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.

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.

3. 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.

4. 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:
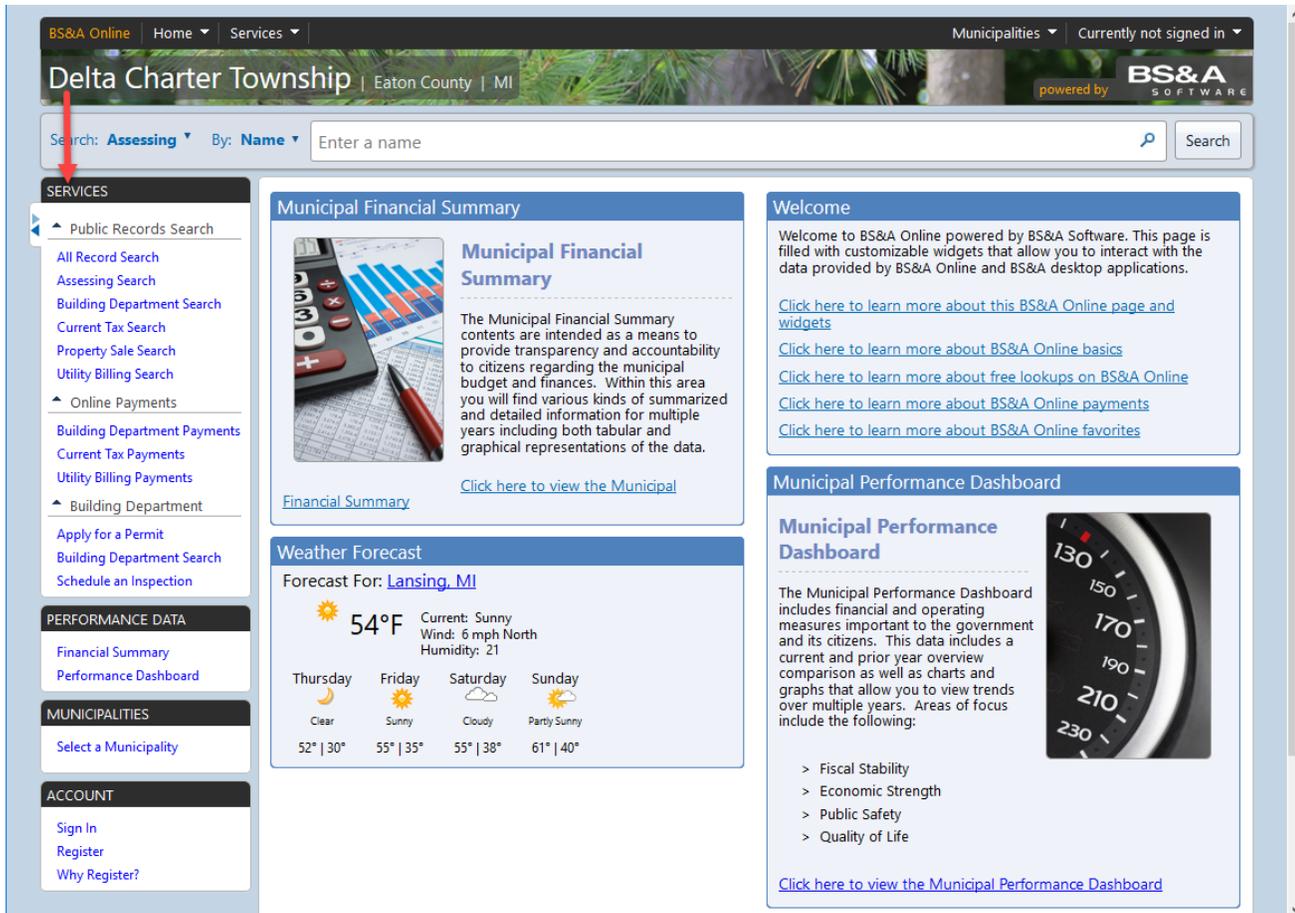
Delta Charter Township's site offers the ability to search for Assessing, Property Tax, and Utility Billing information, among others, for each and every parcel within the township.

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.
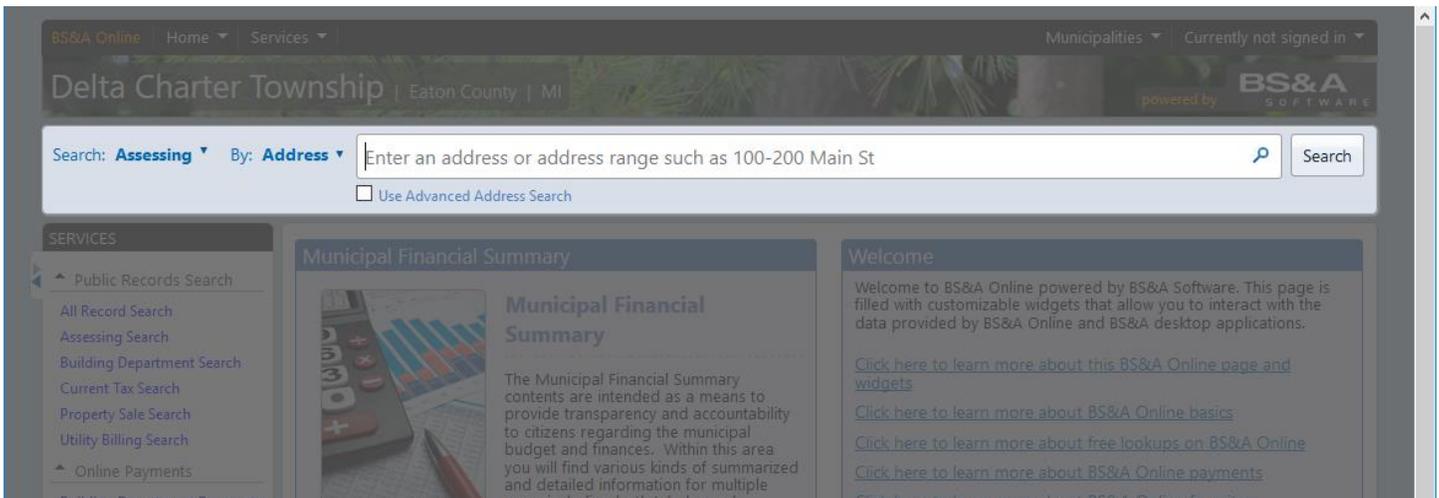
You may change the criteria of the search by clicking the drop arrow or the bolded, underlined field:
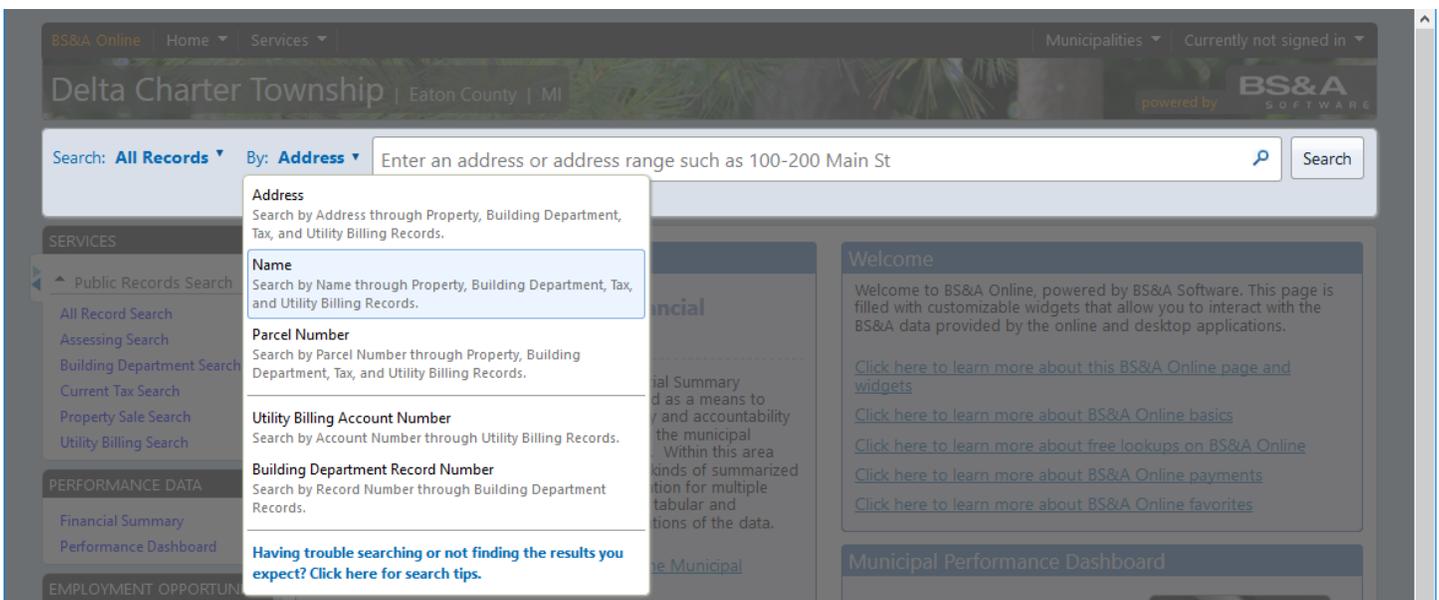
The **Address** search allows you to search by a specific address or range of addresses

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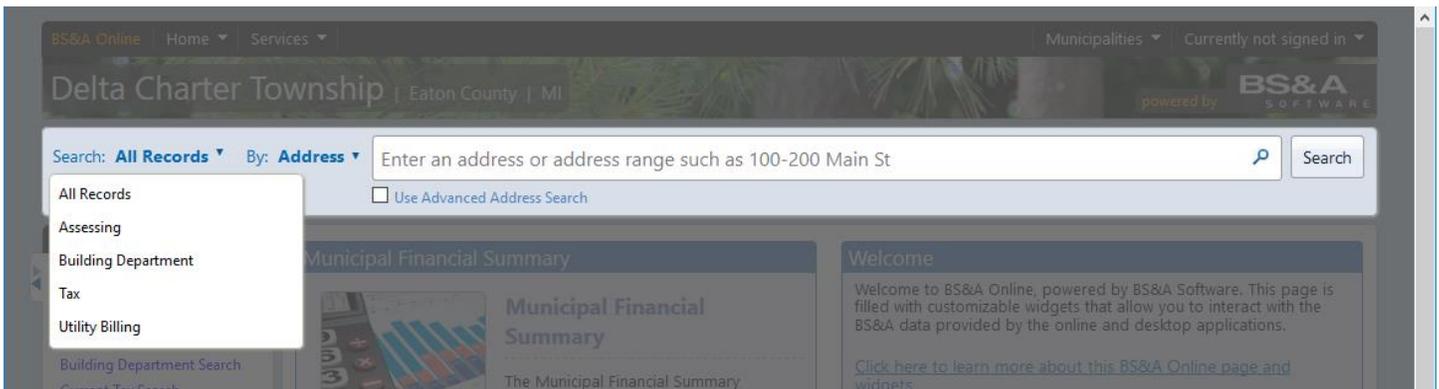
The Assessing selection, for example, searches first against the municipality's Assessing information, rather than through its entire information base. This allows for more relevant information to be displayed first, and more importantly, allows for faster searching.

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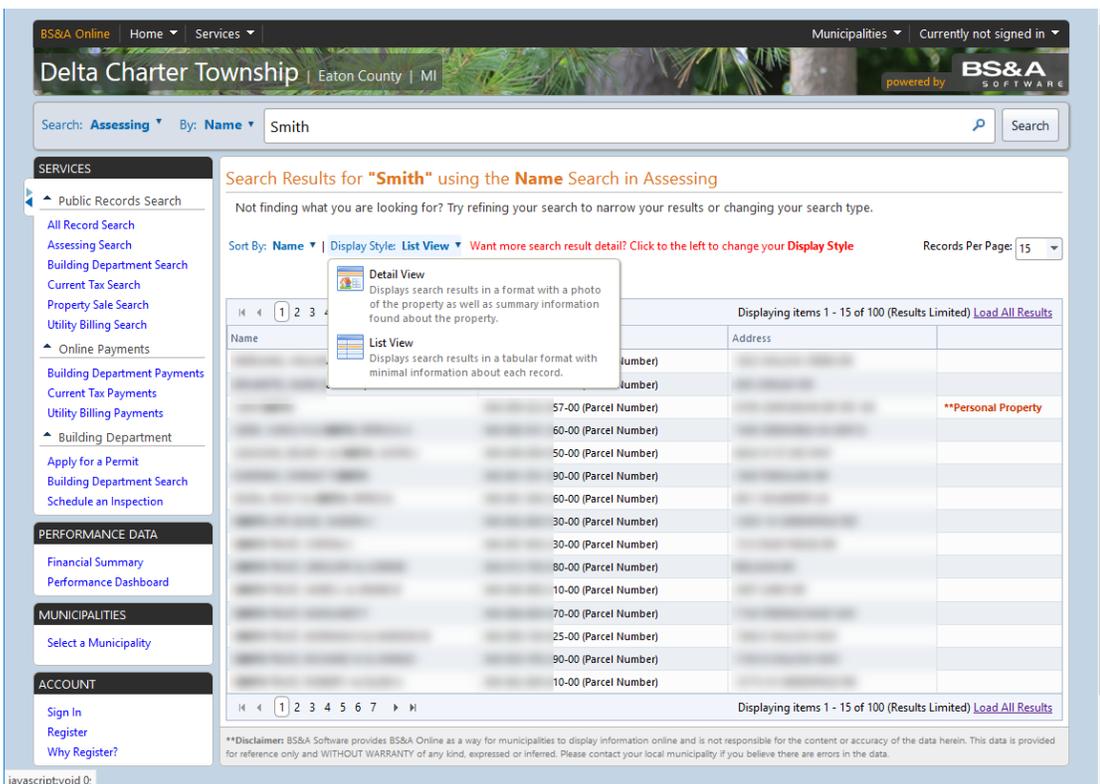
Detail View offers a larger amount of information for each search result. The Summary Information section contains information such as the value of the property, details regarding any buildings that may be on the property, and a notification that other data is available.

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 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.

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.

*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.