



**Health and
Community Services**
Health Department

**Macomb County Health Department
Environmental Health Services Division
User Guide for Accela Citizen Access**

Version: EH24_01

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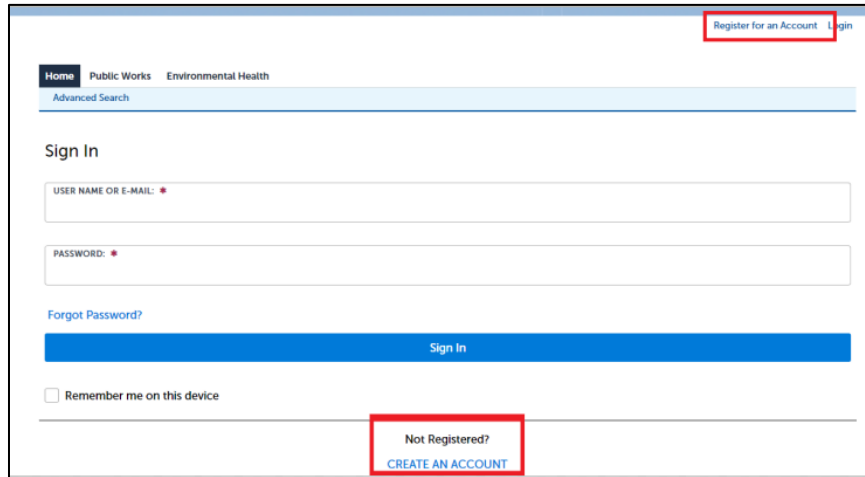
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Macomb County Environmental Health Services Portal

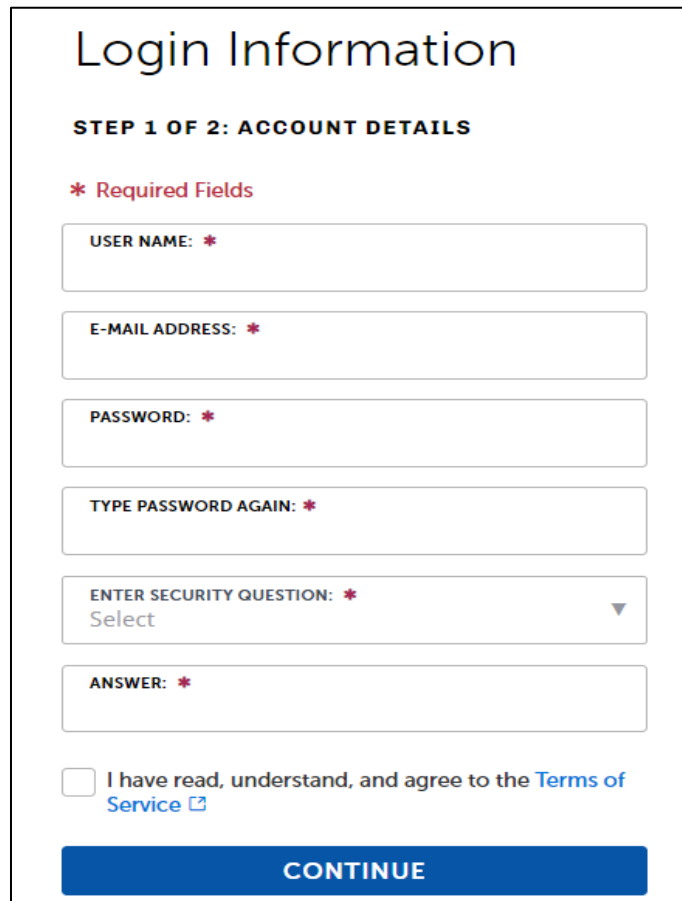
1. Register for an Account

1. Go to the Macomb County Accela Citizen Access (ACA) at <https://aca-prod.accela.com/MACOMB>
2. Select 'Register for an Account' in the upper right corner or 'Not Registered? CREATE AN ACCOUNT' near the bottom.



The screenshot shows the top navigation bar with 'Home', 'Public Works', and 'Environmental Health' links. A search bar is located below the navigation. The main content area is titled 'Sign In' and contains two input fields: 'USER NAME OR E-MAIL: *' and 'PASSWORD: *'. Below these fields is a 'Forgot Password?' link and a blue 'Sign In' button. At the bottom of the page, there is a link for 'Not Registered? CREATE AN ACCOUNT'. In the top right corner, there is a link for 'Register for an Account'.

3. The login information page will appear. Enter the required information (indicated by a red asterisk *). Check the box to agree to the Terms of Service and click **Continue**.



The screenshot shows the 'Login Information' page, which is the first step of a two-step account creation process. The page is titled 'Login Information' and 'STEP 1 OF 2: ACCOUNT DETAILS'. It lists 'Required Fields' and includes the following input fields: 'USER NAME: *', 'E-MAIL ADDRESS: *', 'PASSWORD: *', 'TYPE PASSWORD AGAIN: *', 'ENTER SECURITY QUESTION: *' (with a dropdown menu showing 'Select'), and 'ANSWER: *'. At the bottom, there is a checkbox for 'I have read, understand, and agree to the Terms of Service' with a link to the 'Terms of Service'. A blue 'CONTINUE' button is located at the bottom of the page.

Note:

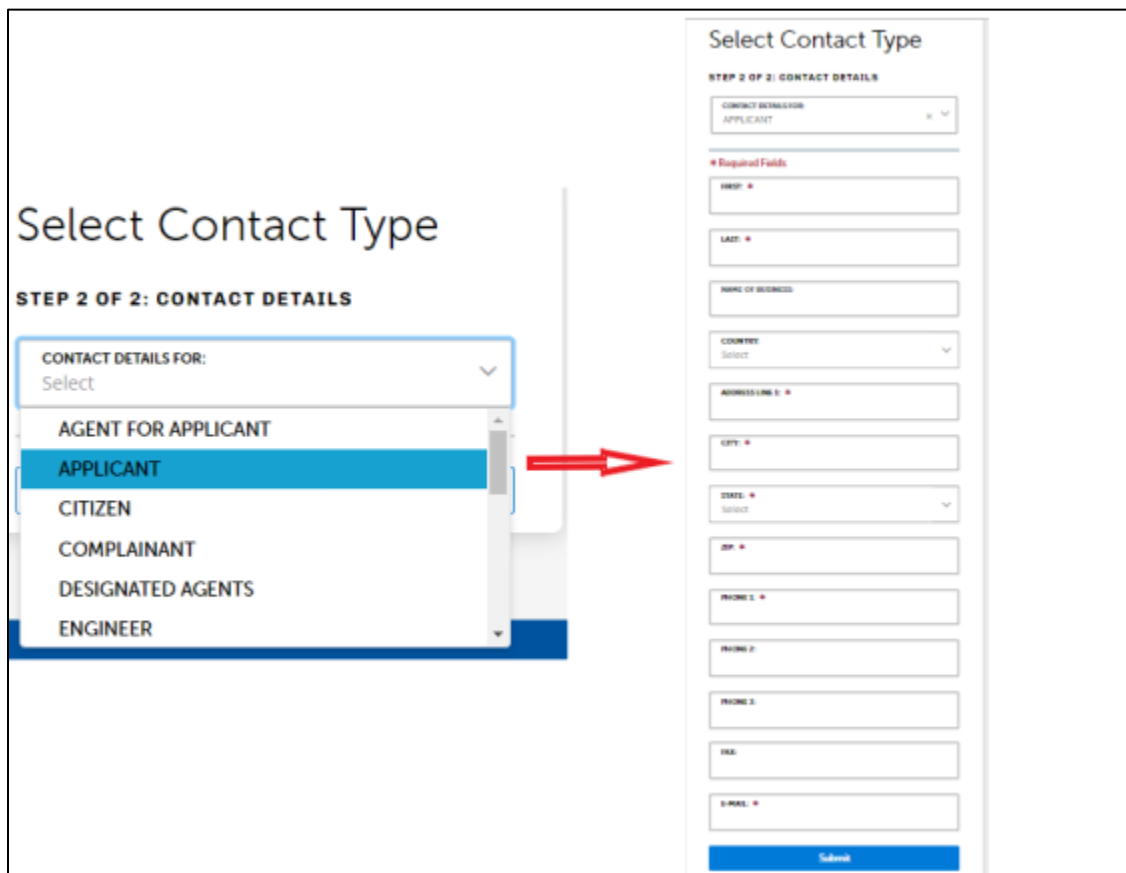
- * Do not use your email address for your user name. User name can be between four (4) and thirty-two (32) characters and contain letters, number and special characters.
- * User name must be unique.
- * If the email address is already in used, it will show the below error message and take you back to the landing page.



Password guide:

- 8-20 characters
 - At least 1 upper-case letter (s), 1 number (s) and 1 special character (s)
- * Security question will help us identify you if you experience account difficulties. There is a limit of twenty (20) characters in an answer.

4. Select Contact Type from the dropdown list. In general you can select either **Applicant** or **Citizen**. More fields will pop-up after selecting the Type. Enter all the required fields (indicated by a red asterisk *) and click Submit.



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5. Once you have completed the registration, the notification shown below will appear.

The screenshot shows the 'Environmental Health' section of the portal. A green banner at the top contains a checkmark icon and the text 'Your account is successfully registered.' with a red arrow pointing to it. Below this, a blue banner reads 'Congratulations. You have successfully registered an account.' The 'Account Information' section lists: User Name: Test Naimul (with a red arrow), E-mail: naimul.ccdb@gmail.com, Password: ***** (with a red arrow), and Security Question: To what city did you go the first time you flew on a plane?. The 'Contact Information' section lists: Test Naimul2, Home Phone: 313-782-5001, 660 keryon drive, naimul.ccdb@gmail.com, Work Phone, Mobile Phone, and Fax.

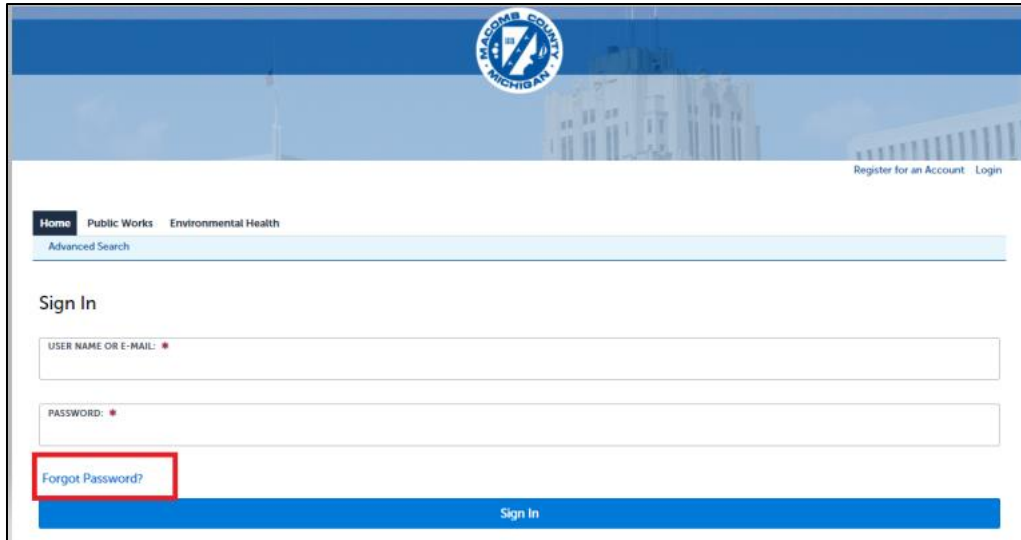
6. An email will be sent to the email address provided with a subject of 'Welcome to the Macomb County Self-Service Portal'. Check your email for a message from 'noreply@macomb.org'. You may need to check your 'Spam' or 'Junk' folders as well. Please click on the confirmation link to activate your account.

Sample Email:

The screenshot shows an email from 'noreply@macomb.org' with the subject 'Welcome to the Macomb County Self-Service Portal'. The email body contains: 'Dear Naim Test1', 'Welcome Naim Test1, to the Macomb County Self-Service 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 Self-Service Portal.', 'Regards, Macomb County Support', and 'This is an automated email, so please do not reply.'

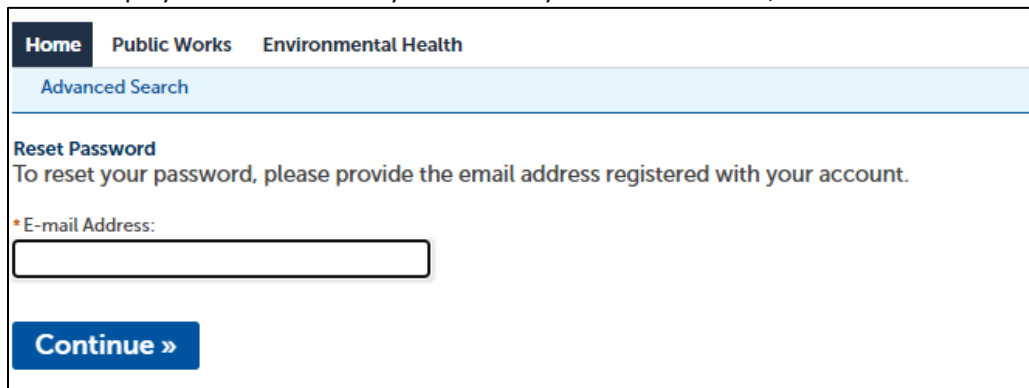
2. Resetting a Password

1. In case of a forgotten password, click on the **Forgot password?** link.



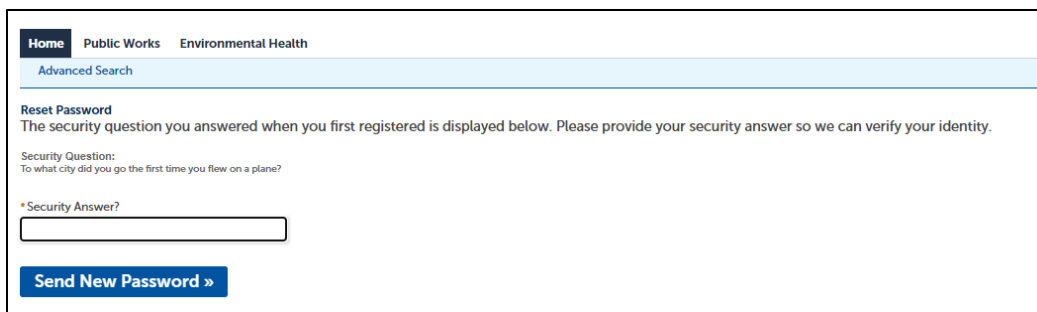
The screenshot shows the top navigation bar with the Macomb County logo and links for 'Home', 'Public Works', and 'Environmental Health'. Below the navigation is an 'Advanced Search' bar. The main content area is titled 'Sign In' and contains two input fields: 'USER NAME OR E-MAIL' and 'PASSWORD'. A red box highlights the 'Forgot Password?' link located below the password field. A blue 'Sign In' button is at the bottom of the form.

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



The screenshot shows the 'Reset Password' screen. It features the same navigation bar as the previous screen. Below the 'Advanced Search' bar, the heading 'Reset Password' is followed by the instruction: 'To reset your password, please provide the email address registered with your account.' There is an input field labeled '* E-mail Address:'. A blue button labeled 'Continue »' is positioned below the input field.

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



The screenshot shows the 'Reset Password' screen with the security question step. The heading 'Reset Password' is followed by 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.' The 'Security Question' is 'To what city did you go the first time you flew on a plane?'. There is an input field labeled '* Security Answer?'. A blue button labeled 'Send New Password »' is positioned below the input field.

4. After sending the request, the following screen will appear. An email will be sent with a temporary password. Check your email for a message from 'noreply@macomb.org'. You may need to check your 'Spam' or 'Junk' folders as well. Enter the temporary password to the *Sign in* section (marked in the photo) and click **Sign In**. It will take you to another screen.

Macomb County Environmental Health Services Portal

Home Public Works Environmental Health
Advanced Search

✓ Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

Sign In

Remember me on this device

Not Registered?
CREATE AN ACCOUNT

Sample Email:

Reset Password For Naim Test1 External Inbox x

noreply@macomb.org noreply@macomb.org via sendgrid.net 11:32 AM (15 minutes ago) ☆ Reply

to me ▾

Dear Naim Test1,

You have forgotten or requested your password to be reset. Here is your temporary password **kx^8^Oem**.

Please login with it and create a new password.

Thank you for using Macomb County Self-Service Portal

Regards,

Macomb County Support

This is an automated email, so please do not reply

- Then the screen below display with pre-fill your user name. Enter the temporary reset password (from email) on 'Old Password' field and new password on 'New password' and 'Confirm Password' fields, click **Submit**.

An error has occurred.
Your password has expired and must be changed in order to proceed. For more information about a secure password, please contact your agency administrator.

Change Password

* User Name:
Test naimul

* Old Password:

* New Password:

* Confirm Password:

Submit »

Note: Please ignore the error message if you see on the top of the screen.

6. Once you've changed your temporary password, you will be logged in and brought to the user dashboard page.

The screenshot shows a user dashboard with the following elements:

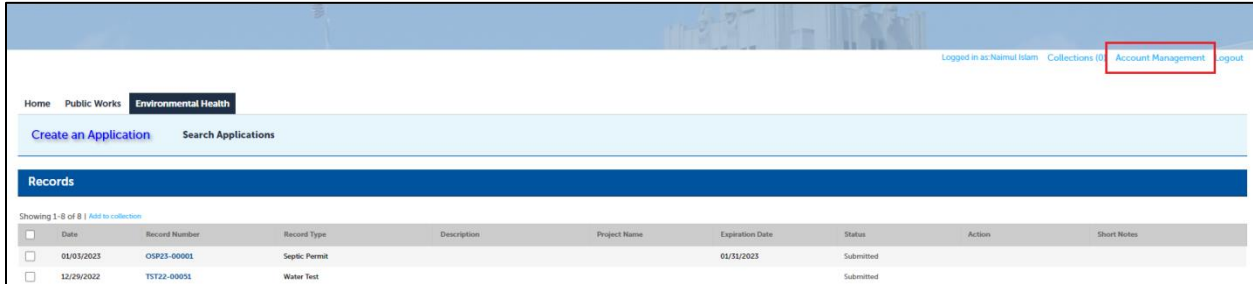
- Navigation:** Home, Public Works, Environmental Health, Dashboard (active), My Records, My Account, Advanced Search.
- Greeting:** Hello, Test Naimul
- My Collection (0):** A section with a "View Collections" button. The main content area contains the message: "You do not have any collections right now."
- Work in progress:** A section with a "View All Records" button.
- Table:** A table with columns: Record Name, Record ID, Module, Creation Date, and Action. The table content is "No records found".

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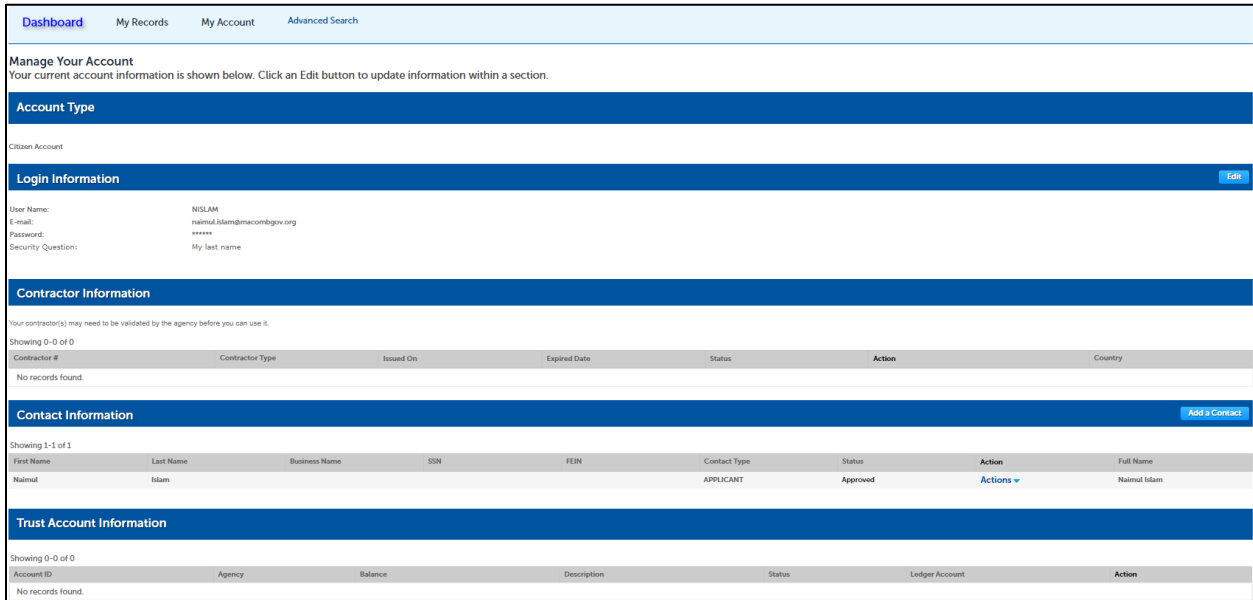
3. Account Management

As a user you should be able to modify your login and contact information through account management.

1. Log in to the Macomb citizen portal page at : <https://aca-prod.accela.com/MACOMB>
2. Once you logged in, the Account Management is located on the right top corner



3. Click on **Account Management**. Following screen will appear



4. If you want to change the Login Information, click **Edit** button on the **Login Information** section. The Login Information screen will display and you should be able to change the following information
 - a. Email Address
 - b. Password
 - c. Security Question
 - d. Answer

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5. Enter the information and **Save**

Login Information

*User Name: NISLAM

*E-mail Address: naimul.islam@macombgov.org

*Old Password:

*New Password:

*Confirm Password:

*Enter Security Question:

*Answer:

Save Back to Account Management

6. To update existing contact, click on **Actions** (down arrow). The Contact Information screen will appear. Update the information and **save**. To add a new contact, click **Add a Contact**, then select contact type, enter all required information and save. If there are multiple contacts you can remove any contact through 'Action' menu.

Contact Information Add a Contact

First Name	Last Name	Business Name	SSN	EIN	Contact Type	Status	Action	Full Name
Naimul	Islam				APPLICANT	Approved	Actions View	Naimul Islam

Showing 1-1 of 1

Manage Your Account
View Contact Detail
Validate and update your contact information at this page.

Contact Information

*First Name: Naimul Last Name: Islam

Name of Business:

Country: United States

*Address Line 1: 25170 Huron Drive

*City: Farmington

*State: MI

*Zip: 48331

Phone 1: 248-499-4528 Phone 2: Phone 3:

Fax:

E-mail: naimul.islam@macombgov.org

Save Back to Account Management