"Business Account" User Guide

A Business Account is an account that will be invoiced, on a recurring basis, for all product usage by users registered under the business account within Access Oakland. The person at your company that has been designated as the Business Account holder is responsible for setting up user accounts for those who will be able to use Access Oakland products as well as granting access to products for any and all users.

The purpose of this document is to show you how to modify your Business Account information, add new User Accounts, modify existing User accounts and to modify the products to which users have access via the Business Account function in Oakland County's Access Oakland program.

Contents

Created by

Oakland County eGovernment

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Requesting a Business Account

1. In order to request a business account, go to the Access Oakland Logon Page at this address: http://www.oakgov.com/aofs0001.

2. Click on the "Request a Business Account" link.

The following page will be displayed:

Access Oakland User Agreement

Access Oakland H

Access to and use of the Access Oakland Services (hereinafter "Services") provided by the County of Oakland is subject to the terms and conditions of this User Agreement and all applicable laws and regulations, including copyrights and trademarks. For Agreement, the County of

is an offer to prov pressly conditioned up terms and only these terms. You ms Agreement is demonstrated by your cept" button on the bottom of this screen. This Agreement represents the entire agreement between You (the user) and the County, and supersedes any and all other communications, prior, contemporaneous or subsequent.

→ I Agree

3. Review the Access Oakland User Agreement and click on the → I Agree button at the bottom of the screen.

The following screen will be displayed:

Access Oakland : Request A Business Account

Access Oakland Home

- Invoiced Business Accounts will be deactivated if product usage falls below an average of $13.00 during any consecutive three-month period. The Credit Card option is available to all users who do not meet the business account minimum usage requirement.

- Please be advised that payment in full is due within 30 days of the Statement Date. **A 7% finance fee (per annum) is charged to delinquent accounts.** In order to expedite receipt of your payment, be sure to include on your check the **business account ID number** you are paying.

Make **ONE** check payable to: **COUNTY OF OAKLAND**

MAIL TO: Oakland County
Attention: Fiona Brenner
Fiscal Services - Bldg 41W
2100 Pontiac Lake Rd.
Waterford, MI 48328

Accounts delinquent 90 days will be deactivated. If you wish to reactivate your account, you will be required to pay your account in full and pay a $50 Reactivation Fee **before** access is restored. **Note:** You may not open a new business account to bypass or avoid the reactivation process and fees. This includes opening an account under a different business name and/or contact person. Accounts with this status will mediately and will require all applicable id in full before access is or more Returned CE) or Stop Payme

Business Details

* indicates required field

*Program Usage:	⊙ Business ○ Government
*Account Username(Login Name):	[ ]
*Company Name:	[ ]
*First Name:	[ ]
*Last Name:	[ ]
*Email Address:	[ ]
*Address Line 1:	[ ]
Address Line 2:	[ ]

Invoice Details

☐ Invoice Details same as Business Details above

*First Name:	[ ]
*Last Name:	[ ]
*Email Address:	[ ]
Line 1:	[ ]

List of Available Products

Please select the products you wish to use. Minimum of one product selection is required.

No	Usage Type	Product Description	Renewal	Price	Select
1	Subscription	Survey Oakland Product	Annually from 10/01/2007 to 09/30/2008	$500.00	☐
2	Transaction	Commercial & Industrial Property Profile	n/a	$12.50	☐
3	Subscription	Commercial & Industrial Property Profile	Monthly	$15.00	☐
4	Transaction	Current Tax Profile	n/a	$2.50	☐
5	Transaction	Delinquent Tax Statements	n/a	$1.50	☐
6	Transaction	Map Atlas Viewer	n/a	$4.00	☐
7	Transaction	Mortgage Application Acceleration Program	n/a	$20.00	☐
8	Transaction	Residential Property Analyzer	n/a	$20.00	☐
9	Subscription	Residential Property Profile	Monthly	$13.00	☐
10	Transaction	Residential Property Profile	n/a	$7.50	☐

[→ Submit]

4. On this screen, enter all required fields for a Business Account, denoted by an asterisk (*). Next, select all products for which you are requesting access. You will be invoiced monthly for this access.

5. Lastly, click on the ⊞→Submit button.

Upon successful completion, a message will be displayed at the top of the screen.

Once your account request has been reviewed and authorized, an e-mail message confirming so will be sent to the address supplied in the request.

Sample e-mail:

```
Hello xxxx,

A Business and a User Account has been created for you in Access
Oakland.

You can login using the following information:

Username: xxxxxxx

Your password is the same that you entered when you requested the
account.

We do not have access to your password. If you have forgotten your
password you can have it Reset by calling our Helpdesk.

Thank you,

The Access Oakland Team
```

Business Account Maintenance

1. To modify an existing business account, you must be logged in as the Business Account. Go to the Access Oakland Login Page at this address: (http://co.oakland.mi.us/aofs0001). Enter your Username and Password and click on the ▣→ Sign In button.

Sign in to your account

Sign in now to use your Access Oakland account. Please note that all Access Oakland property products are now a part of the new Property Gateway. You may still login here to access those services.

Sign in

Username: _____

Password: _____

▣→ Sign In

Forgotten Password?   Forgotten Username?

The following page will be displayed:

Oakland County®
Michigan

Search _____ Go

Local Info   Advanced Search   View Cart

| County Home | Info A-Z | Departments | Jobs | Online Services | | Find Services For: ▾ |

Access Oakland Business Account Home

Home
Change My Password
Help
Logout

No.	User Options
1	My Products
2	My Usage Report
3	My Profile
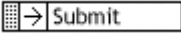
No.	Business Account Options
1	Account Maintenance
2	My Business Account
3	My Business Usage
4	Activate/Deactivate Products for Users
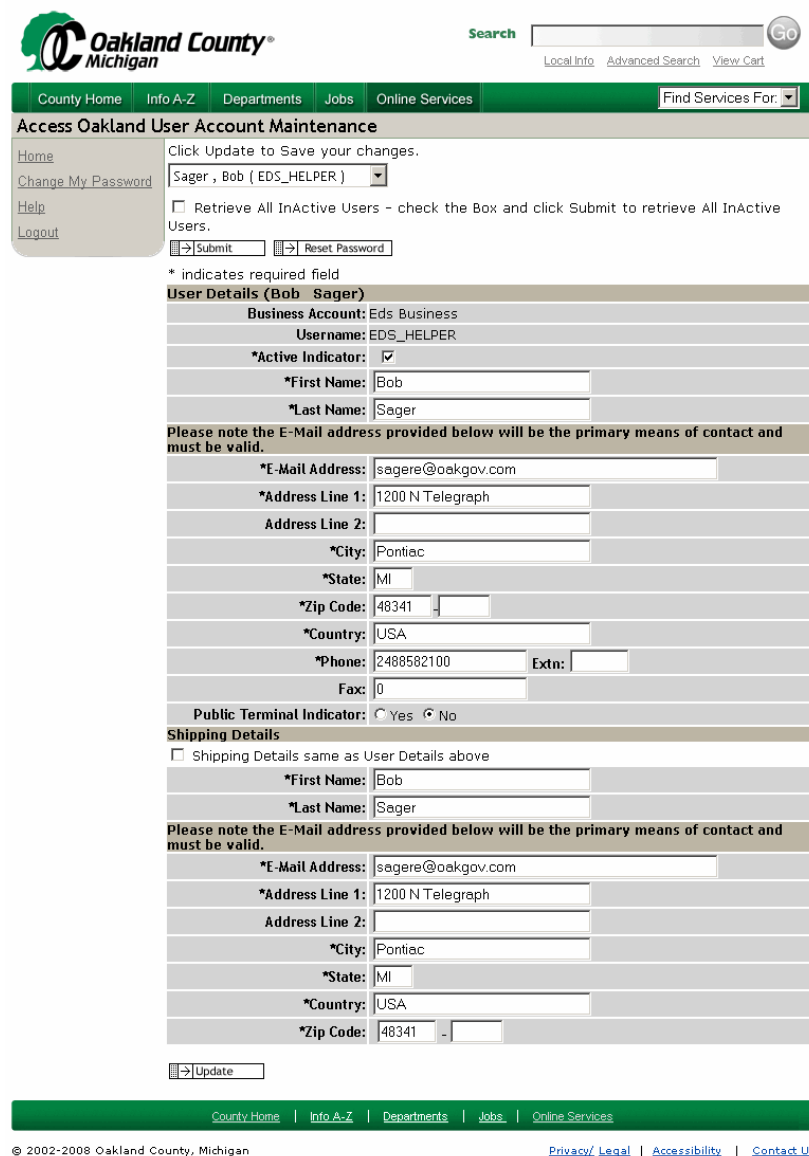
County Home | Info A-Z | Departments | Jobs | Online Services

© 2002-2009 Oakland County, Michigan
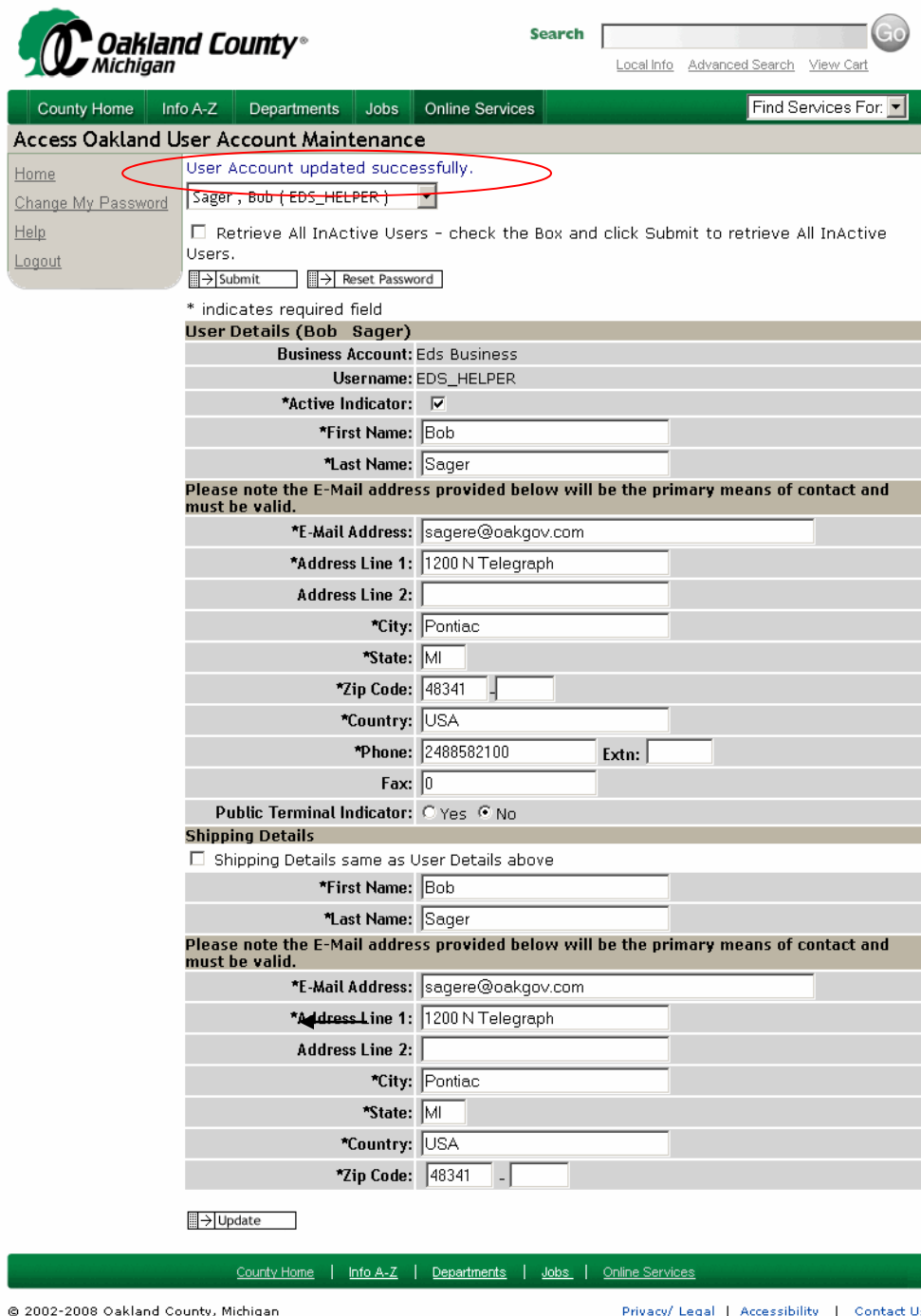
Privacy/ Legal | Accessibility | Contact Us

2. Click on My Business Account option in the list in the center of the screen. The following page will be displayed:

3. This function will allow the user to update all information regarding a Business account. Once modifications have been made, click on the [⊞→ Update] button on the bottom of the screen.

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User Account Maintenance

1. To add a new user account you must be logged on as the Business Account responsible for this user. To modify an existing user account, you must be logged in as the Business Account responsible for this user or the user. To access the Business Account Maintenance function, go to the Access Oakland Logon Page at this address: (http://www.oakgov.com/aofs0001). Enter the assigned Business Account Username and Password and click on the [→ Sign In] button.

Sign in to your account

Sign in now to use your Access Oakland account. Please note that all Access Oakland property products are now a part of the new Property Gateway. You may still login here to access those services.

Sign in

Username: [   ]

Password: [   ]

[→ Sign In]

Forgotten Password?   Forgotten Username?

The following page will be displayed:

From this page the Business Account holder can perform any of the account functions from the list or on the left navigation bar.

2. Click on Account Maintenance option in the list in the center of the screen. The following page will be displayed:

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This page provides the ability to select the User Account for maintenance or to indicate entry of a new account. It also allows for the User Account password to be reset. (If you need to perform modification to an inactive account, you can mark the check box, click on the ⊞→Submit button then the drop down box will contain only inactive user accounts.)

Modifying an existing User Account

1. To modify an existing account, select the user account from the drop down list then click on the ⊞→Submit button. The user maintenance page will be displayed:

"Business Account" User Guide

This screen provides for the modification of all information regarding a user account.

2. Once modifications have been made, click on the ⊞→Update button on the bottom of the screen.

Upon successful completion, a message will be displayed at the top of the screen.

3. To perform further maintenance functions on another user account, select the user account from the drop down list then click on the [⊞→Submit] button. Or, to return to the main menu, click on <u>Home</u> in the navigation bar on the left side of the screen.

Adding a New User Account

1. To add a new user account, select Add a New User Account from the dropdown box on the User Account Maintenance screen, then click the [⊞→Submit] button.

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The following screen will be displayed for entry of all required fields for a user account:

2. All required fields are indicated with an asterisk(*). When complete, click on the
⊞→ Add button on the bottom of the screen.

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Upon successful completion, a message will be displayed at the top of the screen and an email with the new username and password will be sent to the address specified on the user account.

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Sample email:

```
Hello Scott,

Your Account has been created for Access Oakland.

You can login using the following information:

Username: xxxxxxxx

Password: xxxxxxxx

You will be required to change your password upon first login.

Thank you,

The Access Oakland Team.
```
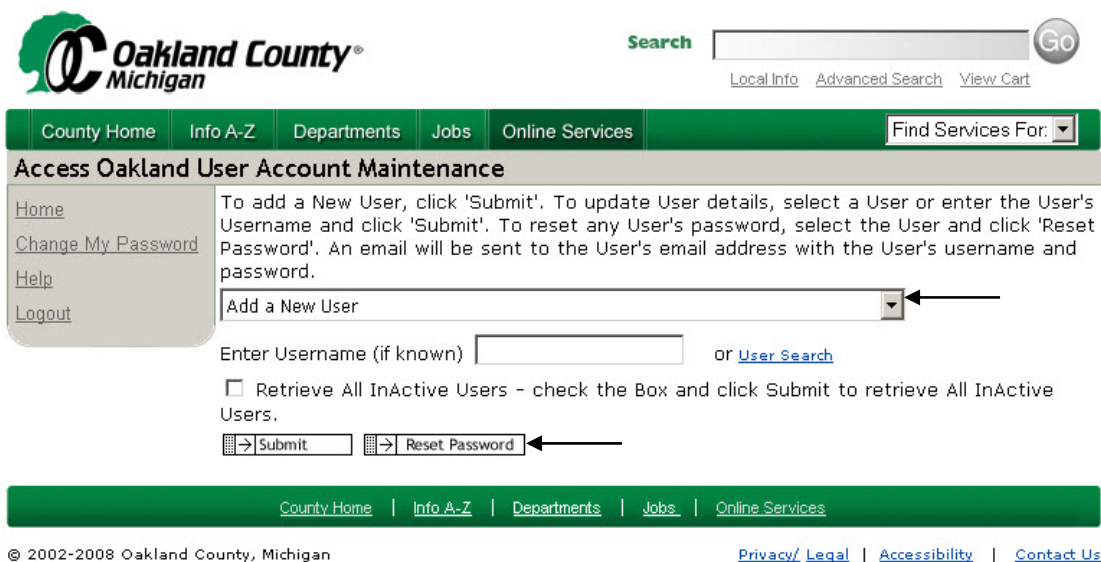
3. To add another user account or perform further maintenance functions on existing user accounts, select the desired option from the dropdown box.
4. Or, to return to the main menu, click on Home in the navigation bar on the left side of the screen.

Resetting a User Account Password

1. To reset a user account password, select the user from the dropdown box then click on the [↗ Reset Password] button.

Upon successful completion, a message will be displayed at the top of the screen and an email with the password will be sent to the address specified on the user account.

Sample email:

Hello Scott,

Your Access Oakland Account Password has been reset.

You can login using the following information:

Username: EDS_USER2

Password: xxxxxxxx

You will be required to change your password upon first login.

Thank you,

The Access Oakland Team.

2. To add another user account or perform further maintenance functions on existing user accounts, select the desired option from the dropdown box. Or, to return to the main menu, click on Home in the navigation bar on the left side of the screen.

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Assigning Products to Users

1. To assign access to a product or revoke access to a product for a user account, you must be logged in as the Business Account responsible for this user. To access the Business Account function, go to the Access Oakland Logon Page at this address: (http://www.oakgov.com/aofs0001). Enter your assigned Business Account Username and Password and click on the ⊞→ Sign In button.

Sign in to your account

Sign in now to use your Access Oakland account. Please note that all Access Oakland property products are now a part of the new Property Gateway. You may still login here to access those services.

Sign in

Username: [   ]

Password: [   ]

⊞→ Sign In

Forgotten Password?   Forgotten Username?

The following page will be displayed:

From this page the Business Account holder can perform any of the account functions from the list or on the left navigation bar.

2. Click on Activate/Deactivate Products for Users option in the list in the center of the screen.

The following page will be displayed:

3. To modify an existing user's privileges, select the user account from the drop down list, then click on the ⊞→ Submit button.

The following page will be displayed:

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This page displays all products to which this user may or may not have access.

4. To grant access to a product for this user, mark the Activate check box next to the product desired in the Action column.

5. To revoke access to a particular product, mark the Deactivate check box next to the product desired in the Action column.

6. After all desired changes have been made, click on the ⊞→ Process button at the bottom of the screen.

Upon successful completion, a message will be displayed at the top of the screen.

7. To return to the main menu, click on Home in the navigation bar on the left side of the screen.

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Querying Account Usage

1. To get a report of product usage under your business account, you must be logged in as the Business Account. To access the Business Account functions, go to the Access Oakland Logon Page at this address: (http://www.oakgov.com/aofs0001). Enter your assigned Business Account Username and Password and click on the [→ Sign In] button.

Sign in to your account

Sign in now to use your Access Oakland account. Please note that all Access Oakland property products are now a part of the new Property Gateway. You may still login here to access those services.

Sign in

Username: [   ]

Password: [   ]

[→ Sign In]

Forgotten Password?   Forgotten Username?

The following page will be displayed:

From this page the Business Account holder can perform any of the account functions from the list or on the left navigation bar.

2. Click on My Business Usage option in the list in the center of the screen.

The following page will be displayed:

This report shows counts and billable amounts for all product usage by users under your business account.

3. To return to the main menu, click on [Home](#) in the navigation bar on the left side of the screen.