# TABLE OF CONTENTS

**CREATING A CITIZEN’S ACCESS ACCOUNT**
- Creating an Account ........................................................................................................... 3
- Email Confirmation ............................................................................................................... 6

**COMPLETING THE LANDLORD REGISTRATION**
- Setting up an account .......................................................................................................... 7
- Inputting Rental Property Information .................................................................................. 10
- Affirmations .......................................................................................................................... 11
- Reviewing the Submittal ......................................................................................................... 12
- Payment ................................................................................................................................ 13
- Email Confirmation ............................................................................................................... 15
- Help and DCE Contact Information ....................................................................................... 16

**AMENDING THE REGISTRATION**
- Process to be outlined 2nd Qtr 2015

**RENEWING THE ANNUAL REGISTRATION**
- Process to be outlined 2nd Qtr 2015
CREATING A CITIZEN ACCESS ACCOUNT

The landlord registration process is through the Department of Code Enforcement’s (DCE) web-based Citizen Access Portal. This application process allows applicants to file the landlord registration 100% electronically without having to visit DCE’s office.

Citizen Access Portal User Requirements

Internet Explorer 10

The Citizen Access Portal will work with older versions of Internet Explorer however it is designed to operate the most efficiently with Internet Explorer 10. Some features may not work with other browsers such as Mozilla Firefox or Google Chrome.

Navigating to the Citizen’s Access Portal

The direct link to the Citizen Access Portal is:
https://permitsandcases.indy.gov/citizenAccess/

The Citizen Access Portal can be accessed through the DCE website by using the link on the left side of the page.
www.indy.gov/DCE
CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled ‘New Users,’ located below the login fields, to create an account.

The next screen contains terms and conditions to create an account. Please read before proceeding.
CREATING A CITIZEN ACCESS ACCOUNT

2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.
CREATING A CITIZEN ACCESS ACCOUNT

3. Contact Information

Below the Login Information, enter the contact information.

Click the ‘Add New’ button to proceed.

Input information in the popup screen and press the ‘Continue’ button.

Note: The email address entered will be used to verify the account in the next step.

4. Continue Registration & Verification

After reviewing the contact information entered, click the ‘Continue Registration’ button to submit the new account request.

To complete the account creation, check email for an email from dce.noreply@indy.gov. Click the link in this email to verify the account email address and be directed back to the Citizen Access login screen. Applicants can now log in with the username and password and create a landlord registration.
CREATING THE LANDLORD REGISTRATION

1. Opening a new registration

After logging into the Portal, click the link ‘Create a Landlord Registration’ under the Business Licenses heading.
CREATING THE LANDLORD REGISTRATION

After clicking the link to start the registration, review the terms and conditions page and select the check box to access the registration.

The progress bar at the top of the application guides applicants through the steps of the registration. The ‘Save and resume later’ button at the bottom right of the screen allows applicants to save entered information and resume the registration at a later time.
CREATING THE LANDLORD REGISTRATION

2. Entering Applicant information on the registration

On the Applicant Information page, enter the landlord (property manager) and owner contact information. To use the contact information from the Citizen Access user account, click the 'Select from Account' button. Click the ‘Add New’ button to enter in new contact information.

Note: An applicant who is the property owner and resides in Indiana only needs to complete the Applicant information section. An applicant who is a property management company will enter information for both contact types.
CREATING THE LANDLORD REGISTRATION

3. Entering the property details

At this stage, applicants will input the details of the rental properties. Applicants will need the parcel numbers of the properties and can save the case and come back to it later.

Can’t find the parcel number?
Parcel numbers are available on the property tax bill, through the MapIndy website (http://maps.indy.gov/AssessorPropertyCards), or by contacting the assessor’s office at 317-327-4907.

To enter in the property detail, click the ‘Add a Row’ button. Click the arrow to the right side of the button to add multiple rows at a time.

A popup will open to enter the property details. Note the applicant will not enter in the address. This will be automatically populated later based on the Assessor’s records.

Applicants will only need to fill in the following fields:
- Parcel Number
- Number of rental units
- Property Name

Once all property details are entered, click the ‘Submit’ button to return to the main page and then click ‘Continue Application.’
4. Affirmations

After entering the property details, applicants will be presented with two affirmations. These affirmations are related to outstanding citations and property taxes at the properties.
CREATING THE LANDLORD REGISTRATION

5. Reviewing the submittal

The next screen provides a summary of the overall registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read ‘Address not found’. Click the ‘Edit’ button to change the parcel number. Applicants will not be able to move forward until the parcel number is correct.

After reviewing the registration information, check the box at the bottom of the screen and continue to the Pay Fees page.
CREATING YOUR LANDLORD REGISTRATION

6. Payment

The Pay Fees page provides a summary of the registration fee. Click the 'Continue Application' button to be redirected to the City’s third party payment processor’s page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee ($2+2% for a credit card payment and $2 for an echeck).
CREATING YOUR LANDLORD REGISTRATION

7. Payment

Select the method of payment and click ‘Continue.’

On the next page, enter in the credit card information or account information for an echeck.

Note: The payment receipt will be sent to the email address entered on this page.

Following this page, verify the payment information then submit the payment.
CREATING YOUR LANDLORD REGISTRATION

8. Final Steps and Confirmation

After the payment is complete, applicants will be redirected back to the Citizen Access application.

Applicants will receive two emails. One from LogoIndiana with a payment receipt as well as a confirmation email from DCE confirming the landlord registration was received.

Note: Applicants should check the spam folder or spam settings on their email. These emails will come from dce.online.pymts@indy.gov & DCE.noreply@indy.gov.

Once the registration is approved, applicants will receive a final confirmation email.
USER HELP AND DCE CONTACTS

For all questions related to the landlord registration, please contact:

**Department of Code Enforcement**  
Phone: 317.327.4316  
Email: licensing@indy.gov

For any questions regarding the online payment, contact the City's credit card processor at:

**LogoIndiana**  
Phone: 866-702-6008  
Email: customerservice@logoindiana.com

Check registration status online:  
[https://permitsandcases.indy.gov/citizenaccess/](https://permitsandcases.indy.gov/citizenaccess/)