

# Macomb County, MI

## Macomb County Plan Review and Permit Portal Register for an Account

v21.3

PREPARED FOR:



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## Register for an Account

1. Access the [Macomb County Plan Review and Permit Portal](https://aca-prod.accela.com/macomb) at:  
<https://aca-prod.accela.com/macomb>
2. Select Register for an Account or New Users: Register for an Account.

Macomb County Michigan

Register for an Account Login

Home Public Works

User Name or E-mail:  Password:

Login »

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

Welcome to the Review and Permit Portal  
We are pleased to offer our citizens, businesses, and visitors access to Plan Reviews and Permits online, 24 hours a day, 7 days a week.

In partnership with Accela, Inc., we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

3. Read and accept the General Disclaimer, click **Continue Registration**.

Home Public Works

Dashboard My Records My Account

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

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I have read and accepted the above terms.

Continue Registration »

- Enter the information required as shown below are indicated by a red asterisk (\*) in the Login Information section.

**Note**

- The tool tip icon  will also provide you with information regarding with acceptable values that can be entered into fields.

- Click **Add New** contact and select Type **Plan** or **Organization**.

- Select Type from dropdown list and click Continue.

**Note**

- Add at least one contact and indicate if the contact type is AGENT FOR APPLICANT, APPLICANT, LANDOWNER, ENGINEER or RESPONSIBLE PARTY in the Contact Type field.

- 7. Enter the information required as shown below are indicated by a red asterisk (\*) and click Continue

The screenshot shows a 'Contact Information' form with the following fields: First, Middle, Last (all with red asterisks); Name of Business; Country (dropdown menu showing 'United States'); Address Line 1; City; State (dropdown menu showing '--Select--'); Zip; Phone 1, Phone 2, and Phone 3; Fax; and E-mail. At the bottom, there are three buttons: 'Continue', 'Clear', and 'Discard Changes'.

- 8. Review the information, click **Continue**

The screenshot shows a message box with the text: "The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information." Below the message are two buttons: 'Continue' and 'Cancel'.

- 9. Confirm your Account Information then click **Continue Registration**.

The screenshot shows a confirmation screen with the title 'Contact Information'. It contains a success message: "Contact added successfully." Below this, the contact details for 'Tiida Acatest' at 'ABC Company' are listed, including an email address, home phone, mobile phone, work phone, and fax. At the bottom, there is a button labeled 'Continue Registration »'.

10. Once you have completed the registration, the notification shown below appears.

The screenshot shows a web application interface. At the top right, there are links for "Register for an Account" and "Login". Below this is a navigation bar with "Home" and "Public Works" tabs, and sub-links for "Dashboard", "My Records", and "My Account". A green banner with a checkmark icon contains the text "Your account is successfully registered." Below this is a message: "Congratulations. You have successfully registered an account." The page is divided into two main sections: "Account Information" and "Contact Information".

Account Information	
User Name:	thida.aca
E-mail:	thida.mcbratnie@macombgov.org
Password:	*****
Security Question:	My first car

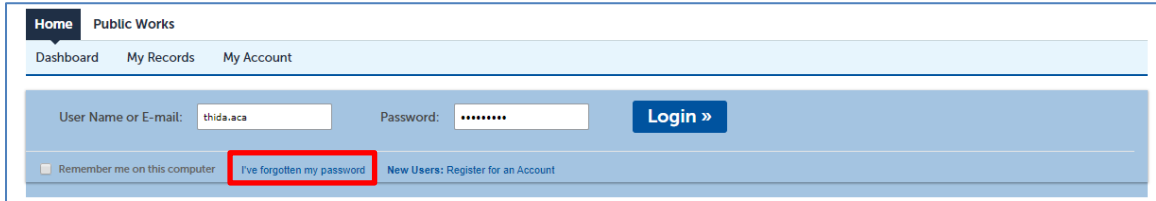
Contact Information	
Thida Acatest	Home Phone: 586-921-4665
ABC Company	Work Phone:
123 St Grossebeck	Mobile Phone:
thida.mcbratnie@macombgov.org	Fax:

11. An email will be sent to the email address provided with a subject of "**Welcome to the Macomb County Plan Review and Permit Portal**". Check your email for a message from 'noreply@macomb.org'. You may need to check your 'Spam' or 'Junk' folders as well.

The screenshot shows an email interface. The subject line is "Welcome to the Macomb County Plan Review and Permit Portal". The sender is "noreply@macomb.org via sendgrid.net". The recipient is "Thida.mcbratnie". The email content reads: "Dear Thida Mc", "Welcome Thida Mc, to the Macomb County Plan Review and Permit Portal!", "Thank you for registering for an account. Please remember your user Name, password, and security question answer for future logins. Your email address will be used for communication from the Macomb County Plan Review and Permit Portal.", "Regards, Macomb County Support", and "This is an automated email, so please do not reply."

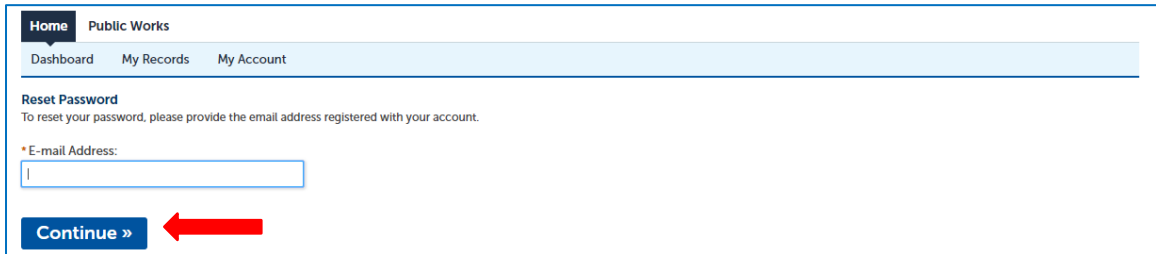
## Reset Password Process

1. In case of a forgotten password, click on “I’ve forgotten my password” link.



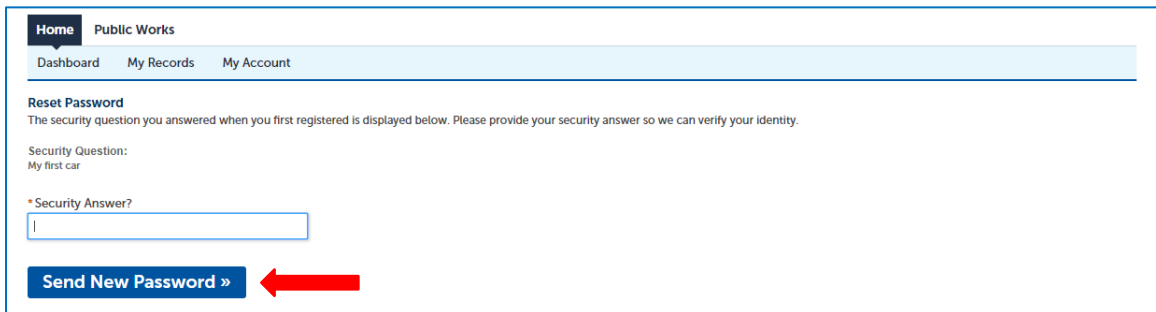
The screenshot shows the top navigation bar with 'Home' and 'Public Works' tabs, and sub-links for 'Dashboard', 'My Records', and 'My Account'. Below this is a login form with fields for 'User Name or E-mail' (containing 'thida.aca') and 'Password' (masked with dots), and a 'Login »' button. At the bottom of the form, there is a checkbox for 'Remember me on this computer', a red-bordered box around the 'I've forgotten my password' link, and a link for 'New Users: Register for an Account'.

2. The system will display a screen to allow you to enter your email address, click Continue.



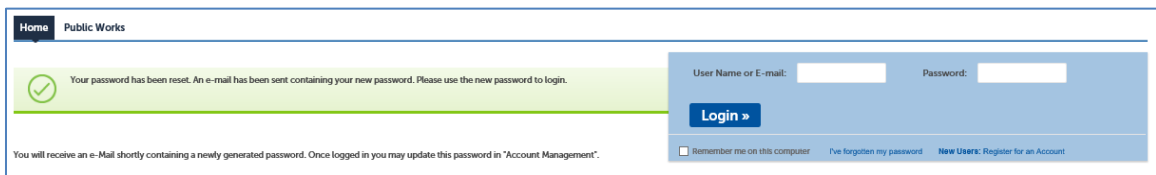
The screenshot shows the 'Reset Password' section. It includes the navigation bar and sub-links. The main heading is 'Reset Password' with the instruction: 'To reset your password, please provide the email address registered with your account.' Below this is a label '\* E-mail Address:' followed by an empty text input field. At the bottom, there is a 'Continue »' button with a red arrow pointing to it from the right.

3. The Security Question display, enter your Security Question and click Send New Password.



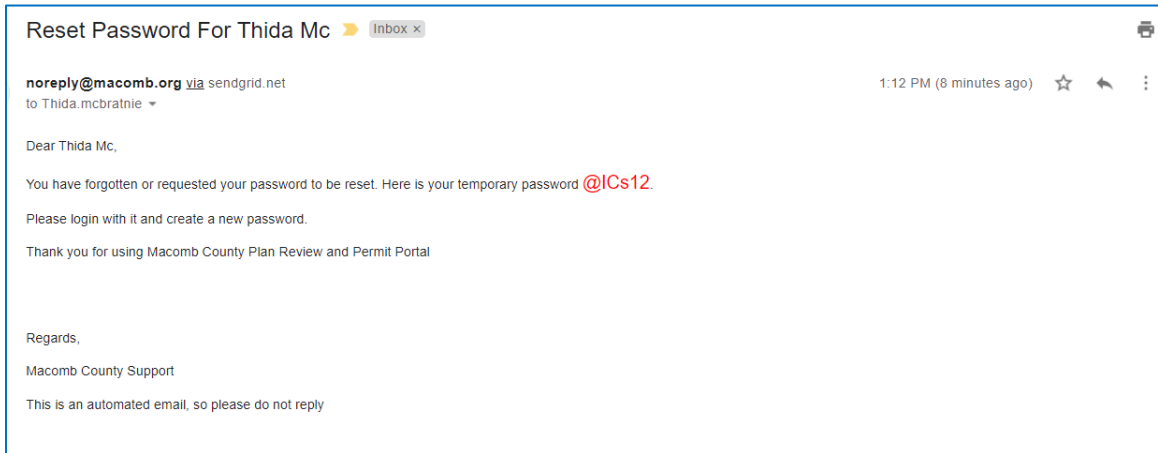
The screenshot shows the 'Reset Password' section with the instruction: 'The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.' Below this is the label 'Security Question:' followed by the text 'My first car'. Then there is a label '\* Security Answer?' followed by an empty text input field. At the bottom, there is a 'Send New Password »' button with a red arrow pointing to it from the right.

4. After sending the request, the following screen appears.



The screenshot shows a confirmation message on the left: 'Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.' Below this message is a note: 'You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".' On the right side, there is a login form with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button. At the bottom of the form, there is a checkbox for 'Remember me on this computer', a link for 'I've forgotten my password', and a link for 'New Users: Register for an Account'.

5. Check your email for a message from 'noreply@macomb.org'. You may need to check your 'Spam' or 'Junk' folders as well. Sample Email



6. Enter the reset password from your email and click Login, then the screen below display with pre-fill your user name. Enter the reset password on Old Password and new password on a New password and Confirm Password, click Submit.

Home Public Works

**An error has occurred.**  
Please update your login information with a new password.

**Change Password**

\* User Name:

\* Old Password:

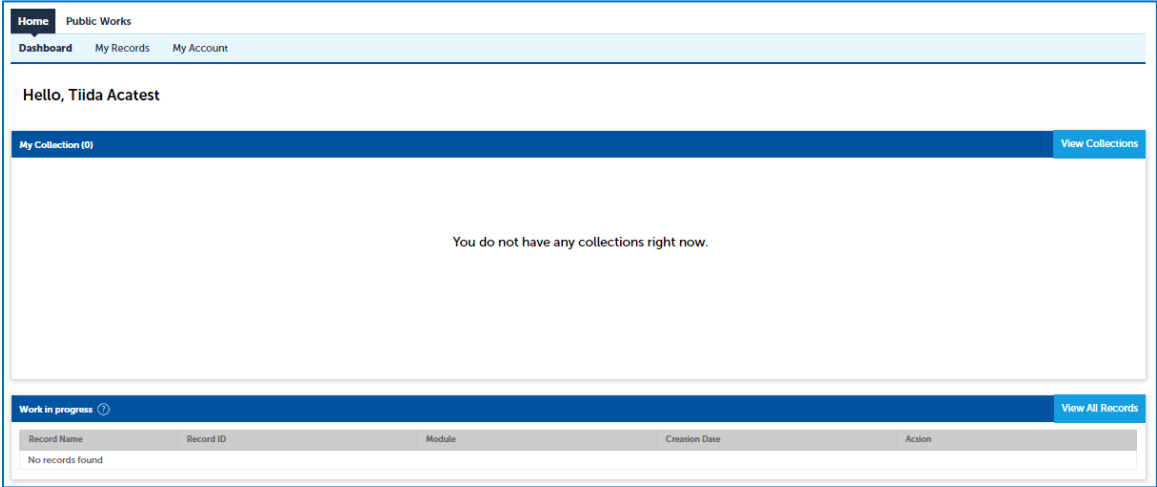
\* New Password:

\* Confirm Password:

**Submit >**



- 7. Once you completed reset the password , you will be logged in and brought to the user dashboard page.



## Glossary of Terms

Term	Description/Definition
Answer	Supply the answer to the Security Question you entered. There is a limit of twenty (20) characters.
Contact Type	Dropdown selection includes: AGENT FOR APPLICANT: If you are registering as an agent for applicant, choose Agent for applicant APPLICANT: If you are registering as a contactor or an applicant , choose Applicant LANDOWNER : If you are registering as the homeowner, choose Land-owner ENGINEER: If you are registering as an engineer, choose Engineer RESPONSIBLE PARTY: If you are registering as a responsible party, choose Responsible Party
Password	Choose a password for your account. It must be between eight (8) and twenty (20) characters.
Security Question	Write a question that will help us identify you if you experience account difficulties.
User Name	A unique sequence of characters used to identify a user and allow access to a computer system or online account. This will become part of your login. <b><i>DO NOT USE YOUR EMAIL ADDRESS for your USER NAME.</i></b> It can be between four (4) and thirty-two (32) characters and contain letters, number and these special characters: 1. At sign [@] 2. underscore [_] 3. hyphen [-] 4. Period [.] 5. right parenthesis [)]