

“User Account” User Guide

The purpose of this document is to show you how to modify your account information and to gain access to products made available to you by your business account via Oakland County’s Access Oakland program.

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
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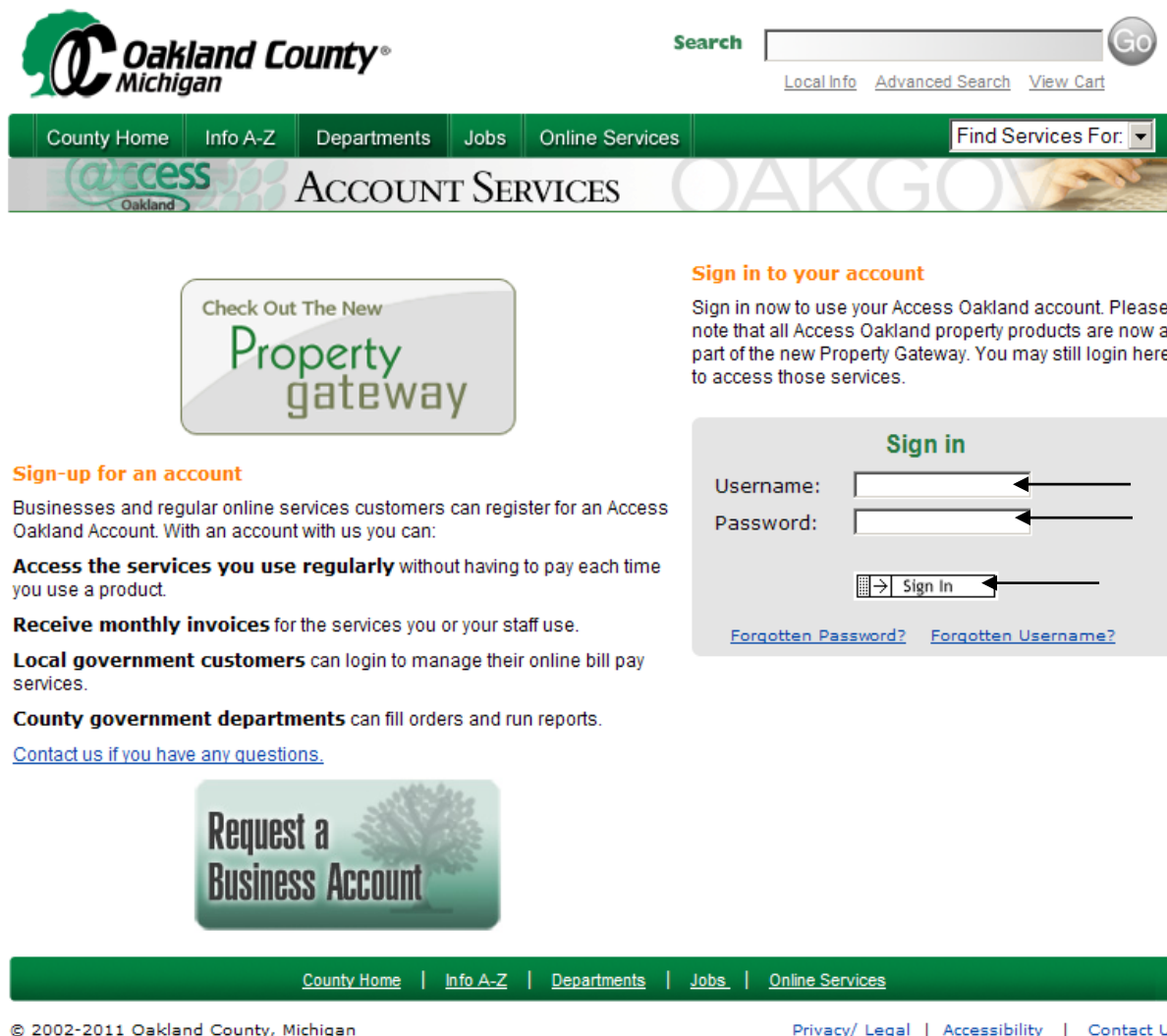
Created by



Updated: October 18, 2011

Using Products

1. To use any of the products available to you via Access Oakland, you must be logged into Access Oakland.
2. Go to the Access Oakland Logon Page at this address:
<http://www.oakgov.com/aofs0001>.
3. Enter your assigned Username and Password and click on the  button.



The screenshot shows the Oakland County Michigan website's 'ACCOUNT SERVICES' section. At the top is the Oakland County logo and a search bar with a 'Go' button. Below the logo is a navigation menu with links: County Home, Info A-Z, Departments, Jobs, Online Services, and a 'Find Services For:' dropdown. The main content area features a 'Check Out The New Property gateway' banner. To the right, there's a 'Sign in to your account' section with a sign-in form. The form includes fields for Username and Password, a 'Sign In' button with a keyboard icon, and links for 'Forgotten Password?' and 'Forgotten Username?'. Below the banner, there's a 'Sign-up for an account' section with text explaining the benefits of an account for businesses, regular customers, and local government. A 'Request a Business Account' button is also present. At the bottom, there's a green navigation bar with links: County Home, Info A-Z, Departments, Jobs, Online Services, Privacy/ Legal, Accessibility, and Contact Us. The footer contains copyright information: © 2002-2011 Oakland County, Michigan.

Oakland County® Michigan

Search

[Local Info](#) [Advanced Search](#) [View Cart](#)

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

ACCOUNT SERVICES

Check Out The New Property gateway

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:

[Forgotten Password?](#) [Forgotten Username?](#)

Sign-up for an account

Businesses and regular online services customers can register for an Access Oakland Account. With an account with us you can:

Access the services you use regularly without having to pay each time you use a product.

Receive monthly invoices for the services you or your staff use.

Local government customers can login to manage their online bill pay services.

County government departments can fill orders and run reports.

[Contact us if you have any questions.](#)

Request a Business Account

County Home | Info A-Z | Departments | Jobs | Online Services

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The following page will be displayed:

The screenshot shows the Oakland County Michigan website. At the top left is the Oakland County Michigan logo. To the right is a search bar with a 'Go' button and links for 'Local Info', 'Advanced Search', and 'View Cart'. Below this is a green navigation bar with links: 'County Home', 'Info A-Z', 'Departments', 'Jobs', 'Online Services', and a 'Find Services For:' dropdown menu. The main heading is 'Access Oakland User Account Home'. On the left is a sidebar with links: 'Home', 'Change My Password', 'Help', and 'Logout'. In the center is a table with user options.

No.	User Options
1	My Products
2	My Usage Report
3	My Profile

At the bottom, there is a green bar with links: 'County Home', 'Info A-Z', 'Departments', 'Jobs', 'Online Services'. Below this is the copyright notice '© 2002-2008 Oakland County, Michigan' and links for 'Privacy/ Legal', 'Accessibility', and 'Contact Us'.

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

4. Click on [My Products](#) link in the center of the page.

The following page will be displayed:

The screenshot shows the 'Access Oakland Product Home' page. At the top is the Oakland County Michigan logo and a search bar with a 'Go' button. Below the logo is a navigation bar with links: County Home, Info A-Z, Departments, Jobs, Online Services, and a 'Find Services For:' dropdown. The main content area is titled 'Access Oakland Product Home'. On the left is a sidebar with links: Home, Change My Password, Help, and Logout. The main content area has two sections: 'Transaction Based Products' and 'Unlimited Usage Subscription Products'. Each section has a dropdown menu to 'Select a Transactional Product' or 'Select a Subscription Product', followed by 'Get Info' and 'Purchase' (or 'Use') buttons. Below these sections is a 'Product Disclaimer' box with text about data origin. Further down is a 'General Announcement to Access Oakland Users' box containing information about the Recorded Document Profile, payment terms (including a 7% finance fee), and contact information for the County of Oakland. At the bottom is a green navigation bar with links: County Home, Info A-Z, Departments, Jobs, Online Services, Privacy/ Legal, Accessibility, and Contact Us. The footer includes copyright information for 2002-2008 Oakland County, Michigan.

Oakland County Michigan

Search

[Local Info](#) [Advanced Search](#) [View Cart](#)

[County Home](#) [Info A-Z](#) [Departments](#) [Jobs](#) [Online Services](#) [Find Services For:](#)

Access Oakland Product Home

[Home](#)
[Change My Password](#)
[Help](#)
[Logout](#)

Transaction Based Products
Select a Transactional Product

Unlimited Usage Subscription Products
Select a Subscription Product

Product Disclaimer

Please be advised the data included in @ccess Oakland originates from multiple local municipalities. Data, in regard to properties, may be classified and updated differently by municipalities. If you have any questions, please contact the local community where the data originated.

General Announcement to Access Oakland Users

Attention Recorded Document Profile Customer: As of October 1, 2006 the Recorded Document Profile is no longer available through this link. You must go to www.LandAccess.com in order to obtain an account to access Oakland County Recorded Documents.

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 Treasurers-Cash Accounting
1200 N. Telegraph, Bldg 12 E
Pontiac, MI 48341-0479

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.

[County Home](#) | [Info A-Z](#) | [Departments](#) | [Jobs](#) | [Online Services](#)

[Privacy/ Legal](#) | [Accessibility](#) | [Contact Us](#)

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From this page you can select from any of the products for which you have been granted access by your Business Account holder. Transaction Based Products are billed to your Business for each time the product is used. Unlimited Usage Subscription Products are billed to your Business once per billing cycle for unlimited used during that billing cycle.

5. Select the product you wish from the drop-down box under either Transaction Based Products then click on the button or Unlimited Usage Subscription Products then click on the button.

Modifying Account Information

1. To modify an existing account, you must be logged into Access Oakland (see page 3).

The screenshot shows the 'Access Oakland User Account Home' page. At the top is the Oakland County Michigan logo and a search bar with a 'Go' button. Below the logo are links for 'Local Info', 'Advanced Search', and 'View Cart'. A green navigation bar contains links for 'County Home', 'Info A-Z', 'Departments', 'Jobs', and 'Online Services', along with a 'Find Services For:' dropdown menu. The main content area is titled 'Access Oakland User Account Home'. On the left is a sidebar with links: 'Home', 'Change My Password', 'Help', and 'Logout'. In the center is a table with user options.

No.	User Options
1	My Products
2	My Usage Report
3	My Profile

At the bottom, there is a green bar with links for 'County Home', 'Info A-Z', 'Departments', 'Jobs', and 'Online Services'. Below this is the copyright notice '© 2002-2008 Oakland County, Michigan' and links for 'Privacy/ Legal', 'Accessibility', and 'Contact Us'.

2. Click on [My Profile](#) link in the center of the page.

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 User Account Maintenance

[Home](#)
[Change My Password](#)
[Help](#)
[Logout](#)

Click Update to Save your changes.
* indicates required field

User Details (Bob Sager)

Business Account: Eds Business

Username: EDS_HELPER

***First Name:**

***Last Name:**

Please note the E-Mail address provided below will be the primary means of contact and must be valid.

***E-Mail Address:**

***Address Line 1:**

Address Line 2:

***City:**

***State:**

***Zip Code:**

***Country:**

***Phone:** **Extn:**

Fax:

Shipping Details

☐ Shipping Details same as User Details above

***First Name:**

***Last Name:**

Please note the E-Mail address provided below will be the primary means of contact and must be valid.

***E-Mail Address:**

***Address Line 1:**

Address Line 2:

***City:**

***State:**

***Country:**

***Zip Code:**

[County Home](#) | [Info A-Z](#) | [Departments](#) | [Jobs](#) | [Online Services](#)

© 2002-2008 Oakland County, Michigan [Privacy/ Legal](#) | [Accessibility](#) | [Contact Us](#)

This screen will allow you to update all information regarding your account.

- Once modifications have been made, click on the button on the bottom of the screen.

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

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 User Account Maintenance

Home
Change My Password
Help
Logout

'My Profile' updated successfully.
* indicates required field

User Details (Bob Sager)

Business Account: Eds Business

Username: EDS_HELPER

*First Name: Bob

*Last Name: Sager

Please note the E-Mail address provided below will be the primary means of contact and must be valid.

*E-Mail Address: sagere@oakgov.com

*Address Line 1: 1200 N Telegraph

Address Line 2:

*City: Pontiac

*State: MI

*Zip Code: 48341 - 0421

*Country: USA

*Phone: 2488582100 Extn:

Fax: 0

Shipping Details

☐ Shipping Details same as User Details above

*First Name: Bob

*Last Name: Sager

Please note the E-Mail address provided below will be the primary means of contact and must be valid.

*E-Mail Address: sagere@oakgov.com

*Address Line 1: 1200 N Telegraph

Address Line 2:

*City: Pontiac

*State: MI

*Country: USA

*Zip Code: 48341 -

County Home | Info A-Z | Departments | Jobs | Online Services

© 2002-2008 Oakland County, Michigan Privacy/ Legal | Accessibility | Contact Us

- You can now return to the main Menu by clicking on the [Home](#) link in the list on the left side of the page.

Changing Your Password

1. To modify an existing account, you must be logged into Access Oakland (see page 3).

The screenshot shows the 'Access Oakland User Account Home' page. At the top left is the Oakland County Michigan logo. To the right is a search bar with a 'Go' button and links for 'Local Info', 'Advanced Search', and 'View Cart'. Below this is a green navigation bar with links: 'County Home', 'Info A-Z', 'Departments', 'Jobs', 'Online Services', and a 'Find Services For:' dropdown menu. The main content area has a left sidebar with links: 'Home', 'Change My Password', 'Help', and 'Logout'. The main area contains a table with user options.

No.	User Options
1	My Products
2	My Usage Report
3	My Profile

At the bottom, there is a green bar with links: 'County Home', 'Info A-Z', 'Departments', 'Jobs', 'Online Services'. Below this is the copyright notice '© 2002-2008 Oakland County, Michigan' and links for 'Privacy/ Legal', 'Accessibility', and 'Contact Us'.

2. Click on the [Change My Password](#) link on the left side of the page.

The Change Password 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 Change Password

[Home](#)
[Change My Password](#)
[Help](#)
[Logout](#)

Please enter the information to change your password and click 'Update'.

Your Password must:

- Have 6 or more characters
- Contain at least 1 uppercase letter (A through Z)
- Contain at least 1 lowercase letter (a through z)
- Contain at least 1 number (Arabic numerals 0 through 9)
- No special characters are allowed.
- New password must be different from previous password.

As an additional security measure, users will be required to change their password every 180 days and will be prompted 14 days prior to their password expiring. Also, users will not be allowed to change their password multiple times within 1 day.

* indicates required field

Confirm Current Password

* Current Password:

Change Current Password for SAGERE

* New Password:

* Confirm New Password:

[County Home](#) | [Info A-Z](#) | [Departments](#) | [Jobs](#) | [Online Services](#)

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Figure 1: Change Password Screen

3. Enter your current password in the first box.
4. Enter the new password you would like in the second box.
5. Confirm the entry by entering your new password again in the third box.
6. Then click on the button.

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

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 Change Password

Your password was changed successfully. Click 'Continue' to login into Access Oakland.

[County Home](#) | [Info A-Z](#) | [Departments](#) | [Jobs](#) | [Online Services](#)

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7. You can now return to the Menu for further by clicking on the button.

Querying Account Usage

1. To modify an existing account, you must be logged into Access Oakland (see page 3).

The screenshot shows the 'Access Oakland User Account Home' page. At the top is the Oakland County Michigan logo and a search bar with a 'Go' button. Below the logo is a green navigation bar with links: County Home, Info A-Z, Departments, Jobs, Online Services, and a 'Find Services For:' dropdown. The main content area has a sidebar on the left with links: Home, Change My Password, Help, and Logout. The main content area features a table with user options.

No.	User Options
1	My Products
2	My Usage Report
3	My Profile



At the bottom, there is a green navigation bar with links: County Home, Info A-Z, Departments, Jobs, Online Services. Below this is the copyright notice: © 2002-2008 Oakland County, Michigan. On the right side of the bottom, there are links: Privacy/ Legal, Accessibility, and Contact Us.

2. Click on [My Usage Report](#) option in the list in the center of the screen.

The following page will be displayed:

The screenshot shows the Oakland County Michigan website. At the top is the Oakland County logo and a search bar with a 'Go' button. Below the logo is a navigation menu with links: County Home, Info A-Z, Departments, Jobs, Online Services, and a 'Find Services For:' dropdown. The main heading is 'Access Oakland User Activity Report'. On the left is a sidebar with links: Home, Change My Password, Help, and Logout. The main content area is titled 'View My Activity:' and contains instructions: 'To view your activity' followed by a bulleted list: 'select the date range you desire' and 'click on 'Submit''. Below the instructions are two date input fields labeled 'From Date:' and 'To Date:', each with a calendar icon. Below these fields is a 'Submit' button with a right-pointing arrow. At the bottom of the page is a green footer bar with links: County Home, Info A-Z, Departments, Jobs, Online Services, Privacy/ Legal, Accessibility, and Contact Us. Below the footer bar is the copyright notice: © 2002-2008 Oakland County, Michigan.

On this page, you can select a range of dates to query any products used by your account.

3. You can either enter the From Date and To Date (they may be the same) or you can click on the  button and select date from the calendar pop-up screen for each of the date fields.
4. Then, click on the  button.

The following page will be displayed:

Oakland County Michigan

Search

[Local Info](#) [Advanced Search](#) [View Cart](#)

[County Home](#) [Info A-Z](#) [Departments](#) [Jobs](#) [Online Services](#)

Access Oakland User Activity Report

[Home](#)
[Change My Password](#)
[Help](#)
[Logout](#)

View My Activity:
To view your activity

- select the date range you desire
- click on 'Submit'.

From Date: To Date:

View Activity Details for user EDS_BUS performed between 12/01/2008 and 12/12/2008:
Transaction count: 2

No.	Date	Amount	Product Name	Type	Credited	Invoiced	Misc. Info.
1	12/12/2008	\$2.5	Current Tax Profile	T	No	Transaction	68 1510477021
2	12/12/2008	\$0.0	Residential Property Profile	S	No	Subscription	44 2513279017

[County Home](#) | [Info A-Z](#) | [Departments](#) | [Jobs](#) | [Online Services](#)

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This report shows dates, counts and billable amounts for all product usage by your account during the date range you selected.

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