

BASS FAQ

Brevard's Advanced Service Site – Frequently Asked Questions

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1. Additional Information & Helpful Links

a. Helpful Links on BASS Home Page

Visit www.brevardfl.gov/BASS to access the BASS website and additional information under **Helpful Links** regarding registration, inspection scheduling and BASS applications.

b. Permit Application Information and other guidelines

Visit Planning & Development website at www.brevardfl.gov/PlanningDev select Applications & Fees, then Building Permits to obtain additional information on permitting requirements or select the following link: www.brevardfl.gov/PlanningDev/AppsFees/BuildingPermits

c. How to Obtain Additional Assistance

I. Registration and Licensing Assistance

Please contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

II. Permitting Assistance

Please contact Building Code at inspect.mail@brevardfl.gov or call (321) 633-2072, option 1.

III. Payment Assistance

Please contact Development Cashier at impact.fees@brevardfl.gov or call (321) 633-2068, option 2.

IV. Technical Assistance

Please email a description of the issue with your contact information, contractor license number and screen shot of the whole screen to AccelaSupport@brevardfl.gov.

2. Compatible Devices

a. PC (Laptop or Desktop)

I. Compatible Operating Systems

- ❖ Windows 7, 8, 10
- ❖ MAC

II. Compatible Web Browsers

- ❖ Microsoft Edge 38 (Recommended)
- ❖ Google Chrome 55 (Recommended)
- ❖ Microsoft Internet Explorer 11 (32 bit)
- ❖ Mozilla Firefox 47
- ❖ Safari 10 in MAC OS x10.10

b. Compatible Mobile Devices

Mobile devices can only be used to search records, view record information and schedule inspections. Refer to [How to use a Mobile Device \(see 11\)](#)

I. Apple iOS 9 or above

- ❖ iPhone
- ❖ iPad

II. Android 6.x or above

- ❖ Android Phone
- ❖ Tablet

3. PC Settings & Technical Issues

IMPORTANT: Please consult with your IT Department before making any changes to your system or browser settings!

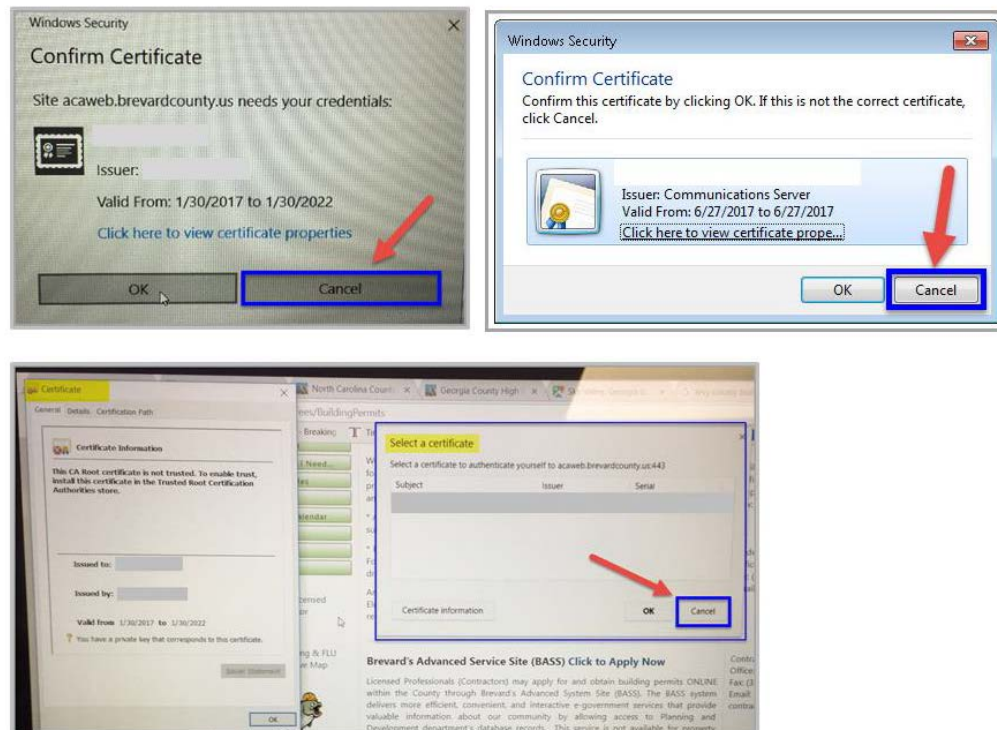
a. Allow Pop-Ups for this site (Required)

- ❖ **Option 1:** Disable Pop-Up Blocker in your browser settings (i.e.: Edge, Internet Explorer, Chrome, Mozilla Firefox)
- ❖ **Option 2:** Allow Pop-Ups for this website if you do not wish to disable Pop-Up Blocker <https://acaweb.brevardcounty.us/CitizenAccess/>

b. Windows Security Certificate Message

If you receive a message to Confirm Certificate, do **NOT** install or click OK.

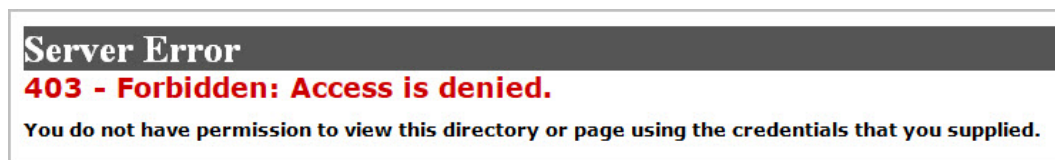
- ❖ Click **CANCEL** and proceed to website.
Message box may look different on different computers.



c. Server Error: 403 – Forbidden: Access is denied

If you receive this error, you might have previously selected to install the Security Certificate mentioned above ([see 3.b.](#))

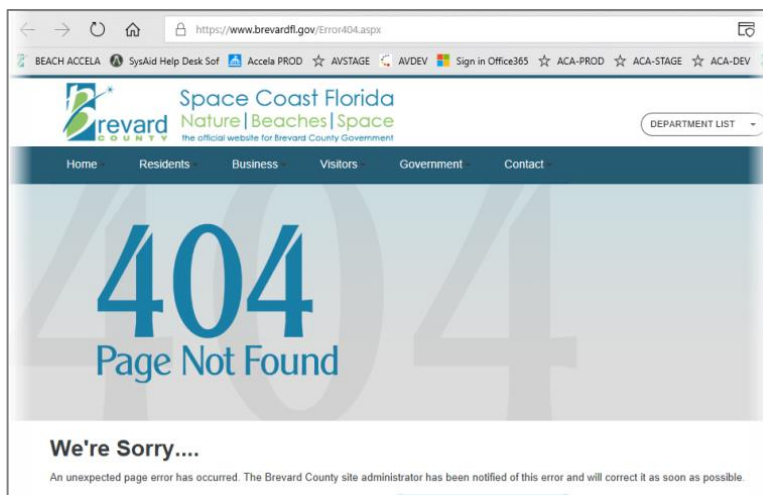
1. Clear Browser Cache according to your browser ([see 3.e.](#))
2. Close your browser and re-open again
3. Select **Cancel** for the Windows Security Certificate Message ([see 3.b.](#))
(It might be necessary to clear the browser cache again and re-open the browser)



d. Server Error: 404 Page Not Found

You might receive this error after clicking on a website link or document that cannot be found.

- ❖ **BASS webpages:** Contact AccelaSupport@brevardfl.gov for assistance with a description of the document or web page you were trying to reach.
- ❖ **Other Brevard County webpages:** Contact webmin@brevardfl.gov



e. How to Clear Browser Cache for unresponsive screen or error

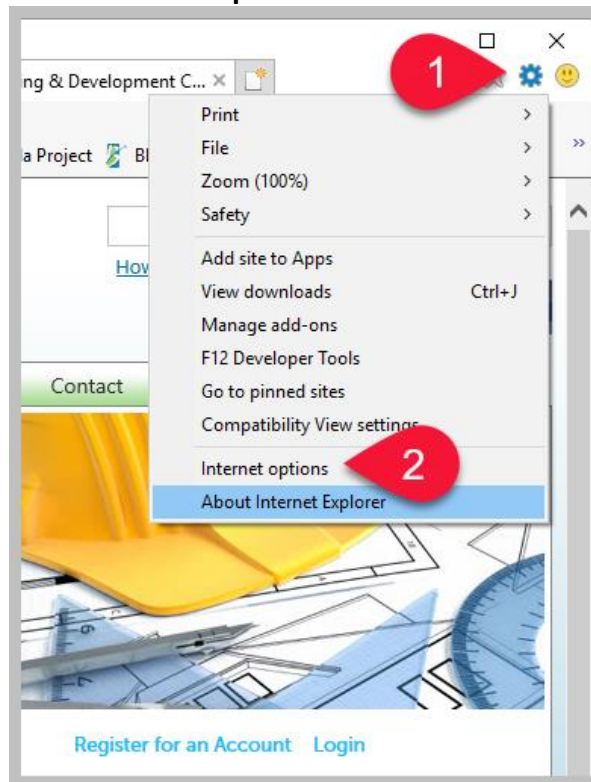
If the screen is unresponsive, just spins, can't clear screen, unable to leave screen; or receive a server error message while trying to access or use the BASS website at www.brevardfl.gov/BASS or <https://acaweb.brevardcounty.us/CitizenAccess/> you might be required to clear the cache (cookies, data and temp files) for the Web Browser.

See the following pages for instructions on the different browsers:

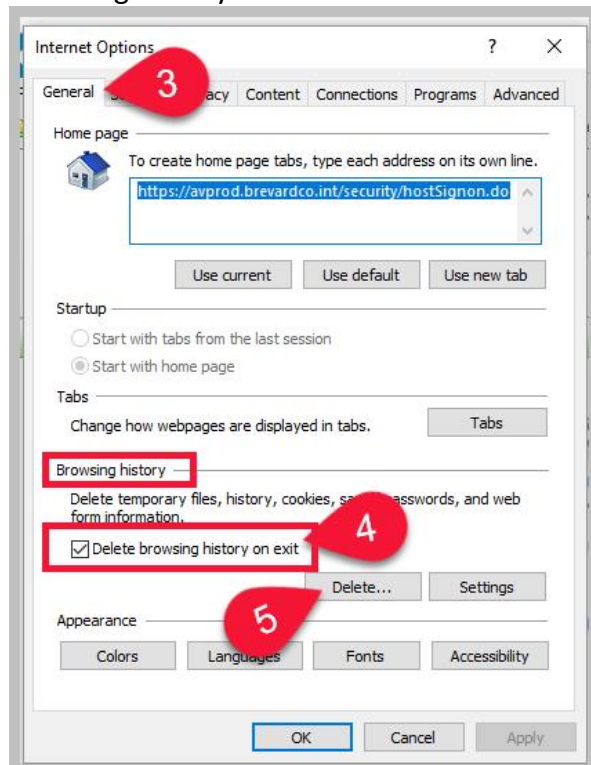
- I. [Internet Explorer](#)
- II. [Google Chrome](#)
- III. [Microsoft Edge](#)
- IV. [Mozilla Firefox](#)

I. Internet Explorer

1. Open Internet Explorer
Select Tools(Gear Symbol) upper right hand corner of browser
2. Select **Internet Options**



3. **General Tab** (Internet Options)
4. Browsing History check Delete browsing history on exit
5. Browsing History click **Delete**

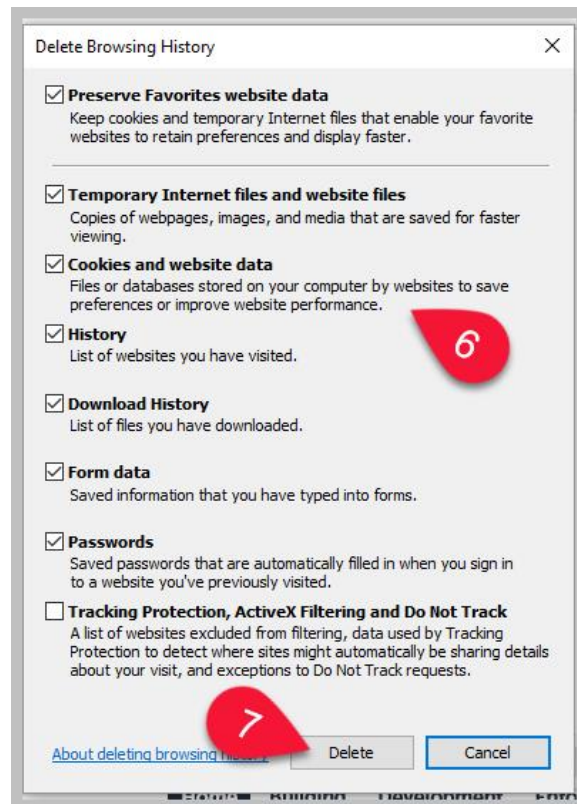


6. Delete Browsing History

Check boxes including Temporary Internet files and Cookies and website data

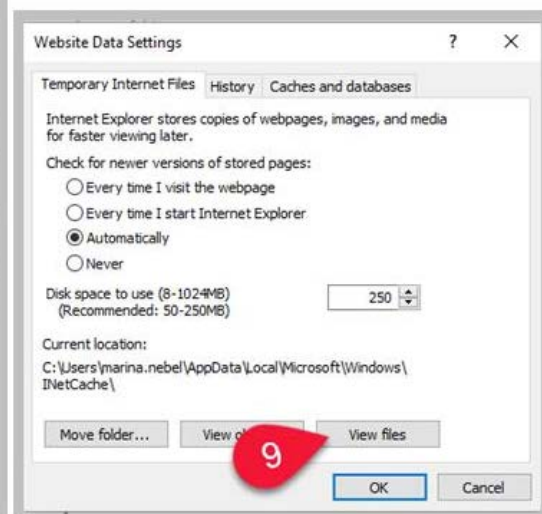
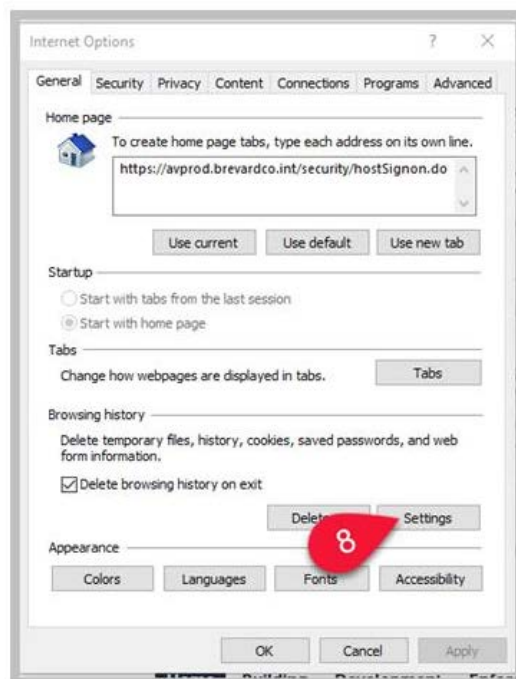
IMPORTANT: *If you save your Passwords to be automatically entered, uncheck the Passwords box first!*

7. Click **Delete**

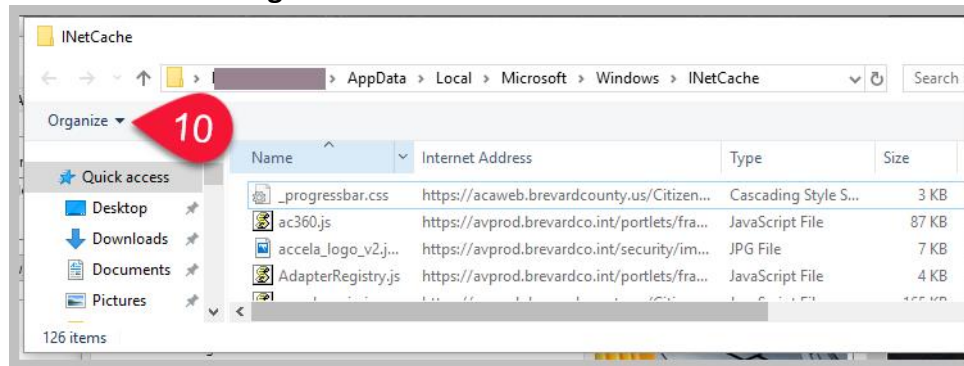


8. Click **Settings**

9. Click **View Files**

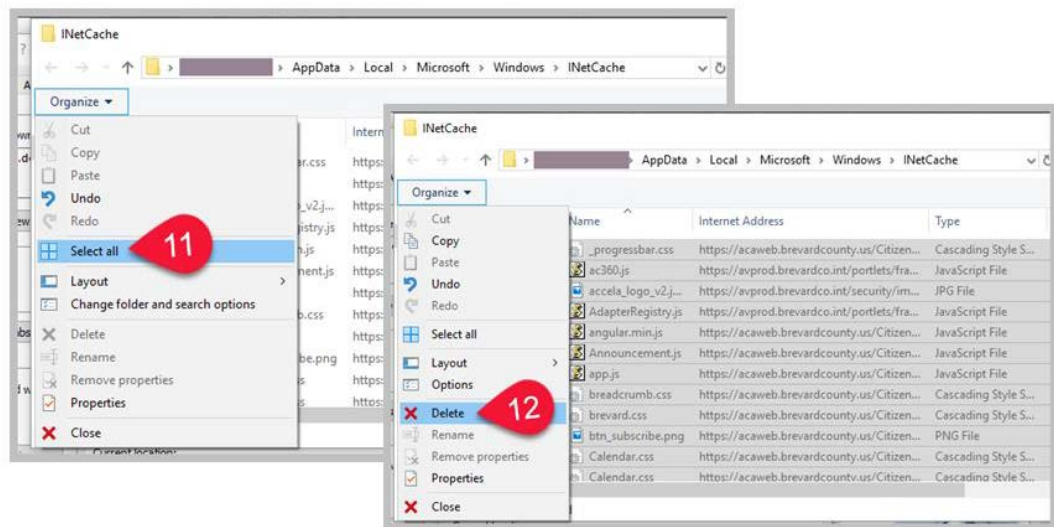


10. INetCache - Click **Organize**



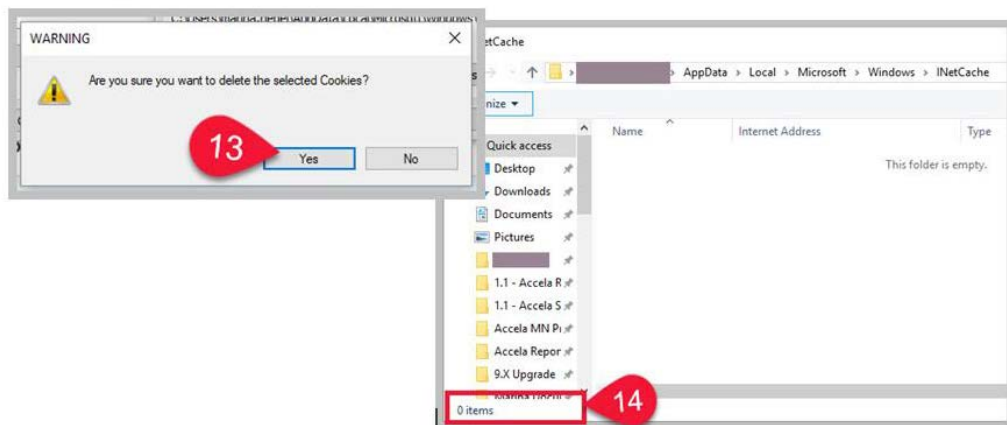
11. Select **All**

12. **Delete** all the files on INetCache



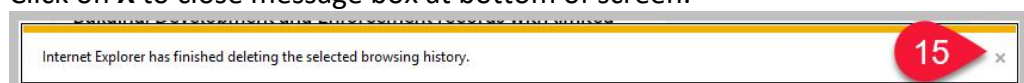
13. Select **Yes** to delete selected Cookies

14. Folder should show "0" items



15. Deleted history message

"Internet Explorer has finished deleting the selected browsing history."
Click on **X** to close message box at bottom of screen.

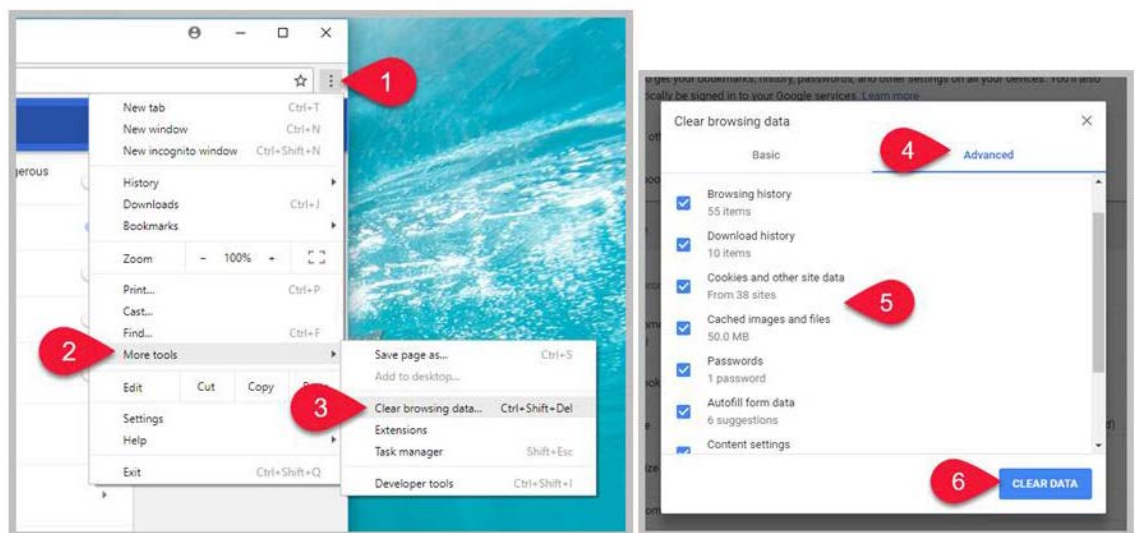


16. Close Internet Explorer browser window

17. Open Internet Explorer and access BASS website again at www.brevardfl.gov/BASS

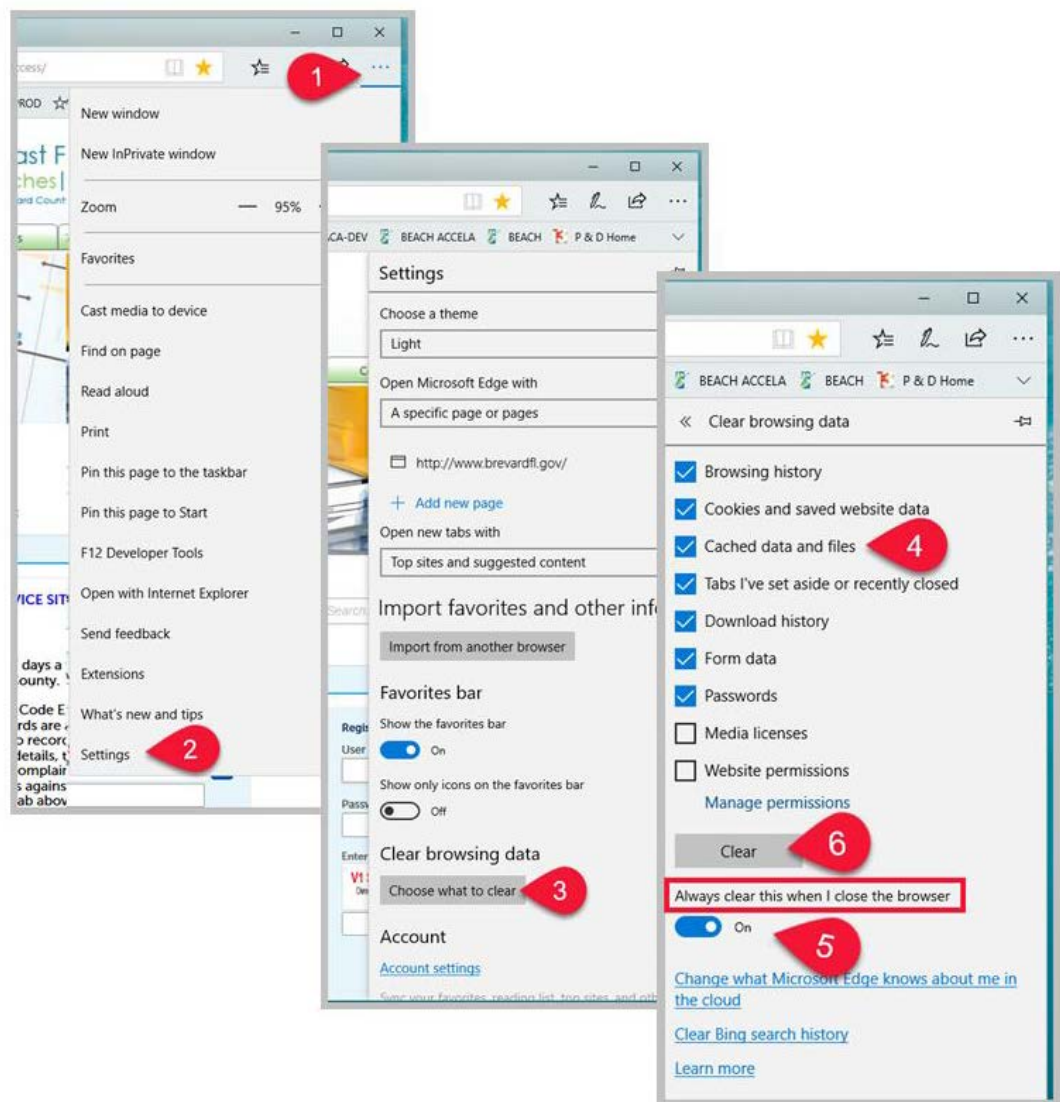
II. Google Chrome

1. Open Google Chrome browser
Click on the 3 dots upper right hand corner of browser for tools to customize and control Google Chrome
2. Select **More tools**
3. Select **Clear browsing data...**
4. Select **Advanced**
5. Check the boxes including **Cookies and Cached images and files**
IMPORTANT: *If you save your Passwords to be automatically entered, uncheck the Passwords box first!*
6. Click **Clear Data**
7. Close Google Chrome browser window
8. Open Google Chrome and access BASS website again at www.brevardfl.gov/BASS



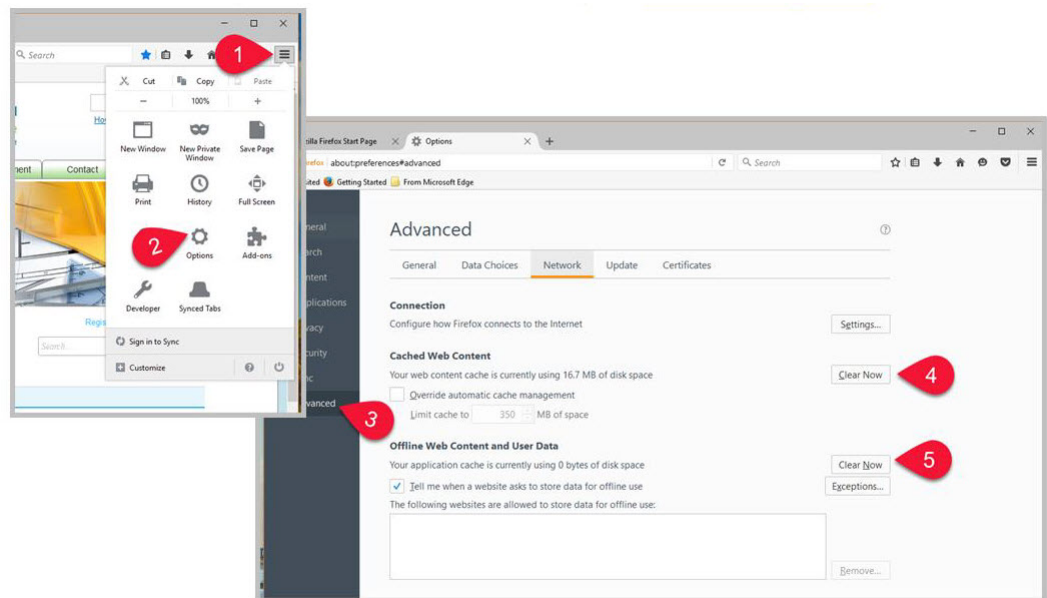
III. Microsoft Edge

1. Open Microsoft Edge browser
Click on the 3 dots upper right hand corner of browser for tools to customize and control Microsoft Edge
2. Select **Settings**
3. Click on **Choose what to clear** under Clear browsing data
4. Check the boxes including **Cookies and Cached data and files**
IMPORTANT: *If you save your Passwords to be automatically entered, uncheck the Passwords box first!*
5. **Always clear this when I close browser** select **On**
6. Click on **Clear**
7. Close Edge browser window
8. Open Edge and access BASS website again at www.brevardfl.gov/BASS



IV. Mozilla Firefox

1. Open Mozilla Firefox browser
Click on the **3 lines right hand corner of browser** to open tools menu
2. Select **Options**
3. Select **Advanced**
4. Cached Web Content click on Clear Now
5. Offline Web Content and User Data click on **Clear Now**
IMPORTANT: *If you save your Passwords to be automatically entered, uncheck the Passwords box first!*
6. Close Mozilla Firefox browser window
7. Open Mozilla Firefox and access BASS website again at www.brevardfl.gov/BASS



4. Searching Records on BASS

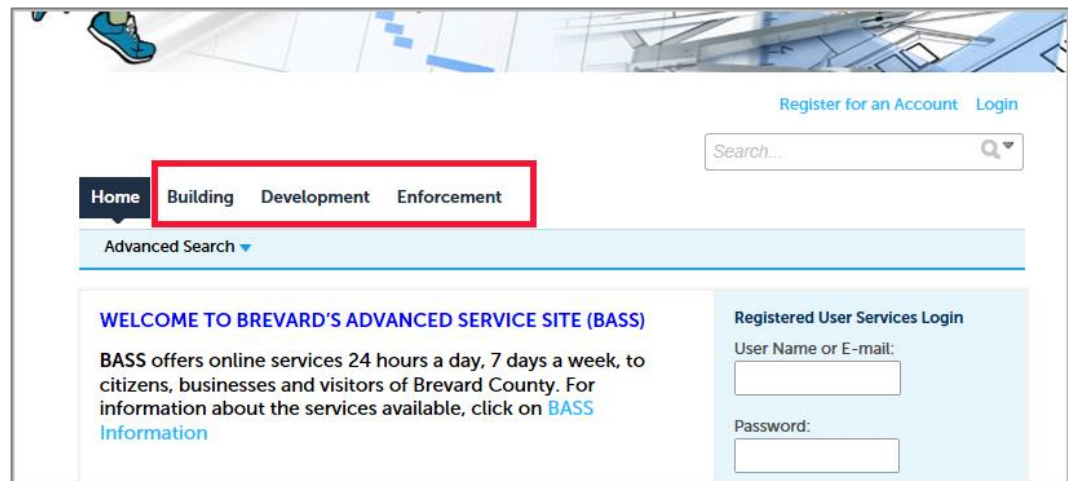
Records are only available for **Brevard County Planning & Development Department** agencies listed below. Registration is NOT required to search and view records.

NOTE: Confidential records and records outside of the jurisdiction are not available on BASS.

a. I cannot find a record

Ensure proper **Tab** and search criteria are selected for the following record types:

- ❖ **Building** (Permits)
- ❖ **Development** (Site Plans, Subdivisions, PZ, Impact Fees, Waivers, etc.)
- ❖ **Enforcement** (Code Enforcement Cases and Contractor Licensing Enforcement Complaints and Citations)



b. I cannot find an address

- ❖ **Less is best**
 - ♦ Enter ONLY the street number and first few letters of street name.
 - ♦ Do not enter directional information (SE/NE), street type, city or zip code.
 - ♦ If you cannot clear search, close the browser and try again.
- ❖ **Confidential** addresses will not be listed, you will need to contact our office
- ❖ **Verify Site Address** through Property Appraiser Property Search at www.bcpao.us
 - ♦ Check spelling of street name
- ❖ **Address is within another municipality** (city/town). The Property Appraiser will list the municipality under Taxing District. Records may be obtained through appropriate municipality. Brevard County Building Permit Applications are only applicable for unincorporated areas of Brevard County (Exceptions: Satellite Beach's Tortoise Island Subdivision).
- ❖ **Directional is actually part of the street name** (i.e. South Patrick Drive, East Railroad Avenue). Re-enter street number and beginning of street name matching information on Property Appraiser's website
- ❖ **New Address** might not be in properties database. Applicant needs to contact Address Assignment at Address.Assign@brevardfl.gov
- ❖ If the address is correct, clearing the browser cache might help ([see 3.e.](#))

5. How can I download documents

- ❖ Non-Registered Users (the public) are able to download the following documents
 - ◆ Residential Building documents except confidential
 - ◆ Enforcement documents except confidential
- ❖ To download documents
 - ◆ Select the specific record
 - ◆ Select **Record Info** dropdown
 - ◆ Select **Attachments**
 - ◆ If the document is downloadable the name will display as a blue link
 - ◆ Click on Document Name link to download
- ❖ Registered Users may login to obtain documents of their records, except confidential records or documents

6. Registering for a BASS User Account

a. BASS User Types

I. Non-Registered Users

- ❖ Search & View Records
- ❖ Print Permit, Certificate of Completion/Occupancy and Record Detail Report
- ❖ Download available public documents

II. Registered Users (No License attached)

- ❖ Services available in addition to Non-Registered User services
 - ◆ Schedule Inspections
 - ◆ Add records to collections for easy access
 - ◆ See www.brevardfl.gov/BASS under **Helpful Links: How To Register**

III. Registered Users (with Approved License attached)

- ❖ Approval required by Contractor Licensing
 - ◆ Agreement & Driver's License must be submitted
 - ◆ License must be added – See **Helpful Links: How To Add A License**
 - ◆ License must be active and up-to-date
- ❖ Search & View Records, Print Permit/C.O./C.O.C. & Reports
- ❖ Apply for [BASS Building Permit Application Types \(see 8.c\)](#) available
- ❖ Schedule Inspections
- ❖ Make Payments
- ❖ Print Receipts
- ❖ Upload/Download Documents

b. How to obtain Registration Instructions

Visit www.brevardfl.gov/BASS to obtain information under **Helpful Links**

- ❖ How To Register
- ❖ How To Add A License
- ❖ Contractor Agreement (Required)
- ❖ Verify License

Additional instructional material may be available at the Planning & Development Department Customer Service area and by request through Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

c. What device can I use to register

Registration must be done on a PC or laptop using the desktop version of BASS. You cannot use a mobile device such as mobile phone or tablet.

d. I used a Mobile Device to verify Email Address – Now unable to login

Your account cannot be verified using a mobile device. If you clicked on the email link on your phone, you will receive an error when trying to login to your BASS User account. Access your email on your PC to click on the verification link. If you get an error message that the link has expired, please contact AccelaSupport@brevardfl.gov.

e. I did not receive a Verification Email during Registration

- ❖ Check your **Spam or Junk folder** for an email from noreply@brevardcounty.us and add email address to your safe sender list or address book.
- ❖ If the email is **not** in Spam/Junk folder:
 - ◆ Your email address used for registration might have been entered incorrectly. In this case you will not receive an email and need to register again with the correct email address.
 - ◆ Your company's IT Department may have applied an email filter. Please contact your IT Department to add our email address noreply@brevardcounty.us to the Safe Sender List. Contact AccelaSupport@brevardfl.gov for further assistance.

f. Error Message: User Name already exists

A BASS User account has previously been created under the same User Name. Each User Name can be used only once for registration. Please choose different User Name or login to existing account. Contact Contractor Licensing for additional assistance at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

g. Error Message: Email already in use

User has an existing BASS User account and previously registered with the same email address. Email address can be used only once for registration. Login or contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

h. Error Message: Enter valid email address

- ❖ Email address might have been entered incorrectly. Verify email address is correct.
- ❖ User might not actually be registering, but trying to sign in to an account that has not been established yet.
- ❖ For further assistance contact AccelaSupport@brevardfl.gov or Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

i. Unable to Add License to Registered User Account

I. Confirm Contractor License record is current

On **BASS** website click [Verify License](#) to access the Find a Licensed Contractor website. You will not be able to add a license that is not active and up-to-date in our database. If License cannot be found, contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

II. License has been VERIFIED

After Contractor License has been verified (see item I. above) and License cannot be added

- ❖ Contractor might select the incorrect License Type (i.e.)
 - ♦ **Class A** - Air Conditioning (CAC#) select **HARV Unlimited**
 - ♦ **Class B** - Air Conditioning (CAC#) select **HARV Limited**
 - ♦ Only Mechanical (CMC#) select Mechanical
 - ♦ **Verify License Type** is correct online through [Find a Licensed Contractor Search](#). The Trade name equals the License Type to add the License.
- ❖ Contractor might have entered the State Registration Number. Enter valid Brevard County or State of Florida **Certified License Number** only - Verify Number.
- ❖ For further assistance contact AccelaSupport@brevardfl.gov or Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

III. License CANNOT be Verified

- ❖ License record may not be in database
- ❖ License type might not be a trade we regulate or can permit
- ❖ License record is in database, but needs to be updated for any of the following:
 - ♦ License Expired or Not in Active Status
 - ♦ General Liability Insurance expired
 - ♦ Workers Compensation Insurance expired
 - ♦ Workers Compensation Exemption expired
- ❖ Contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

j. How will I know when registration is complete?

I. Registered Users (No License Attached)

During registration you will receive an account verification email from noreply@brevardcounty.us. Once you click on the verification link in the email, you will be able to login and registration is complete. You are now able to **schedule inspections**.

II. Registered Users (with Approved License attached)

You will receive **3** emails from noreply@brevardcounty.us before your account registration is complete and you are able to apply for permits, upload documents or make payments. Your account is active after you receive the final email stating ***"BASS Account - Your license ### has been activated for Online Permitting"***. At this point you can log in and use all available BASS services.

7. Signing in to User Account

a. Error Message: The account is not active

- ❖ User has not verified email address during registration and will not be able to login. Check your email inbox or Spam/Junk folder for verification email from noreply@brevardcounty.us and click on verification link.
- ❖ Account might have been deactivated
- ❖ For further assistance contact AccelaSupport@brevardfl.gov or Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

b. Error Message: Account has been disabled

User has an existing account which has been disabled. Contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

c. Error Message: Invalid Username or Password

- ❖ First verify your User Name or Email and Password are correct
- ❖ An account with this User Name or Email may not exist
- ❖ Registration must be completed and email address verified before you can log in
Visit **Helpful Links: How To Register**

I. I Forgot my Password

- ❖ If you forgot your password you need to be able to enter the Security Answer
- ❖ County Staff **cannot** change the password over the phone or by email

How To Reset Password:

1. Click **I've forgotten my password** (below Login box)

Home Building Development Enforcement

Advanced Search ▼

WELCOME TO BREVARD'S ADVANCED SERVICE SITE (BASS)

Non-Registered Users can search and view record information for Brevard County's building, development, and enforcement records.

Registered Users can schedule inspections. Registration is free and easy, no contractor license required. For instructions click on [How To Register](#) or [How To Schedule Inspections](#).

Registered Users (with an approved contractor license) with an added and County approved contractor license, users can make payments and apply for certain building applications. For a full list of available building applications, click on [BASS Information](#).

Registered User Services Login

User Name or E-mail:

Password:

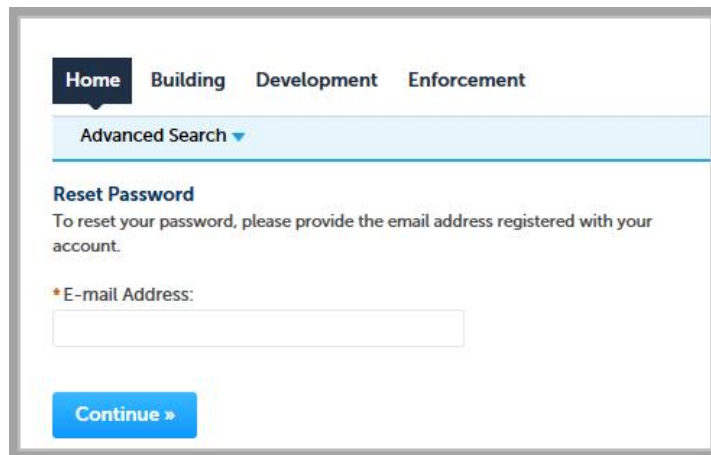
[Login »](#)

☐ Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

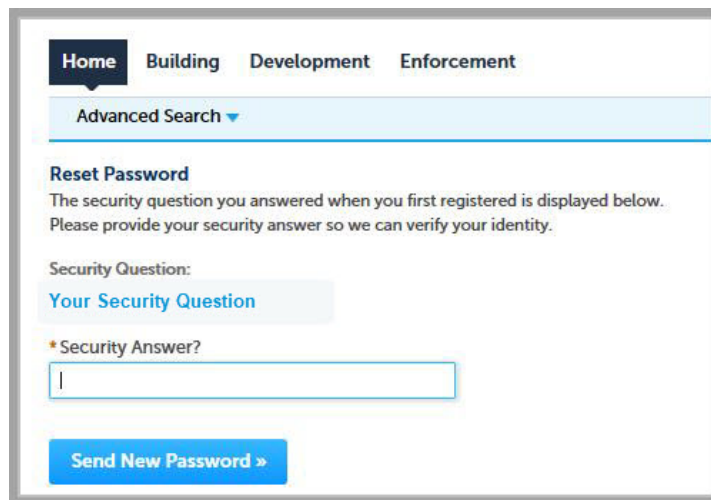
Helpful Links:

2. Enter your email address used for registration
3. Click Continue



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Building', 'Development', and 'Enforcement'. Below the navigation bar is a light blue bar with 'Advanced Search' and a dropdown arrow. The main content area is titled 'Reset Password' and contains the text: 'To reset your password, please provide the email address registered with your account.' Below this text is a label '* E-mail Address:' followed by a text input field. At the bottom of the form is a blue button labeled 'Continue »'.

4. Enter your security answer (question is listed above)
5. Click Send New Password



The screenshot shows the same web interface as the previous one, but the form is now at the security question step. The text reads: '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 a label 'Security Question:' followed by a light blue box containing 'Your Security Question'. Below that is a label '* Security Answer?' followed by a text input field. At the bottom of the form is a blue button labeled 'Send New Password »'.

6. You will receive an email from noreply@brevardcounty.us with the subject **"BASS Account – Reset Password for User Name"**
7. Follow instructions in email to reset password (new password requires 8-21 characters).

II. I Forgot my Security Answer

If you cannot reset the password by answering the security question, contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.

You may be required to come in person with a valid photo ID to our office at:

Brevard County Government Center
Planning & Development Department
Contractor Licensing Division
2725 Judge Fran Jamieson Way, Bldg. A, Room 114
Viera, FL 32940

8. Permit Applications

a. Confidential Records

- ❖ A Confidential Address **cannot** be found online through BASS
- ❖ If an address is secure, the record is considered Confidential. Check with the property owner if the address is secure.
- ❖ Confidential Records cannot be managed online
- ❖ Applications and Documents must be submitted through the Building Code Office in Viera **in person**, by **express mail**, or by **standard mail**. ***Do not email Confidential documents!***
- ❖ **Payments** must be made through Development Cashier's Office, call (321) 633-2068, option 2 or visit Cashier's office in Viera.

b. Cannot find Permit Application Type

- ❖ Only Licensed Contractors with an approved Registered BASS User Account are able to apply online. License must be added and approved by Contractor Licensing.
- ❖ License record might not be up-to-date. Contact Contractor Licensing at contractorlicensing@brevardfl.gov or call (321) 633-2058, option 4, option 6.
- ❖ Not all permit application types are available online (see list below).

c. BASS Building Permit Application Types:

- ❖ Residential Demolition
- ❖ Residential Doors-Windows-Shutters
- ❖ Residential Electrical
- ❖ Residential Fence
- ❖ Residential Generator
- ❖ Residential HVAC Change Out
- ❖ Residential Plumbing
- ❖ Residential Pool
- ❖ Residential Pool Resurface
- ❖ Residential Reroof
- ❖ *Commercial Electrical*
- ❖ *Commercial HVAC-Mechanical*
- ❖ *Commercial Plumbing*
- ❖ *Commercial Reroof*

NOTE: Only expedited permits can be paid/issued/printed online on the spot.

d. Permit Application Requirements

Please refer to the appropriate Permit Application Requirements on the Planning & Development website under [Brevard County Building Permit Applications](#)

- ❖ A \$35.00 fee must be paid upfront for permits that require a review.
- ❖ For Expedited "Instant" Permits the \$35.00 fee is included.
- ❖ For permits which require a review, additional documents such as plans, etc. must be submitted.

e. EXISTING Registered User was able to use BASS and NOW Cannot

- ❖ If you were previously able to use the services and **NOW cannot**:
 - ♦ Apply for permits
 - ♦ Make payments
 - ♦ Upload/Download documents
 - ♦ Schedule Inspections
 - ♦ See all your permit applications listed under your account records
- ❖ Licensing record may have deficiency, such as license not in active status, insurance or workers comp expired. Contractor needs to update licensing record. Contact Contractor Licensing at (321) 633-2058, option 4, option 6, or email at contractorlicensing@brevardfl.gov
- ❖ Permit might not be ready for payment, contact Building Code at inspect.mail@brevardfl.gov
- ❖ Clearing the browser cache might help ([see 3.e.](#))

f. NEW Registered User cannot use BASS Services

I. Registered User Cannot Schedule Inspections

- ❖ User must be logged into account
- ❖ Registration might be incomplete; user must click on account verification link in email from noreply@brevardcounty.us to login. Visit **Helpful Links: How To Register**

II. Cannot apply for permits, make payments, upload/download documents

- ❖ User did not add a license to their registered user account. User must login and add license under My Account. Approval required by Contractor Licensing, which may take several days. Visit **Helpful Links: How To Add A License**
- ❖ License might be added, but not be approved yet by Contractor Licensing. Licensing staff will inform the Registered User of deficiencies. Once approved, Registered Users will receive an email **“Your license has been activated for Online Permitting”** at that point the user can fully utilize the BASS services.
- ❖ If Contractor Licensing staff approved the license while talking to user on the phone, the user must log out and back in before the license Status will show **Approved** under **My Account**. Visit **Helpful Links: How To Add A License**

License Information					
Licensed contractors need to associate their professional license to their registered account prior to applying for a building permit. Click Add a License . Your professional license will require validation by the County. Validation includes confirmation of the <i>BASS Online Permitting Registration Agreement</i> .					
Showing 1-1 of 1 Download results					
State License #	License Type	Issued On	Expired Date	Status	Action
CGC123456	General		08/31/2040	Approved	Actions ▼

g. Cannot find the address to enter application

- ❖ **Less is best**
 - ♦ Enter ONLY the street number and first few letters of street name.
 - ♦ Do not enter directional information, street type or city.
 - ♦ If you cannot clear search, close the browser and try again.
- ❖ **Confidential** addresses will not be listed, you will need to contact our office
- ❖ **Verify Site Address** through Property Appraiser Property Search at www.bcpao.us
 - ♦ Check spelling of street name
- ❖ **Address is within another municipality** (city/town). The Property Appraiser will list the municipality under Taxing District. Brevard County Building Permit Applications are only applicable for unincorporated areas of Brevard County (Exceptions: Satellite Beach's Tortoise Island Subdivision).
- ❖ **Directional is actually part of the street name**, (i.e. South Patrick Drive, East Railroad Avenue). Re-enter street number and beginning of street name matching information on Property Appraiser's website
- ❖ **New Address** might not be in properties database. Applicant needs to contact Address Assignment at Address.Assign@brevardfl.gov
- ❖ If the address is correct, clearing the browser cache might help ([see 3.e.](#))

h. Printing Permits

- ❖ Only expedited permits can be issued/printed instantly online after payment
- ❖ Other permits require an application fee and review before permit fees can be paid and issued.
- ❖ Once you have been notified by Building Code that permit is ready for issuance, you may login to your approved account, make payment and print permit.
- ❖ Permits issued may also be printed by searching for record and selecting Reports > Building Permit ([see 11](#)).

i. Cannot upload Document

I. No ADD Button available to upload documents

- ❖ User might not be logged into BASS User account. Verify you are logged in.
- ❖ BASS User account may not be approved, check under My Account - License Information - Status Approved
- ❖ Licensing record may have deficiency, such as license not in active status, insurance or workers comp expired. Contractor needs to update licensing record. Contact Contractor Licensing at (321) 633-2058, option 4, then 6, or email at contractorlicensing@brevardfl.gov
- ❖ Clearing the browser cache might help ([see 3.e.](#))

II. Able to click on ADD Button, cannot upload

- ❖ Process starts to upload document; however, it does not show that the upload has been completed. Ensure you complete all steps required for upload, browser is compatible and file size is not larger than 250 MB.
- ❖ If the same error occurs and the proper steps were followed, clearing the browser cache might help ([see 3.e.](#)) and restart PC.
- ❖ If issue does not resolve contact AccelaSupport@brevardfl.gov

9. Payment Issues

a. No Refund Disclaimer

Fees on permit applications entered incorrectly or in error, including but not limited to duplicate entries, will not be refunded! Select **Submit** or click on **Enter** only **ONCE**, otherwise payment might be submitted multiple times! Verify you have selected the correct permit type and address!

b. Credit Card payments limited to \$750.00 max

- ❖ Credit Card payments cannot exceed the maximum amount of \$750.00 (excluding processing fees), per payment transaction.
- ❖ Online payments are processed by Point & Pay. A receipt will be emailed to you listing the transaction number, not the permit number.

c. E-Check Payments

- ❖ E-Checks do not have a maximum amount limit and only a \$2.00 processing fee.
- ❖ The **Account and Routing Numbers must be entered correctly**, otherwise the E-Check will be returned and the customer may occur additional fees.
- ❖ It may take up to 3 business days for the E-Check to post to the bank; therefore, funds must be available for processing or check may be returned and the customer may occur additional fees.

d. Shopping Cart is not visible or No Pay Fees link

- ❖ User might not be logged into BASS User account. Verify you are logged in.
- ❖ BASS User account may not be approved or no license added. Check under My Account - License Information - Status Approved.
To add a license Visit **Helpful Links: How To Add A License**
- ❖ Licensing record may have deficiency. Contractor needs to update licensing record. Contact Contractor Licensing at (321) 633-2058, option 4, then 6, or email contractorlicensing@brevardfl.gov

e. I cannot exit out of Payment Screen

Once in Payment screen the Cancel button does not return user to previous screen. The browser Back button does not redirect to previous screen. User needs to **clear cache** in browser ([see 3.e.](#)) and **close browser**, to be able to login and access different screen.

f. Payment Issues after payment made

For assistance contact the Development Cashier's office at (321) 633-2068, option 2.

- ❖ Received NO receipt email from Point & Pay
- ❖ Received 2 emails from Point & Pay for same record
- ❖ Record has only temporary record number (i.e.: 18TMP02345)
 - ◆ Cannot print permit
 - ◆ Cannot print receipt
- ❖ Receipt shows different amount
 - ◆ Payment might have been made for multiple records in shopping cart.

g. How to pay Code Enforcement Fees and Fines

To obtain an accurate fee amount of a Code Enforcement case, you must **contact Code Enforcement** at code.enforcement@brevardfl.gov or call (321) 633-2086, option 3.

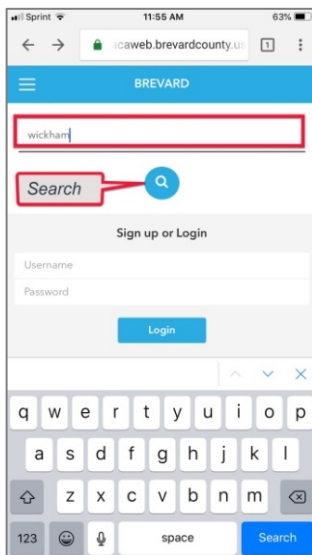
Amounts shown online or on Record Detail Report may not reflect the current amount!

10. How to Schedule Inspections

- ❖ Visit **Helpful Links: How To Schedule Inspections**
- ❖ To Schedule Inspections, you must be a Registered User and login. If you have not registered, visit www.brevardfl.gov/BASS desktop site on a PC/laptop and refer to **Helpful Links: How To Register**.
- ❖ Owner/Builders can register as a BASS User to schedule inspections
- ❖ **Scheduling cut off time is 4:00 pm for next business day inspections**

11. How to use a Mobile Device

Mobile View provides access to BASS from a smartphone (iPhone or Android), iPad or tablet with the look and feel of an app. The website automatically changes to mobile view when accessed on a mobile device. For full functionality please use the desktop site.



The following applies to BASS Services on a mobile device:

- ❖ **Non-Registered Users (No Login required)**
 - ◆ Search records (Simply enter search criteria and select Magnifying Glass)
 - ◆ View record status and limited record information
 - ◆ View conditions placed on record
 - ◆ View inspection schedule, inspector name and inspection results
- ❖ **Registered Users (With or without license attached)**
 - ◆ Login under the same User Name and Password as website
 - ◆ Schedule, reschedule or cancel inspections
- ❖ **Users May NOT use a mobile device for the following**
 - ◆ Sign up or register for an account
 - ◆ Make online payments
 - ◆ Upload or download documents
 - ◆ Print Permits/C.O./C.O.C. or reports

12. How to Print a Record Detail Report, Permit or C.O.

You may print a report of your record (Building, Development or Enforcement). You **MUST** be in a specific record to be able to run the report.

- ❖ Printing a Record Detail report may eliminate the need for a Public Record Request
- ❖ Pop-Ups must be allowed in your browser settings ([see 3.a.](#))
- ❖ Select Record (Building, Development or Enforcement)
- ❖ Select Reports dropdown list > select one of the available reports.
 - ◆ Record Detail Report (all available records)
 - ◆ The following must have a status of “**Issued**” to be listed for printing
 - Building Permit
 - Certificate of Completion
 - Certificate of Occupancy

