Tax Year 2018', 'Land Information', 'Legal Description', 'Land Division Act Information', 'Sale History', and 'Building Information - 1349 sq ft RANCH (Residential)'. A star icon allows adding the parcel to favorites. The 'Owner and Taxpayer Information' section shows 'Owner' and 'Taxpayer' fields, with a 'SEE OWNER INFORMATION' link. The 'General Information for Tax Year 2018' section shows 'Property Class' as 'RESIDENTIAL IMP' and 'Unit' as '040 DELTA TOWNSHIP'.

The Search Focus plays a role here, too. Because Assessing was our search focus, the Record Details page defaults to the Property Information tab. Had Tax been our focus, the Tax Information tab would have been the default display. Participating municipalities offer the ability to pay taxes/bills from relevant pages as well (next).

Online Payments

BS&A Online allows for several different payment options. For example, current tax bills, delinquent tax bills, building permits, and utility bills can all be paid online, provided the municipality participates in this feature.

For this example, we'll go through the process of paying a utility bill.

1. Locate the parcel using any of the search methods covered. If there is an outstanding balance due on the parcel, the Amount Due box displays it, along with a Pay Now link.

The screenshot displays the BS&A Online interface for a record details page. The left sidebar contains navigation menus for SERVICES, PERFORMANCE DATA, MUNICIPALITIES, and ACCOUNT. The main content area shows the record details for a parcel with MI 48836. A red arrow points to the 'Amount Due' box, which displays a total amount due of \$210.61 and a 'Pay Now' link. Other sections include 'Important Message' with a 'PAYOFF BEFORE CLOSING' warning, 'Customer Information' with fields for Name, Address, Parcel Number, and Location ID, and 'Current Bill'.

Home > Search Results > Record Details

Parcel Number: [REDACTED] Location ID: [REDACTED] (Property Address) MI 48836

Customer Name: [REDACTED]

Summary Information

> Property Tax information found > Utility Billing information found

Tax Information | Utility Bill Info. Current As Of 04/20/2018

Jump To: Customer Information | Current Bill | History (123 Items Found)

Click here to add this account to your favorite records for easy access on your next visit...

Important Message

PAYOFF BEFORE CLOSING

Customer Information

Name [REDACTED] Parcel Number [REDACTED]

Address [REDACTED] Location ID [REDACTED]

Amount Due

Total Amount Due **\$210.61**

[Pay Now](#)

Current Bill

Click here for a printer friendly version

2. Click the Pay Now link. The next page provides you with a summary of the parcel information and an area to type in the amount you wish to pay. Enter the payment amount and click the Make Payment* button. You will be directed to the website of one of our participating credit card payment processors. From there, enter your credit card information and phone number.

Use Advanced Address Search

Home > Search Results > Record Details > Make Payment

Make a Payment on a Utility Bill

Utility Billing Online Payment Service

Account: [REDACTED]

Name & Address Information Current As Of 4/20/2018

[REDACTED]

Pay Utility Bill

Enter the appropriate payment information below. Once you have verified your payment amount click the **Make Payment** button to continue.

Billing Item	Balance
COMPOST PICK-UP	\$10.00
Curb Ct.	\$0.00
Flat Late Fee	\$0.00
On/Off	\$0.00
Sewer, Flat Rate	\$110.74
SI	\$9.00
Water, Flat Rate	\$60.87
Wtr.Imp.	\$20.00
	\$210.61

Amount Paying:

*For tax payments, you will see a Pay [season] Taxes button, not a Make Payment button.

3. Once the process is complete, you will be given a receipt confirming payment. Please note that the payment may not be immediately reflected online; it is recommended you save this receipt for your records.